



**SB** 2018 **VANCOUVER**

# Activation Hub Exhibitor Guidelines

# Sustainable Brands 2018

## Activation Hub Guidelines

### Dear Exhibitor,

Welcome to Activation Hub at SB'18 Vancouver, our thriving marketplace where brands find the partners, solutions, and tools to activate their sustainability goals into tangible reality. Showcase how you are contributing to the sustainable economy of the future and gain the critical face-to-face interaction with our community you and they both need to deliver both shared value and brand success. In this document, you will find a snapshot of the information you need to know for participating in the Activation Hub at SB'18 Vancouver.

Please do not hesitate to contact us if you have any questions.

We're looking forward to meeting you and seeing the innovative and engaging ideas you bring to the Activation Hub floor!

Friendly reminders below to get yourself set for success!

### REGISTRATION

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### BOOK YOUR HOTEL

All staff and attendees present at SB'18 Vancouver must register! Please register your team with the codes you received from me if you have not already.

Reminder that only registered attendees will be able to book at our hotel options. The hotels are filling up quick, register promptly to secure your spot! Book [HERE](#).

### Pass it on with our COMMUNITY PASS!

Pass It On is our hosted Community Pass program. It allows sponsors, corporate members and partners of SB'18 Vancouver the opportunity to invite your key stakeholders within your value networks to engage alongside you in the Activation Hub.



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[Have you Scheduled  
Your First On-Boarding  
Call?](#)

# Sustainable Brands 2018

## Activation Hub Guidelines

### Activation Hub Hours of Operation and Activities

#### Monday, June 4th, 2018:

8:00am – 6:00pm Exhibitor Move-in  
6:00pm – 7:30pm Opening Night Reception – your exhibit space to be ready as this is the first opportunity to engage!

#### Tuesday, June 5th, 2018:

##### 12:00pm – 7:00pm Activation Hub open

12:00pm – 1:30pm Lunch  
1:30pm – 2:45pm Innovation Labs  
3:30pm- 4:45pm Innovation Labs  
6:00pm – 7:00pm Networking Reception

#### Wednesday, June 6th, 2018:

##### 12:00pm – 7:30pm Activation Hub open

12:00pm – 1:30pm Lunch  
1:30pm – 3:00pm Innovation Labs  
3:30pm - 4:45pm Innovation Labs  
6:30pm – 7:30pm Networking Reception

#### Thursday, June 7th, 2018:

##### 12:00pm – 3:00pm Activation Hub open

12:00pm – 1:30pm Lunch  
3:00pm – onward Activation Hub move-out

### Additional Resources

**Engagement:** Find more about how to increase onsite engagement with help from our [“Tips for Success”](#) Guide.

**ECOR** for creative booth design/engagement – [HERE](#)

**BOOTHSTER** for creative booth signage/engagement – [HERE](#)

*Download Event App – Coming Soon!*

### Guidelines for Giveaways

Please refer to the SB'18 Vancouver Activation Hub Participant [Sustainability Guidelines and Agreement](#) to see a full list of accepted/unaccepted materials for participation and giveaways – as well as suggestions! Food and beverage products also have restrictions due to Vancouver Convention Center contracted caterer, Centerplate. All giveaways need to be approved by Show Management pre-event. We also have the opportunity to showcase product in the Gift Lounge – available to all attendees at registration.

### Quick Facts:

#### LEVY (decorator) Quick Facts:

- Shipping to Levy warehouse/onsite + labor
- Online ordering: [www.levyshow.com/](http://www.levyshow.com/)
- Register as 'new exhibitor' or 'returning exhibitor'
- Enter show code for SB'18 as “SB18”
- PAID Order by May 18, 2018 for discounted pricing
- List company name instead of booth # or “0” (booth # provided later) – [Online Ordering Instructions](#)

#### DNS Customs:

- Schedule complimentary call with customs to ensure adequate shipping support: 604-681-5132
- Review services and more information [here](#)

#### Freeman AV Order Form:

- Online ordering: [www.freemanco.com/store](http://www.freemanco.com/store) (708.255.7125)
- Order by May 18, 2018 for discounted pricing
- List company name instead of booth # or “0”

#### Example Upgrade Lounges:

- Contact Levy Show Services
- Find more detail for booth upgrades - [HERE](#)
- Email: [operations@levyshow.com](mailto:operations@levyshow.com)
- If using a 3<sup>rd</sup> party contractor, please fill out [this form](#)

