# EXHIBITOR REFERENCE & SAFETY LIST

## EXHIBITOR REFERENCE LIST

This reference list of exhibit services and general exhibitor information is provided to assist you with your upcoming event. Please take a moment to familiarize yourself with this information.

### EXHIBIT SERVICES

The Vancouver Convention Centre is the exclusive supplier of Food and Beverage, Housekeeping (including Booth Vacuuming), Electrical, Telecommunications, Plumbing, and Rigging. Order exhibit services online at vancouverconventioncentre.com/services/exhibitor-services/online-ordering. For assistance with online ordering or any questions, please contact Exhibit Services at 604 647 7480 or by email at exhibitservices@vancouverconventiocentre.com.

- All food and beverage and related service are provided exclusively by the Vancouver Convention Centre.
- Food and beverage sampling is generally not permitted. However, certain exceptions may be granted for trade shows or conventions directly related to the food and beverage industry. All sampling requests must be approved in advance by the Vancouver Convention Centre and meet the requirements of Vancouver Coastal Health (vch.ca). For more information, please see Food Sampling Guidelines.
- The Vancouver Convention Centre holds the exclusive licence to provide and serve liquor in the facility. Liquor sampling is generally not permitted. However, certain exceptions may be granted for trade shows or conventions that are directly related to the food and beverage industry. All liquor sampling requests must be approved in advance by the Vancouver Convention Centre and must meet the requirements of the British Columbia Liquor & Cannabis Regulation Branch (justice.gov.bc.ca/lcrb). For more information, please see Liquor Sampling Guidelines.
- Exhibitor banners must be installed and removed by the facility's exclusive rigging supplier, Riggit Services Inc. (riggit.com). Please email vccinquiries@riggit.com and the on-site Riggit Services representatives will assist you in finding the appropriate solution for your event.

### DELIVERIES AND FREIGHT

- Exhibitor deliveries to the Vancouver Convention Centre must be clearly labeled with the following information:
  - Event name and date (and event number, if possible).
  - Exhibit booth number and/or event space name.
  - On-site contact's name and mobile phone number.
  - Sender's name, address, and contact phone number.

  Deliveries with incomplete information may not be accepted. For your convenience, pre-addressed shipping labels are available here:
  - Shipping Label - Vancouver Convention Centre East Building.
  - Shipping Label - Vancouver Convention Centre West Building.

## EXHIBITOR REFERENCE LIST (CONT.)

### DELIVERIES AND FREIGHT (CONT.)

- The Vancouver Convention Centre does not accept exhibitor freight shipments on before the scheduled move-in period. Please contact your Show Manager to confirm your designated move-in dates and times.
- Please ensure all customs documentation is completed before shipping freight from outside Canada. We strongly recommend the use of an international freight forwarder and customs broker.
- Loading facilities will be designated and assigned for your event and are to be used only for temporary unloading or loading. Parking is prohibited in the loading area and truck route. Deliveries, move-in and move-out are not permitted at facility or hotel entrances or via elevator/escalator. Please bring your own tools, ladders, dollies, and any other equipment necessary to build or transport your exhibit.
- Any freight left after the end of the scheduled move-out period will be forced off-site.

### GUEST SERVICES OPERATIONS CENTRE

- Guest Services Operations Centre (GSOC) is the communication hub and command centre for the Vancouver Convention Centre. 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.
- All lost and found articles are cataloged and stored for 30 days, at which time they are disposed of at the facility's discretion. To inquire about lost and found items, please contact GSOC at 604 647 7299.

## EXHIBITOR HEALTH, SAFETY, AND SECURITY

To help ensure the safe enjoyment of the event for all participants, please review the Vancouver Convention Centre's health, safety, and security regulations.

**MOVE-IN AND MOVE-OUT**

- Booth construction must conform to applicable building codes. All work carried out on booths on-site must conform to WorkSafeBC regulations (worksafebc.com/en/law-policy/occupational-health-safety).
- Proper Personal Protective Equipment (PPE) is required during move-in/out phases at the Vancouver Convention Centre. *At minimum, High-Visibility Vests are mandatory during move-in and move-out.* Other PPE may be required depending upon the nature of work being performed, including Hard Hats, Steel-Toed Footwear, and Eye Protection. Please contact the event's on-site safety representative through your Show Manager for further information.
- 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. Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol. Alcohol service in an exhibit space will conclude at least one hour prior to a scheduled move-out.
- All decorations, drapes, signs, banners, acoustical materials, moss, bamboo, plastic, cloth, and similar decorative materials must be made flame retardant.
- Use extreme caution if you are in show areas where forklifts, mobile equipment, or vehicles are operating.
- Obey the Truck Route speed limit.
- Proper identification is mandatory for all individuals on-site during all move-in and move-out periods.

## EXHIBITOR HEALTH, SAFETY, AND SECURITY (CONT.)

### BOOTH DESIGN AND CONSTRUCTION SAFETY REQUIREMENTS

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.

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 the ‘Safety & Security’ section of Vancouver Convention Centre’s Operating Guidelines 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.

## EXHIBITOR HEALTH, SAFETY, AND SECURITY (CONT.)

### SMOKING RESTRICTIONS

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.

### ANIMALS

*Guide/service animals are always welcome in the Vancouver Convention Centre and the following restrictions do not apply to service animals*. 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. 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. To inquire about approvals, please contact your Show Manager, who will then forward your request to the Vancouver Convention Centre.

