

1 AUDIO VISUAL SERVICES

- 1.1 The Authority's preferred supplier of audio visual equipment and lighting and its exclusive supplier of fixed show lighting is FMAV. FMAV requires a minimum 14 day notice for all requirements. All arrangements to be made through conference sales at 403.261.8577.
- 1.2 Meeting room sound systems have limited capabilities. Please consult FMAV should you require additional sound. The Authority reserves the right to determine maximum sound levels and minimum lighting levels used in the Space.
- 1.3 Storage is not permitted in any service corridor, fire exit or fire exit lane within the Calgary TELUS Convention Centre. All cases and other items for storage must remain in the Space or be removed from the Calgary TELUS Convention Centre.
- 1.4 Cable(s) hanging from the ceiling may not obstruct, cross or block any entrance or exit. All cabling must go over top of doorways (where applicable). Genie Lifts and ladders are the only approved methods to run cables over doorways. Suppliers providing services need to bring adequate cable to meet these requirements.
- 1.5 All services to be provided by outside suppliers must be coordinated through the Authority and FMAV.

2 SHOW SERVICES

- 2.1 Superior Show Service is the Authority's in-house supplier of show services and is one of the exclusive material handlers at the Calgary TELUS Convention Centre.

3 CONCERTS AND SPECIAL EVENTS

- 3.1 For concerts and special events, increased security measures will be required.
- 3.2 No sharp object or any other thing that could potentially pose a risk to the health and safety of Client Guests and Authority personnel, including ceremonial, symbolic or religious objects, will be permitted in the Space during the Event, unless they are considered to be safe by Authority personnel and meet one of the following criteria:
 - (a) the object or thing is under 2 inches, including sheath;
 - (b) the object or thing is not sheathed, but is under 2 inches and is worn as a necklace or is attached to clothing; or
 - (c) the object or thing is permanently adhered to a sheath such that it is not possible for any sharp edge or surface to be exposed.
- 3.3 Specific security requirements will be discussed prior to each Event and the Client must notify the Authority of any concerns relating to the security in advance of the Event.
- 3.4 It is the Client's responsibility to advise Client Guests of the Building Regulations and the Authority may take such measures as it deems appropriate to enforce the Building Regulations. Failure to comply with the Building Regulations shall entitle the Authority to cancel the Event without the Authority incurring any liability whatsoever for such cancellation, whether arising from contract, tort or any other theory of law.

4 BUSINESS SERVICES CENTRE

- 4.1 The Business Services Centre is located on the main concourse of the North Building and can be reached by dialing 3333 from a house phone in every room. The Business Services Centre offers a wide range of business services i.e. photocopying, printing and basic stationary supplies.

5 EXCLUSIVE SERVICES

- 5.1 Catering - The Calgary Marriott Downtown Hotel is the exclusive caterer in the Calgary TELUS Convention Centre. For menu selections, please contact the Event Manager or Catering Manager.
- 5.2 Coat Check - The Authority provides exclusive cash and host coat check services. Arrangements can be made through the Event Manager or Catering Manager. Portable coat racks are available at an additional charge.
- 5.3 Material Handling - The Authority and Superior Show Service are exclusive material handlers.