#### VCC // Freeman (power):

- \$194/show for 20Amp
- Order online - [HERE](#)
- Contact: Sabine Granoux, email: [SGranoux@vancouverconventioncentre.com](mailto:SGranoux@vancouverconventioncentre.com)
- List company name instead of booth #

#### Centerplate Food Sampling + Exhibitor Menu:

- In-exhibition food sampling guidelines + form
- Order food + beverage in your exhibit space (good for receptions)
- Email Questions to Peter Wallace at [pwallace@vancouverconventioncentre.com](mailto:pwallace@vancouverconventioncentre.com)

#### Lead Retrieval:

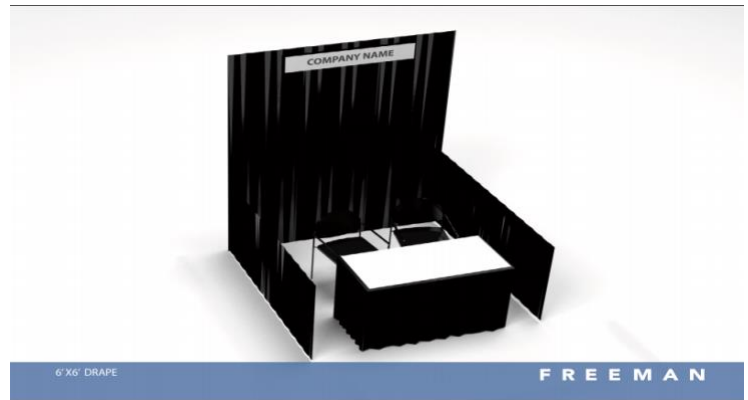
- Sustainable Brands will be offering complimentary attendee lead mobile scanning avail with export abilities to all attendees + sponsors via 'Mesh' in our event mobile app

#### Sustainability Guidelines:

- Sustainability guidelines for exhibit and giveaway materials. Review and sign [sustainability agreement](#).
- Questions? Contact our Sustainability Manager Lindsey Arell at [larell@denverconvention.com](mailto:larell@denverconvention.com).

### Standard 6x6 Tabletop display includes:

- One (1) identification sign
- 8' high black back drape,
- One (1) 4' square skirted table
- Two (2) side chairs
- NO Carpet – [ORDER HERE](#)



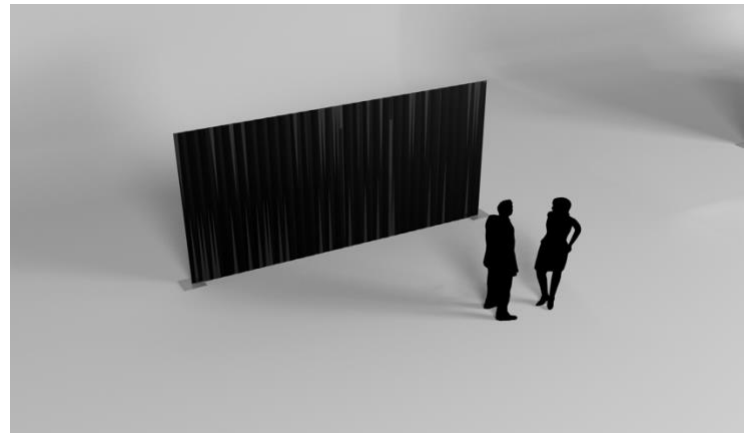
### Standard 10x10 booth display includes:

- One identification sign
- One (1) 10'x10' booth space
- 8' high black back drape, 3' high black side
- One (1) 6' skirted table
- Two (2) side chairs
- NO Carpet – [ORDER HERE](#)



### Standard 15x15 Lounge display includes:

- One (1) identification sign
- One (1) 15'x15' open lounge space, blank canvas for you to take advantage of!
- 8' high black back drape (optional)
- 3' high black side drape (available upon request)
- Two (2) 6' skirted table (available upon request)
- Four (4) side chairs (available upon request)
- NO Carpet – [ORDER HERE](#)