### HELIUM-FILLED 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. 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 on-site post-event.

## EMERGENCY RESPONSE

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 plans and procedures.

### EARTHQUAKE

In the event of an *earthquake* while at the Vancouver Convention Centre, do not

- 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 must 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, 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 (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.

### 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.

### MEDICAL EMERGENCY

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

## EMERGENCY RESPONSE (CONT.)

### MEDICAL EMERGENCY (CONT.)

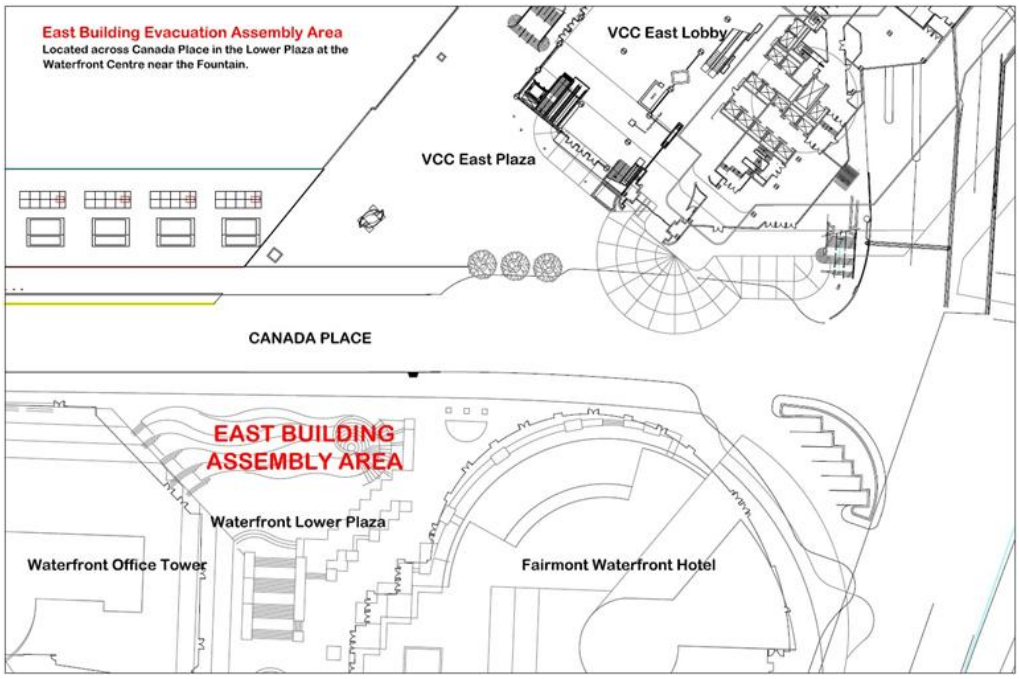
first aid. Calls can be made from an outside line or cell phone by dialing 604 647 7500. Our first aid attendants will respond immediately and will further contact external emergency agencies as needed. The facility is equipped with defibrillators and first aid personnel are fully trained to use them.

### 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 Station – East Building**

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

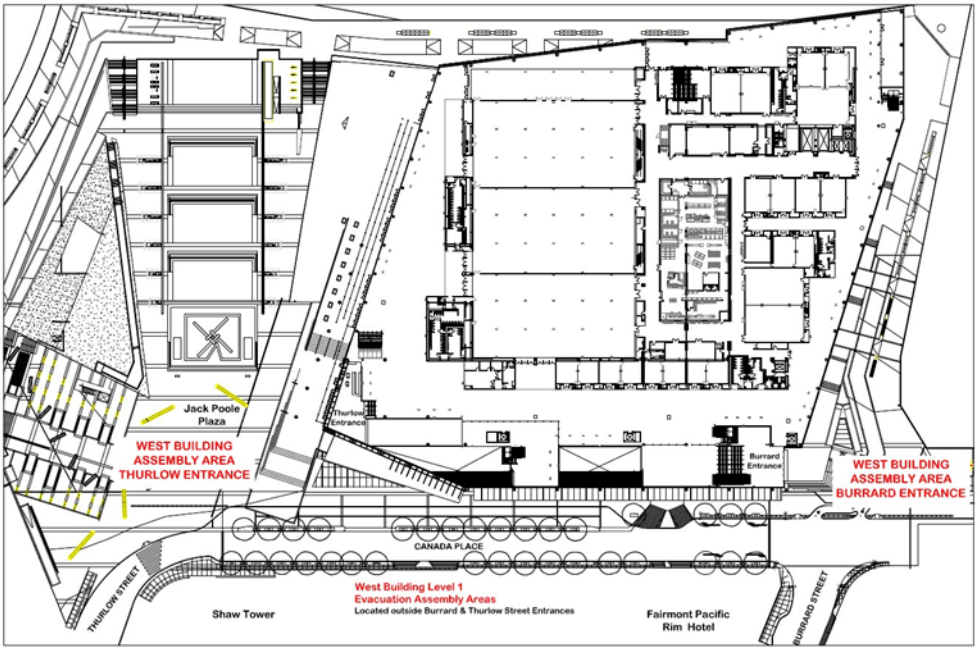


## EMERGENCY RESPONSE (CONT.)

### EVACUATION AND MUSTER STATIONS (CONT.)

**Muster Stations – West 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*

