



Exhibitor Manual

FoodProWest – The Future of Food

June 21, 2018

(Set up 5pm – 9pm June 20th)



Contents

Event Contacts	4
SHOW PRODUCER	4
SHOW PERSONNEL	4
MAIN EXHIBITOR CONTACT: LEVY SHOWCASE	4
OTHER PERSONNEL.....	4
EVENT LOCATION.....	4
ACCOMMODATION/HOTEL	4
Show Access.....	5
PARKING.....	5
EXHIBITOR CHECK IN	5
EXHIBITOR BADGES	5
SHOW HOURS – EXHIBITORS.....	5
SHOW HOURS	5
Exhibit Services	5
ELECTRICAL SERVICE.....	5
BANK MACHINE.....	5
INTERNET ACCESS	5
CLEANING/JANITORIAL.....	5
DÉCOR & COLOUR SCHEME.....	6
Exhibit Standards.....	6
EXHIBIT RESTRICTIONS	6
EXHIBIT BOUNDARIES	6
HEIGHT LIMITATIONS AND APPEARANCES.....	6
STAFFING OF EXHIBITS	6
SOUND LEVELS	6
BALLOONS AND INFLATABLES.....	6
CONTESTS, COMPETITIONS, AND DRAWS	6
SOLICITING, SAMPLES AND SOUVENIRS	7
Facility – Care of Floors, Walls, Ceiling.....	7
SIGNS.....	7
REMOVAL OF ADHESIVES	7
Safety & Security Regulations	7
FIRST AID	8
INSURANCE/LIABILITY	8
Food & Beverage	8
COLD STORAGE.....	8
FOOD PREPARATION	8
BASIC FOOD HANDLING RULES FOR EXHIBITORS	9

Move-in/Move-out	9
MOVE-IN HOURS	9
MOVE-OUT HOURS	9
Materials Handling	9
MATERIALS HANDLING/DOLLIES	9
EXHIBITOR SHIPPING POLICIES	9
LOADING DOCK	10
SHIPPING OUT EXHIBIT MATERIAL	10
SHIPPING & RECEIVING	10
COMPRESSED GASES	10
CUSTOMS CLEARANCE	11
ELEVATORS AND ESCALATORS	11
LABOUR	11
LIABILITY	11
General Information	12
FLOOR PLAN ADJUSTMENTS	12
LATE COMERS/NO SHOWS	12
SUBLETTING	12
UNIONS/LABOUR	12
GENERAL LIABILITY	12
PA ANNOUNCEMENTS DURING THE SHOW	12
MECHANICAL CONVEYANCES	13
ENTRY TO SHOW – CONDUCT	13
SMOKING	13
CHILDREN	13
ANIMALS	13
WEBSITE	13
FIRE PROTECTION	13
FIRE PROTECTION	14

Event Contacts

SHOW PRODUCER

BC Food Processors Association
202B - 8047 199th Street, Langley, BC V2Y 0E2
TEL: 604-371-4245
EMAIL: info@bcfpa.ca
www.bcfpa.ca

SHOW PERSONNEL

MAIN EXHIBITOR CONTACT: LEVY SHOWCASE

Operations Department

Tel: 604-277-1726
Email: operations@levyshow.com
LEVY will have multiple people onsite during the conference. By calling the office, you will be transferred to the correct person on site.

OTHER PERSONNEL

Tanya Tait, Show Management, BCFPA

tanya@bcfpa.ca Cell: 778-388-7973

Sandra Lee, Show Assistant, BCFPA

sandra@bcfpa.ca Cell: 778 987 8613

Kelly Gaull, BCFPA Kelly@bcfpa.ca Office: 604-371-4245

Dawn Donahue, Show Logistics & Event Day/ Gala Manager

events@bcfpa.ca Cell: 604-861-0728 Office: 604-628-9547

Chris Stewart, Online Registration support events@bcfpa.ca

EVENT LOCATION www.westinbayshore.com

The Westin Bayshore, 1601 Bayshore Drive, Vancouver, BC V6G 2V4 Canada

ACCOMMODATION/HOTEL

*RESERVE NOW! BCFPA Group rates are extremely limited at the Westin Bayshore. Please contact Dawn Donahue for hotel reservations. BCFPA FPW rate starts at \$269 CDN plus taxes. Rooms must be reserved by Feb. 28, 2018. Subject to availability. Contact events@bcfpa.ca to reserve

