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The Calgary Convention Centre Authority (CCCA) is the operator of the Calgary TELUS Convention Centre.

1. EXCLUSIVE SERVICES

- a) Electrical: For tradeshows, all electrical requirements will be coordinated through the Facilities Department at the Calgary TELUS Convention Centre (CTCC) at 403.261.8559. Sharing of power between exhibitors is not allowed. Each exhibitor must order their own power. The CTCC reserves the right to refuse service for situations deemed unsafe. Current rates will be charged to the exhibitor, see Electrical order form for pricing and conditions
- b) Telecommunications Services: The CTCC is the exclusive provider of all telecommunication services including installation, networking of telephone, data, ISDN, internet, cable TV, fibre optic and satellite connections. Arrangements for these services can be made through the Facilities Department. See the Telecommunication & Cable TV or Internet order forms.
- c) Utility Services: The CTCC has compressed air and cold water hook-ups available in Exhibition Halls C,D,E and Annex only - See Utilities order form for pricing and conditions.
- d) Security: The CTCC will provide all security requirements in the facility. Security arrangements for tradeshows are coordinated through the Show Manager. If individual exhibitors wish to arrange for security for their booth, please contact the Facilities Department at 403.261.8559.
- e) Business Services: The Business Services Centre is located on the main level of the north building and can be reached by dialing 3333 from any house phone. They are the on-site desk to order services provided by the CTCC. The Business Services Centre also provides various services including photocopying, printing, sells basic stationary supplies, at a charge.
- f) Banner Hanging and Rigging: FMAV is the exclusive provider of banner hanging and removal for tradeshows in CTCC. For the protection of the CTCC facility, no materials of any kind may be affixed to the ceiling or to any walls, whether painted, wooden, vinyl or glass, by any method whatsoever without CTCC or FMAV's approval.
- g) Material Handling: Superior Show Service is one of the exclusive materials handler for the CTCC.
- h) Catering: The Marriott Calgary Downtown Hotel is the exclusive caterer to the CTCC. No outside food and/or beverage may be brought in the facility by the Show Manager, its exhibitors, participants or suppliers unless approved by the Marriott Calgary Downtown Hotel. i.e. food samples, ice cream, bottled water, etc. For menu selections, please see the Exhibitor Catering Order form or contact the Catering Department at 403.261.8500.

2. PREFERRED SERVICES

- a) Audio Visual Services: FMAV is the in-house supplier of all audio visual equipment, lighting within the CTCC. All arrangements should be made through the conference sales at 403.261.8555. The CTCC reserves the right to determine maximum sound levels and minimum lighting levels used in any room.
- b) Show Services: Superior Show Service is the in-house supplier of show services. All arrangements for show services can be made by contacting their office at 403.261.8575.

3. ORDERING OF SERVICES AND ORDER FORMS

- a) Order forms are available from the CTCC website at www.calgary-convention.com or by calling Facilities Department at 403.261.8559.
- b) The CTCC on-site order desk is located on the main level of the north building at the Business Services Centre.

4. PRIME CONTRACTOR

The Occupational Health and Safety of 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 Convention Centre Authority (CCCA), the operator of the Calgary TELUS Convention Centre.

5. OCCUPATIONAL HEALTH AND SAFETY

Everyone must comply with the Occupational Health and Safety Act of Alberta (regulations and safety codes) and the CTCC 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 CTCC.

6. AGE REQUIREMENTS

Due to safety concerns when forklifts and vehicles are in operation, persons under the age of sixteen (16) are prohibited from being in the Space during move-in and move-out.

7. PRE-JOB HAZARD ASSESSMENTS

The Occupational Health and Safety Code of Alberta, Part 2 (Sections 7 to 10) 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 Exhibitor, Exhibitor Guests or Suppliers to the Exhibitor and/or Exhibitor Guests, as determined by CCCA. It is the responsibility of the applicable Employer to complete pre-job hazard assessments for their workers. Pre-job hazards 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 CTCC;
- 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.

8. GENERAL SAFETY OBLIGATIONS

The Occupational Health and Safety Act of Alberta, defines the safety obligations of employers, workers, suppliers, and contractors (etc.). Every person or legal entity entering into the CTCC for the purpose of performing work must take reasonable care, cooperate and comply with the Occupational Health and Safety Act, Regulation and Code of Alberta, and the CCCA's requirements and policies to protect the health and safety of themselves and others. Everyone shall:

- a) Only perform work, handle chemicals or operate equipment if trained and authorized to do so.
- b) Do 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 CTCC 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 CTCC 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 CTCC 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) Do not remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used in the CTCC;
- 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.

