

OPERATING GUIDELINES

VANCOUVER CONVENTION CENTRE

OPERATING GUIDELINES

Table of Contents

OFFICIAL SUPPLIERS

Avera Audiovisual

Bell

BEST – For a cleaner world

Genesis Security

Riggit Services Inc.

Sodexo Live!

EVENT PRODUCTION & LOGISTICS

Adhesives

Audiovisual Services

Balloons

Branding

Cable Routing

Carpet Protection

Compressed Air Services

Deliveries and Freight

Digital Signage

Drones and Remotely Piloted Aircraft Systems (RPAS)

Electrical Services

Event Staffing Requirements

Exclusive Services

Exhibitor Deliveries

Exhibits

Floor Loading

Floor Marking

Floor Plans and Rigging Plans

Forklift Operations

OPERATING GUIDELINES

Table of Contents

Freight and Service Elevators

Freight Handling Areas

Helicopter Landings

Helium

House Lighting

House Sound

Housekeeping

Jack Poole Plaza

Keys and Access Cards

Keys and Lock Changes

Labour Services

Loading Facilities

Mobile Lift Operations

Move-in and Move-out

Multiway

Music Licence Fees

Olympic Cauldron

On-site Construction

Painting and Spackling

Passenger Loading and Shuttle Bus Staging

Plumbing and Water Access

Propane

Pyrotechnics, Cold Spark, Open Flame, Smoke, Fog, Haze & Confetti Visual Effects

Rigging

Signs and Special Decorations

Simultaneous Interpretation Services

OPERATING GUIDELINES

Table of Contents

Stage and Platform Handrail Requirements

Statutory Holidays

Sustainable Event Planning

Swimming Pool and Spa Displays

Telecommunications, Internet & Broadcast Technology

Temporary Structures

Vehicles for Display

Voyage Control™ Logistics Management System

Weapons and Props

GUEST EXPERIENCE

Accesibility

Accommodation

Animals

Baby Change Facilities

Coat Check Facilities

Code of Conduct

Event Hosts

Gender-Neutral Washrooms

Guest Information Desks

Hearing Loop Systems

Lost & Found

Nursing Rooms

Parking

Prayer rooms

Public Transit

Sensory Support Kits

OPERATING GUIDELINES

Table of Contents

Service Animal Relief Station

Smoking Restrictions

FOOD & BEVERAGE SERVICES

Allergies and Alternative Dietary Needs

China Service

Corkage Wines

Deposit Requirements

Excess Food

Guaranteed Attendance

Hours of Meal Service

Labour Charges

LOT185 Café + Wine Bar, Coal Harbour Café, and Mobile Retail Food Services

Menu Planning

Prices

Quality Standards

Surcharges for New Orders or Increases

Times of Alcohol Service

Wine/Liquor

SERVICE OF ALCOHOL

Communicating a Message of Responsible Drinking

Event History and Planning

Guidelines for Responsible Service of Alcohol

Prevention of Drinking & Driving

Prevention of Over-Service to Guests

Prevention of Service to Minors

CANNABIS

OPERATING GUIDELINES

Table of Contents

Cannabis

Cannabis Accessories

Cannabis Products

Marketing and Promotion of Cannabis and Vaping Products

SAFETY & SECURITY

A Safe and Secure Environment | Recommended Security Measures

Alcohol Consumption

Client Safety Representative

Communication

Crowd Management

Elevator Entrapments

Emergency Power

Emergency Response – Earthquake

Emergency Response – Fire

Emergency Response – Medical

Emergency Response and Incident Command

Evacuation and Muster Stations

Evacuation Chairs

Fire Code Regulations

First Aid

Guest Services Operations Centre (GSOC)

Personal Protective Equipment (PPE)

Protests

Risk Assessments

Security – Building

Security – Event

Washroom Duress Alarms

WorkSafeBC

LICENCES, BUSINESS OPERATIONS, & MEDIA

Accreditation

Advertising, Publicity, and Promotion

Cancellation, Indemnification, and Insurance

Goods & Services Tax and Provincial Sales Tax

Licences

Logo Usage

Photography and Filming

Photography and Filming Usage Rights

Privacy Policy

Product Sales

Social Media

Website

OFFICIAL SUPPLIERS

AVERA AUDIOVISUAL

OFFICIAL SUPPLIER OF AUDIO-VISUAL FOR LIVE EVENTS AND HYBRID/VIRTUAL BROADCAST SOLUTIONS

Avera Audiovisual is proud to be the official audiovisual partner of the Vancouver Convention Centre.

As the in-house provider, Avera works closely with venue teams to support meetings, conferences, conventions, broadcasts, special events and hybrid experiences of all sizes. Our teams understand the spaces, infrastructure and operational requirements of the venue, helping clients plan and deliver events efficiently and with confidence.

Avera is a proudly Canadian, privately owned audiovisual and event production company with offices across Canada. We combine local expertise with national resources to provide dependable technical production, experienced project management and responsive on-site support.

Successful events rely on more than equipment alone. Avera's technical teams design, prepare and operate the systems that bring an event to life, including audio, video, lighting, staging, presentation systems, broadcast and livestreaming solutions. Working closely with clients and venue partners, we help ensure every technical element is planned, tested and ready to perform when it matters most.

National Scope. Local Pride.

Services Include:

- Audiovisual solutions for meetings, conferences, conventions and special events
- Hybrid and virtual event production
- Professional sound systems for presentations and entertainment
- High-resolution indoor LED video walls
- Large-format projection with HD/4K camera integration and presentation support
- Livestreaming, webcasting and broadcast production
- Media distribution for press conferences and stakeholder announcements
- Staging, lighting and technical production services
- On-site technical support and event management

Contact

Please contact Avera Audiovisual at vccinquiries@averaAV.com or 604 647 7280 for a customized quote.

Vancouver Office
Unit A – 8105 North Fraser Way
Burnaby, BC
V5J 5M8

Telephone 604 774 9319
Toll Free 1 888 776 7469

averaAV.ca

AVERA
AUDIOVISUAL • AUDIOVISUEL

BELL

EXCLUSIVE SUPPLIER OF TELECOMMUNICATIONS & TECHNOLOGY SERVICES

Bell is Canada's largest communications company, providing consumers with solutions to all their communications needs, including telephone services, wireless communications, high-speed internet, digital television and IP Telephony. Bell also offers integrated information and communications technology (ICT) and Data Centre hosting services to businesses and governments. Bell is proud to be the exclusive telecommunications provider to the Vancouver Convention Centre.

Telecommunications and technology services for the Vancouver Convention Centre

Bell offers a complete range of reliable and innovative communication and conference services. From communications tools to advertising, and advanced connectivity services, Bell is your one-stop-shop for all your conference technology needs while attending, supporting or hosting an event at the Vancouver Convention Centre.

Advertising and sponsorship opportunities

Bell supports more than 150 permanently mounted digital signs throughout the convention centre, which can support booth advertising, sponsor recognition, product showcases or an event news service.

Connectivity services

Bell offers high-speed internet, telephone, and wireless data and voice services to help you stay connected during your visit to the Vancouver Convention Centre. With an outstanding record for

supporting events with thousands of Wi-Fi users we have the infrastructure capabilities to let you stay mobile. 2023 upgrades to the wireless network includes replacement of over 600 access points to the new Cisco Catalyst Series Access Points which are the next generation of enterprise access points. They are resilient, secure, and intelligent and will provide a seamless experience anywhere for everyone. Going beyond the Wi-Fi 6 (802.11ax) standard, the deployment of new access points provides integrated security, resiliency, and operational flexibility as well as increased network intelligence. Hardwired internet services, with connection speeds up to 5Gbps or more, mean you never miss a beat.

Communication services

Whether you need one phone line or technology to support a fully functioning call centre, Bell can help. With over 8,000 network ports, 10 gigabytes of Internet bandwidth and dedicated on-site support staff, Bell has the technology and expertise to keep you connected while at the Vancouver Convention Centre. Customized estimates may be obtained from the on-site Bell representatives at 604 647 7377. Please advise suppliers, contractors and exhibitors of our exclusivity and policies.

Contact

Vancouver Convention Centre Office
1055 Canada Place
Vancouver, BC
V6C 0C3

Telephone 604 647 7377
Fax 604 647 7232

bell.ca

BEST – FOR A CLEANER WORLD

OFFICIAL SUPPLIER OF HOUSEKEEPING SERVICES

Named one of Canada's Best Managed Companies – Gold Standard, BEST - For a cleaner world is a leading janitorial services provider specializing in integrated cleaning and related services across Canada for more than 60 years. BEST has maintained a commitment to operational excellence, earning the trust and loyalty of their team and clients, through the design and delivery of custom building maintenance solutions.

BEST has a proven history of providing green certified cleaning and third-party certified service solutions to clients via their commitment to Standard Operating Procedures and Lean Principles and Strategy. Their goal is to provide consistency in creating a unique service experience, which they achieve through their commitment to and investment in, Culture Driven Innovation. BEST has demonstrated a dedication to operational excellence through their investment in the Cleaning Industry Management Standard- Green Building (CIMS-GB) audit and certification processes. This ensures service and environmental standards consistently meet LEED® (Leadership in Energy and Environmental Design) standards.

BEST takes a proactive approach in ensuring that guests enter a warm, welcoming environment at the Vancouver Convention Centre through their SuperHost Customer Service Training. With their comprehensive green cleaning training program, they are qualified in providing guests with environmentally friendly solutions for all their needs. BEST's commitment to environmental sustainability stretches company-wide through their partnerships with environmental associations, which assist the BEST team in limiting their impact on the environment. BEST has held a carbon-friendly designation since 2007, having offset approximately 10,000 tons of CO_2e. A minimum of 90% of the cleaning equipment BEST uses meets environmentally preferred criteria, and 98% of their products are ECOLOGO® certified

In addition to housekeeping, BEST can provide confidential on-site document shredding services for your high-profile events or meetings. BEST Shredding is AAA certified by the National Association for Information Destruction Inc. (NAID).

Please contact your Event Manager regarding your housekeeping requirements.

Contact

Vancouver Convention Centre Office
1055 Canada Place
Vancouver, BC
V6C 0C3

or

BEST Service Pros
101 - 85 Schooner Street Coquitlam, BC
V3K 7A8

best.ca

BEST
For a cleaner world

OFFICIAL SUPPLIER OF SECURITY & EVENT STAFF SERVICES

Genesis Security was founded in 1997 on the need to continually provide a higher level of customer service in the security industry, and to be selected as the official Security Provider for the Vancouver Convention Centre was a true indication of us achieving our goal. Genesis Security is proud to be working with the Vancouver Convention Centre and look forward to assisting you with all your security needs during your event.

Genesis Security provides a diverse range of security services including:

- Corporate Security
- Event Security
- Mobile Security
- Close Security
- Asset Protection
- Alarm Response
- K9 Detection and Patrols
- Private Investigations
- Specialized Security Equipment Rentals

Genesis Security has the ability to meet all your security needs. Please visit genesissecurity.com for a list of all the security services they can provide.

Vision Statement

“At Genesis Security Group our vision is to work with the community and create a safe environment in which we all can live.”

Genesis Security Group envisions itself as an integral part of the community, and they continuously strive to help everyone work together to create a safer and more enjoyable environment. This vision has become the foundation of Genesis Security’s business philosophy, and it is this way of thinking that they have applied to establishing long lasting relationships with their customers and the communities they work in.

Contact

Vancouver Convention Centre Office
1055 Canada Place
Vancouver, BC
V6C 0C3

Telephone 604 647 7290

or

Surrey Office
101 - 6875 King George Boulevard
Vancouver, BC
V5Z 0E9

Telephone 604 669 0822

or

Vancouver Office
321 - 550 West Broadway Street
Vancouver, BC
V5Z 0E9

Telephone 604 669 0822

genesissecurity.com

RIGGIT SERVICES INC.

EXCLUSIVE SUPPLIER OF RIGGING & OFFICIAL SUPPLIER OF SPECIALTY LIGHTING SERVICES

Riggit Services Inc. is a full-service rigging company with over 20 years' experience in the corporate event arena. They offer innovative, safe, and economical lighting and rigging solutions with services ranging from consultation, rentals and plot design to installation and on-site technical expertise. From a single trade show banner to the opening and closing ceremonies of the 2010 Winter Olympics, Riggit Services Inc. has the experience to help you with your event.

They offer innovative rigging systems for anything you need to hang plus a full range of lighting equipment to light your event.

As a key technical supplier to clients across Canada and the United States, their goal is to meet their clients' needs – every time. If they don't have it, they'll find it. If they can't find it, they'll make it. Riggit Services Inc. also offers an extensive inventory of stage lighting, including conventional and moving fixtures, consoles, dimming, effects, and theatrical drapes. They understand the importance of innovative, affordable, and reliable lighting systems. From a simple package to highlight a keynote speaker to a concert style rig with the latest moving fixtures, they can tailor their services to suit your needs and budgets. Riggit Services Inc. carries

gear from the following manufacturers:

- Martin
- Elation
- Chroma Q
- ETC
- Prolights
- MA Lighting
- Chauvet
- Tour Rig
- Columbus McKinnon
- Load Star
- Chain Master
- Crosby
- Rosco
- Lee Filters
- Apollo Design Technology
- Broadweigh

Contact

Vancouver Convention Centre Office
1055 Canada Place
Vancouver, BC
V6C 0C3

Telephone 604 647 7388

Please email vccinquiries@riggit.com and the on-site Riggit Services Inc. representatives will assist you in finding the appropriate solution for your event.

or

Head Office
8021 Enterprise Way
Burnaby, BC
V5A 1V5

Telephone 604 696 1481
Fax 604 568 6320

riggit.com

RIGGIT SERVICES INC.

SODEXO LIVE!

EXCLUSIVE SUPPLIER OF CULINARY & FACILITY SET UP SERVICES

Since Vancouver Convention Centre opened in 1987, Sodexo Live! has been our seamless hospitality partner in most every aspect of our customer service. They have built a rich tradition of high quality culinary and beverage offerings, while at the same time supporting local growers and producers in an environmentally respectful manner.

In addition to the highest quality culinary services, Sodexo Live!'s team of professionals are also responsible for setting all event spaces at the Vancouver Convention Centre with staging, chairs, tables, and dance floors to each client's exact specifications. Fully qualified certified forklift operators are available for your freight and material movement needs. Please refer to 'Forklift operators' under the General Information section.

Sodexo Live! also provides hospitality services to BC Place Stadium here in Vancouver and to the Conference Centre in Whistler. Sodexo Live! has 400 global locations across multiple sectors dedicated to the sports, events, and hospitality industry.

Contact

Vancouver Convention Centre Office
1055 Canada Place
Vancouver, BC
V6C 0C3

sodexo live!

EVENT PRODUCTION & LOGISTICS

ADHESIVES

Acceptable floor adhesives in the facility are poly-coated cloth tape or gaffer's tape. The only acceptable double-sided carpet tapes are Scapa #174 or Shurtape DF #642 doublecoated cloth tape. Vinyl, duct, foam, and packing tape are prohibited in the facility. When taping anything to a non- carpeted floor, including the lobby, pre-function, and delegate concourse floors, please use a protective layer of adhesive pre-mask tape (e.g., TransfeRite ®) between the floor and the adhesive. To request approval for the use of alternative floor adhesives, please provide a sample at least two weeks in advance of your event move-in for review.

Acceptable wall adhesives in the facility are painters tape, masking tape, Fun-Tak® or Scotch® removable wall mounting tabs. Adhesion to artwork and interior wood walls is prohibited. Adhesives, decals, stickers, signs, graphics, window films, or similar materials proposed for application to glass walls or glass surfaces must receive prior approval from the Vancouver Convention Centre. Please provide a sample at least two weeks in advance of your event move-in for review and approval.

Promotional floor stickers, decals, badges, signs, or similar promotional items must have pre-approval for use at the Vancouver Convention Centre. Please provide a sample at least two weeks in advance of your event move- in for review and approval.

Please note that cleaning and removal of non-approved adhesives by Vancouver Convention Centre staff are chargeable costs.