Show Access

PAID PARKING ON SITE

Self- and Valet Parking Facilities \$38-\$42 CAD per day

EXHIBITOR CHECK IN

ALL Exhibitors are asked to check in at the Registration Booth from 5pm-9pm on Wednesday, June 20th 2018 to pick up your badges. Set up time is from 5pm-9pm. The Registration Booth is located at conference centre entrance, just off the elevators. Once you are registered, you will not have to re-register on event day.

EXHIBITOR BADGES

Badges are issued at the Registration Booth.

SHOW HOURS – EXHIBITORS

FoodProWest will be open to exhibitors at 8:00am (registration) on June 21st. Exhibitor badges must be worn.

SHOW HOURS

Thursday, June 21 Processors and Associates 9:00am – 3pm

Exhibit Services

ELECTRICAL SERVICE

Electrical is **not** included in the exhibit space. PSAV is the exclusive provider of electrical services at The Westin Bayshore. For any electrical requirements, please contact PSAV at (604) 633-6436.

Please refer to the Westin Bayshore exhibitor order form (with this kit email) to order electricity for your booth. **Deadline for electricity orders is May 29, 2018.**

BANK MACHINE

A bank machine is located just outside of the venue registration site.

INTERNET ACCESS

Wireless Internet access is available in the lobby of the Westin.

CLEANING/JANITORIAL

Aisles and common areas will be cleaned prior to Show opening. Garbage cans for product samples will be available at each processor booth.

Outside of that, Exhibitors will be responsible for the removal of their own garbage material to a garbage disposal area in the building.

DÉCOR & COLOUR SCHEME

The drape colour panels are black. Ballroom carpet is taupe. Exhibit Standards

EXHIBIT RESTRICTIONS

Show Management reserves the right to restrict those displays that unduly hamper visibility to other displays. Show Management reserves the right to make final decisions in this regard.

EXHIBIT BOUNDARIES

Business must be conducted within contracted exhibit space. Aisle space may not be used for exhibit purposes, or for general solicitation of business. Distribution of literature, food and beverage samples or other exhibit material is forbidden outside the immediate exhibit area. Exhibitors wishing to enter another exhibitor's booth may do so only if invited.

HEIGHT LIMITATIONS AND APPEARANCES

Backdrops / signage must not exceed eight feet (8') in height. Any exception must be approved in advance by Show Management.

STAFFING OF EXHIBITS

Exhibitors shall staff their exhibits at all times during the hours of the Show. Exhibitors are reminded that Show Management does NOT assume any responsibility for losses; therefore, exhibitors should take all reasonable precautions to protect their own property.

SOUND LEVELS

Any attention-arousing devices, such as noisemakers, flashing lights, movies, music, broadcasting, television, contest games, etc. must be approved in advance by Show Management.

BALLOONS AND INFLATABLES

Balloons are not acceptable at this venue. Large inflatables maybe acceptable, but must be approved in writing, by Show Management prior to the Show.

CONTESTS, COMPETITIONS, AND DRAWS

Sales promotions and competitions conducted by exhibitors in conjunction with their display must be free of any obligation on the part of the winner. Prize winners must not be required to place an order before collecting the prize offered. The schedule of prizes and terms of the competitions must comply with all existing government regulations.

NOTE: No PA announcements will be made of contest winner's names.

SOLICITING, SAMPLES AND SOUVENIRS

Exhibitor personnel or representatives distributing samples, souvenirs, promotional material or soliciting business must do so from inside their exhibit space and are not permitted in show aisles, feature areas, lounges or other exhibits. Only participating exhibitors and sponsors have the right to bring products to the venue. All other parties who attempt to make sales solicitations in the aisles or lobby and entranceways will be removed from the facility. Should you notice such conduct, it is in your best interest to report it to the show management immediately.

Facility – Care of Floors, Walls, Ceiling

Staples, nails and fasteners which cause damage may not be used on any wall surface, equipment or furniture owned by the Conference Centre unless prior permission is granted by your Event Manager.