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- 5.4 Telecommunication - The Authority is the exclusive provider of all telecommunication services, including: installation, networking of telephone, data, ISDN, fibre optic and satellite connections. Arrangements for these services can be made through the Event Manager or Catering Manager. Please consult the applicable telecommunications and internet order form for current rates and procedures. All arrangements must be made at least 30 days prior to the event move in date; however, some services will take as long as 45 days to arrange. Service orders received less than 30 days before the Event Move In Date are subject to availability and are charged at the walk-in rate.
- 5.5 Electrical - The Authority is the exclusive supplier of electrical services within the Calgary TELUS Convention Centre. Please consult the applicable electrical order form for current rates and procedures. All electrical requirements are to be made at least 14 days prior to the Event Move In Date. Electrical orders received less than 14 days of the Event Move In Date will be charged the walk-in rate. Electrical services provided to Client Guests will be charged to the Client unless other arrangements are made, in writing, with the Authority. Where the Client plans to arrange for direct billing of Client Guests, such arrangements should be made at least 90 days prior to the Event Move In Date.
- Unauthorized electrical disconnection is a serious health and safety infraction. Live cables or wires left unattended compromise the safety of the Calgary TELUS Convention Centre, staff and supplier staff. Unauthorized electrical disconnection will result in an administrative charge of \$500.00 or investigation from Workplace Health and Safety, or both.
- 5.6 Security - The Authority will provide all security services. The Authority will make arrangements for an adequate number of security guards at the Event, at the Client's expense. Please direct all requirements for security to the Event Manager or Catering Manager at least 14 days prior to the Event Move In Date. To ensure rental equipment safety, rooms must be secured when not in use. The Authority's security staff is available at all times to open and secure your room by phoning extension 3333 from a house phone.
- 5.7 Utility Services - The Authority has compressed air and cold water hook-ups available in exhibition halls only.
- 5.8 Rigging and Banner Hanging - FMAV is the exclusive supplier of rigging services - see Article 11 RIGGING.

6 EMERGENCY, HEALTH & SAFETY REGULATIONS

- 6.1 Prime Contractor - The Occupational Health and Safety Act of Alberta, requires that a "prime contractor" for the purpose of safety be designated for a work site if there are two or more employers working at the work site at the same time. The role of Prime Contractor for Safety is assigned to the Calgary TELUS Convention Centre unless another party is designated by agreement.
- 6.2 Occupational Health and Safety - Everyone must comply with the Occupational Health and Safety Act of Alberta (regulations and safety codes) and Calgary TELUS Convention Centre requirements and policies in place at the time of the Event. Written pre-job hazard assessments may be required for workers, contractors and service providers coming into the Calgary TELUS Convention Centre.
- 6.3 Age Requirements - Due to safety concerns when forklifts and vehicles are in operation, persons under the age of 16 are prohibited from being in the Space during move-in and move-out.
- 6.4 Pre-Job Hazard Assessments - The Occupational Health and Safety Act of Alberta defines an Employer's legal responsibilities for hazard assessment, elimination and control. Due to significant hazards associated with particular types of work, a written pre-job hazard assessment may be required to be prepared by the Client, Client Guests or suppliers to the Client or Client Guests, as determined by the Authority. It is the responsibility of the applicable employer to complete pre-job hazard assessments for their workers. Pre-job hazard assessments may be required, but not limited to the following tasks or functions:
- (a) assembly of booths over 8 feet in height;
 - (b) movement of large exhibits, pieces of equipment or vehicles within the Calgary TELUS Convention Centre;
 - (c) use of forklifts, scissor lifts or other vehicular machinery;
 - (d) use of ladders;
 - (e) assembly of staging;
 - (f) use of tools (such as saws, hammers, etc.); and
 - (g) rigging.

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- 6.5 General Safety Obligations - Every person or legal entity entering into the Calgary TELUS Convention Centre for the purpose of performing work must take reasonable care, cooperate with the Authority, comply with the Occupational Health and Safety Act of Alberta and the Authority's policies to protect the health and safety of themselves and other workers and must:
- (a) only perform work, handle chemicals or operate equipment if trained and authorized to do so;
 - (b) not permit a worker who is not competent to perform work, or who may endanger him or herself or others, to work without direct supervision of another worker who is competent to perform the work;
 - (c) report all injuries, unsafe acts and conditions, including "near miss" incidents, to the Calgary TELUS Convention Centre security immediately. Emergency contact number: 403.261.8573 or ext. 8573 (from a house phone);
 - (d) if qualified to do so, correct hazards immediately, then report any hazardous condition or incident to the Calgary TELUS Convention Centre security;
 - (e) not consume or possess alcohol, or illegal drugs;
 - (f) not fight, engage in horseplay, or otherwise interfere with other workers or persons;
 - (g) not commit or engage in theft, vandalism or any other abuse or misuse of Calgary TELUS Convention Centre or any property therein;
 - (h) wear appropriate personal protective equipment and wear proper fall protection equipment while working at elevated heights where a fall protection system is installed;
 - (i) carry out all work in a safe manner as per the job procedure or the completed pre-job hazard assessment;
 - (j) use extreme caution and move away from areas where forklifts and vehicles are operating during move-in and move-out;
 - (k) not remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used in the Calgary TELUS Convention Centre;
 - (l) immediately report any equipment that:
 - (i) is in a condition that will compromise the health or safety of workers using or transporting it;
 - (ii) will not perform the function for which it is intended or was designed;
 - (iii) is not strong enough for its purpose; or
 - (iv) has an obvious defect.
- 6.6 Emergency Procedures - In the event of an emergency, all work shall cease until clear instructions are given to proceed. Listen to instructions via the public address system. The Calgary TELUS Convention Centre has fire alarm pull boxes located near all designated exits. Smoke detectors are also located throughout the Calgary TELUS Convention Centre's ventilation system.
- 6.7 Evacuation - If for any reason the Calgary TELUS Convention Centre, or any part of it, must be evacuated, instructions will be given via the Calgary TELUS Convention Centre's public address system.
- 6.8 First Aid - The Calgary TELUS Convention Centre has unattended first aid rooms located on the lower level of the South Building and the Plus 15 level of the North Building. First aid boxes are located in the service corridor of Exhibition Hall CDE. Contact Calgary TELUS Convention Centre Security at 403.261.8573 (or ext. 8573 on any house phone) in the event first aid is required.