AUDIOVISUAL SERVICES

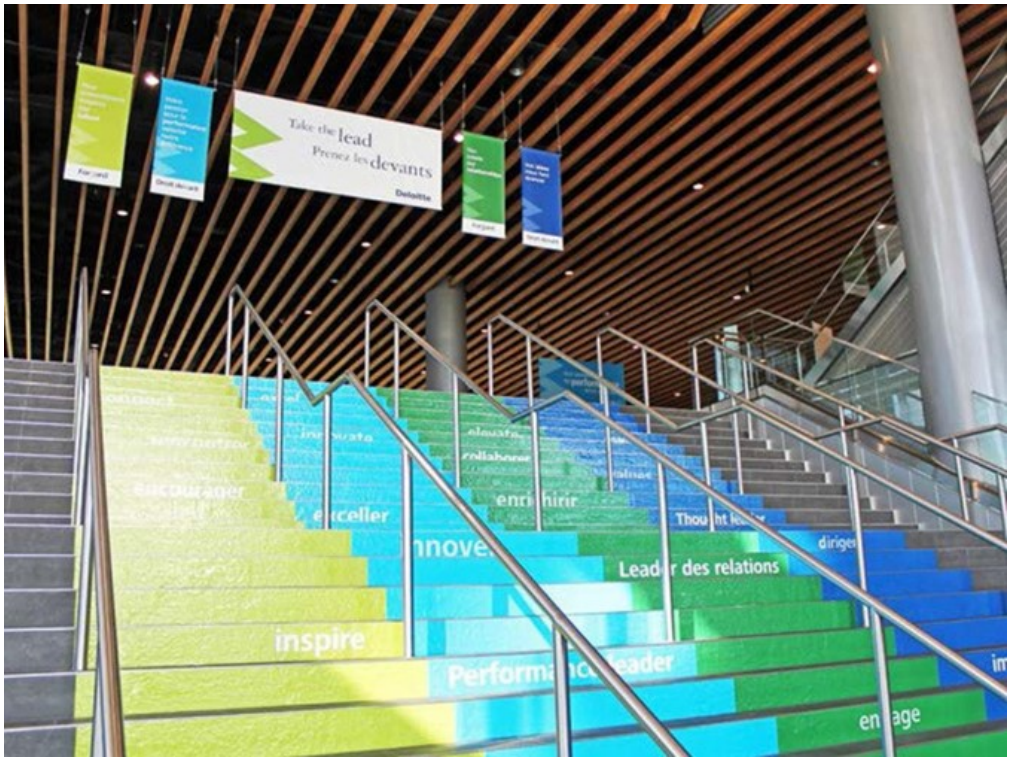
Avera Audiovisual (averaAV.ca) is the Vancouver Convention Centre's Official Supplier for in-house audiovisual services. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at vccinquiries@averaAV.ca or 604 647 7280.

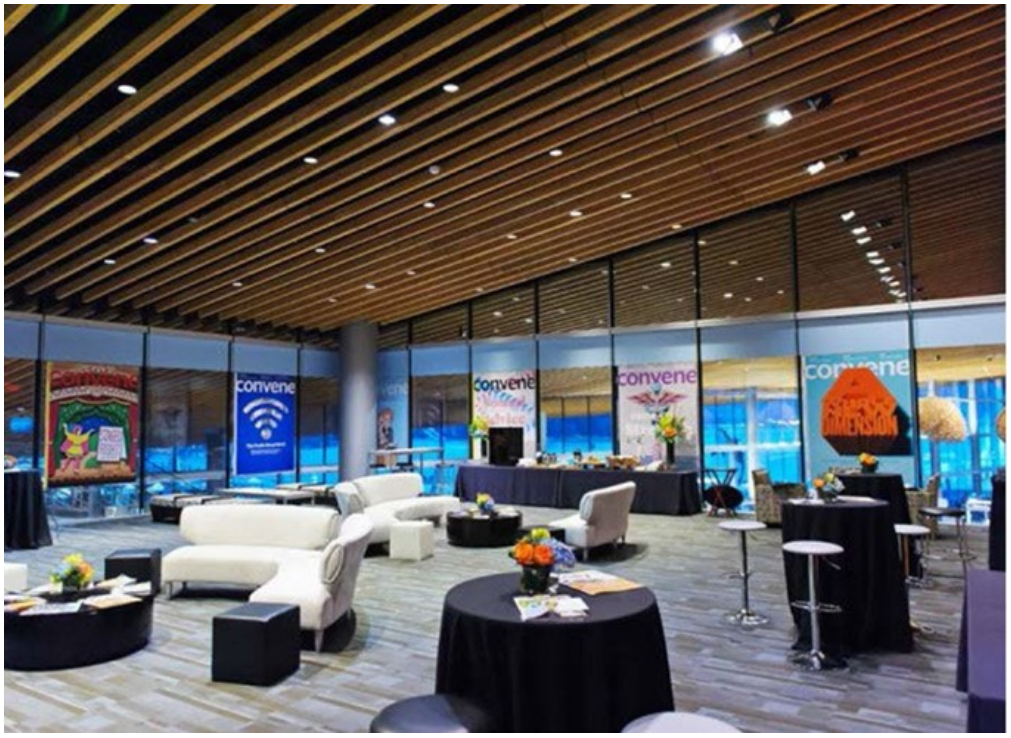
BALLOONS

Helium-filled balloons and other inflatable items must be approved in advance. Due to the complexity and costs of retrieving balloons from various areas within the facility, we request a deposit and signed waiver form when helium balloon décor is planned. If retrieval does not become necessary, the deposit is refundable post-event. Helium filled balloons are restricted in pre-function areas of the West building due to fire system beam detectors. Please also see ' Helium'.

BRANDING

The Vancouver Convention Centre's inspiring and functional spaces offer a myriad of fantastic opportunities for sponsors to profile themselves and for clients to maximize revenue for their event. Please note that the common and pre-function areas of the Convention Centre are open spaces and may be shared by multiple events simultaneously. As a result, the size and scope of any sponsorship activation will be at the discretion of the facility. Service charges apply for branding in public spaces.





CABLE ROUTING

All electrical, data and audiovisual cables must be secured and matted to conform to electrical, safety, and accessibility standards and are subject to inspection at any time. Cables must be run over doorways wherever valances are available. Cables may not be routed on the floor across food and beverage service pathways, which will be identified by the Vancouver Convention Centre on approved floor plans. Cables routed on the floor over pedestrian routes must be appropriately matted to ensure wheelchairs and other mobility devices can cross safely. Suppliers must install their own matting, which will be inspected by the Vancouver Convention Centre prior to the event start.

CARPET PROTECTION

All carpeted spaces throughout the facility must be protected from freight or vehicle movement. Electric pallet jacks are not allowed on any carpeted surface without approved protection. Charges may apply.

COMPRESSED AIR SERVICES

Compressed air services are provided exclusively by the Vancouver Convention Centre. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

Compressed air services are available in the West Exhibit Halls only and are delivered via a ¼ inch Industrial Type D (NPT I/M) quick connect fitting through the nearest floor port, subject to availability. Installation must be completed prior to event move in. On-site compressed air requests are subject to availability and pricing will be provided by quote.

DELIVERIES AND FREIGHT

Advance deliveries and freight shipments are not permitted prior to event move-in date. The Vancouver Convention Centre must be advised of all deliveries, shipments, contractors, and vendors who require access to the facility in conjunction with your event.

The Vancouver Convention Centre will not sign for or accept any COD deliveries, or those that have duty or taxes owing. Please also see 'Exhibitor Deliveries'.

DIGITAL SIGNAGE

Digital Signs, whether built-in or portable, can help bring your event space to life. The simple-to-use content management system makes it easy to display important information about your brand, sponsors, or schedule on bright screens in key locations – all while saving cost and waste on printed collateral.

OPERATING GUIDELINES
EVENT PRODUCTION & LOGISTICS



Ensure attendees always have the most recent, relevant information about your schedule, while saving budget and the environment by avoiding printed daily collateral. Display sponsor logos, photos and even videos in the most prominent locations at your event. Effortlessly make any last-minute changes they may request to their brand content. Immerse your attendees in a fully branded experience, where you can customize the look of your schedule, announcements, and even welcome signs as they arrive. Optional social media Stream lets you connect the online and offline conversation by displaying the latest social media content about your event on in-venue screens. Please contact Avera Audiovisual for a customized quote at vccinquiries@averaAV.ca or at 604 647 7280.



DRONES AND REMOTELY PILOTED AIRCRAFT SYSTEMS (RPAS)

Due to the proximity of airports and regulated waters, the outdoor operation of Remotely Piloted Aircraft Systems (RPAS), commonly referred to as drones, around the exterior of Vancouver Convention Centre is only permitted when:

- The operator holds a valid Transport Canada Pilot Certificate – Advanced Operations
- An RPAS Flight Authorization has been issued by NAV Canada
- Written approval has been issued by Port of Vancouver Marine Operations
- Authorization for the RPAS flight has been additionally granted by Vancouver Convention Centre. Vancouver Convention Centre reserves the right to decline the use of drones on facility property, even if the requisite permissions from Transport Canada, NAV Canada, and Port of Vancouver have been obtained.

In addition, a Transport Canada Special Flight Operations Certificate (SFOC) is required in any of the following conditions:

- The drone will be flown at an advertised event (any outdoor event that is advertised to the general public)
- The operator is not a Canadian citizen, permanent resident of Canada or a corporation incorporated by or under the laws of Canada or a province
- The drone weighs more than 25 kilograms.

RPAS / drones may not be operated indoors at Vancouver Convention Centre without the facility's express consent. Please note that drones will not be allowed to fly over attendees within the Vancouver Convention Centre.

Clients must submit a Comprehensive General Liability Certificate of Insurance that explicitly endorses drone flight(s) to the satisfaction of the Vancouver Convention Centre. The lead time to obtain the necessary permissions and accepted policies from insurers can be lengthy, so clients are encouraged to begin the process early.

ELECTRICAL SERVICES

Temporary electrical services are provided exclusively by the Vancouver Convention Centre. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

We offer a full range of electrical services up to 400 Amps at 120, 208 or 600 Volts in Single or Three Phase distribution. For all your electrical requirements, we have the inhouse capacity, equipment, and expertise to deliver the power you need, where you need it.

Only Facility Event Technicians are permitted to make connections to the building's electrical panels, floor ports, transformers, or disconnect switches. Facility Event Technicians will refuse service in conditions where wiring contravenes the Canadian Electrical Code.

Extension cords are not allowed to cross doorways, elevators, or escalators. If an extension cord must cross other pedestrian pathways, it must receive prior explicit approval before installation and must either be secured with approved cable covers or be of a flat type and securely fastened

with approved adhesive tape. Any applicable extension cords must undergo a safety inspection by the Vancouver Convention Centre. Extension cords that do not pass the inspection will be subject to additional charges to ensure compliance with safety standards.

Credit will not be given for orders installed but not used, or orders cancelled within 48 hours of installation. All electrical equipment used, offered for sale, or displayed must show a label or mark of a certification organization acceptable to the Electrical Safety Branch of the City of Vancouver and Technical Safety BC. It is the responsibility of the client to ensure their contractors and exhibitors comply with local and Provincial electrical safety requirements and approvals.

For certification of electrical equipment, please contact:

CSA Group
13799 Commerce Parkway
Richmond, BC V6V 2N9
Telephone 604 273 4581
Fax 604 244 6600
csagroup.org

Temporary electrical services are distributed according to the specific power requirements of the authorized users. Any unauthorized use of electrical services will be subject to additional labour and service charges.

Please be advised that camlock electrical disconnections from Vancouver Convention Centre power supplies may only be performed by facility electricians. Live cables, open camlock connectors or wires left unattended compromise the safety of the Vancouver Convention Centre staff and guests. Unauthorized electrical disconnections or open camlock connectors will result in a $3,000 fine or an investigation from WorkSafeBC, or both.

EVENT STAFFING REQUIREMENTS

Event staffing requirements should be determined a minimum of one month prior to the event date. All staff cancellations must be made at least 48 hours prior to the start time of the requested shift (not including weekends or holidays) otherwise a minimum charge of four hours per staff will be incurred. Cancellations during shifts will result in charges for the balance of each shift. Staffing additions made less than 48 business hours prior to a shift will incur additional charges. Overtime or statutory holiday rates may apply.

EXCLUSIVE SERVICES

The following services and products are required to be obtained through the Vancouver Convention Centre:

- Compressed air supply (available in the West Exhibit Halls only)
- Electrical services
- Food and beverage products and services
- Forklift equipment and operators

- Mobile lifts and operators – including, but not limited to, scissor lifts, snorkel lifts, boom lifts, and other aerial platform lifts
- Housekeeping
- Plumbing
- Rigging labour and chain hoists
- Security for:
    - Event move-in and move-out vehicle management and logistics
    - Security screening including but not limited to bag checks, guest pat downs, hand and walk-through metal detection, and ID checks
    - Venue perimeter and entrances
    - Roles the venue identifies as critical to life safety and building protection
- Telecommunications, Internet, Broadcast, Digital Signage, and related services.

EXHIBITOR DELIVERIES

The Vancouver Convention Centre does not accept freight shipments on behalf of exhibitors before scheduled move-in times. The client is responsible for communicating this message to exhibitors. Freight consignment and the arranging of off-site storage before, during, and after the license period outlined in the License Agreement is also the client's responsibility. Please also see 'Deliveries and Freight'.

EXHIBITS

All exhibit floor plans require advance approval by the Vancouver Convention Centre. Doors, fire cabinets, fire extinguishers, pull stations, and house lighting controls cannot be covered or obstructed. Emergency exiting requirements and approved occupancy capacities must be adhered to.

East building public spaces cannot be obstructed by exhibits or closed to general public access without prior approval.

10'x10' or larger booths with roofs of any kind, including tents and pop-up canopies, may require a 5 lbs. ABC-type fire extinguisher. Booths with any type of display involving open flame or gas fireplaces must be approved in advance and may also require a 5 lbs. ABC-type fire extinguisher. Fire extinguishers should be visible and easily accessible within the booth.

Fully enclosed structures or roofed structures larger than 10'x10' may require supplemental smoke detection or fire suppression systems as required by Vancouver Fire and Rescue Services. Multi-story booths will require the submission of an engineered drawing subject to approval by the Vancouver Convention Centre.

Exhibitors are required to bring their own tools, ladders, cleaning equipment, dollies and other items required to build their exhibit. The Vancouver Convention Centre does not supply these items.

Any exhibit construction that requires the use of power tools must have the appropriate dust extraction equipment. All construction waste, including but not limited to, drywall, concrete, wood, grout, molding, flooring etc., must be removed by the exhibitor. To minimize noise, dust, and debris - and to reduce their impact on neighbouring exhibitors - we strongly recommend limiting onsite exhibit work to modular assembly of pre-built components, rather than custom-built construction from raw materials. Dry cutting or wet cutting of masonry materials onsite is strictly prohibited.

All on-site work must comply with WorkSafeBC regulations and Vancouver Convention Centre safety practices. Personal Protective Equipment (PPE) is the responsibility of each worker. Please see 'Safety & Security' section for further information.

The facility does not provide furniture, equipment or clip-on lights for exhibit booth use. Arrangements for these can be made through the designated display company for your show.

FLOOR LOADING

Heavy loads to be placed in, or transported through, the Vancouver Convention Centre must be approved in advance. Examples of heavy loads may include, but are not limited to, display vehicles, mobile equipment, and heavy displays.

Floor load capacities differ from space to space throughout the facility.

East building		**West building**	
Exhibit Halls:	300 psf 1,465 kgm²	Exhibit Halls:	350 psf 1,710 kgm²
Ballrooms:	100 psf 490 kgm²	Ballrooms:	150 psf 730 kgm²
Meeting Room Level:	100 psf 490 kgm²	Meeting Room Level:	100 psf 490 kgm²
Lobby:	100 psf 490 kgm²	Lobby Spaces:	100 psf 490 kgm²

Delegate Concourse:	100 psf 490 kgm²	Pre-function:	100 psf 490 kgm²
Outside Plaza:	250 psf 1,220 kgm²	Jack Poole Plaza & Pacific Terrace:	150 psf 730 kgm²
Truck Route:	250 psf 1,220 kgm²	Truck Route:	250 psf 1,220 kgm²

FLOOR MARKING

Powdered ice paint, fabric or railway chalk or Scapa 136 polyethylene tape is acceptable for marking booth locations on all concrete exhibit hall floors. Scapa 136 polyethylene tape is acceptable for marking booth locations on carpeted floors throughout the facility.

To assist with the initial tradeshow layout, the west exhibit halls feature a 30'x30' grid cut into the concrete floor, which is based on a standard 10'x10' booth layout and aligns with floor port layout. Vancouver Convention Centre recommends existing grid lines be used in lieu of chalk, paint, or tape to facilitate marking booth locations.

FLOOR PLANS AND RIGGING PLANS

Floor Plans
All floor plans must be submitted in .PDF format to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. Charges may apply for late plan approvals.

We request that all floor plans are to scale with the following information clearly identified:

- Event name, date, and location
- Event type (trade show, consumer show, banquet, special event)
- Entrances/exits
- Aisles and aisle widths
- Storage areas
- Backstage areas or spaces enclosed by pipe and drape
- Food service areas
- Floor port locations
- Designated freight movement areas and aisles
- Dimensions of booths, displays, staging and other special items
- Events with a large amount of production must show cable paths

Rigging Plans
A rigging plan is required for any items suspended from the Vancouver Convention Centre structure and for any ground supported structure used to suspend production elements. Structures may include but are not limited to crank stands ("ST-20", "ST-25", "Super Towers" or similar devices), material lifts, floor supported truss, and structures used for upstage drape lines that may include lighting or production elements. Please note that no more than two crank stands may be used to suspend a truss line.

All rigging plans must be submitted in .PDF format to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. As the exclusive supplier of rigging labour, Riggit Services Inc. will review all rigging plans and approval fees will apply. Rigging plans submitted less than 15 business days prior to move-in are subject to additional late fees.

When Riggit Services Inc. is selected as the rigging equipment supplier for an event, approval fees for standard rigging plans will be waived.