9. EMERGENCY PROCEDURES AND EVACUATION

- a) 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 CTCC has fire alarm pull boxes located near all designated exits. Smoke detectors are also located throughout the CTCC's ventilation system.
- b) If for any reason the CTCC, or any part of it, must be evacuated, instructions will be given via the CTCC's public address system.

10. FIRST AID

The CTCC 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 CTCC Security at 403.261.8573 (or ext. 8573 on any house phone) in the event first aid is required.

11. FIRE REGULATIONS - These requirements have been prepared in conjunction with Calgary Fire Department. For further clarification please see the Calgary Fire Department Indoor Special Event Requirements (Dated August 2011) posted on the City of Calgary website:

- a) Exhibitor's materials and/or equipment, etc. must remain within the space assigned.
- b) Aisles must be kept clean and uncluttered at all times. The following aisle widths must be maintained at all times for trade and consumer shows: at the front and back of the Exhibition Hall CDEX 11.5 feet or 3.5 metres and the cross aisles are 8 feet or 2.5 metres.
- c) Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.
- d) Decorative materials, tents, canopies, etc. (See the Calgary Fire Department Indoor Special Event Requirements for further details).
 - i) All commercial made materials used for draping or decorating, such as, but not limited to, drapes, signs, banners, acoustical material, hay/straw, split bamboo, plastic cloth, canvas, etc. shall be of non-flammable material and shall conform to CAN/ULC-S109 standard. The exhibitor will have to conduct must provide certificates and labels on items available for the CFD or a representative of the CTCC.
 - ii) All non-commercial decorative materials used for draping or decorating must be treated and maintained in a flame retardant condition with the use of flame retardant solution. Appropriate document must be provided showing which product was used and when it was treated. The flame retardant product used on the decorative material must conform to CAN/ULC-S109 standards. In addition, the Exhibitor must conduct a match flame test in NFPA705, "Field Film Test for Textiles and Films." Copies of the appropriate documentation on the product used, the MSDS for the product and a sample of the match flame test must be available for CFD or CCCA representative must be available for review. The Fire Department or the CTCC may choose to test any materials brought into the CTCC. Materials in violation shall be immediately removed from the building.
 - iii) Tents, canopies, etc. must be approved for indoor use and have a permanently attached label indicating conformance to CAN/ULC-S109. Displaying of tents, canopy, etc. must conform to the requirements in the Calgary Fire Department Indoor Special Event Requirements document.
- e) Packing materials (such as excelsior-shredded paper and the like) must be returned to the empty cartons. Accumulation of these materials and empty cartons or crates is prohibited in the booth area. Storage of these items must be arranged with your show services provider.
- f) No hazardous display of any nature will be permitted in any areas of the CTCC. 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.
- g) No propane is allowed in the CTCC.
- h) Helium-filled balloons are permitted in the facility. Helium tanks must be stored at the loading dock. Helium and compressed air tanks, while in use and/or being transported to the room(s), are to be secured on an appropriate cart. An hourly labour charge will be levied for removal of balloons that have risen to the ceiling.
- i) SDS (Safety Data Sheets) will need to be provided to the CTCC for products brought into the facility. Please contact the Facilities Department for additional information.
- j) If vehicles are being brought in, minimum gas levels apply. See Section 17.
- k) Open Flame – Approval must be obtained from the CTCC, please contact Facilities Department at 403-261-8559 and an open flame permit must be obtained from the CFD.

12. BOOTH SET UPS AND DISPLAYS

- a) Booth construction must conform to applicable building codes including electrical, plumbing, etc.
- b) All work carried out by the Exhibitor or its contractor must conform to Occupational Health and Safety and WCB regulations of Alberta.
- c) The CTCC does not provide tools or ladders for the set-up or dismantling of your booth.

13. HOUSEKEEPING

- a) Booth cleaning can be arranged through your Show Service Contractor.
- b) All tape used to mark booth space and/or to hold down carpet must be removed at completion of the show. Any tape residue left from Exhibitor's carpet will be subject to a clean-up charge.
- c) Exhibitors must put all garbage in plastic bags in the large waste containers provided by the CTCC at the end of each set-up or move-in or move-out days, as applicable.