7 HOUSEKEEPING

- 7.1 If extra cleaning is required over and above the normal cleaning activity, a cleaning fee will be charged to the Client upon completion of the Event.
- 7.2 Booth cleaning for trade and consumer shows can be arranged through your show services contractor. Arrangements should be made at least one month prior to the Event. All tape used to mark booth space or to hold down carpet must be removed at completion of the show, including residue from the tape. Exhibitors must put all garbage in plastic bags in the large waste containers provided by the Authority at the end of each set-up or move-in or move-out days, as applicable.

8 FIRE REGULATIONS

These requirements have been prepared in conjunction with the Calgary Fire Department. For further clarification, please see the Calgary Fire Department Indoor Special Event Requirements posted on the City of Calgary website. [Calgary Fire Department - Special Event Requirements](#).

- 8.1 A minimum aisle width of 8 feet or 2.5 metres and 11.5 feet or 3.5 metres main aisles at front and rear must be maintained at all times for trade and consumer shows. No furniture, cruiser tables, etc. can be placed in these aisles.
- 8.3 Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.

- 8.4 Exhibitors must remain within the space assigned. It is the responsibility of the Client to ensure the exhibitor remain in their booth space
- 8.5 Aisles must be kept clean and uncluttered at all times.
- 8.6 All materials used for draping or decorating, such as, but not limited to drapes, signs, acoustical material, dust covers, hay/straw, split bamboo, plastic cloth, canvas, cardboard, etc. shall be of a non-flammable material and conform to CAN/ULC-S109, "Flame Tests of Flame-Resistant Fabrics and Films", or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA 705, Field Flame Test for Textiles and Films. In addition, the Client must have testing certificates and labels on all items available for inspection by the Calgary Fire Department or the Authority. The Calgary Fire Department or the Authority may choose to test any materials brought into the Calgary TELUS Convention Centre. Materials in violation shall be immediately removed from the building.
- 8.7 Packing materials (such as excelsior-shredded paper and the like) must be returned to the empty cartons. Accumulation of these materials is prohibited in the booth area. A holding area for storage must be arranged through the Event Manager or Catering Manager.
- 8.8 No hazardous display of any nature will be permitted in any areas of the Calgary TELUS Convention Centre. This includes open flames, hot coals, candles, LPG (liquid propane gas) lighters, charcoal grills, flammable gases, liquids or solids, LPG containers, toxic gases, liquids or solids, hazardous chemicals or any hazardous gas, liquid or solid of a similar nature.
- 8.9 No propane is allowed in the Calgary TELUS Convention Centre.
- 8.10 The Authority must approve all pyrotechnic (firework) displays. An application must be made to The City of Calgary Fire Department for its approval. Pyrotechnic displays will not be allowed in the Calgary TELUS Convention Centre without the proper Calgary Fire Department approval. A valid Alberta licence and insurance certificate by the shooter must be submitted to the Event Manager or Catering Manager at least 72 hours prior to the Event.
- 8.11 The Authority must pre-approve all hazers and smoke generators to be used during the Event. Arrangements can be made with the Event Manager or Catering Manager. The in-house fire alarm may have to be taken off-line for hazer or smoke generator use. There are limits upon the amount of time that the fire alarm system may be off-line and security guard charges for fire watch and other labour charges will apply during the period that the in-house fire alarm system is off-line.
- 8.12 Fuel tanks will be kept at less than one-quarter (25%) of the tank capacity or 20L whichever is less in each vehicle. All fuel tank caps must be locked or properly sealed with approved type tape i.e. masking tape or cloth tape. Vehicles, boats, RV's, trailers, buses and similar exhibited products between 9.3m² and 27.9 m² of roof area, with a source of ignition, external power or vehicle batteries still connected, shall have a single station smoke alarm installed on each level of the vehicle and a 2A-10BC fire extinguisher. During non-show hours a window in vehicle must be left open to ensure smoke alarm can be heard.
- 8.13 The Authority must approve all food warming (no cooking) or supplying of food samples within the Calgary TELUS Convention Centre. All cooking equipment must be commercial grade, meet all fire and safety standards and is subject to The City of Calgary Fire Department and applicable health authority approval. A food permit must be obtained from Alberta Health Services.
- 8.14 A fire extinguisher must be on hand where food is being cooked. Open flames are prohibited in the Calgary TELUS Convention Centre.