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

We request that all rigging plans are to scale with the following information clearly identified:

- Event name, date, and location
- Location of all truss lines and/or suspended items Location of each fixture on truss
- All motors or hoists must be clearly indicated on the drawing with the weight load expressly written or identified by a number/symbol that corresponds to a legend indicating its weight
- Cable paths (including swag runs and all large ground runs)
- Facility rigging points must be reflected in the submitted drawing (facility diagrams are available upon request)
- Equipment list including:
    - Type and weight of fixtures including manufacturer, model, quantity, component weight, brackets, bumpers, and rigging hardware
    - Number of each type of fixture by truss line
    - Type of truss (e.g., 12 x 12 ARCO TVC Box Truss)
    - Total weight of each truss line (including all cables)
    - Weight load of each hanging point

FORKLIFT OPERATIONS

Forklift operators for material movement are available exclusively through the Vancouver Convention Centre. Forklift operators booked less than 21 days prior to move-in will incur a range of additional charges.

Vancouver Convention Centre forklifts are limited to 4,000 lbs. capacity and are equipped with standard forks (48" long). Additional charges may apply for requirements outside the above parameters.

The Vancouver Convention Centre reserves the right to refuse forklift service for applications it deems to be unsafe.

FREIGHT AND SERVICE ELEVATORS

East building	**Floor Access**
Large freight elevator (1) - 6'6" wide 16'11" deep 9'10"high - 20,000 lbs	Convention – Meeting Room Level
Small freight elevator (1) - 4'2" wide 8'4" deep 7'11" high - 10,000 lbs	Convention – Meeting Room Level
West building	**Floor Access**
Freight elevators (3) - 9'8" wide 22'0" deep 8' high - 20,000 lbs	Exhibition – Level 2
Service elevator (2) - 5' wide 8'4" deep 7' high - 5,000 lbs - NOTE: Electric Pallet Jacks are not permitted on Service elevators	Exhibition – Level 3

Event staffing for freight and service elevators will be determined based on your event requirements. For the safety of all individuals, freight elevators are not intended for passenger use.

FREIGHT HANDLING AREAS

To help minimize risks of accident or injury, the following procedures apply:

- In conjunction with your event floor plan, please submit a plan designating freight movement areas and identified freight movement aisles to be used during move-in and move-out
- Security staff are required to monitor the designated freight movement area
- Persons walking and working during move-in and move-out must use extreme caution in the area
- Persons in the area of vehicles and/or mobile equipment moving freight are required to wear PPE. At minimum, high-visibility vests are mandatory. Hard hats are mandatory wherever overhead hazards exist. Steel-toed footwear is strongly recommended.
- Scooters, in-line skates, bicycles, skateboards, motorized personal transport devices (e.g., Segways®, etc.) are not permitted.

- Children under the age of 16 years are not permitted on-site during move-in/move-out, except for employed and insured workers under the direct and immediate supervision of a person at least 19 years of age who are either:
    - 12 or 13 years of age working for a family-owned business and not performing any tasks listed in “not light work” or “light work” (as defined in the Employment Standards Regulation Part 7.1)
    - 14 or 15 years of age working for a family-owned business and not performing any tasks listed in “not light work” (as defined in the Employment Standards Regulation Part 7.1)
    - At least 12 years of age working for an employer that has a valid child employment permit in compliance with the BC Employment Standards Regulation Section 9(2).

HELICOPTER LANDINGS

Helicopter landings may only take place on the Pacific Terrace of Vancouver Convention Centre's West building. Please notify the Vancouver Convention Centre immediately should your event wish to arrange helicopter landing(s). Approvals from external agencies will be required.

HELIUM

All helium tanks brought into the facility for use during events are to be stored and secured in an upright position in accordance with the Hazardous Products Act (Canada). All empty canisters must be removed at the end of the event. Fees may apply for any tanks left onsite post-event. Please also see 'Balloons'.

HOUSE LIGHTING

The facility features energy efficient lighting throughout both buildings.

Lighting levels in the meeting rooms and ballrooms may be adjusted from wall-mounted touch screen panels based on your function requirements. For special lighting requests, advance notice is required.

A limited number of wireless portable lighting panels may be assigned to clients or their production suppliers to allow for remote house lighting adjustments. Portable lighting panels are each subject to a refundable deposit. Repair or replacement costs will be added to the final invoice for any panel that is damaged or not returned.

HOUSE SOUND

When Avera Audiovisual is selected as the audiovisual supplier for an event, meeting room house sound systems will be provided at no charge. All Exhibit Hall and Ballroom house sound systems are chargeable per room/per day.

HOUSEKEEPING

Housekeeping services are provided exclusively by the Vancouver Convention Centre. Basic housekeeping is included for conventions, meetings, and food and beverage functions. Depending on the nature of these events, additional housekeeping costs may be incurred. The Vancouver

Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

Housekeeping and cleaning for all exhibits, trade shows, consumer shows, and special events are chargeable costs including:

- Pre-cleans, nightly-cleans, and post-cleans
- Move-in and move-out
- Aisle carpet vacuuming
- Booth vacuuming
- Dedicated housekeeping patrollers
- Restroom attendants
- Special crews or equipment required to clean and remove excessive debris.

Clients/exhibitors are required to remove all materials upon completion of the event. This includes, but is not limited to, all printed materials, equipment, furniture, carpet, and construction waste. The Vancouver Convention Centre cannot accept responsibility for items left beyond the licensed move-out time. Costs related to the disposal of abandoned materials are chargeable to the client.

All tape, stickers, or other adhesive materials must be removed from the Vancouver Convention Centre surfaces prior to leaving the building. Additional costs may be incurred if areas are not clean and clear of adhesive materials.

JACK POOLE PLAZA

The Jack Poole Plaza adjacent to the West building is now a landmark in Vancouver. Home to the majestic Cauldron that burned brightly during the 2010 Olympic and Paralympic Winter Games, this vast space is perfect for festivals, community gatherings and special events, such as the Pakistan Festival, the Mexican Day Independence Festival and the Canucks Autism Network Family Festival. It is also the ideal space for delegates to unwind and simply enjoy the breathtaking harbour views.

Event production on the Jack Poole Plaza involves some unique logistics, staffing and servicing considerations. For more information, please see Outdoor Plazas Operating Guidelines.

KEYS AND ACCESS CARDS

Vancouver Convention Centre's integrated electronic security system allows function room entrances to be locked or unlocked remotely, or to be scheduled for locking/unlocking at predetermined times. Some doors within function spaces are only accessible with traditional brass keys.

A limited number of customized access cards or keys may be obtained with advance notice and must be returned on the last day of the event. Each access card or key is subject to a $50 refundable deposit. Please also see 'Keys and Lock Changes'.

KEYS AND LOCK CHANGES

Some doors are only accessible with traditional brass keys. Should you require key access or should your event's security requirements necessitate a lock change, doors may be temporarily re-keyed at a charge of $50 per lock. If required, a limited number of keys will be assigned for your use and the Vancouver Convention Centre will maintain an emergency access key.

Under no circumstances are keys to be duplicated. Due to the costs of replacing a lock system compromised by a lost key, a $1,000 charge will be applied to your final invoice if all keys are not returned one week following your event.

Please see 'Safety & Security' section for further information regarding event security and staffing.

LABOUR SERVICES

General labour services are available through the Vancouver Convention Centre.

LOADING FACILITIES

The Vancouver Convention Centre is located in the downtown core. Loading facilities will be designated and assigned to your event and are to be used for temporary unloading or loading. Parking is prohibited in the loading area and truck route. Freight may not be stacked or stored on the truck route, loading dock, against fire exits, fire pull stations or fire hose cabinets.

Vancouver Convention Centre – East Building
999 Canada Place, Vancouver, V6C 3C1

Loading facilities for the East building are via the East Truck Route at the foot of Howe Street off Canada Place.

The East Truck Route has one-way access only and is 16' wide (4.88 m). There is an incline of 3'6" (1.07 m) over a 35' (10.67 m) section, as well as an overhang with a clearance of 13'11" (4.24 m) at the access point to the exhibit halls. The incline will allow a standard trailer with a bottom clearance of no less than 12" (30.48 cm) to enter exhibit halls.

The loading dock consists of four loading bays, which can accommodate trailers up to 30' (9.14 m) in length. All four bays have levelers. Loading dock clearance is 13'10" (4.22 m) high, 12' (3.66 m) wide. Exhibit Halls A and C have limited drive-on access through roll-up doors for full-sized trailers.

Measurements of roll-up doors are as follows:

- East Exhibit Hall A: 19' (5.79 m) high, 17'6" (5.33 m) wide
- East Exhibit Hall B: 14' (4.27 m) high, 16'8" (5.08 m) wide
- East Exhibit Hall C: 14' (4.27 m) high, 28'6" (8.69 m) wide

Maximum length of vehicles for drive-on access to East Exhibit Halls is as follows:

- East Exhibit Hall A: 73.5' (22.41 m)
- East Exhibit Hall B: 30' (9.14 m)

- East Exhibit Hall C: 73.5' (22.41 m)

Deliveries, move-in and move-out are not permitted at facility or hotel entrances or via elevator/escalator.

Vancouver Convention Centre – West Building
1055 Canada Place, Vancouver, V6C 0C3

Loading facilities for the West Building are via the West Truck Route off of Waterfront Road accessible from Cordova Street or the foot of Main Street.

The West Truck Route has two-way access and is 29'6" (9 m) wide with a lane width of 14'9'' (4.5 m). There is a downward slope moving northbound on the truck route which falls 4' (1.22 m) over 63'11" (19.5 m).

The loading dock consists of twenty-two loading bays, out of which eighteen loading bays are available for event use. Each loading bay can accommodate full-size semi-trailers up to 80' (24.4 m) in length. Four of these bays have dock levelers. With prior approval, ramps off the truck route are available for drive-on access to West Exhibit Halls A and B (drive-on access to West Exhibit Hall C is available from a south overhead door, accessible from Waterfront Road). Loading dock clearance is 17' (5.2 m) high, 12' (3.65 m) wide. Each exhibit hall has limited drive-on access through roll-up doors for full-sized trailers.

Measurements of roll-up doors are as follows:

- West Exhibit Hall A: 23'4" (7.11 m) wide by 14'4" (4.37 m) high
- West Exhibit Hall B: 23'8" (7.21 m) wide by 13'7" (4.14 m) high
- West Exhibit Hall C: 16'5" (5.00 m) wide by 14'8" (4.47 m) high (forklift only)
- West Exhibit Hall C Waterfront Road: 23'5" (7.14 m) wide by 23'1" (7.04 m) high (street clearance permits 15' maximum height).

Deliveries, move-in and move-out are not permitted at facility entrances or via elevator/escalator.

MOBILE LIFT OPERATIONS

Mobile lifts and operators – including, but not limited to, scissor lifts, snorkel lifts, boom lifts, and other aerial platform lifts – are available exclusively through the Vancouver Convention Centre and are provided by Riggit Services Inc. (riggit.com).

MOVE-IN AND MOVE-OUT

The client is responsible for planning and communicating the move-in and move-out plans and guidelines to the facility and to exhibitors. Standard guidelines for move-in and moveout include:

- All plans must be reviewed and approved in advance by the Vancouver Convention Centre including timing, quantities and types of vehicles, staging area requirements, and implementation of the Voyage Control™ Logistics Management System.

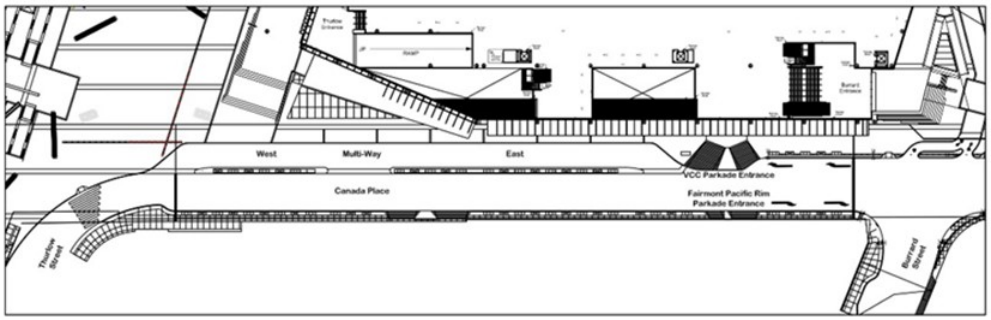
- Facility staff must be employed to control vehicle traffic (this may include Vancouver Traffic Authority for street control)
- Freight must be moved in and out through designated loading areas only – facility and hotel entrances may not be used
- Vehicles are required to depart immediately following unloading or loading – onsite parking is not permitted
- Materials must be removed from the facility upon completion of move-out – the facility will not store unclaimed materials and will forward freight or dispose of such items at its sole discretion
- Applicable charges for any materials handling will be applied to the final invoice
- Children under the age of 16 years are not permitted on-site during move-in/move-out, with the exception of employed and insured workers under the direct and immediate supervision of a person at least 19 years of age who are either:
    - 12 or 13 years of age working for a family-owned business and not performing any tasks listed in “not light work” or “light work” (as defined in the Employment Standards Regulation Part 7.1)
    - 14 or 15 years of age working for a family-owned business and not performing any tasks listed in “not light work” (as defined in the Employment Standards Regulation Part 7.1)
    - At least 12 years of age working for an employer that has a valid child employment permit in compliance with the BC Employment Standards Regulation Section 9(2).
- Alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service in an exhibit space will conclude at least one hour prior to a scheduled move-out.

MULTIWAY

The West building Multiway is a drop-off/pick-up zone that runs parallel to Canada Place between the West parkade and Jack Poole Plaza. The City of Vancouver owns the Multiway and PavCo has a Transportation Management Plan agreement with the city that permits Vancouver Convention Centre to operate it.

The primary Multiway use is for Convention Centre passenger vehicle pick-up and dropoff. The Convention Centre may also assign the Multiway for:

- Shuttle bus passenger pick-up, drop off and staging (please also see 'Passenger Loading and Shuttle Bus Staging')
- Vehicle loading, unloading, and staging for Jack Poole Plaza events (please also see 'Jack Poole Plaza').



MUSIC LICENCE FEES

Some daily licence fees for functions where music will be played must be collected and remitted by the Vancouver Convention Centre. These fees cover the Society of Composers, Authors and Music Publishers of Canada (SOCAN) and artists and record companies (Re:Sound). SOCAN licenses the public performance of both recorded and live music. Re:Sound licenses the public performance of recorded music only. Fees are in accordance with the Copyright Board of Canada:

SOCAN	
Without dancing: • Room capacity of 001 to 100: $22.06 • Room capacity of 101 to 300: $31.72 • Room capacity of 301 to 500: $66.19 • Room capacity of over 500: $93.78	**With dancing:** • Room capacity of 001 to 100: $44.13 • Room capacity of 101 to 300: $63.49 • Room capacity of 301 to 500: $132.39 • Room capacity of over 500: $187.55

Re:Sound	
Without dancing: • Room capacity of 001 to 100: $9.25 • Room capacity of 101 to 300: $13.30 • Room capacity of 301 to 500: $27.76 • Room capacity of over 500: $39.33	**With dancing:** • Room capacity of 001 to 100: $18.51 • Room capacity of 101 to 300: $26.63 • Room capacity of 301 to 500: $55.52 • Room capacity of over 500: $78.66

A $15.00 annual SOCAN fee applies to each client for music broadcast online for virtual meetings

or hybrid conferences with both virtual and in-person attendees. Standard SOCAN and Re:Sound fees will apply to the in-person component of hybrid events.

If you obtain your own licences from SOCAN and/or Re:Sound, please forward a copy of the licence and no charge will be added to your final invoice.

OLYMPIC CAULDRON

The Olympic Cauldron, located on the Jack Poole Plaza, is a legacy of the2010 Vancouver Olympic and Paralympic Winter Games and is one of Vancouver's most popular and significant public landmarks. Requests to ignite the Olympic Cauldron will be evaluated on a case-by-case basis.

ON-SITE CONSTRUCTION

For projects involving significant construction activity, including event buildouts or strikes requiring the use of heavy machinery or power tools, the Vancouver Convention Centre will define a Construction Safety Zone. In addition to High Visibility Vests, the minimum Personal Protective Equipment (PPE) requirement for anyone working in a Construction Safety Zone is CSA approved Steel Toed Footwear. Other PPE, such as hard hats, safety eyewear, work gloves, hearing protection, or respiratory protection, must be worn as required according to the nature of the work being performed and applicable Occupational Health and Safety Regulations.

Generally, the Construction Safety Zone will extend throughout the entire room where work is being conducted. When work is limited to only a small portion of the space, a limited safety zone may be delineated with rope and stanchion and signage. Proper PPE, including Steel Toed Footwear and High Visibility Vests will be required within the defined work area, and security staff must be positioned to monitor the safety zone.

At the facility's discretion, an external Construction Safety Officer or Site Safety Officer may be required for significant construction activity and will be booked at the client's expense to monitor and enforce safe work practices. All persons working within the the Convention Centre must abide by these regulations and must comply with any Construction Safety Officer / Site Safety Officer directions relating to work safety.