# Sustainable Brands 2018

## Activation Hub Guidelines

### Standard Anchor Pavilion Host includes:

One (1) identification sign as host of pavilion

- One (1) 15'x15' lounge space (or comparable square footage 15'x15') (see above image)
- 8' high black back drape, 3' high black side (can add and remove upon request)
- Two (2) 6' skirted table (available upon request)
- Four (4) side chairs (available upon request)
- Four (4) 6'x6' tabletop exhibit space to offer to sponsor partners (non-profit, startup, etc.)
  - 8' high black back drape,
  - One (1) 4' square skirted table
- Educational space [shared]:

- Open for sponsor to use outside of 'Innovation Lab' hours (1:30 –3:00pm T-Th)
- Two (2) side chair & laptop hookup
- Two (2) speakers + silent disco headphones (50)
- Room for 30+ seated (rounds of 8) for workshop space
- One (1) flat screen

**\*\* Click for [booth upgrades](#) and [more options](#)**

### Exhibitor Materials & Shipping:

#### Advanced Shipping Labels – Print PDF

Levy Advanced Warehouse Shipping:

**SB'18 Vancouver - COMPANY NAME/ BOOTH NUMBER**

**YRC Show Service Inc.**

**c/o Levy**

**3985 Still Creek Avenue Burnaby 5C 4E2**

Levy will accept crated, boxed or skidded material beginning Monday, April 30, 2018 from 9:00 am - 3:00pm. at the above address. Shipments received at the warehouse after Friday May 28, 2018 will be charged an additional after deadline fee. To trace the arrival of your shipment, or for directions to the warehouse please Call (604) 277-1726. **\*\*Shipments received from Canada Post or USPS that exceed 2 lbs will not be accepted at the Advance warehouse\*\***

**\*\*Contact DNS Customs if shipping from the United States and/or other countries outside of Canada. Refer to page 8.**

#### Show Site Labels – Print PDF

Show Site Shipping:

**SB'18 Vancouver - BOOTH NO. & COMPANY NAME**

**Vancouver Convention Centre - West**

**Via Waterfront Road Truck Route**

**c/o Levy Show Service, Inc.**

**1055 Canada Place**

**Vancouver, BC V6C 0C3**

Levy will receive shipments at the exhibit facility on Monday June 4, 2018 from 8:00 am – 6:00 pm  
Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. **\*\*Contact DNS Customs if shipping outside US. Refer to page 8.**

Please note: All items and materials that must be brought into the facility are subject to Material



# Sustainable Brands 2018

## Activation Hub Guidelines

Handling Charges and are the responsibility of the Exhibitor. This also applies to items delivered by the exhibitor and items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service. Full detail can be found [HERE](#).

For more detailed information on shipping, delivery, and all other items related to working with our decorator, please refer to the Alphabetized FAQ's in the Exhibitor Kit.

### Vendors at a Glance

Like most commercial trade and convention facilities, at the VCC there are a number of services that are 'exclusively' supplied by in-house departments. Official Suppliers are those with whom SUSTAINABLE BRANDS has negotiated preferential rates for our own use and for Exhibitors; we strongly recommend using our Official Suppliers. Third-Party Suppliers can perform any number of services but only if they do not conflict with the Exclusive suppliers.

#### The VCC Exclusively supplies:

- Catering / Food & Beverage
- Internet
- Sign/Banner Installation
- Plumbing
- Electrical
- Security
- Housekeeping / Vacuuming

#### OFFICIAL SUPPLIERS:

- **Levy Show Services:** booths, display, carpeting, plants, rental equipment, material handling services and equipment (including forklifts/cranes), Move-In/Move-Out management, labor services ordered by May 18<sup>th</sup> can take advantage of pre-event discounted pricing.
- **Levy Logistics:** advance warehousing, local cartage/transport, courier and parcel handling, Move-In/Move-Out coordination with shipping companies
- **Freeman/Levy:** A/V + Computer Rentals projectors/screen combinations, TV/Large displays
- **ECOR** for creative booth design/engagement – [HERE](#)
- **DNS Customs:** Customs clearance and freight brokerage
- **Double Dutch Registration:** Mobile app coming soon
- **Using a 3<sup>rd</sup> Party Contractor?** Fill out [this form](#) by **May 18<sup>th</sup>**.

# Sustainable Brands 2018

## Activation Hub Guidelines

### Alphabetized Information

#### ADHESIVES

Hardwall booths are constructed of a material called sintra – a non-porous rigid plastic material. Glue from tape tends to transfer/remain on this material which may result in cleaning/damage fees. Please ONLY USE putty-based adhesives for attaching items to booth walls. Additionally, 'stick-on' decals, badges, signs or similar promotional items MUST NOT be used on the show supplied hardwall due to glue transfer and staining. See more detail - [HERE](#).

