

**MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3 PH 403.261.8500 FX 403.261.8581**

**1) EXCLUSIVE SERVICES**

- a) Electrical: For tradeshow all electrical requirements will be coordinated through the Operations Department at the Calgary TELUS Convention Centre (CTCC) at 403.261.8500. 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 IT Department. See the telephone, internet or utility order form.
- c) Utility Services: The CTCC has compressed air and cold water hook-ups available in Exhibition Halls C,D,E and Annex only. Connections for these services in Exhibition Hall C, D, E and Annex, see utilities order form for pricing and conditions.
- d) Security: The CTCC will provide all security requirements in the facility. Security arrangements for tradeshow are coordinated through the Show Manager. If individual exhibitors wish to arrange for security for their booth, please contact the Operations Department at 403.261.8500.
- e) Business Services: The Business Services Centre is located on the main level of the north building and can be reached by dialing 333 from any house phone. The Business Services Centre provides various services including photocopying, transparencies, word processing and faxing at a charge.
- f) Banner Hanging and Rigging: In 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 approval. See Sign Banner Installation & Dismantling Order Form.
- g) Material Handling: St. George Show Service Inc. is the exclusive materials handler for the CTCC.
- h) Catering: The Calgary Marriott 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. For menu selection contact the Catering Department at 403.261.8500.

**2) PREFERRED SERVICES**

- a) Audio Visual Services: APEX is the in-house supplier of all audio visual equipment and lighting within the CTCC. All arrangements should be made through the Technical Services Manager, 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: St. George Show Service Inc. 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](http://www.calgary-convention.com) or by calling Operations Department at 403.261.8500.
- b) The CTCC on-site order desk is located on the main level of the north building at the Business Services Centre.

**4) BOOTH SET UPS AND DISPLAYS**

- a) Booth construction must conform to applicable building codes including electrical, plumbing, etc.
- b) All work carried out on booths on-site must conform to Occupational Health and Safety and WCB regulations.
- c) Exhibitors must remain within the space assigned. A minimum aisle of eight feet (8') (2 1/2 m) must be maintained at all times. Aisles must be kept clear and uncluttered at all times.
- d) Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.
- e) All material used for draping or decorations must be fire resistant and have a flameproof rating as approved by the Fire Inspector for the City of Calgary. Exhibitors must have documentation; on-site, proving material has been treated. Dust covers for display must be fire resistant or treated with a flame retardant solution. The companies listed below provide services to treat your materials with a flame retardant solution:  
McKinnon Coal & Wood 403.243.7975 or Rosedale Cleaners 403.276.8224
- f) Packing materials, such as plastic wrap, 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 Show Manager.
- g) The CTCC does not provide tools or ladders for the set-up or dismantling of your booth.

**5) SHIPMENTS, DELIVERIES, STORAGE, ELEVATORS**

- a) COLLECT SHIPMENTS WILL NOT BE ACCEPTED. All shipments must be prepaid and addressed as:

Exhibitor's Company Name  
 Booth Number and Room Name  
 Name of Show and Date  
 c/o Calgary TELUS Convention Centre North Loading Dock  
 705 - 1<sup>st</sup> Street S.E. Calgary, Alberta T2G 2G9 CANADA

- b) **All shipments delivered to the CTCC loading docks are subject to a material handling charge from St. George Show Service Inc.** Exhibitors may be subject to a transportation fee for freight brought from a Hotel or the Parkade. Shipments sent to the CTCC more than 3 days prior to the first scheduled move-in day may be refused unless prior arrangements have been made with St. George Show Service Inc.
- c) Exhibitors are responsible for all courier, customs, brokerage services, etc. for their booth.
- d) 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 CCTC's discretion.
- e) **The loading dock areas are for loading and unloading only; vehicles left unattended will be towed at the expense of the individual.**
- f) Freight Elevators, when in use, will be manned and controlled by operators with St. George Show Service Inc. or CTCC.