PAINTING AND SPACKLING

All display and exhibit painting and spackling should be done offsite, prior to arrival at the venue. Painting onsite is only permitted when touching up or repairing damage to small areas. All paints used onsite must be water based. It is strictly forbidden to use cellulose varnish and flammable materials. The disposal of paint and the washing of paint accessories in the facility's sinks or toilets is strictly prohibited.

PASSENGER LOADING AND SHUTTLE BUS STAGING

In consideration of other events, the Vancouver Convention Centre may facilitate passenger pick-up and drop-off for event attendees from two loading zones:

- The 'Multiway' lay-by lane off Canada Place in front of the West building (Ground Level)
- Waterfront Road curbside pullout in front of West Exhibit Hall Lobby (Exhibition Level).

Any event use of the Multiway or Waterfront Road requires advanced planning for logistical requirements and to ensure adherence with the City of Vancouver (COV) Transportation Management Plan.

For all planned shuttle vehicle operations (including buses, limousines, and passenger vans), please inform your Event Manager in writing and include the following details:

- Number and types of vehicles
- Number of passengers
- Schedule of arrivals/departures
- Contact information for Transportation Company
- If applicable:
    - Traffic management plan
    - Contact information for curbside and/or traffic management staff
    - VIP transportation needs.

For more information, please see 'Multiway'.

PLUMBING AND WATER ACCESS

Plumbing services are provided exclusively by the Vancouver Convention Centre. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

Potable cold water is delivered and available via GHT (Garden Hose Thread) FGH (Female Garden Hose) connections. Drain ports are available in the exhibition halls and Jack Poole Plaza. Potable cold water connections are available at locations throughout West building pre-function spaces. Plumbed services are not available in any ballroom, meeting room, or pre-function space and are very limited on the Jack Poole Plaza. If wash stations are required in any of these spaces, portable self-contained sinks may be provided, pending Vancouver Coastal Health approval.

Drains are exclusively provided for the drainage of grey water. It is prohibited to use drains for the disposal of grease, solids, solvents, hazardous materials, or organic materials of any kind. Organic waste containers are available for collection of organic materials, including fruit, vegetable, and animal matter. All fats, oils and greases must be separately contained and removed for proper disposal. Chemicals such as strong solutions, paints and varnishes must be removed from site after use. Facility sinks and drains found to be clogged from improper use will be subject to further charges.

PROPANE

Propane tanks more than 20 lbs. (9.1 kg) are not permitted inside the building without the facility's approval. Flow restriction valves must be used on all propane tanks and are available from most hardware supply stores. All propane connections are subject to inspection and approval by the Vancouver Convention Centre.

Propane tanks will generally be limited to no more than two for any given exhibit booth or display (exceptions may be made at the discretion of the fire marshal). For events with larger propane

requirements, special arrangements must be made through the Provincial Gas Inspector.

PYROTECHNICS, COLD SPARK, OPEN FLAME, SMOKE, FOG, HAZE & CONFETTI VISUAL EFFECTS

Written approval is required for use of pyrotechnics or open flame. Pyrotechnics plans must be submitted to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. Further civic approvals may be required in addition to venue approval and a certificate of comprehensive general liability insurance, naming "B.C. Pavilion Corporation dba Vancouver Convention Centre" as an additional insured party, will be required.

Pyrotechnics, cold spark effects, open flames, and visual effects such as smoke machines, foggers, hazers, and confetti can interfere with the operation of the facility's fire detection systems. Technical specifications and safety plans must be submitted to and approved by the Vancouver Convention Centre in advance. Depending on the nature of the activation, the supplier may be required to provide a 5 lb. ABC or Class D fire extinguisher. Additional charges, including fire watch staffing costs, will apply.

RIGGING

Rigging is an exclusive service to the Vancouver Convention Centre and is provided by Riggit Services Inc. (riggit.com). They are located on-site and are available to assist with all your needs. All rigging plans, including ground supported crank stands and truss for production elements, must be submitted to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. As the exclusive supplier of rigging labour, Riggit Services Inc. will review all rigging plans and approval fees will apply. Rigging plans submitted less than 15 days prior to move-in are subject to additional late fees. When Riggit Services Inc. is selected as the rigging equipment supplier for an event, approval fees for standard rigging plans will be waived. For detailed information including price quotes reflecting your specific rigging requirements, please contact our in-house Riggit Services Inc. representatives at vccinquiries@riggit.com.

East Ballrooms
East Ballrooms A, B and C have non-removable eyebolt hanging points of a 500 lbs. (226.8 kg) vertical load capacity that are distributed throughout the rooms.

East Exhibit Hall A
East Exhibit Hall A has non-removable eyebolt hanging points of a 500 lbs. (226.8 kg) vertical load capacity that are distributed throughout the rooms. Several 1,000 lbs. (453.6 kg) locations also exist at various locations throughout the room.

East Exhibit Hall B
In East Exhibit Hall B there are aircraft cables, which can be used to suspend lightweight signs and banners. Note: There are no hanging points in East Exhibit Hall B.

East Exhibit Hall C
In East Exhibit Hall C, the ceiling is a combination of drywall and exposed structural steel. The exposed structural steel allows for hanging points of up to 1,000 lbs. (453.6 kg) each.

West Ballrooms
The West Ballrooms have 1,000 lbs. (453.6 kg) hanging points that are evenly distributed throughout the rooms.

West Exhibit Halls
The West Exhibit Halls have no fixed rigging points - all rigging will be tied directly to the exposed structural steel truss. There are 3,000 lbs. (1,360.8 kg) and 1,000 lbs. (453.6 kg) hanging points throughout.

For rigging solutions throughout the Vancouver Convention Centre, please contact Riggit Services Inc. at vccinquiries@riggit.com.

SIGNS AND SPECIAL DECORATIONS

Signs, banners, and printed material may not be displayed in the facility without prior approval from the Vancouver Convention Centre. Approved materials may not be physically attached to any part of the facility, furnishings, or fixtures without authorization. Poster boards or easels are available for posting such material. Handwritten signs are not permitted in any area of the facility.

Event / exhibitor banners must be installed and removed by the facility's exclusive rigging supplier, Riggit Services Inc. (see 'Rigging'). The client is responsible for removing any signs, banners, and printed material that the Vancouver Convention Centre deems objectionable.

Digital room signage and pre-function digital screens are exclusively provided by Bell and are available for advertising or sponsorship. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house Bell representatives at 604 647 7377.

All materials not removed by the client before the end of the move-out period will be removed by the Vancouver Convention Centre and all costs incurred will be invoiced.

SIMULTANEOUS INTERPRETATION SERVICES

ISO4043-2016 compliant simultaneous interpretation equipment rentals are available through our in-house supplier of audiovisual services, Avera Audiovisual at vccinquiries@averaAV.com or 604 647 7280.

STAGE AND PLATFORM HANDRAIL REQUIREMENTS

In accordance with safety considerations and the applicable building code for Vancouver Convention Centre functions, handrails with a minimum height of 42" (1,070 mm) are required to be installed on temporary stages and platforms as follows:

- Stage / platform heights of 16" (406 mm) or higher – handrails are required on the back edge of the stage
- Stage / platform heights of 24" (610 mm) or higher – handrails are required on the side and back edges of the stage, except where a staircase is in place.

Any exceptions to these handrail requirements must be approved by Vancouver Convention Centre and will require a signed *Waiver, Release, and Indemnity Agreement.*

STATUTORY HOLIDAYS

Statutory holiday labour rates will apply on the following dates:

- January 1 (New Year's Day)
- The third Monday of February (Family Day)
- The Friday before Easter Sunday (Good Friday)
- The Monday before May 25 (Victoria Day)
- July 1 (Canada Day)
- The first Monday of August (B.C. Day)
- The first Monday of September (Labour Day)
- September 30 (National Day for Truth and Reconciliation)
- The second Monday of October (Thanksgiving Day)
- November 11 (Remembrance Day)
- December 25 (Christmas Day)

SUSTAINABLE EVENT PLANNING

Air Quality Control
In line with our double LEED® Platinum certification, the Vancouver Convention Centre has established air quality control measures which include prohibiting smoking within 25 feet (7.5m) of the building, as well as a no idling policy for all vehicles.

Energy Efficiency & Resource Consumption
As part of our sustainability efforts to reduce the consumption of electricity, we ask that you assist us by turning off all non-essential appliances outside of event opening times. All production lighting should be turned off when the spaces are not occupied.

Printing & Paper Use
The Vancouver Convention Centre website offers user-friendly features to encourage the use of electronic materials and to reduce the quantity of printed materials needed. The facility encourages double-sided printing and uses FSC certified copy paper with 100% post-consumer content. Please let your Event Manager know if you would like to source a similar product or would like to know more about options for your printing needs.

Waste Minimization
In the early 1990's, the Vancouver Convention Centre initiated a recycling program focused on recycling office paper. Over the years, the program has steadily increased in range and scope. To assist you in managing the waste produced by your event, please review our Waste Management Policy and Waste Management Toolkit, available from vancouverconventioncentre.com/about-us/sustainability.

The recycling program is facility-wide and includes both front-of-house and back-of-house operations. Recycling bins are placed throughout the facility to encourage clients, delegates, and visitors to recycle their materials.

Recycling bins and smaller wastebaskets can be provided for your use during your event. Please let your Event Manager know if you would like to explore this option.

To further help minimize waste, note pads and pens are only supplied on request with an applicable cost per item and filtered water is typically served in jugs and not bottles.

Zero-waste events are becoming of increasing interest to some of our clients whereby events seek to minimize their waste and have it audited post event (at an additional cost). Please speak to your Event Manager/Catering Manager if this is of interest to you.

Wastewater Treatment System
As part of the Vancouver Convention Centre's commitment to the environment, the West building utilizes its own on-site state-of-the-art wastewater treatment system to cleanse and purify black and grey water for re-use in the facility for non-potable purposes.

The system uses the latest bioreactor technology to treat wastewater to the highest standards required by the Ministry of the Environment and the Ministry of Health for re-use in toilet flushing and roof irrigation. Although the system is very robust, there are certain materials which cannot be allowed to enter the drains and toilets.

Putting the wrong things down any drain in the West building will damage the system, cause blockages, odours, interruption of the wastewater treatment process, and potentially lead to spills and contamination. Please note the following list of items that cannot go down the drains and help us maintain the integrity of our wastewater treatment system.

These products do not belong in the wastewater treatment system:

Fats, oils, and greases
Fats, oils, and greases of any kind and in any amount will cause serious impact to the wastewater treatment system. It is not permissible to pour any of these down any drains including floor drains. All fats, oils and greases must be separately contained and removed for proper disposal.

Fruit, vegetable, or animal matter
The facility has an extensive organic recycling program and organic waste containers are available for collection of organic materials. Fruit, vegetable and animal matter cannot be put down any drains including floor drains.

Plastics, latex, rubber, fabric, cardboard, string, and paper
Items, including personal hygiene items, containing these materials cannot be disposed in toilets. Please use the proper containers that are provided for appropriate and hygienic disposal.

Medical and personal items
Items such as medications, vitamins, band-aids, needles, hair, cigarette butts, cosmetics, dental floss, cotton balls or swabs cannot be disposed in toilets. Please use the proper containers that are provided for appropriate and hygienic disposal.

Harsh chemicals and paper products
Except for bathroom tissue, all other paper products such as paper towels, cleaning towels and personal paper products cannot be disposed in toilets. Chemicals such as strong solutions, paints and varnishes cannot be disposed of in toilets and drains. All materials associated with the use of these chemicals, such as containers, paint brushes and rags, must be removed from site after use.

Your assistance in helping maintain our state-of-the-art wastewater treatment facility is appreciated.

SWIMMING POOL AND SPA DISPLAYS

Swimming pool, hot tub or spa displays that require a water fill and drain are generally limited to the East and West Exhibition Halls or the outdoor plazas. Other indoor display locations may be considered subject to the size of the vessel and the potential risks of water damage. Display locations may also be limited by proximity and access to water supply and drains, and the potential impacts of drain or water supply line paths on surrounding booths or aisles during move-in and move-out (e.g., forklift pathways and freight aisles). For larger vessels, display delivery and removal may require a flatbed truck, crane or other mobile equipment that can also limit potential display locations.

A standard water tank fill and empty rate applies for indoor displays needing less than 50 Gallons. Water fill and empty pricing for indoor displays over 50 Gallons, or for outdoor displays, will be provided by quote. At the time of ordering, please provide an estimate of the volume of water required and/or the dimensions of the vessel needing to be filled. Additional labour costs may apply for spill protection measures, such as covering electrical floor ports in proximity of the display. Additional approvals may be required from the Port of Vancouver to drain water that has been chemically treated or has been used for aquarium displays.

Power installed within the vicinity of water filled vessels will require a Ground Fault Circuit Interrupter (GFCI) and additional charges will apply.

Please be aware that it may take up to six (or more) hours to fill or drain larger vessels, such as swimming pools. The client or exhibitor contacts should be present during both the fill and the drain.

TELECOMMUNICATIONS, INTERNET & BROADCAST TECHNOLOGY

Bell is the exclusive provider of telecommunications, internet, Wi-Fi and Wi-Fi access points, webcasting, broadcast feeds and digital signage. Category 6 and fibre connections are available in all exhibit halls, ballrooms, meeting rooms, and pre-function spaces in both the East and West buildings. Any of these connections can be used for telecommunications, internet, broadcast, and audiovisual services. Wireless internet is readily available throughout the facility for a fee, as well as two free Wi-Fi Zones: one in the East building's Coal Harbour Café and one in the West building's LOT185 Café + Wine Bar.

Third Party Wi-Fi access points, routers and switches are prohibited anywhere in the Vancouver Convention Centre. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at 604 647 7377.

Technology features include:

- VoIP Phone Service
- High speed internet access
    - 10 Gigabit bandwidth to the facility
    - Wired speeds up to 5 Gbps or more available
    - Wi-Fi available throughout the building
- Fibre-optic networking
- Beam Virtual Presence Robots
- VLAN wireless and wired capabilities
- Digital signage
- Videoconferencing
- Webcasting and Streaming
- Bell Cable TV
- Broadcast connectivity to all major TV networks
- Custom network design

TEMPORARY STRUCTURES

Outdoor Temporary Structures

Plans for all outdoor temporary structures at the Vancouver Convention Centre, including tents, stages, platforms, towers, truss structures, décor elements, or similar installations of any size, must be submitted to the facility in advance for review and approval.

Depending on the location, size, weight, use, and installation method, the Vancouver Convention Centre may require additional documentation or controls, including engineered drawings, surface protection, approved weighting or restraint systems, fire prevention plans, fire safety equipment, access and egress plans, and other measures needed to protect guests, staff, the facility, and surrounding public spaces.

Temporary structures may not be attached to facility buildings, railings, signs, benches, or other fixed infrastructure unless specifically approved. Spikes, anchors, or other fixtures may not be driven into plaza grounds or facility surfaces.

The City of Vancouver requires **building permits** for temporary outdoor tents and stage structures in public spaces that meet or exceed specific size or height thresholds. This requirement applies to:

1. Structures or stages larger than 420 ft2 (40 m2) in size or higher than 48" (1.2 m)
2. Tents over 645 ft2 (60 m2)
3. Multiple tents closer than 9-10' (3 m) apart AND which total more than 645 ft2 (60 m2) in area.

It is the responsibility of the client to obtain and pay for all permits required. The procedure includes submitting engineered drawings for approval to both the City of Vancouver and the Vancouver Convention Centre a minimum of 30 days prior to your event. The facility will need to complete a Schedule E-1 Owner's Undertaking letter and a Schedule E-2 Owner's and Tenant's Undertaking letter for the client to submit to City of Vancouver. For further information regarding City of Vancouver permits, please visit vancouver.ca.

Indoor Temporary Structures

Temporary indoor structures, including staging, tents, and multi-storey booths, require approval from the Vancouver Convention Centre. Engineered plans for stages as described above and multi-storey booths must be submitted at least 30 days prior to your event for final approval.

VEHICLES FOR DISPLAY

Any vehicles to be displayed are subject to the following conditions:

- Due to emergency exiting and building load restrictions, all display vehicles and locations must be approved in advance
- Fuel tanks must not be more than ¼ full (pressurized nitrous oxide tanks must be emptied)
- Fuel caps must be locked shut
- Floor protection must be placed under vehicle
- Ignition must be disabled or the vehicle locked and the engine inaccessible from the outside of the vehicle
- Keys must be left with Guest Services Operations Centre (GSOC).

Arrangements must be made for carpet protection where necessary (see 'Carpet Protection'). For safety reasons, the use of cleaning and detailing products that may result in a slip hazard are prohibited.

VOYAGE CONTROL™ LOGISTICS MANAGEMENT SYSTEM

The Vancouver Convention Centre is committed to providing a seamless experience for all vehicles and freight accessing our facility. Utilizing the Voyage Control™ Logistics Management System, clients, suppliers, and exhibitors can reserve convenient time slots for move-in/out at the loading facilities. This streamlined system can eliminate the need to rent off-site vehicle marshalling yards, save exhibitors time from waiting in line, and also reduce the carbon footprint by eliminating idle waiting time of vehicles.