9 HELIUM

- 9.1 Helium filled balloons are permitted in the building. Helium tank(s) must be stored at the loading dock. Helium and compressed air tanks, while in use or being transported to the Space, are to be secured on an appropriate cart and the SDS (Safety Data Sheets) sheet must be with the tank. An hourly charge will be levied for removal of balloons that have risen to the ceiling.
- 9.2 Safety Data Sheets (SDS) may be needed and provided to the Authority for products brought into the Calgary TELUS Convention Centre.

10 RAMPS AND STAGING

- 10.1 Ramps and special staging can be supplied and installed at the Client's expense. Requirements to be discussed with the Event Manager or Catering Manager at least 14 days before the Event Move In Date. Labour charges will be outlined at that time.

11 RIGGING

- 11.1 FMAV is the onsite contact for all rigging services in the Calgary TELUS Convention Centre. Please see the Rigging Lifting Overhead Safety Regulation.
- 11.2 The Authority requires the submission of rigging plans indicating rigging points, weights and distribution of loads be submitted to FMAV for their approval. FMAV will review these plans based on the tested ratings of the rigging points. There is a fee for rigging plan approval and for the use of each rigging point. The Client is responsible for all rigging charges.

12 ROOM SET UP

- 12.1 Alterations, extra tables, chairs and early move-ins or late move-outs are subject to availability and the Client may incur a charge depending on the request.

13 SIGNS AND POSTERS

- 13.1 No materials of any kind may be affixed to the ceilings or to any walls, whether painted, wooden, or vinyl by any method whatsoever without the Event Manager's or Catering Manager's prior approval. The Client is responsible for repair charges for all materials affixed to the ceilings or walls.

14 SEATING PLANS AND LAYOUTS

- 14.1 The Authority will prepare one complimentary set of floor plans for the Client's use and one revision of the set of floor plans. These plans are available from the Event Manager, Catering Manager or Superior Show Service. Additional floor plans are available for an additional charge.
- 14.2 All booth plans and layouts must be submitted to the Event Manager or Catering Manager for approval by Calgary Fire Department before any booth space is sold to an exhibitor. Floor plans and layouts must be submitted to the Event Manager or Catering Manager no later than 6 months prior to the Event Move In Date for the approval by Calgary Fire Department.

15 BOOTH SET UPS AND DISPLAYS

- 15.1 Booth construction must conform to applicable building codes, including electrical, plumbing, etc.
- 15.2 All work carried out on booths must comply with Occupational Health and Safety legislation.
- 15.3 Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.
- 15.4 The Authority does not provide, loan or rent tools or ladders for the set-up or dismantling of booths.