## BUILDING REGULATIONS FOR EXHIBITORS

- 6) **SPECIAL FOOD EVENT PERMIT**
  - a) A Special Food Event Permit is required for Trade Shows that bring food samples into the facility. A Special Organizer Application Form has to be submitted to the Environmental Health Division of Calgary Health Services two months prior to the event. Contact the Calgary Regional Health Authority (CRHA) at 403.943.8060 or your Event Manager for details.
- 7) **COOKING/SAMPLES**
  - a) Must have approval from the CTCC prior to any cooking or supplying of food samples in the booth.
  - b) Exhibitor is responsible for obtaining all necessary food permits and all CRHA regulations must be followed.
  - c) All cooking equipment must meet all fire and safety standards and is subject to City of Calgary Fire Department and the CTCC approval.
  - d) Deep fat frying is prohibited in the facility.
  - e) Open flames are not permitted.
  - f) Must have a fire extinguisher in booth. If you require one please contact the Operations department at 403.261.8500 for rental prices.
- 8) **HOUSEKEEPING**
  - a) Trade/Consumer Shows: Booth cleaning can be arranged through your Show Service Contractor.
  - b) All tape that is 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) All garbage must be put in plastic bags and placed in the large waste containers provided for pick-up by the cleaning staff at the end of each set-up/move-in day.
- 9) **VEHICLES**
  - a) Load Limits: The authorized load limit for vehicles is a maximum of 30,000 lbs in Exhibition Hall B for all other Halls please contact the Operations Department at 403.261.8500. If a GVW 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. The use of Armor All or other silicone-based products is prohibited. Polishing of vehicle(s), including tires, is not permitted at the CTCC unless the vehicle 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-half (1/2) in each vehicle. All fuel tank caps must be locked or be properly sealed with approved tape i.e. masking tape, cloth.
- 10) **HELIUM AND OTHER HAZARDOUS MATERIAL**
  - a) 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.
  - b) An hourly labour charge will be levied for removal of balloons that have risen to the ceiling.
  - c) No hazardous display of any nature will be permitted in any areas of the CTCC. This includes open flames, hot coals, candles, LPG lighters, charcoal grills, flammable liquids, LPG containers, toxic liquid or gases, hazardous chemicals, etc., or any hazardous liquid, solid or gas of a similar nature.
  - d) Propane is prohibited in the facility.
  - e) MSDS (Material Safety Data Sheets) may be needed for products brought into the facility. Please contact the Operations Department for additional information.
- 11) **FIRST AID, SAFETY AND SECURITY**
  - a) 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.
  - b) Children under the age of 16 are prohibited from being in the event space during move-in or move-out.
  - c) Use extreme caution if you are in tradeshow areas where forklifts and vehicle traffic are operating during move-in and move-out.
  - d) The CTCC has an unattended First Aid Room located in each building. Arrangements can be made, at an additional charge, on behalf of the convener/guest for a qualified nurse/first aid person to be on duty during the time of the event(s). Please contact Operations Department at 403.261.8500 to arrange this service.
  - e) All Exhibitors and their service providers must adhere to the Occupational Health and Safety Act of Alberta.
- 12) **SIGNS/BANNERS/ POSTERS**
  - a) Arrangements can be made to have your sign or banner installed in your booth (see sign/banner installation/dismantling form).
  - b) To protect the CTCC facility, no materials of any kind may be affixed to the ceiling or to any walls, whether painted, wooden or vinyl by a method whatsoever without the approval of the CTCC.
- 13) **MISCELLANEOUS**
  - a) In accordance with City of Calgary Smoking by-law 57M92, all indoor spaces are non-smoking.
  - b) In accordance with Alberta Gaming and Liquor Act 89(1) person(s) in possession of alcoholic beverage in public spaces may be subject to personal fine(s).
  - c) All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the facility. To inquire about lost and found items, please contact the CTCC Security department at 403.261.8573.
- 14) **HARASSMENT POLICY**

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 at the Centre.