#### ALCOHOL CONSUMPTION – Government Regulation

Alcohol consumption is prohibited during Move-In and Move-Out as per WCB (Canadian Workers Compensation Board and Safety Agency) regulations. During normal show hours, alcohol will be sold in a number of food and beverage areas in the Expo and served by a number of Exhibitors as part of their own hospitality programs. Alcohol served in the Expo must remain in the Expo for licensing purposes. See "Catering Order Form" to arrange alcohol service from the VCC.

#### AUDIO VISUAL – Exhibitor Services

Freeman is the official supplier of Audio Visual Services and Equipment such as projectors, screens, audio systems, or multimedia products. Click here for the [AV + Computer Rentals for information](#) about computer, accessory, and peripheral rentals.

#### BALLOONS – VCC Policy & Liability

Helium-filled balloons and other inflatable items must be approved by Show Management prior to Move-In. Due to the complexity and costs of retrieving wayward balloons from various areas inside the VCC, if helium balloon décor is used a deposit and signed waiver from the exhibiting company or their contractor will be required.

#### BANNERS – Exhibitor Services

Overhead banners are exclusively installed by the VCC. The exhibit halls have a grid of suspension wires over the majority of booth space; however, some areas may not have adequate coverage therefore overhead banners cannot be 100% guaranteed. The rigging team of the VCC will confirm if your booth is in an area with suspension wire coverage. The banner(s) and supporting hardware/components must arrive to the VCC NO LATER THAN THURSDAY MAY 9th, 2018 to ensure installation. Please contact VCC for a quote and more information.

#### BARK MULCH – Facility Policy

Any Exhibitor using bark mulch in their booth or display area must use heavy plastic liners under the mulch on the floor and/or against wall surfaces. Bark mulch has a tendency to stain and the use of plastic liners will prevent this.

#### BUSINESS SERVICE CENTRE – Third Party Exhibitor Services

There is no formal business centre available on site at Sustainable Brands 2018 Vancouver, but for your convenience, we have included links to the Fedex and UPS offices closest to the Vancouver Convention Centre.

#### CARPET – Exhibitor Services

All booths and lounges do not include carpet, you are able to order carpet and other flooring services through [Levy Show Services](#). Exhibitors in any booth can upgrade to cushioned underlay for an additional fee. See the on-line Exhibitor Manual for order forms.

# Sustainable Brands 2018

## Activation Hub Guidelines

### CATERING – Exhibitor Services

If you want food and/or beverage delivered directly to your booth, contact the catering department of the VCC for [menu](#) suggestions, Espresso/[Cappuccino](#) options and to arrange timing using [this Catering Form](#), also found in the online Activation Hub Microsite. Note that the majority of items require a minimum order of 12 units. For on-site food options there will be a food court operating inside the Activation Hub selling hot and cold foods, as well as soft drinks, and later there will be various bars serving wine, and beer. If you would like to serve your own samples or food/beverage from your exhibition space – please contact [fulfillment@sustainablebrands.com](mailto:fulfillment@sustainablebrands.com) to discuss.

### CLEANING/VACUUMING – Exhibitor Services

Show Management is responsible for cleaning and maintaining general areas of the Expo such as walkways, aisles, and feature areas; however, if you want to arrange nightly carpet cleaning explicitly for your booth, use this [Vacuuming Form](#) to order the service from the VCC Housekeeping department. The form is also available in the on-line Exhibitor Manual and in any Exhibitor Bulletin.

### CONSTRUCTION MATERIAL – VCC Policies

Only non-flammable or fire proofed materials may be used for the construction or decoration of booths, stands, and/or exhibits; surface finishes or treatments applied to such materials must not increase the flame spread rating of the material. Please see Sustainability Guidelines for more information on acceptable fire proofed materials and support on advising best material use.

### COURIERS AND PARCEL DELIVERY– Exhibitor Services

Incoming courier and parcel deliveries will be accepted at the show site by Levy Show Service and brought to your booth – material handling fees will apply. Please review the [Levy Logistics Forms](#) for more information. Once on-site, if you need to arrange for a courier delivery, visit the Levy Show Service desk.