SIGNS

No “stick on” decals, badges, signs or similar promotional items may be placed on any ceilings, interior or exterior walls, windows, or painted surfaces without prior approval from your Event Manager.

REMOVAL OF ADHESIVES

It is the Client’s responsibility to remove all adhesives from all surfaces at the close of the event.

Charges for tape removal and other damage may be charged on a time and materials basis.

Safety & Security Regulations

NOTE: Security is most important during the activities of move-in and move-out. Watch your display and merchandise accordingly. Report any loss immediately to the Show Office. Show Management cannot guarantee against loss or damage of any kind, but will endeavor to protect Exhibitors by providing general security.

Show Management can provide complimentary locked storage for valuable items which you need to store between conference hours. Please see Show Management for this service. Containers should be well identified with Company name and booth number(s).

Each Exhibitor is solely responsible for their exhibit property, and should insure these exhibit materials against loss or damage during the convention. Please put all small valuable items out of sight each night. All Exhibitor Property is understood to remain within the Exhibitor's care, custody and control in transit to or from or within the Exhibit Hall.

SHOW MANAGEMENT STRONGLY ADVISES YOU NOT TO LEAVE YOUR VALUABLES UNATTENDED AT ANY TIME DURING MOVE-IN/SET-UP OR MOVE-OUT/TEAR DOWN.

FIRST AID

IFA attendants will be located in the building. Report all accidents and / or injuries to Security, First Aid or hotel staff personnel and Show Management.

INSURANCE/LIABILITY

The exhibitor assumes all responsibility for its property, including any and all loss, theft, or damage to Exhibitor's displays, equipment and other property while on the premises of the Westin Bayshore Hotel and Conference Centre and hereby waives any demand or claim it may have against the Conference Centre, the BC Food Processors Association, FoodProWest, all service contractors, including its staff members and officers.

All property will remain under the custody and control of the Exhibitor whether in transit to and from the venue, within the venue or the confines of its booth space unless storage arrangements are made. In addition the Exhibitor agrees to defend, if requested, indemnify and hold harmless the Conference Centre, the BC Food Processors Association, FoodProWest, all service contractors and their respective parent, subsidiary and other related or affiliated companies from and against any liabilities, claims, damages, suits, costs and expenses, including without limitation legal fees and costs, arising from or in connection with the exhibitor's occupancy and use of the exhibition premises or any part thereof or any negligent act, error or omission of the exhibitor or its employees, subcontractors or agents.

EXHIBITORS ARE ADVISED TO OBTAIN ADEQUATE INSURANCE AGAINST LIABILITY, LOSS OR DAMAGE. In most instances, exhibitors may request, at no charge, an insurance rider from their current insurance provider.

Food & Beverage

COLD STORAGE

Any exhibitor requiring refrigerated space should provide their own unit at their booth. Special requirements for hotel refrigeration **MUST** be made ahead of time. Please contact LEVY SHOW SERVICES to assist you with all cold storage requests. Ice is available free of charge in small quantities. There may be a surcharge for large quantities.

FOOD PREPARATION

All food preparation must be done at the exhibitor booth. Any needs for food preparation material from the hotel venue **MUST** be requested ahead of time. Please contact LEVY SHOWCASE to assist you with all special food preparation requests, requiring the hotel kitchen.

BASIC FOOD HANDLING RULES FOR EXHIBITORS

- a) Unwrapped food samples that are put on trays must be placed in a single layer. Small trays should be used to ensure a quick turnover time. Samples must be spaced on the tray in order to prevent the public from touching several samples, when one is picked up.
- b) Single portion Dixie cup style containers, or plates must be used for items such as nuts, taco chips, popcorn, unwrapped candies, etc. All dips and sauces must be placed in single service containers. Do not use common dipping bowls.
- c) All open sample products must be discarded at the end of the day.
- d) Perishable food products, i.e. meats, fish, fowl, dairy products and cooked vegetables must be mechanically refrigerated.
- e) Exposed food on display must be shielded with a sneeze guard.
- f) A Foodsafe certified food handler shall be involved with food preparation and be present at the booth at all times.