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**1. PRIME CONTRACTOR**

The Occupational Health and Safety Act of Alberta requires that a "prime contractor" 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 (CTCC) unless another party is designated by agreement.

**2. OCCUPATIONAL HEALTH and SAFETY**

Everyone must comply with the Occupational Health and Safety Act of Alberta, the Regulations, the Occupational Health and Safety Code of Alberta and Calgary TELUS Convention Centre regulations. Written pre-job hazard assessments may be required for workers, contractors and service providers coming into the building.

**3. 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 event space during move-in and move-out.

**4. PRE-JOB HAZARD ASSESSMENTS**

Due to significant hazards present with particular types of work, a written pre-job hazard assessment may be required as determined by the CTCC. Where required, it is the responsibility of the CTCC to complete pre-job hazard assessments for CTCC workers, and the responsibility of other employers to complete pre-job hazard assessments for their workers.

Pre-job hazard assessments may be required for the following (but not limited to):

- Assembly of booths over 8 feet in height;
- Movement of large exhibits, pieces of equipment or vehicles within the Convention Centre;
- Use of forklifts, scissor lifts or other vehicular machinery;
- Use of ladders;
- Assembly of staging;
- Use of tools (such as saws, hammers, etc.); and
- Rigging.

**5. GENERAL SAFETY OBLIGATIONS**

- Everyone must take reasonable care and co-operate with CTCC and OH&S policies to protect the health and safety of themselves and other workers.
- Only perform work, handle chemicals or operate equipment if trained & authorized to do so.
- If a worker is not competent to perform work that may endanger themselves or others, that worker must not perform the work except under the direct supervision of another worker who is competent to perform the work.
- All injuries, unsafe acts and conditions, including "near miss" incidents, are to be reported to CTCC Security immediately. **Emergency contact number: 403-261-8573 or ext. 8573.**
- If qualified to do so, correct hazards immediately. Then report incident to CTCC Security.
- Consuming or being in possession of alcohol or illegal drugs on CTCC property is prohibited.
- Fighting, horseplay, or otherwise interfering with other workers is prohibited.
- Theft, vandalism or any other abuse or misuse of CTCC property is prohibited.
- Appropriate personal protective clothing and equipment will be worn at all applicable times, particularly concerning fall protection while working at elevated heights where a fall protection system is installed.
- All work shall be carried out in a safe manner as per the job procedure or the completed pre-job hazard assessment.
- Use extreme caution and move away from areas where forklifts and vehicles are operating during move-in and move-out.
- Do not remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used in the CTCC.

Everyone has an obligation to immediately report any equipment that:

- Is in a condition that will compromise the health or safety of workers using or transporting it;
- Will not perform the function for which it is intended or was designed;
- Is not strong enough for its purpose; or
- Has an obvious defect.

**6. EMERGENCY PROCEDURES**

In the event of an emergency, all work shall cease until further notice. Please listen to instructions via the public address system.

The facility has fire alarm pull boxes located near all designated exits. Smoke detectors are also located throughout the Convention Centre's ventilation system. An alarm will sound at the first sign of a problem and is considered a "first stage" alarm. When there is a "first stage" 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 first stage alarm, the alarm continues to ring but changes into a highly audible, rapid alarm known as a "stage two" alarm. This stage is accompanied by instructions over the public address system, and may include evacuation instructions.

### 7. EVACUATION

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 announcement is made, please exit in a calm & quick fashion - using the nearest emergency exit. If possible, proceed to the CTCC's evacuation assembly area (muster point) where CTCC staff will be positioned. The **evacuation assembly area (muster point)** is the alcove in front of the **Epcor Centre of the Performing Arts Building: 205 – 8th Avenue S.E.** Please remain at this location until CTCC staff advises that it is safe to return to the facility.

### 8. 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) for any first aid incident that occurs in the facility.**