### CUSTOMS BROKERAGE – Exhibitor Services

Canada Border Services Agency has granted “special importation authorization of goods” for Sustainable Brands 2018. This authorization ensures your shipment gets expedited for border clearance and exemptions from unnecessary duties and taxes. We have been granted ‘Border to Show’ status, meaning shipments will clear customs at the VCC itself rather than at the actual border. To take advantage of these provisions, Sustainable Brands 2018 has appointed [DNS Customs](#) as the official Customs Brokers to work with you to ensure arrival of your cross-border shipments on time. Please schedule a complimentary call to ensure delivery of your shipments across the border - Telephone: 604-681-5132. To ensure adequate transport arrangements, please contact no later than: **May 4th, 2018**

Download and print the [Canada Border Services Agency Recognition Letter](#) if you are coming to SB'18 Vancouver from outside of Canada to present it at the border. DEADLINE TO COMPLETE RECOGNITION LETTER: **May 4th, 2018**

### DAMAGE TO PREMISES – VCC Policies

Exhibitors are responsible for ensuring the care of the VCC property during the Expo. No signs, posters, or other items or articles are to be fastened to the VCC property at any time by any means. The VCC does not allow the use of thumbtacks, scotch tape, masking tape, nails, screws, bolts, clamps, tools or any adhesive material or glue to be affixed to its property which could mark the floors, walls or fixtures of the facility. Please ensure that you are properly insured to cover accidental damage to the VCC while at the event.

### DISMANTLING BOOTHS

KEY POINT: DO NOT DISMANTLE EARLY. No booth or exhibit may be dismantled or removed before 3:00 PM, Thursday, June 7th: doing so is unfair to neighboring Exhibitors still conducting business and who will not



# Sustainable Brands 2018

## Activation Hub Guidelines

appreciate disturbances from early dismantling of exhibits. It has been shown that hundreds of new people visit SB'18 each day of the Expo including late Thursday so leaving early only lowers your chances of generating business. Vehicles picking up goods will be allowed to enter the VCC starting at 3:00 pm Thursday, June 7 and not before. Vehicle access to the exhibit halls will be regulated by VCC Security and Levy Logistics. This is covered in greater depth under "Move-Out." If you need to move out earlier or later than standard times, please contact and confirm with your fulfillment team: [fulfillment@sustainablebrands.com](mailto:fulfillment@sustainablebrands.com).

### DISPLAY CONTRACTOR – Exhibitor Services

Show Management has appointed Levy Show Service as the Official Display Contractor for exhibit services. This includes booth installation, decoration, furniture, equipment (stands, racks, etc.) and signage. Please see the order forms in the Exhibitor bulletin. Levy Logistics, a division of Levy Show Services will coordinate with advance shipping and warehousing, on-site Material Handling. Levy manages the exhibit halls during both Move In and Move Out.

### DISPLAY/SHIPPING COMPANIES, NON-OFFICIAL – Third Party Exhibitor Services

If you are using a display company other than Levy, please note that:

- The ["Request for Set-up by Non-Official Contractor" form](#) must be completed and received by Levy by May 18<sup>th</sup>, otherwise the contractor will only be able to supervise and labor will be charged through Levy.
- All display companies must check in at Exhibitor Registration before move-in begins and provide proof of insurance and WCB coverage – connect with [fulfillment@sustainablebrands.com](mailto:fulfillment@sustainablebrands.com) for support.
- If material is being shipped from the event by an unofficial carrier, the carrier must coordinate with Levy Show Services by May 18<sup>th</sup>, 2018 to coordinate an arrival and set-up time.

### DONATION PROGRAM – Exhibitor Services

If you have materials that you would like to donate or recycle after the show, Freeman + Show Management have established a program with local charities to help you do so. Materials may include anything from display and exhibit materials to equipment, supplies or product. Our goal is to assist you with donating these materials to local charities, keep them out of landfills and make this as easy as possible. If your company is interested in this years donation program, please submit the [DONATION PROGRAM FORM](#) to your Freeman/Levy Concierge or the Freeman/Levy Service Center onsite. Any questions on materials/items to be donated? Please contact: [fulfillment@sustainablebrands.com](mailto:fulfillment@sustainablebrands.com).