WEAPONS AND PROPS

Firearms and weapons are prohibited at the Vancouver Convention Centre, except as legally carried by on-duty law enforcement and military personnel within their jurisdiction. Firearms and weapons used for display or educational purposes may be permitted only with the advanced written permission of the Vancouver Convention Centre and in accordance with all federal, provincial, and municipal regulations governing restricted and prohibited weapons. The Convention Centre requires at least 30 days advance notice to your Event Manager and written

approval by the Director, Events or their designee.

Imitation weapons and props for display or “cos-play” (costume play) may be permitted only for appropriate events (e.g., comic or anime conventions) and are subject to all federal, provincial, and municipal regulations governing their usage as well as any additional regulations imposed by the Convention Centre and the Event Organizer. No imitation weapons or props capable of firing projectiles or powder charges of any kind will be permitted on-site. All imitation weapons and props must be always in plain sight and are subject to mandatory inspections.

GUEST EXPERIENCE

OPERATING GUIDELINES
GUEST EXPERIENCE

ACCESIBILITY

It is our priority to meet all our guests' needs to ensure they have a positive experience at the Vancouver Convention Centre. The Convention Centre is designed to provide an environment free of barriers, with accessible doorways, open spaces, low grade ramps and passenger elevators throughout to create easy access for guests using wheelchairs, other mobility devices and strollers.

The facility complies with federal, provincial, and local regulations and laws governing accessibility and the rights of persons with disabilities. Please communicate any specialized accessibility requirements for your event at the earliest time possible.

ACCOMMODATION

The Vancouver Convention Centre offers convenient access to 13,000 quality hotel rooms within walking distance, including three world-class connecting hotel properties: Fairmont Pacific Rim, Fairmont Waterfront, and Pan Pacific Hotel Vancouver. With so many options, we've got room for every one of your attendees.

ANIMALS

Guide or service animals, as well as emotional support, therapy, or comfort animals, are welcome at the Vancouver Convention Centre and are not subject to the animal restrictions below. Guide or service dogs-in-training accompanied by handlers are similarly exempt. For the convenience of guests accompanied by service animals, the Vancouver Convention Centre provides a designated Service Animal Relief Station located on the West Pacific Terrace.

Animals or pets are not permitted in the Vancouver Convention Centre except as an approved exhibit, activation or performance legitimately requiring the use of animals. For the comfort and safety of all of our attendees, we restrict the presence of animals to unique situations where an animal is deemed to be integral to the event, exhibit, activation, or performance. Such animals or pets must be on a leash or in an enclosed pen, and under control at all times. The owner must take full responsibility for their animal and is responsible for any additional costs associated with damage caused by the animal. Approval must be requested at least seven (7) days prior to the event and include plans for control/enclosure and waste.

In addition to Vancouver Convention Centre approval, activations such as petting zoos, animal rides, or animal exhibits where the public may have direct contact with animals and their environment will require an application to Vancouver Coastal Health (vch.ca) and may be subject to specific health and safety requirements, including handwashing stations. All applicable costs will be the responsibility of the client. Enquiries may be directed to:

Vancouver Coastal Health
Special Events, Health Protection
1200 – 601 West Broadway
Vancouver, BC V5Z 4C2
Telephone 604 675 3800
Fax 604 736 8651
Email TemporaryEvents@vch.ca

BABY CHANGE FACILITIES

The Vancouver Convention Centre offers 15 private “Universal Washrooms” with infant changing stations. A comfortable nursing room with infant changing station can also be found in each of

our buildings and in the Harbour Concourse that connects the two buildings, providing additional convenience and privacy (please see 'Nursing Rooms').

COAT CHECK FACILITIES

The East building has one coat check facility, located in the Convention Centre lobby. The West building does not have a permanent coat check facility, but arrangements can be made to place a temporary coat check in your event space. Portable coat racks are available in limited quantity upon request. The Vancouver Convention Centre does not accept responsibility for items left in coat check rooms or on coat racks.

CODE OF CONDUCT

The Vancouver Convention Centre is committed to creating a safe, comfortable, and enjoyable experience for all guests. An individual's conduct must be legally appropriate, respect the rights of others, and not be offensive or abusive. Please familiarize yourself with our Code of Conduct Policies. Anyone not in compliance may be denied entry or subject to eviction.

Conditions of admittance:

- Guests entering the Vancouver Convention Centre voluntarily assume all risks and dangers incidental to any event
- Event tickets must be available for inspection prior to entering and at any time during the event
- Guests entering the Vancouver Convention Centre may be subject to an inspection – failure to comply will result in denied entry
- The Vancouver Convention Centre premises are monitored by video camera and your movements and activities may be monitored and recorded.

Guests will be denied entry:

- If intoxicated or impaired due to illegal substances
- If in possession of:
    - Alcoholic beverages, or banned substances
    - Bottles (must be emptied), cans, or food products
    - Laser pointers or noisemakers
    - Weapons of any kind
    - Pyrotechnics
    - Unauthorized signs or banners
    - Animals other than trained guide or service animals
    - Promotional or commercial materials not pre-approved by the Vancouver Convention Centre
    - Any other prohibited item as deemed by the Vancouver Convention Centre
- If wearing obscene clothing or for failure to wear footwear

- For any other conduct deemed by the Vancouver Convention Centre to be inappropriate to the peace and good order of events or which may adversely affect the safety of persons or property.

Unacceptable conduct is subject to eviction or possible arrest and includes but is not limited to the following:

- Impairment and intoxication
- Being in possession of alcohol not purchased within the Vancouver Convention Centre
- Smoking, including electronic cigarettes and vaporizers, inside the Vancouver Convention Centre
- Interfering with security procedures
- Use of foul, threatening or abusive language or gestures
- Fighting, threatening or offensive conduct towards others
- Throwing objects or interfering with the progress of the event
- Underage possession of alcohol or providing a minor with alcohol
- Any other conduct deemed by the Vancouver Convention Centre to be inappropriate to the peace and good order of Events or which may adversely affect the safety of persons or property

All indoor and outdoor spaces within a 7.5 metre perimeter of the Vancouver Convention Centre are designated non-smoking areas. This is in accordance with the City of Vancouver Health by-law #9535 and as required by LEED® building standards. Smoking, including electronic cigarettes and vaporizers, within Vancouver Convention Centre spaces will not be tolerated and those who do so will be asked to leave.

EVENT HOSTS

Event Hosts may be booked directly from the Vancouver Convention Centre to provide your attendees with a first-class customer service experience and ensure their safe enjoyment of events. Duties may include ushering, ticket-taking, coat check staffing, and responding to guest inquiries. Staff must be requested at least two weeks in advance.

GENDER-NEUTRAL WASHROOMS

The Vancouver Convention Centre now features 14 newly integrated gender-neutral individual washroom stalls, including two fully accessible units. Each stall is fully enclosed and self-contained, offering privacy and convenience, with electric hand dryers for added comfort.

In addition to these new facilities, we continue to provide 15 private, fully accessible “Universal Washrooms” featuring an automated door, an infant changing station, and a user activated duress alarm. There is at least one inclusive and fully accessible washroom located on each floor.

We welcome all visitors to use the washroom facilities that best suit their needs.

GUEST INFORMATION DESKS

OPERATING GUIDELINES
GUEST EXPERIENCE

The facility has two guest information desk locations that are open during events: one in the lobby of the East building and the other in the Burrard entrance of the West building. These locations offer a wide range of information regarding the facility and surrounding areas. Each guest information desk is equipped with a hearing loop system to facilitate communication for guests with hearing impairments.

HEARING LOOP SYSTEMS

To facilitate communication for guests with hearing impairments, a Hearing Loop (Induction Loop) system is installed at our Guest Services Operations Centre and at each of the two guest information desk locations in the Vancouver Convention Centre. A hearing loop system wirelessly transmits magnetic energy directly to telecoil-equipped hearing aids, allowing the sound source to be heard more clearly and with minimal background noise.

For those who do not have a telecoil hearing aid, headphones may be provided at each hearing loop system location to amplify sound and reduce background noise.



LOST & FOUND

Lost and found articles are catalogued and stored for up to 30 days. After that period, all articles are disposed of at the sole discretion of the Vancouver Convention Centre.

For health and safety reasons, any used food or beverage containers, including but not limited to Tupperware® containers or water bottles, may be disposed of *within* 30 days at the facility's discretion.

Inquiries regarding lost and found items may be directed to the Vancouver Convention Centre's main phone line at 604-689-8232.

NURSING ROOMS

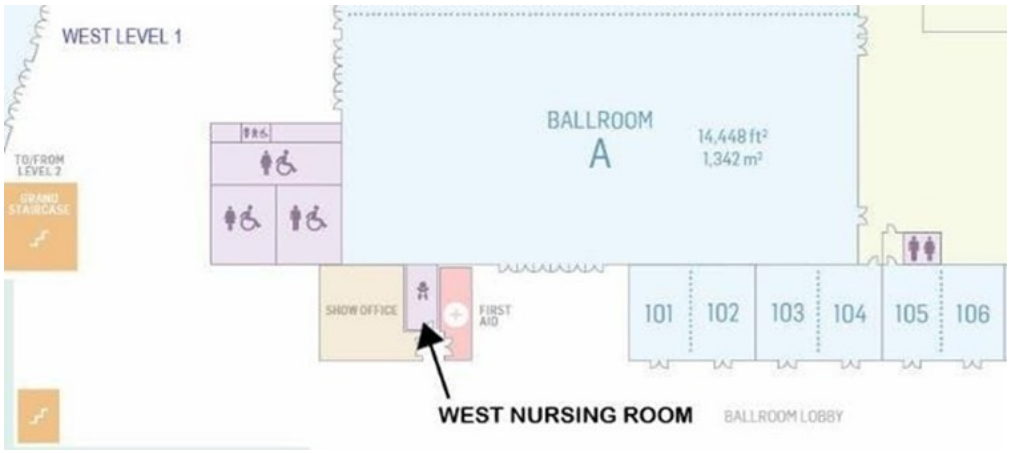
Three Nursing Rooms – one in the East building, one in the West building, and one in the Harbour Concourse that connects our two buildings – are available for any guests requiring a private breastfeeding facility. Signage posted at the entrance to each Nursing Room directs guests to contact Guest Services to have the door unlocked for them. At the client's request, a Nursing Room may be left unlocked during open hours for a particular event or function.

For health and safety reasons, Nursing Rooms are not equipped with refrigerators. Signage posted in each Nursing Room directs guests to contact Guest Services for assistance with refrigeration, if needed. Client requests to have a fridge installed in a Nursing Room for the duration of a given event will be accommodated subject to availability.

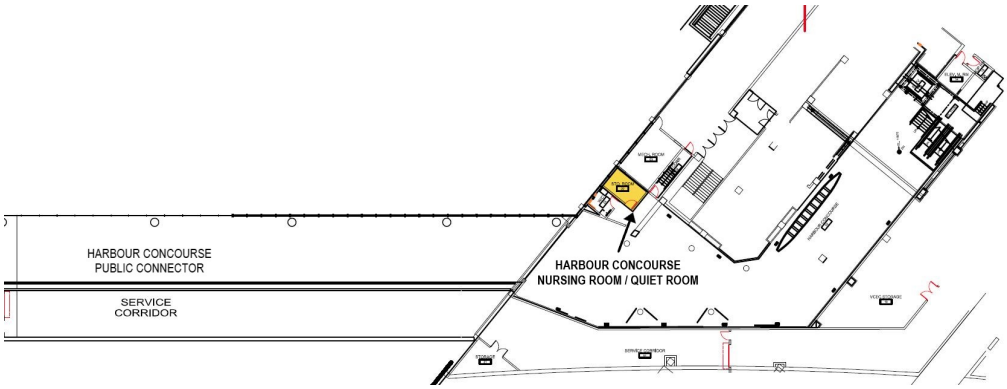
The **East Nursing Room** is located on the east side of East Meeting Room Level Atrium.



The **West Nursing Room** is located across from the West First Aid Room on the north side of West Level 1 City Foyer (near the West Ballroom Show Office).



The **Harbour Concourse Nursing Room** / Quiet Room is located on the east side of the public connector that connects the East and West buildings.



PARKING

There are two independently operated parking facilities located within the Vancouver Convention Centre. These lots operate 24 hours per day, 7 days a week on a first come, first served basis. For any parking enquiries please contact the appropriate provider.

East building (999 Canada Place)
The East building has 750 stalls and is operated by Indigo (Indigo Lot #034 – Canada Place). Indigo can be reached at 604 669 7275 or at canadaplace@group-indigo.com. Rates can be viewed at indigoneo.ca/en/long-term-and-cruise-ship-parking.

West building (1055 Canada Place)
The West building has 440 stalls and is operated by Impark (Impark Lot #1940). Impark can be reached at 604 331 7288.

Rates can be viewed at lots.impark.com.

On-site parking in any area outside of the designated parking facilities, including Vancouver Convention Centre's Loading Facilities, is prohibited.

PRAYER ROOMS

Although the Vancouver Convention Centre does not have dedicated prayer rooms, private event spaces may be assigned and set as appropriate for use as Prayer Rooms for your event.

PUBLIC TRANSIT

Whether you are coming from the airport, a local hotel or elsewhere in and beyond Metro Vancouver, our efficient public transit system offers many convenient and green options to get to the Vancouver Convention Centre, including SkyTrain, buses and the SeaBus.

Plan your trip at translink.ca/trip-planner.

SENSORY SUPPORT KITS

The facility maintains a limited number of Ability Hive™ Sensory Support Kits, each containing high-quality tools designed to support self-regulation and help reduce sensory overload. These kits are available for loan to guests during their visit to the Vancouver Convention Centre, and may be requested from the Guest Services Operations Centre (GSOC) via phone at 604-647-7299 or in person at the West Burrard Lobby Information Desk.

SERVICE ANIMAL RELIEF STATION

For the convenience of guests accompanied by service animals, the Vancouver Convention Centre provides a designated Service Animal Relief Station located on the West Pacific Terrace. This 10' x 10' enclosed area includes a 10' x 5' concrete path alongside a 10' x 5' section of pea gravel, bordered by a fence and two planter boxes. Waste bags and a disposal bin are available on-site to support responsible cleanup.



SMOKING RESTRICTIONS

OPERATING GUIDELINES
GUEST EXPERIENCE

All indoor spaces at the Vancouver Convention Centre are non-smoking. For the purpose of this regulation, the Vancouver Convention Centre considers the loading bays and truck routes to be indoor spaces. All outdoor spaces within a 7.5 m or 25 ft perimeter of the Vancouver Convention Centre are NON-SMOKING. Likewise, any outdoor space used by the building for business purposes is NON-SMOKING; this includes all sidewalk seating, retail area patios, kiosks as well as events taking place at the plazas. This is in accordance with the City of Vancouver Health By-Law #9535 and as required by LEED® building standards. Electronic cigarettes and vaporizers are subject to the same regulation by the Vancouver Convention Centre.

FOOD & BEVERAGE SERVICES

ALLERGIES AND ALTERNATIVE DIETARY NEEDS

Handling alternative dietary requests demands careful attention – particularly when it comes to allergies that can result in serious, sometimes life-threatening reactions.

The Vancouver Convention Centre is committed to offering a wide range of food options for all of our guests. Part of this commitment includes meeting the needs of guests who have special dietary restrictions (such as a food allergy, including intolerance, or other medically restricted diet) and we recognize that many of our guests may also adhere to a vegetarian or vegan diet. Please note the Vancouver Convention Centre will make every effort to accommodate dietary requests pertaining to cultural and medical restrictions with advance notice, to be received no later than the final guarantee deadline.

If at the time of service the number of alternate meals (including vegetarian) required exceeds the number on your dietary list, an additional fee starting at $40.00 per entrée (exclusive of tax and administrative fee) will be applied. We cannot guarantee that we will be able to meet all requests but we will attempt, to the best of our ability, to satisfy guest's needs.

With the increasing demand of "gluten friendly" and "wheat free" requests, we strongly recommend you anticipate this request by building a small percentage of these items into your order.

Please note that we do not have a separate kitchen to prepare allergen-free items, nor separate dining areas for guests with allergies or intolerances. Thus, it is possible for an allergen to be introduced inadvertently during food preparation, handling or service.

By way of example; the Vancouver Convention Centre will accommodate nut-free and wheat-free alternative meals however, please note that we are not a certified nut or wheat-free facility.

For your information, here is the descriptor we will provide to your guest, along with their dietary allergy/intolerance alternate meal (this will not be given to vegans or vegetarians):

"We strive in our food sourcing, preparation and handling procedures to avoid the introduction of particular allergens into your menu choice, as you requested. While we take steps to minimize the risk of cross contamination, we cannot guarantee that any of our products are safe for people with allergies or intolerance to particular ingredients."

Please ask your Catering Manager if you require additional information.

CHINA SERVICE

In all carpeted Meeting Rooms, Ballrooms and Foyer spaces, china and glassware will be used for all meal services, unless our compostable/disposable ware is requested by the client. Additional charges may apply.

For all food and beverage events located in the Exhibit Halls or outdoors on Terraces, china and glassware will be provided unless compostable/disposable ware is requested by the client or necessary to facilitate service requirements. Additional charges may apply.