Move-in/Move-out

MOVE-IN HOURS

Wednesday, June 20th from 5:00-pm – 9:00pm

MOVE-OUT HOURS

Thursday, June 21st 3:00pm-5:00pm - please do not move out early.

Exhibitors will not dismantle, pack, or remove any part of their display until after the 3:00pm show closing.

Everything **MUST** be removed from the premises by 11:00pm on Thursday. Any materials left on the show floor will be removed at the exhibitor's expense.

Materials Handling

MATERIALS HANDLING/DOLLIES

Dollies and carts will be available on-site, on a limited, first-come basis. If you have a dolly, it is highly recommended to bring it.

EXHIBITOR SHIPPING POLICIES

The Westin Bayshore would be pleased to accept the delivery of your conference materials. We ask that you follow these guidelines to assist us in better serving you:

1) Please address all packages in the following manner: (SHIPPING LABELS ATTACHED TO THIS EMAIL)

Westin Bayshore -- Shipping Receiving Department
c/o your company (or convention name), your on-site contact, date of function
and meeting room

Location: 1601 Bayshore Drive, Vancouver, BC, V6G 2V4, Canada

* Note that the onsite contact is the person from your company that will be onsite and in attendance for your meeting

2) Packages should be labeled 1 of 3, 2 of 3, etc.

3) As storage space is limited, packages should be sent to arrive no earlier than two business days prior to your event, and picked up no later than two days after your event. Storage fees may apply to items received/held outside of this timeframe.

LOADING DOCK

All vehicles unloading at the loading dock must display the Parking Passes provided by the Banquet Department. All vehicles must be removed from the loading dock after the equipment or deliveries have been unloaded. Under no circumstances, should any vehicle be left in the loading dock. Vehicles being left in the loading dock will be towed. The loading dock cannot be used to store crates, boxes or exhibit displays.

SHIPPING OUT EXHIBIT MATERIAL

It is the responsibility of the guest to send shipments prepaid on their own accounts. Banquet Department must be given a copy of the completed waybill (includes client's account number) in case we have to trace shipment. All shipments should be dropped off and picked up from the Receiving dock of the Hotel.

SHIPPING & RECEIVING

Please refer to separate shipping & receiving document. (attached)

The Hotel will NOT accept any materials, packages, pallets, or crates for tradeshow taking place at the hotel. All exhibitor materials will be handled by the Show Service Company contracted by the Group. Should exhibitor materials be received by the hotel, storage fees shall apply in addition to material handling fees chargeable by the Show Company.

COMPRESSED GASES

Use of compressed gases is restricted to Helium and Carbon Dioxide only. Special handling recommendations: To be used only in well-ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use.

Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure-reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Special storage recommendations:

Compressed gas cylinders should be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool. The temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright position and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

CUSTOMS CLEARANCE

The Resort does not have the authority to clear any parcels through Canadian Customs. Conference organizers or shippers must provide their own Custom Brokers or use Hotel’s preferred broker, North American Logistics Services Inc. http://www.nalsi.com/contact_us.html. Exhibitors are responsible for all charges to be prepaid.

ELEVATORS AND ESCALATORS

Guests’ elevators and escalators are not to be used for transporting freight or equipment. Please use the freight elevator by the entrance of loading dock for transporting all equipment and materials to the second floor of conference center.

LABOUR

The Hotel does not supply any manpower in unloading of trucks and movement of exhibits or displays to and from the exhibit area. However, the Hotel will supply limited equipment (dollies, carts, etc.) to bring convention equipment and supplies to the conference level. Charges could apply for delivery and storage. Requests for labour supplied by the Hotel are strictly subject to availability, and will be subject to an hourly labour charge based on rates in effect during the date of the exhibition.

LIABILITY

The Hotel will not accept any claim for loss, due to fire, theft or damage of exhibits, nor will it be held liable for any personal injury caused by the exhibit or exhibitor. Use of the facility is conditional in that the exhibitor accepts full responsibility for any damages caused to the facility by the exhibit and/or the exhibitor(s).