14. SHIPMENTS, DELIVERIES, STORAGE, ELEVATORS

- a) All shipments, equipment, or items for your tradeshow booth coming into the CTCC must arrive and depart through the designated loading dock.
- b) All shipments must be prepaid. COLLECT SHIPMENTS WILL NOT BE ACCEPTED.
- c) Shipments sent prior to the first move in date need to go to Superior Show Service warehouse. Shipments sent to the CTCC prior to the first scheduled move-in day may be refused unless prior arrangements have been made with Superior Show Service. Address the shipment as follows:

Superior Show Service Warehouse Address for Pre or Post-Shipment delivers/pick-ups

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

- d) 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 – 1st Street S.E. Calgary, Alberta T2G 2G9 CANADA

- e) **All shipments delivered to the CTCC loading docks are subject to a material handling charge from Superior Show Service.** Exhibitors may be subject to a transportation fee for freight brought from a Hotel or the parkade. .
- f) Exhibitors are responsible for all courier, customs, brokerage services, etc. for their booth.
- g) 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 CTCC's discretion.
- h) **The loading dock areas are for loading and unloading only; vehicles left unattended will be towed at the owner's expense.**
- i) Freight Elevators, when in use, will be manned and controlled by operators with Superior Show Service or CTCC. Load restrictions:
 - i. North Loading Dock: butterfly ramp: height 13'-6" x width 14'-10": maximum 350 lbs/ft² on the dock and Exhibition Hall; and
 - ii. South Loading Dock: elevator load: height 12'-7" x width 9'-2" x length 32'-9"; maximum 30,000 lbs;

15. COOKING/SAMPLES

- a) Cooking of food or deep fat frying is not permitted in the CTCC exhibit areas.
- b) Must have approval from the CTCC prior to any warming of foods, supplying of food samples or bottled water within the CTCC.
- c) Equipment used for warming must be electric and shall be listed and labelled for **commercial use** (not residential) by a recognized testing laboratory (i.e. CSA or ULC). Residential appliances shall only be permitted if they are part of a demonstration and approved by the CTCC and the Calgary Fire Department (CFD).
- d) All guidelines/regulations and permits must be followed/obtained as specified from Alberta Health Services.
- e) All guidelines/regulations must be followed as specified in the Calgary Fire Department Indoor Special Event Requirements, Section for Cooking/Warming and Demonstration Cooking.
- f) A fire extinguisher is required in the booth when cooking equipment is present; if you require one please contact Facilities Department at 403-261-8559 for rental prices.

16. VEHICLES

- a) Load Limits: If a GVW (Gross Vehicle Weight) is not available, it may be necessary to obtain document from the nearest weigh scale.
- b) Cleaning of Vehicles: Cars, trucks and machinery for display must be washed and cleaned before being admitted to the building. Protective sheets of plastic must be placed underneath to prevent stains. 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 tire, is not permitted at the CTCC unless the vehicles is placed on plastic sheets and the floor is protected. The cleaning/removing of any polishing/cleaning product residue from the floor will be charged directly to the Show Manager. Acceptable polishing product is available at the CTCC Business Services Centre located on the main level of the north building.
- c) Fuel Tank Levels: 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 be properly sealed with approved tape i.e. masking tape or cloth tape.
- d) Smoke Detectors and Fire Extinguisher - 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 one 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.

17. ANIMALS

Animals or pets, with the exception of service animals, are not permitted in the CTCC unless it is an approved exhibit, activity or performance legitimately requiring the use of animals; written approval must be obtained from the CTCC prior to animal or pet being brought into the CTCC. Such animals or pets that have been approved must be on a leash or in a secured and enclosed pen, and under control at all times. The owner must take full responsibility for his or her animal or pet. Please contact Facilities Department at 403.261.8559 for the "Animal Authorization Request" form.

18. SMOKING

In accordance with City of Calgary by-law 23M2018 and 24M2018 all spaces within Calgary TELUS Convention Centre are non-smoking, this includes smoking, vaping tobacco, cannabis and other substances.

19. LOST AND FOUND

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.

20. HARASSMENT POLICY

The CTCC 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 at the CTCC.