CORKAGE WINES

OPERATING GUIDELINES
FOOD & BEVERAGE SERVICES

Under the Vancouver Convention Centre's liquor primary license, all alcoholic beverages served at your event must be purchased via the Vancouver Convention Centre. Any request for wine corkage will be respectfully declined.

DEPOSIT REQUIREMENTS

A 10% deposit is required upon signing of the contract, or due six (6) months prior for conferences and events. A second deposit of 50%, of the contracted amount or planned orders, whichever is higher, is due thirty (30) days prior to your event and the remaining balance ten (10) days prior to the event.

Your Catering Manager will work with you to calculate all of your expected costs and deposit requirements. Any overpayment will be refunded post-event. All deposits are payable by certified cheque, wire transfer or credit card. Please note there is a maximum limit of $10,000 for credit card payments per event.

EXCESS FOOD

Thanks to the predictive nature of food and beverage events at the Vancouver Convention Centre (complimented by our “made from scratch” approach to menus) we control waste to a much higher degree than most hospitality operators. In the rare instances where we have excess perishable food on hand, our first plan is to provide wholesome meals to our employees in the “Crew’s Nest” employee café. We are proud partners with local charitable organizations and we provide donations to the Union Gospel Mission and Second Harvest.

Please be advised that any food that has been out on a public buffet or display must be composted to adhere to Vancouver Costal Health regulations.

The last stop for any un-usable food product is to become part of our recycling program, where organics are separated and removed for composting, completing nature’s cycle by providing nutrients for the next crops.

With rare exceptions, as noted above, leftover food and beverage cannot be taken off the premises.

GUARANTEED ATTENDANCE

Food and beverage guarantees are due ten (10) business days prior to your event start date. Actual attendance will be billed if it is higher than the original guarantee number, provided that the additional meals have been served.

HOURS OF MEAL SERVICE

Our kitchen and operating departments are prepared and staffed to serve meals to completion that are planned in advance within the timeframes noted below; and the maximum time from start of service to completion is two hours otherwise a minimum 20% surcharge will apply.

Breakfast: 7:00 AM to 9:00 AM

Lunch: 11:00 AM to 2:00 AM

Dinner: 5:00 PM to 9:00 PM

Receptions: 11:00 AM to 9:00 PM

Please note that we do not relocate food and drink from one event space to another within our buildings.

LABOUR CHARGES

For orders under the listed menu minimum, please speak with your Catering Manager as additional labour charges will apply. For any meal function on a Canadian Statutory Holiday, a menu surcharge of 15% applies to all food and beverage orders.

LOT185 CAFÉ + WINE BAR, COAL HARBOUR CAFÉ, AND MOBILE RETAIL FOOD SERVICES

Within two blocks of our building there are more than 40 different casual and fast-food outlets. In fact, under our own roof there are 9, with another 14 in a Food Court directly connected to the Centre.

Vancouver Convention Centre operates two cafés: LOT185 Café + Wine Bar in the West building (vancouverconventioncentre.com/lot-185) and Coal Harbour Café in the East building. Both destinations offer great views and excellent coffee custom roasted by Moja. Freshly baked pastries, pizzas, panini, and snacks provide your guests with a great quick service option.

To keep your guests on hand to meet exhibitors, we can also offer temporary food concessions at custom-planned locations inside your function area. Your Catering Manager will explain our wide variety of menu combinations, with different minimum revenue requirements to suit your needs.

MENU PLANNING

To assist with our planning and to allow us to offer our best services, we require that you provide your menu selection and an estimated number of guests 30 days prior to each meal function.

After this time, a maximum variance of 20% will be allowed (up to 200 guests) or an attrition penalty may apply, calculated at 50% of the difference in value. The Vancouver Convention Centre may re-assign your event to another event space pending substantial increases or decreases in expected attendance.

PRICES

Food and beverage prices cannot be guaranteed more than ninety (90) days prior to the event. Menu prices are established for ten (10) guests per table for plated functions - if you wish to lower this number additional charges may apply.

Food and Non-Alcoholic Beverages

20% Administrative Fee, 5% GST, and 7% PST on carbonated beverages that contain sugar, natural sweeteners or artificial sweeteners.

Hosted Alcoholic Beverages

OPERATING GUIDELINES
FOOD & BEVERAGE SERVICES

20% Administrative Fee, 5% GST, and 10% PST.

QUALITY STANDARDS

The Vancouver Convention Centre proudly operates a 'scratch' kitchen where everything is prepared in-house with the finest and freshest ingredients using a wide variety of local products. Our function rooms are licensed premises, and all food and beverages must be exclusively supplied by the Vancouver Convention Centre. Food and beverage products may not be brought into the building from outside; and food and beverages not consumed may not be taken off the premises.

Our complete catering menu selection is available on our website at vancouverconventioncentre.com/services/food-and-beverage/menus.

SURCHARGES FOR NEW ORDERS OR INCREASES

Since we make everything from scratch, we do not carry extra inventory and it takes time to prepare a great quality product. If the guaranteed attendance number is increased after the deadline, a menu surcharge will apply on the additional meals. This is calculated at 30% of the original menu price. Any new orders received within ten (10) business days will also be subject to a 30% surcharge of the original menu price, assuming that we are able to accommodate your guests on-site dietary restrictions which may occur additional charges.

Please note that charges will apply to the extra alternate meals served.

TIMES OF ALCOHOL SERVICE

Vancouver Convention Centre's liquor primary license allows service of alcoholic beverages from 11:00 AM to 1:00 AM, seven (7) days a week. Liquor Primary Terms and Conditions require that all patrons leave a liquor primary establishment within half an hour of liquor service ending. Accordingly, your Catering Manager will work with you to coordinate an announcement of "last call" at 12:30 AM, alcohol service stops by 1:00 AM ("hard close" of bars), and guests are asked to clear the event space by 1:30 AM.

WINE/LIQUOR

The Vancouver Convention Centre can operate a host bar or non-hosted as per your request. You will be responsible for paying for all of your guests' drinks at the host bar, charged on a consumption basis. Alternatively, guests can buy their own drinks at a non-hosted bar. Should the bar revenue be less than $500.00 per bar, an additional bartender charge of $45.00 per hour will apply.

We proudly offer an exclusively British Columbia wine list. Selections from our regular wine list will be charged on consumption basis.

SERVICE OF ALCOHOL

OPERATING GUIDELINES
SERVICE OF ALCOHOL

COMMUNICATING A MESSAGE OF RESPONSIBLE DRINKING

We recommend that you always include a message of responsible drinking as a reminder in your invitations, tickets, or programs.

EVENT HISTORY AND PLANNING

Please share information regarding your past events with your Event Manager and/or Catering Manager. Include specifics where possible regarding patterns of beverage consumption. In addition to a quick assessment regarding risk, this will also allow the facility to plan inventory and staffing to best serve your guests.

The facility operates under its own Liquor Primary liquor licence, issued by the British Columbia Liquor and Cannabis Regulation Branch (LCRB).

The consumption of alcoholic beverages is restricted to the event area and during those times designated jointly by the Event Manager, Catering Manager, and client. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service at functions for individuals involved with set-up, move-in or move-out will be stopped one hour before such activity is scheduled to start.

All beverage services are provided exclusively by the Vancouver Convention Centre for all functions held on-site. It is not permissible to purchase alcohol off-premises to bring into the facility.

Vancouver Convention Centre's Liquor Primary licence allows service of alcoholic beverages from 11am to 1am, seven days a week. Normally "last call" is given one half hour prior to stopping service. Following the conclusion of service, we are permitted another half hour before the room must be cleared of guests. We recommend that any entertainment should be curtailed at the same time that service of alcohol ends.

GUIDELINES FOR RESPONSIBLE SERVICE OF ALCOHOL

The Vancouver Convention Centre is committed to the responsible sale and service of alcohol. This commitment involves a multi-step procedure to ensure the safe enjoyment of any alcohol served by the facility. Event planner support and commitment to the following facility guidelines for responsible service of alcohol is important to us and will help us deliver a safe and enjoyable event for all your guests.

PREVENTION OF DRINKING & DRIVING

As you are aware, the care of and responsibility for intoxicated guests goes far beyond the end of your event and the guest's departure from our facility. During the planning for your event, your Event Manager and/or Catering Manager will enquire about your plans to provide safe transport after your event for your guests who have been drinking. Please share these plans with our staff so that we may help you with the implementation.

Upon conclusion of your event, we ask for your assistance in monitoring guest departure and alerting us to any guest who may intend on driving but who has been drinking. Once identification of the guest has been made, the facility is required to ensure there is a safe means for them to return to their place of residence, whether permanent or temporary (i.e., hotel). The facility staff will ask about the plans for the safe transport of this guest. If facility staff members have any doubt that this guest will cooperatively comply with the plan, the facility requires that its staff

take all such steps as necessary to prevent drinking and driving. This includes taking away car keys, and/or contacting the local police and reporting a potential drinking and driving situation.

PREVENTION OF OVER-SERVICE TO GUESTS

To the best of the facility's ability, guests will be monitored for possible over-service. Your assistance is invaluable in this area by agreeing to:

- Limit bar service hours
- Limit the amount of hosted alcoholic drinks host non-alcoholic alternatives
- Be part of the facility's team in monitoring alcohol consumption by your guests

Once a guest has been identified as exhibiting signs of possible intoxication, facility staff members are required to stop alcoholic service to this guest immediately, have the person removed from the service area, and ensure they depart safely. The facility's Operations Manager, Banquet Supervisor, or Security Supervisor will bring such situations to your attention.

If a guest, upon arrival, appears to be intoxicated, the guest will be denied access to the service area and the facility's Operations Manager, Banquet Supervisor, or Security Supervisor will bring this to your attention.

In either circumstance, your active support is needed to ensure that the guest in question has a safe means of returning to their place of residence, whether permanent or temporary (i.e., hotel). If other guests are to take responsibility to ensure this guest departs the premises safely, the facility reserves the right to determine whether the other guests are able to responsibly fulfil this role. Please note that the facility reserves the right to ask any guest who is aggressive, either verbally or physically, whether intoxicated or not, to leave the premises immediately.

By law, the facility is required to document incidents of intoxicated patrons and the actions taken.

PREVENTION OF SERVICE TO MINORS

The legal age for alcohol consumption is 19 years. British Columbia's liquor laws require that we check for two pieces of identification for any patrons who appear to be under the age of 25. If a guest is a minor, they will not be served any alcoholic beverages. We request your assistance in ensuring that guests who are of age do not purchase alcoholic beverages for minors.

If minors persist in seeking alcohol service, they and any related adult guardians present will be asked to leave the event. Your active support in this situation is greatly appreciated.

CANNABIS

OPERATING GUIDELINES
CANNABIS

CANNABIS

Vancouver Convention Centre is subject to federal, provincial, and municipal laws and regulations with respect to the display, marketing and promotion of cannabis products and accessories in the facility. At Vancouver Convention Centre's sole discretion, the facility's rules and policies are subject to change at any time as applicable laws, regulations and markets develop.

Exhibitors who wish to market or promote cannabis products and accessories at the Vancouver Convention Centre must always comply with all applicable laws, regulations, policies and rules. Exhibitors are solely responsible to be fully aware of, and ensure their own compliance with, all applicable laws, regulations, policies, and rules relating to the marketing and promotion of cannabis products and accessories. Vancouver Convention Centre is not responsible in any way for advising exhibitors with respect to their obligations under applicable laws or regulations or ensuring exhibitor compliance with their respective obligations under applicable laws or regulations.

CANNABIS ACCESSORIES

A "cannabis accessory" means anything that is represented to be used in the consumption of cannabis, including rolling papers or wraps, holders, pipes, water pipes, bongs, and vaporizers, etc.

It is illegal to display, sell or supply a cannabis accessory to any individual who is under 19 years of age.

CANNABIS PRODUCTS

Any and all marketing and promotion of cannabis products and accessories at the Vancouver Convention Centre is restricted to designated "19+" areas. Exhibitors must not market or promote any cannabis products or accessories outside of a designated "19+" area or to any person who is under 19 years of age.

Exhibitors are not permitted to display, sell, or supply cannabis products containing either THC or CBD to attendees or guests at the Vancouver Convention Centre.

It is illegal for an exhibitor to provide samples or give away cannabis products to anyone.

The Vancouver Convention Centre is a non-smoking facility and has no designated smoking areas. Smoking of any kind, and the use of alternative smoking devices (including electronic cigarettes and vaporizers), is not permitted on Vancouver Convention Centre property.

Hemp-based products containing THC or CBD are cannabis products and are subject to the laws and regulations applicable to cannabis products. Hemp- based products containing no THC or CBD can be displayed, sold, and purchased at the Vancouver Convention Centre at our discretion.

MARKETING AND PROMOTION OF CANNABIS AND VAPING PRODUCTS

The marketing and promotion of cannabis products and accessories is subject to both federal and provincial laws and regulations.

OPERATING GUIDELINES
CANNABIS

Federally licensed producers of cannabis, their representatives and contracted marketing companies who wish to market or promote cannabis products to licensed retailers and consumers in BC must obtain a cannabis marketing license from the BC Liquor and Cannabis Regulation Branch.

Exhibitors who wish to market or promote cannabis products and accessories at the Vancouver Convention Centre must ensure that they do so in compliance at all times with all applicable laws, regulations, policies and rules relating to the marketing and promotion of cannabis products and accessories.

Vaporizers and Vaping Products
Whether represented for use in the consumption of cannabis or not, federal law prevents vaporizers and other vaping products from being advertised in ways that the ads can be seen or heard by young people (persons under 19 years of age). In addition, the display of vaping products at point-of-sale where youth have access is prohibited. Federal legislation requires that any permitted ads displayed where youth are not permitted convey a health warning about vaping product harms.

SAFETY & SECURITY

A SAFE AND SECURE ENVIRONMENT | RECOMMENDED SECURITY MEASURES

In partnership with our valued clients and suppliers, the Vancouver Convention Centre strives to create a safe and secure environment for everyone's enjoyment. The following guidelines are strongly recommended to support our collective efforts in ensuring smooth and successful event activities.

Prior to the event
Before the event begins, there are several steps that can be taken to streamline your preparations:

- Ensure suppliers and contractors are familiar with the safety, security and emergency procedures for the facility
- Distribute this information to your staff and request that they familiarize themselves with the details
- Distribute exhibitor information well in advance of the event, and draw exhibitors' attention to key safety, security, and emergency information
- Ensure your event has a reliable system of accreditation for all participants of your event including staff, delegates, speakers, and guests and provide your Event Manager with copies of the accreditation
- Provide up-to-date exhibitor and supplier lists to your Event Manager.
- Consider a planned and structured move-in with specific times for deliveries for your contractors and exhibitors.
- Consider the use of an international freight forwarder, customs broker, and freight management specialist to ensure an efficient and effective move-in and move-out.

While on-site
Once on-site, you and the Vancouver Convention Centre team will continue working together to ensure the success of your event. Please continue to update the facility if any new situations arise or if your event activities change keeping in mind the following:

- Ensure all delegates wear their accreditation at all times so they can be easily identified by facility staff
- When leaving a room unattended, lock all doors behind you - if you do not have keys to the room, contact Guest Services Operations Centre (GSOC) and request that Security lock the doors
- As in any large facility in a major city, do not leave personal belongings and valuables unattended
- Should there be a concern regarding safety or security, please immediately notify Security via GSOC. Security may be reached from any house phone via GSOC by dialing 7299 (or 7500 for emergencies). Calls can be made from an outside line or cell phone by dialing 604 647 7299 (or 604 647 7500 for emergencies).

ALCOHOL CONSUMPTION

The consumption of alcoholic beverages is restricted to the event area and during those times as designated jointly by the Event Manager and client. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service in an exhibit space will

conclude at least one hour prior to a scheduled move-out.

All beverage services are provided exclusively by the Vancouver Convention Centre for all functions held on-site. It is not permissible to purchase alcohol off-premises to bring into the facility. The facility reserves the right to request that additional security and first aid staff be hired through the facility when alcohol is served. For more information, please see 'Guidelines for Responsible Service of Alcohol'.

CLIENT SAFETY REPRESENTATIVE

Occupational health and safety regulations in the Province of British Columbia are governed by a provincial agency known as WorkSafeBC. The Vancouver Convention Centre and its users are required to do their utmost to comply with WorkSafeBC regulations. The facility therefore requests the full cooperation of our clients, their contractors, suppliers, staff, exhibitors, and guests in ensuring a safe and healthy environment.

Please discuss all your event's activities in advance with your Event Manager. They will consult with the Vancouver Convention Centre's Fire/Safety Officer who will review these activities in detail. Any specific safety measures required for your event's activities will be communicated to you through your Event Manager. We request that you then forward this information to all your contractors, suppliers, exhibitors, and staff and where appropriate attendees, prior to your first move-in day.

To facilitate on-site communication regarding health and safety, your Event Manager will request that you identify an on-site safety representative. Your safety representative's role is to:

- Act as the facility's on-site liaison for any health and safety issues pertaining to your event
- Ensure the event's contractors, suppliers, exhibitors, staff, and attendees adhere to safety measures specified in advance by the facility's Fire/Safety Officer
- Assist the facility in intervening in unsafe situations involving the event's contractors, suppliers, exhibitors, staff, or attendees
- Assist the facility in communicating on-site health and safety information to the event's contractors, suppliers, exhibitors, staff, or attendees
- Assist as necessary with any accident investigation.