General Information

FLOOR PLAN ADJUSTMENTS

Management reserves the right, at any time, without prior notification, to alter exhibits, aisles, common carpet, feature sizes and locations in an effort to best serve the interests of the Show. Show Management's decision will be final.

LATE COMERS/NO SHOWS

Any space not claimed or occupied, or for which no special arrangement has been made may be resold or reassigned by Show Management without any obligation. NO REFUNDS WILL BE GRANTED FOR UNOCCUPIED DISPLAY SPACE.

SUBLETTING

No exhibitor may sublet any portion of his booth or space to another supplier without the express written consent of Show Management.

UNIONS/LABOUR

Exhibitors may set up, operate, and dismantle their own displays using their own staff and employees. For additional general labour requirements during move-in and move-out, or for additional labour for booth construction and set-up, contact the Show Decorator - LEVY SHOW SERVICES.

In the event that any person or persons employed by the exhibitor cause, or in the opinion of Show Management, will cause labour difficulties, the exhibitor must immediately remove such employees.

GENERAL LIABILITY

Exhibitors and their representatives hereby agree to indemnify and hold harmless the BC Food Processors Association, Venue West and The Westin Bayshore, the employees thereof and their representatives and agents, against any and all claims for loss, damage, theft or injury. Indemnification includes the period of storage prior to and immediately following the Trade Show. The Exhibitor releases the foregoing from any and all claims for loss, theft, damage or injury.

PA ANNOUNCEMENTS DURING THE SHOW

Out of respect for our exhibitors and the various presentations and demonstrations, no PA announcements will be made during the Show. This includes the announcements of prize winners, demonstrations and presentations. Exceptions will be emergencies and Show Management's stage announcements.

MECHANICAL CONVEYANCES

Electric carts, or conveyances will not be allowed in aisles during Show hours. The only exceptions will be handicapped persons visiting the Show and authorized Show duty personnel.

ENTRY TO SHOW – CONDUCT

Show Management reserves the right to refuse admission to the Show to any visitor, exhibitor or any exhibitor's employee who, in the opinion of Show Management, is unfit, intoxicated, or in any way likely to cause a disruption to the Show.

SMOKING

Under the Municipality of Vancouver By-Law, smoking is prohibited at the Conference Centre.

CHILDREN

For safety reasons, Workers' Compensation Board rules require that during the move-in and move out, NO children under 16 years of age (including infants) will be allowed at the venue.

ANIMALS

No animals are permitted in the facility. Seeing Eye and Ability Assistance dogs are permitted.

WEBSITE

Visit the show's website at <https://www.bcfpa.ca/foodprowest>. A Copy of this Manual will be listed under Exhibitor Information.

FIRE PROTECTION

Fire hose cabinets, exit signs and exit doors must be left accessible and in full view at all times. All display material must be inflammable and subject to inspection by the City of Vancouver Fire Department or BC Fire Marshall.

Aisles, exits and ramp access or egress as designated on approved show plans shall be kept clean, clear and free from obstructions. Easels, signs, etc. cannot be placed in aisles beyond booth area.

Combustibles: Any internal combustion engines, vehicles or equipment must not contain more than one quarter (1/4) tank of gasoline or fuel and must be inoperable; e.g. battery and/or ignition disconnected. Fuel caps must be locked shut.

Exhibitor display literature must be limited to reasonable quantities. Reserve supplies should be kept in closed containers and stored in a neat and compact manner.

Chafing dishes, hot plates and other hot food preparation items ARE allowed, but must first be declared to LEVY SHOW SERVICES.

Client shall be responsible for ensuring combustible rubbish is removed from exhibit booths on a daily basis.

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic, cloth and similar decorative materials must be flame retardant to the satisfaction of the Fire Marshall's office.

Oil cloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials that cannot be made flame retardant, are prohibited.

Table coverings must be flame treated unless they lie flat, with an overhang of no greater than six (6) inches (15 cm).

Fire Lanes must be kept clean and unobstructed; vehicular traffic should be controlled by Convention Centre Security during move-in/move-out.

***Thank you very much for your support of FoodProWest 2018!
The Future of Food
We look forward to seeing you at the Buyers Day Tradeshow and
Gala Awards Dinner on June 21, 2018.***