16 SHIPMENTS/DELIVERIES

16.1 FOR MEETINGS AND CONVENTIONS

- (a) Collect shipments will not be accepted.
- (b) Clients are responsible for all courier, customs, brokerage services, etc. for materials sent for their event.
- (c) All shipments must be prepaid and addressed as follows:

Meeting or Convention Name
Room Name and Event Date
c/o Calgary TELUS Convention Centre, North Loading Dock
705 - 1 Street SE
Calgary, Alberta T2G 2G9 CANADA

- (d) All shipments delivered to the Calgary TELUS Convention Centre loading docks are subject to material handling charge from Superior Show Service.

16.2 FOR TRADESHOWS

- (a) Collect shipments will not be accepted.
- (b) Exhibitors are responsible for all courier, customs, brokerage services, etc. for their booth.
- (c) Exhibitors may be subject to a transportation fee for freight brought from a hotel or the parkade.
- (d) Shipments sent prior to the first move in date need to go to Superior Show Service warehouse. Shipments sent to the Calgary TELUS Convention Centre prior to the Event Move In Date may be refused unless prior arrangements have been made with Superior Show Service. Address these shipments as follows:

Tradeshow Name and Show Date
Exhibitor's Company Name
Booth Number and Room Name
c/o Superior Show Service
#109, 18 Highland Park Way
Airdrie, Alberta T4A 0R1 Canada

- (e) Deliveries scheduled to arrive on the day of the first move in date should be addressed as follows:

Tradeshow Name and Show Date
Exhibitor's Company Name
Booth Number and Room Name
c/o Calgary TELUS Convention Centre, North Loading Dock
705 - 1 Street SE
Calgary, Alberta T2G 2G9 Canada

- (f) Exhibitor materials, equipment etc. left from a booth will be charged a storage fee before items will be released. If the items are left more than 30 days the items will be disposed of at the Authority's discretion.
- (g) The loading dock areas are for loading and unloading of materials only; vehicles left unattended will be towed at the owner's expense.

17 LOADING DOCK, LOAD RESTRICTIONS AND FREIGHT ELEVATORS

17.1 Hours:

- (a) North Loading Dock: Monday to Friday: 07:00 to 15:00; and
- (b) South Loading Dock: deliveries can only be made if pre-arranged.

17.2 Load restrictions:

- (a) North Loading Dock: butterfly ramp: height 13'-6" x width 14'-10"; maximum 350 lbs/ft² on dock and Exhibition Hall; and
- (b) South Loading Dock: elevator load: 9'-2" x 32'-9" x 13'-7"; maximum 30,000 lbs.

17.3 Freight Elevators, when in use, will be manned and controlled by operators with Superior Show Service or the Authority.

18 VEHICLES

18.1 If a GVW (gross vehicle weight) is not available, it will be necessary to obtain GVW from the nearest weigh scale.

18.2 Cars, trucks and machinery for display must be washed and cleaned before being admitted to the building and protective sheets of plastic must be placed underneath to prevent stains. Waxing of vehicle(s), including tires, is not permitted in the Calgary TELUS Convention Centre unless the vehicle or machinery is placed on plastic sheets and the floor is protected. If cleaning or removing of any residue from the floor is required, such charges are the responsibility of the Client.

18.3 Minimum gas levels apply (see Section 8.12).

19 OUTSIDE SUPPLIERS

19.1 All outside suppliers must comply with the Building Regulations and complete an outside supplier form. When required by the Authority, provide proof of adequate insurance (as determined by the Authority) and be in good standing with the Alberta Workers' Compensation Board.

BUILDING REGULATIONS

20 SMOKING

20.1 In accordance with City of Calgary Smoking by-law 23M2018 and 24M2018, all indoor spaces are non-smoking this includes smoking or vaping tobacco, cannabis and other substances.

21 LOST AND FOUND

21.1 All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the Authority.

22 HARASSMENT POLICY

22.1 The Calgary TELUS Convention Centre is committed to providing a work environment that is safe, healthy and free of discrimination. Any form of discrimination, harassment or violence is unacceptable and will not be tolerated.