COMMUNICATION

The Vancouver Convention Centre is equipped with its own internal communications systems, including a multi-channel radio network connecting our Guest Services Operations Centre (GSOC) with security personnel and other designated first responders, facilities engineers, and front-line staff. The Convention Centre's Public Address System may be employed for either general or localized announcements, including directions to staff and attendees in the event of an emergency. House phones located throughout the facility may be used to contact GSOC's Emergency line at local 7500 (or 604-647-7500 from a mobile phone or outside line). The facility also has exterior intercoms located near each of our building entrances that connect directly to GSOC.

CROWD MANAGEMENT

As a part of our risk assessment process for each event, logistics for heavily attended indoor and outdoor activations will be evaluated for crowd management considerations. Access and egress, fencing, stage placement, and event staffing plans will be reviewed and developed in collaboration with our partners at the Vancouver Police Department, Vancouver Fire and Rescue, the City of Vancouver, and our Security provider, Genesis Security.

ELEVATOR ENTRAPMENTS

Our security team is trained to respond in the event a person or persons become entrapped in a Vancouver Convention Centre elevator. Once the emergency call button is pressed in a stalled elevator, our Guest Services Operations Centre (GSOC) is alerted and initiates procedures to ensure a safe, effective rescue. In the event of an elevator emergency of any type, please press the emergency button or call the GSOC Emergency Line at 604-647-7500 from a mobile phone or 7500 from any house phone.

EMERGENCY POWER

The West building is supplied with electrical power from two different substations located in different parts of the city. Both substations are continuously live at the “Vista Switch” in the West building. If there is any power loss detected from our primary source substation, the Vista Switch automatically switches to our secondary substation source within approximately 5 seconds. If for any reason there is a city-wide outage and the secondary substation is also unavailable, then the emergency generator would come online within approximately 10 seconds of power outage. The emergency generator has sufficient capacity to supply emergency illumination levels, designated facility life safety systems and other critical building loads.

EMERGENCY RESPONSE – EARTHQUAKE

In the event of an earthquake while at the Vancouver Convention Centre, do not panic. Take immediate cover and:

- Stay under cover at least until the shaking has stopped, or until instructed to do so by members of the Vancouver Convention Centre Emergency Response Team or through the public address system
- If you choose to leave your cover, do so cautiously
- Once you leave your cover, check yourself for injury and check others around you
- Unless you judge the circumstances to be dangerous and hazardous, remain at your location and the facility's Emergency Response Team will come to you
- If circumstances allow, pull the nearest fire pull station to help the Emergency Response Team locate you
- Remember, in the event of an earthquake, you are generally considered to be the safest by staying indoors and waiting for the Emergency Response Team to reach you.

If you are able and prepared to do so, the Emergency Response Team may request your assistance in search and rescue, emergency first aid and other emergency assistance.

EMERGENCY RESPONSE – FIRE

The facility is divided into zones and each zone is fully equipped to detect and contain smoke and/or fire. An intermittent alarm tone will sound at the first sign of a problem and is considered

a “first-stage” alarm, which the facility refers to as a “stage one alarm.” When there is a “stage one alarm” no action is immediately necessary. It means all individuals are to standby for further instructions from the public address system.

In almost all cases, the cause of the problem is identified and rectified at this point (usually in 1 – 4 minutes). The alarm will stop sounding, and activity can proceed as usual. In the rare case that a problem goes beyond a stage one alarm, the alarm changes into a building-wide, continuous alarm tone known as a “stage two alarm”. This stage is accompanied by instructions over the public address system and may include evacuation instructions.

EMERGENCY RESPONSE – MEDICAL

In the event of a medical emergency, the facility’s fully trained first aid attendants are the first responders in a coordinated procedure with the City’s fire and emergency agencies. Dial 7500 from any Vancouver Convention Centre house phone or alert any Vancouver Convention Centre staff of the need for emergency first aid. Calls can be made from an outside line or cell phone by dialing 604 647 7500. Our first aid attendants will respond immediately and will further contact external emergency agencies as needed. The facility is equipped with defibrillators and first aid personnel are fully trained to use them.

EMERGENCY RESPONSE AND INCIDENT COMMAND

The Vancouver Convention Centre has an ongoing program of emergency response training for all key personnel including management, Official Suppliers, security, and staff. Emergency preparedness plans are updated regularly and drills are conducted annually. Should there be an emergency the facility has a trained Emergency Response Team that will lead the implementation of the plans and procedures.

The Vancouver Convention Centre’s Emergency Response Plan is aligned with the Province of British Columbia’s common set of prioritized response goals:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social loss

Every incident at the Vancouver Convention Centre will be managed using the Incident Command System (ICS) to maintain the integrity of a standardized response across the organization. Under the ICS response model, an Incident Commander is always present to oversee site activities. An Emergency Operations Centre (if required) is activated and managed by an EOC Director to support site activities and business continuity and recovery.

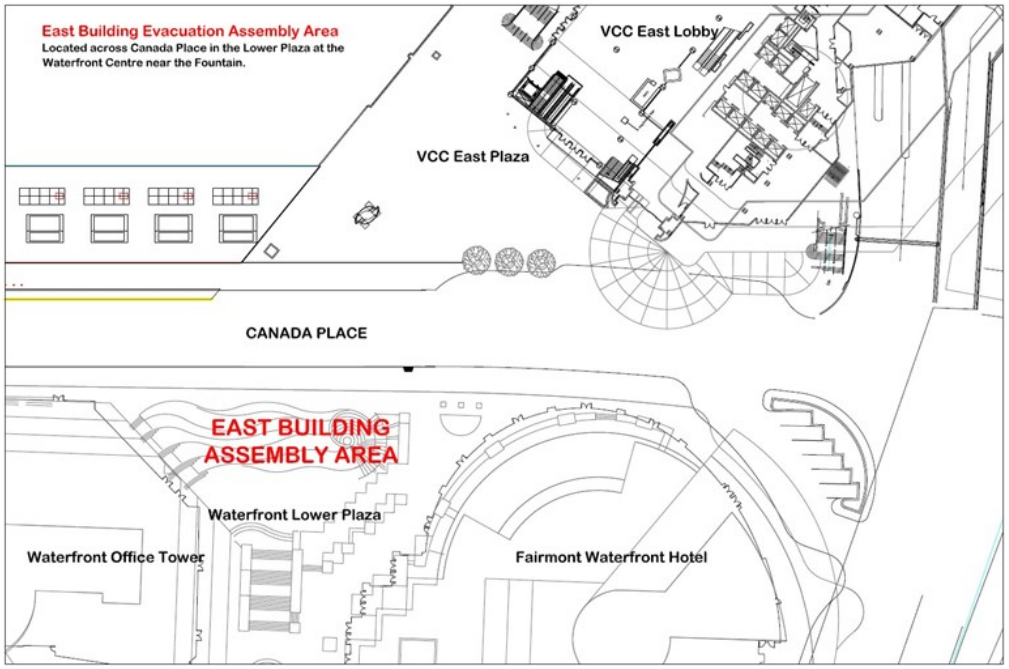
As community-based responders (i.e., Fire, Police, and Ambulance) arrive onsite, a possible transfer of command will occur between the Convention Centre's Incident Commander and that of the responding agency.

EVACUATION AND MUSTER STATIONS

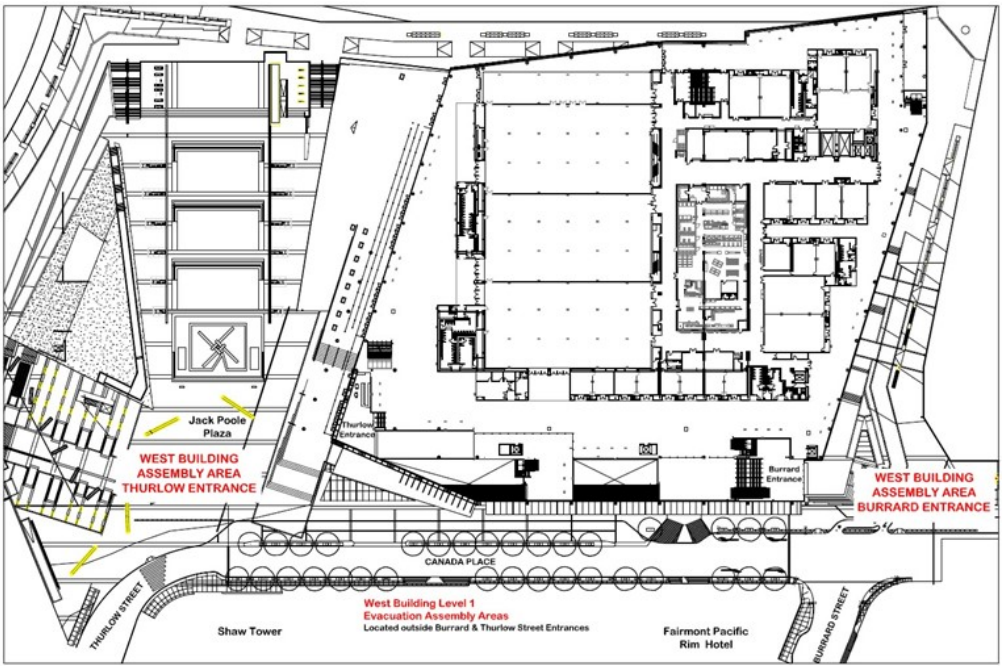
If for any reason the facility or one part of the facility must evacuate, instructions will be given via the facility's public address system. Once the evacuation announcement is made, please exit quickly but calmly following the directions of the public announcement and of Vancouver Convention Centre staff in the area. If possible, take staff and attendee lists and proceed to the appropriate "muster station" where Vancouver Convention Centre staff will be positioned. Please remain at this location until Vancouver Convention Centre staff advises that it is safe to return to the facility.

Muster Stations

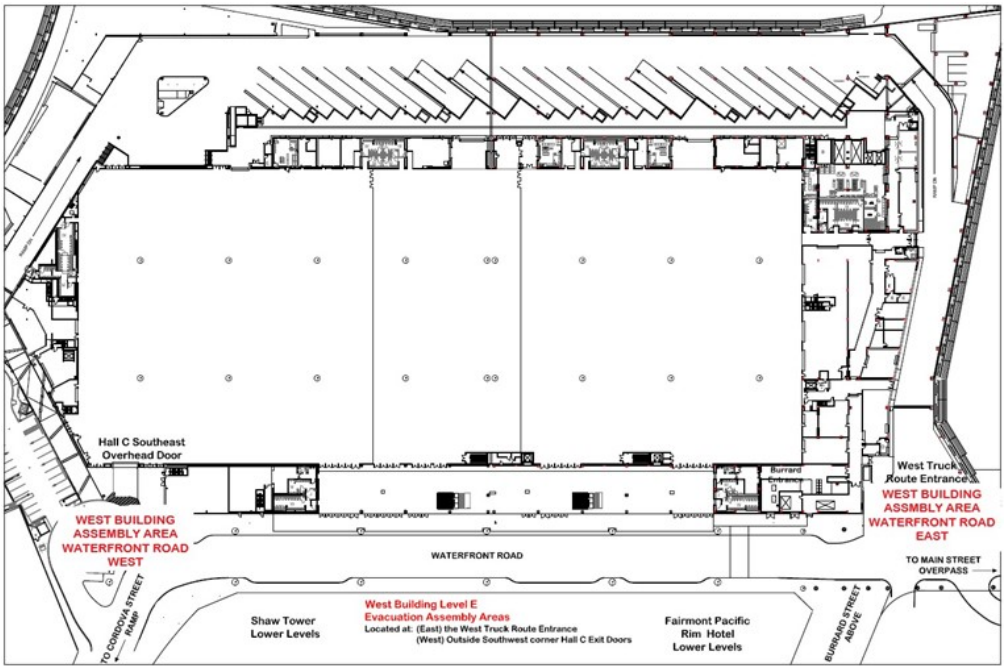
East building – Across the street from the main entrance to the East building



West building; Levels 1-3 – Outside the Burrard Street entrance or the Jack Poole Plaza outside the Thurlow Street entrance



West building; Exhibition Halls – Waterfront Road



During an evacuation, first responders will assist persons with mobility impairments or those who may be unable to safely evacuate on their own. Anyone in need of assistance may dial 7500 from a house phone or 604 647 7500 from a mobile phone to alert first responders to their

location. Floor Wardens will conduct sweeps of all floors to ensure every attendee has left the building, and to provide specialized assistance where required. If evacuation is not safe or possible, individuals may be directed by Vancouver Convention Centre staff to attend an Area of Refuge designed to shelter occupants during a fire or other emergency.

EVACUATION CHAIRS

Evacuation Chairs are specialized mobility devices designed to help safely transport individuals with mobility challenge – such as wheelchair users, injured individuals, or others who cannot easily use stairs – during an emergency evacuation, especially when elevators are unavailable.

The Vancouver Convention Centre currently maintains a total of three (3) EVAC+CHAIR® 600H Evacuation Chairs to facilitate evacuation of people with mobility challenges.

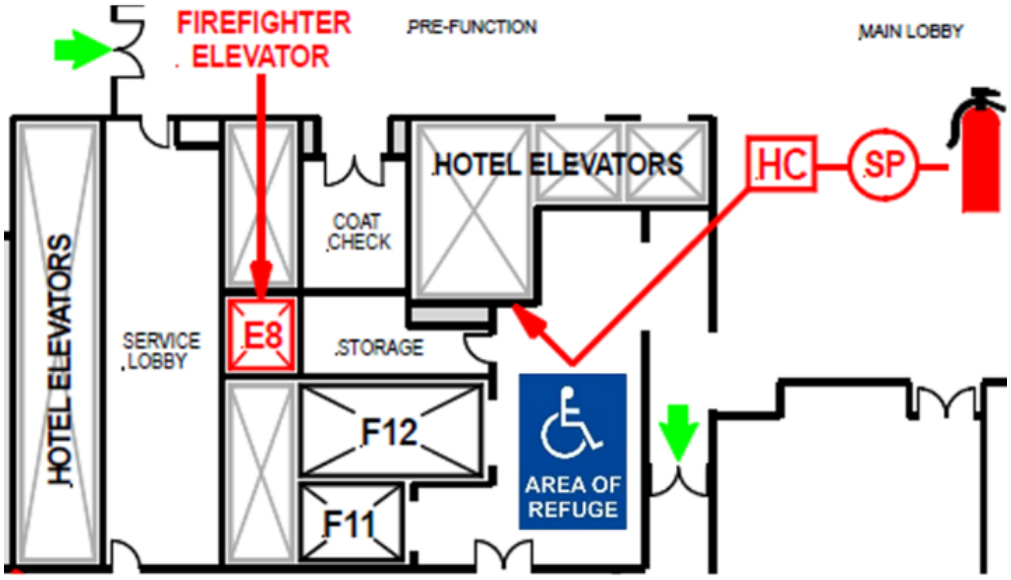


FEATURES

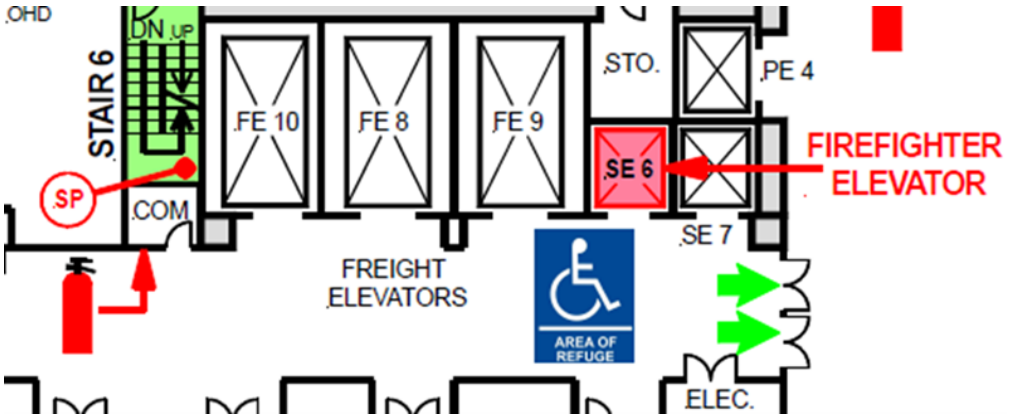
1. **Adjustable patient head restraint**
   Limits movement, securing the passenger in place
2. **Friction tracks (Evac+Track technology)**
   The self braking reinforced tracks control speed of descent for easy single person operation
3. **Ergonomic adjustable handle**
   For ease of deployment and compact storage
4. **Reflective decals**
   For easy location in situations of poor visibility
5. **Quick release safety belts (Head, Chest, Thigh)**
   For increased passenger safety and security
6. **Heavy duty wheels**
   Ideal for operation over uneven terrain
7. **Lockable rear wheels**
   Can be applied in situations where the chair needs to remain in a stationary position
8. **Fold away front and rear grab handles**
   Single person operation with fold away handles allowing up to 4 people to assist with evacuation
9. **Dual position seat**
   Dual position seat allows the user to decide each time which seating position they desire

One evacuation chair is stored at each of the following Areas of Refuge:

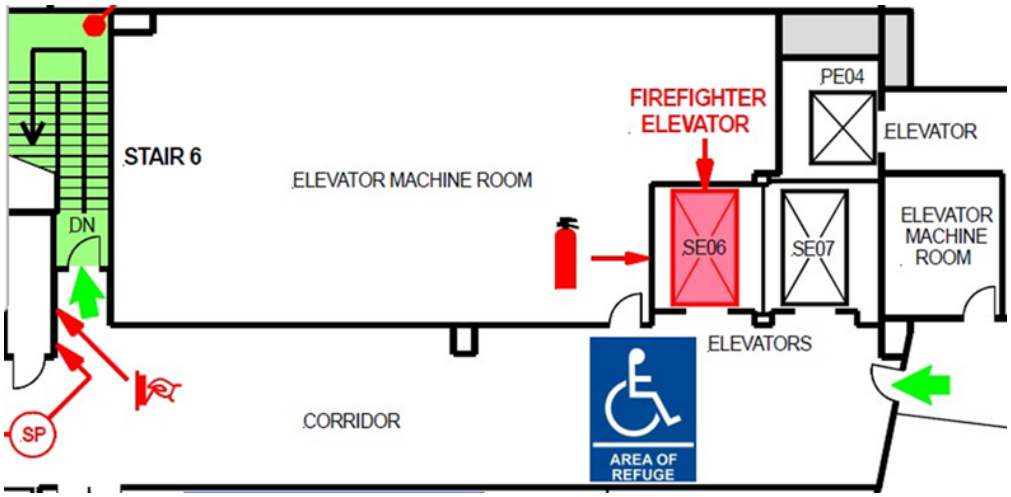
Area of Refuge | East Meeting Room Level



Area of Refuge | West Level 2



Area of Refuge | West Level 3



FIRE CODE REGULATIONS

Aisles and exits, as designated on approved show plans, must be kept clean and free from obstruction. Fire lanes in and around the facility must remain clear and unobstructed. Adequate facility staff must be hired to guide vehicle traffic in these areas during move-in and move-out.

Easels, signs, chairs, etc. cannot be placed beyond booth areas into aisles. Display literature is to be limited to reasonable quantities. Reserve supplies should be kept in closed containers and stored in a neat and compact manner.

Show management is responsible for advising exhibitors that booths must be cleaned of combustible rubbish daily.

All decorations, drapes, signs, banners, acoustical materials, moss, bamboo, plastic, cloth, and similar decorative materials must be made flame retardant.

Further details regarding Vancouver Convention Centre fire regulations are available from your Event Manager.

FIRST AID

The Vancouver Convention Centre has two fully equipped first aid rooms. One is located in the East building lobby and the other in the West building level 1 pre-function area at the West Ballroom A entrance. Vancouver Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. First aid assistance is available by calling 7500 from any house phone, 604 647 7500 from any cell phone, or by contacting Vancouver Convention Centre personnel.

GUEST SERVICES OPERATIONS CENTRE (GSOC)

Guest Services Operations Centre (GSOC) is the communication hub and command centre for the facility. GSOC is staffed 24 hours a day and is available from any house phone by dialing 7299 (or 7500 for emergencies), or from an outside line by dialing 604 647 7299 (or 604 647 7500 for emergencies). GSOC is the primary telephone contact for any event and building related inquiries

and can dispatch all facility services related to your event.

The GSOC desk is also equipped with a hearing loop system to facilitate communication for guests with hearing impairments.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Vancouver Convention Centre adheres to WorkSafeBC Occupational Health and Safety Regulations (worksafebc.com/en/law-policy/occupational-health-safety) for the use of Personal Protective Equipment (PPE). Appropriate PPE is required for access to Safety Zones, including most move-in/move-outs and whenever overhead work is being performed or mobile equipment is operating.

High Visibility Vests / Safety Vests
High Visibility Vests (also referred to as “Hi-Vis Vests” and “Safety Vests”) are the minimum PPE required in any Safety Zone. High Visibility Vests are required for everyone in the exhibit area during all East and West Exhibition Hall event move-ins and move-outs. High Visibility Vests are also required for event move-ins/outs in other areas of the building if mobile equipment or vehicles will be operating in the space. High Visibility Vests are available for purchase at vending machines located near the East and West Exhibition Halls. The Vancouver Convention Centre's safety vest policy was developed in accordance with a WorkSafeBC ruling.

Safety vest exemptions may be requested on an event-by-event basis.

Protective Footwear
In addition to High Visibility Vests, appropriate Protective Footwear must be worn whenever the nature of work being performed involves the risk of slipping or tripping, or the risk of foot injury due to impact, compression, corrosive substances, electric shock, or puncture. The Vancouver Convention Centre requires CSA approved Steel Toed Footwear to be worn by all persons handling freight in the areas of trucks and forklifts.

For projects involving significant construction activity, including event build outs or strikes requiring the use of heavy machinery or power tools, the Convention Centre may declare a Construction Safety Zone. The minimum PPE requirement for anyone working in a Construction Safety Zone is a high visibility vest and CSA approved steel toed footwear. Other PPE (e.g., hard hats, safety eyewear, work gloves, hearing protection, respiratory protection, etc.) must be worn as required according to the nature of the work being performed and applicable Occupational Health and Safety Regulations.

Hard Hats
In addition to High Visibility Vests, Hard Hats are required for everyone working in Overhead Work Safety Zones. An Overhead Work Safety Zone will be declared in the area surrounding any overhead work including, but not limited to, set-up and strike of rigging, banners, lighting, and cabling.

Other PPE Requirements
Other PPE (e.g., safety eyewear, work gloves, hearing protection, respiratory protection, etc.) must be worn as required according to the nature of the work being performed and applicable

Occupational Health and Safety Regulations. For more information, please see WorkSafeBC Occupational Health and Safety Regulation Part 8 (www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-08-personal-protective-clothing-and-equipment).

PROTESTS

In the event of a protest on or in close proximity to facility property, Vancouver Convention Centre security personnel will immediately contact the Operations Manager and continue to monitor the situation. For any events that may be affected by the protest, the Operations Manager will contact each client to discuss the best way to mitigate the impact on their respective event activities.

Such protests are often held peacefully, and no further security measures are required beyond monitoring protesters until they disperse. However, discretion is necessary for each situation. If a group of protesters develops into a large crowd, or if behaviors escalate from peaceful protest to potential violence, the Vancouver Convention Centre can implement additional measures, which may involve:

- Locking the building down
- Positioning additional security at entrances
- Contacting local authorities for additional support.

If a protest occurs at or near an outdoor event taking place on facility property, such as the Jack Poole Plaza, the local authorities will be notified immediately. Vancouver Convention Centre security will be dispatched to monitor the situation and help to mitigate the impacts on event activities.

RISK ASSESSMENTS

The Vancouver Convention Centre will collaborate with clients during the planning process to evaluate and implement controls for the potential risks that may apply to each unique event. Risk factors may include high profile politicians or celebrities that attract major publicity (whether positive or controversial), heavily attended outdoor public events without a managed capacity, activations that bring high value items to the premises, and public events that attract the attention of individuals or groups who may pose a threat to public safety. Risk assessments may involve consultation with our partners at the Vancouver Police Department, Vancouver Fire Rescue Services, the City of Vancouver, and the facility's security provider, Genesis Security. Subject to the risk assessment, external law enforcement, security or fire safety staffing may be required.

SECURITY – BUILDING

The Vancouver Convention Centre has 24-hour general building security augmented with cameras and alarm systems monitored from our Guest Services Operations Centre (GSOC). Cameras scan interior and exterior public areas and house security staff can be dispatched quickly to investigate situations as necessary. Security may be reached 24 hours a day via GSOC from any house phone by dialing 7299 (or 7500 for emergencies). Calls can be made from an outside line or cell phone by dialing 604 647 7299 (or 604 647 7500 for emergencies).

Please note that building camera systems are not specifically designed or positioned for event asset protection. Event security staffing is recommended in circumstances where asset protection is required (please see 'Security – Event').

SECURITY – EVENT

The Vancouver Convention Centre is the exclusive provider of move-in and move-out security control. Staffing levels will be determined by your Event Manager based on the size and nature of your event. Occupational First Aid Attendants may also be required should your event involve alcohol service or if it is heavily attended.

The facility recommends that you consider event security within your event spaces and for your activities that may have special security requirements. It is important to share your intended program of activities as soon as possible with your Event Manager. In conjunction with the facility's Official Supplier of security services, Genesis Security, both specialized and general security services can be developed to meet your specific needs.

Some areas to consider and highlight for your Event Manager are:

- Special guests, speakers, or celebrities
- High profile companies and organizations
- Controversial themes
- Past history of conflicts.

In collaboration with your Event Manager, the facility retains the exclusive right to staff for the following billable roles:

- Event move-in and move-out vehicle management and logistics
- Security screening including but not limited to bag checks, guest pat downs, hand and walk-through metal detection, and ID checks
- Venue perimeter and entrances
- Roles the venue identifies as critical to life safety and building protection.

Mandatory Security Staffing Ratios and Briefing Times

- Supervisor coverage is required as follows: one (1) Supervisor for 4–14 guards on duty at the same time; two (2) Supervisors for 15 or more guards.
- Relief Guard coverage is required based on total guards on duty (excluding Supervisors): 1 Relief Guard for 4–6 guards; 2 Relief Guards for 7–11 guards; 3 Relief Guards for 12–16 guards; 4 Relief Guards for 17–21 guards.
- Mandatory pre–shift briefings apply: Supervisors commence 30 minutes prior to function start time; Guards commence 15 minutes prior to function start time.
- Briefing time is billed once per shift, per day, regardless of shift length or personnel rotations. Costs for any subsequent briefings will be absorbed by the venue.

WASHROOM DURESS ALARMS

The Vancouver Convention Centre's West building offers 15 private, fully accessible “Universal Washrooms” featuring an automated door and an infant changing station. These washrooms are also equipped with user activated duress alarms with prominent red switches and an attached cord for easy activation.

Once activated, these alarms initiate a localized strobe with an audible alarm; as well an alarm signal to the Guest Services Operations Centre (GSOC). When a duress alarm is triggered, GSOC immediately deploys a first aid attendant to attend the location, provide assistance and first aid treatment as needed, and coordinate with GSOC for external emergency response, as required.

WORKSAFEBC

The Vancouver Convention Centre endeavours to operate in a manner that fully complies with WorkSafeBC Occupational Health and Safety Regulations (worksafebc.com/en/law-policy/occupational-health-safety). The facility requests the full cooperation of our clients, their contractors, suppliers, staff, exhibitors, and guests in ensuring a safe and healthy environment.

As part of this effort, some event activities may require that specific safety measures be taken, particularly during set-up and teardown. This may include the requirement for personal protective equipment (PPE) including high visibility vests, safety footwear, hard hats, and protective eyewear.

Please ensure all your event activities are discussed in advance with your Event Manager. They will consult with the Vancouver Convention Centre’s Safety Officer and advise if there are specific safety measures that need to be addressed.

Please note that children under the age of 16 years are not permitted on-site during move-in/move-out, except for employed and insured workers under the direct and immediate supervision of a person at least 19 years of age who are either:

- 12 or 13 years of age working for a family-owned business and not performing any tasks listed in “not light work” or “light work” (as defined in the Employment Standards Regulation Part 7.1)
- 14 or 15 years of age working for a family-owned business and not performing any tasks listed in “not light work” (as defined in the Employment Standards Regulation Part 7.1)
- At least 12 years of age working for an employer that has a valid child employment permit in compliance with the BC Employment Standards Regulation Section 9(2).

Scooters, in-line skates, bicycles, skateboards, and similar items are not permitted for use inside the facility.

WorkSafeBC - Coverage for volunteers
If you are planning to use the services of volunteers, please note that they are not considered workers under WorkSafeBC’s regulations and guidelines and therefore are not eligible for coverage. Please ensure that your volunteers are appropriately covered by other insurance you may have for your organization or your event.

LICENCES, BUSINESS OPERATIONS, & MEDIA

OPERATING GUIDELINES
LICENCES, BUSINESS OPERATIONS, & MEDIA

ACCREDITATION

The Vancouver Convention Centre will require a copy of any badges or access passes for exhibitors, delegates, invitees, guests and show personnel.

ADVERTISING, PUBLICITY, AND PROMOTION

All advertising, publicity, and promotion for events held at the Vancouver Convention Centre must be sent to your Business Development Manager or Event Manager for review and written approval prior to production and distribution. All references to the facility in promotional and marketing material should read “Vancouver Convention Centre” with no variations of the name to be used (the identification of the East or West building is optional). The use of the acronym “VCC” is not permitted. The Vancouver Convention Centre logo and images are available for inclusion in your promotional material. For further details regarding advertising, publicity, and promotion, please refer to your License Agreement.

CANCELLATION, INDEMNIFICATION, AND INSURANCE

Please refer to the appropriate clause of your License Agreement for details pertaining to cancellation, indemnification, and insurance. Should you have any questions or require clarification, please contact your Business Development Manager.

GOODS & SERVICES TAX AND PROVINCIAL SALES TAX

Goods & Services Tax (GST) of 5% and Provincial Sales Tax (PST) of 7% will be applied to all goods and services accordingly.

LICENCES

The client is responsible to obtain and pay for all licences, permits and approvals from the appropriate regulatory boards and authorities that may be required for staging the event (including, but not limited to, business licences, special event permits, building permits, and health and safety approvals).

For further information regarding City of Vancouver licences and permits, please visit vancouver.ca.

LOGO USAGE

Please contact your Event Manager or Business Development Manager to obtain the Vancouver Convention Centre logo, the brand standards and/or photos for your promotional use. Note: All advertising, publicity and promotion for events held at the Vancouver Convention Centre must be reviewed and approved in writing by your Business Development Manager or Event Manager prior to production and distribution. The Vancouver Convention Centre reserves the right to request the proper reference to the facility and application of the logo, brand, photo, and video assets.

PHOTOGRAPHY AND FILMING

Requests to photograph and film during an event held at the Vancouver Convention Centre must be reviewed and approved by your Business Development Manager or Event Manager. This includes photography and filming around the exterior of the facility. The Vancouver Convention Centre may photograph and/or film events for its own records, publicity, and promotion purposes upon agreement.

PHOTOGRAPHY AND FILMING USAGE RIGHTS

All photos and video footage captured during an event held at the Vancouver Convention Centre may only be used for the original intent, as approved by your Business Development Manager or Event Manager. These assets may not be used in relation to any additional production or reproduction by a third party. The Vancouver Convention Centre reserves the right to review and approve the appropriate use of these assets and the overall representation of its name and likeness. On request, the Vancouver Convention Centre may obtain the assets for its own purposes.

PRIVACY POLICY

The Vancouver Convention Centre collects and utilizes client information in order to maintain a responsible commercial relationship and facilitate the provision of services and products required to meet the needs of our customers. This information may include contact names, postal and email addresses, phone and facsimile numbers, billing information, credit history, payment details and similar types of information. In doing this, we respect the privacy of our customers and recognize the need to safeguard any confidential information in our possession from unauthorized access. In this regard, we comply fully with the provisions of the BC Freedom of Information and Protection of Privacy Act.

As the Vancouver Convention Centre provides most convention services through subcontracted Official Suppliers, customer information may be shared with these Official Suppliers to facilitate the solicitation and provision of those services. Any such disclosure is made on a confidential basis, and Official Suppliers are contractually bound to use the information only for the purposes for which it was disclosed.

The Vancouver Convention Centre uses a contracted credit/debit card processing company to facilitate some customer payments. The company does not retain, share, store, or use personally identifiable information for any secondary purpose. Except as required by law, neither the Vancouver Convention Centre nor its Official Suppliers disclose customer information to any third parties under any circumstances.

PRODUCT SALES

Sales of event-related products are permitted within rented event space excluding all common areas. Please note that all food and beverage services must be supplied exclusively by the Vancouver Convention Centre. It is not permissible for any food and beverage to be brought in from off-site and served in the facility. Product sales may require a City of Vancouver business licence and it is the responsibility of the client to obtain and pay for all permits required. For specific regulations, please contact the City of Vancouver (vancouver.ca).

SOCIAL MEDIA

The Vancouver Convention Centre utilizes various social media platforms to share information and connect with guests, clients, community, and the meetings industry. If you would like your event highlighted through our social media platforms, please advise your Event Manager.

WEBSITE

Our website does not track, collect, or distribute any personal information that has not been voluntarily entered by the user. While our analytics provide usage data such as visits and

movement within the site, this information is only used for website development and enhancement purposes and contains no personal information.

Our website does not place permanent cookies on a visitor's computer. We do use sessional cookies, which are small files stored on a visitor's computer to help the visitor use the site. These are only valid during the time the visitor is logged on to the site.

We are happy to publicize your event on our website's event calendar. To have your event listed in the calendar, please inform your Event Manager at your earliest convenience.