### ELECTRICAL SERVICES - Exhibitor Services

Power can be rented exclusively through VCC electricians and technicians. One basic "power drop" is included in most Rental Packages. The dual plug drop carries 750 Watts on a 15-amp circuit. This amount of power is sufficient, for example, for up to six 200-watt lights, and a power bar for plugging in computers and electronics chargers. If your booth has significant power needs such as large lighting systems or multimedia walls additional power will be required. See the [Electrical Services Request Form](#), also available on-line at the [Vancouver Convention Centre Exhibitor Services](#) website.

### EMERGENCY NUMBER – VCC Policy

In case of emergency, dial 7500 from any Vancouver Convention Centre house phone (located at various points on the East Wall). This number goes directly to the VCC's Emergency Response System/Team and is linked with the City's fire and emergency agencies. From an outside phone, the same line can be reached by dialing 604-647-7500.

In the event of a medical emergency, the VCC's fully trained first aid attendants are the first responders; the Emergency Team will liaise with the City's fire and emergency agencies.

# Sustainable Brands 2018

## Activation Hub Guidelines

### EQUIPMENT RENTALS: HEAVY SHIPMENTS, LARGE PIECES, COMPLEX MOVES – Exhibitor Services

If your exhibit or booth requires special equipment to offload heavy crates or large containers (forklift, hiab or other heavy machinery) please make prior arrangements with Levy Show Service who will rent the equipment required and bill you accordingly. Shipments requiring special equipment include, but are not limited to, single items weighing over 3,000 lbs., pieces greater than 8' in length, and anything considered generally awkward, large, or complex requiring high-capacity mechanical means of movement. [Forklift service](#) is typically charged by the pound/piece; other arrangements for uncrating, assembling, raising or leveling of any exhibit elements can also be made through Levy Show Services.

### EQUIPMENT RENTALS FOR BOOTHS/EXHIBITS – Exhibitor Services

Booth furniture Upgrades and general equipment such as deluxe chairs, magazine racks, display cases, coat racks, live plants and many more items can be rented from Levy Show Services. See their [Order Form](#) for details and pricing. **To take advantage of the discounted prices, orders must be made by May, 18<sup>th</sup>.**

### EVACUATION – VCC Policy & Practices

If for any reason the facility or one part of the facility must evacuate, instructions will be given over the facility's public-address system. Once the announcement is made, exit quickly but calmly following the directions of the public announcement and of VCC staff to a nearby "muster station". Please remain at this location until the Emergency Team advises that it is safe to return to the facility.

### EXHIBIT SPATIAL RESTRICTIONS

All equipment, display material, or signage in standard 10' x 10' booths must not exceed 8' (2.5 m) in height. Exceptions may be granted by Show Management and will be based on potential impact on neighboring booths and the general location on the Expo floor. No part of any exhibit, including carpet, may extend or project past the outer boundary of the exhibit, infringe on aisles, or overlap adjacent booths, unless approved by Show Management. Exhibitors must not obstruct, or allow to be obstructed, aisles, walkways, or open spaces. Signs or projections are not allowed to be hung over aisles or open spaces or in any way affect or infringe on the sightlines of neighboring Exhibitors.

### FACILITIES FOR PEOPLE WITH DISABILITIES – VCC Practices

The VCC is committed to providing an accessible environment and accommodating the needs of people with mobility or other physical challenges. Among the features and services available are:

- Wheelchair services – the VCC may provide a wheelchair for temporary onsite transfer
- Accessible elevators
- Accessible restroom stalls
- Family restrooms with baby change stations
- Varying height public telephones as well as a sit-down TTY unit
- Fully equipped First Aid room
- Security personnel trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators
- Braille indicators on handrails, elevator buttons, and other facility amenities

The VCC complies with federal, provincial and local regulations and laws governing accessibility and the rights of persons with disabilities. Any specialized requirements you may have should be discussed with Show Management.

### FIRE – VCC Policy & Practices

The VCC is divided into a number of zones equipped to both detect and contain smoke and/or fire. At the first sign of a problem, a slow-interval alarm will ring (approximately 8 – 10 seconds between each sounding). This is considered a First Stage or Priority One Alarm and no action is immediately necessary.

# Sustainable Brands 2018

## Activation Hub Guidelines

Everyone in the facility is to standby for further instructions from the public-address system. In almost all cases, the cause of the problem is identified and rectified within 1 – 4 minutes. The Priority One alarm will stop sounding and activity will proceed as usual. In the rare case of a more significant problem, the Priority Two alarm will sound: this is a very loud and rapid alarm unmistakable as a fire alarm. A Priority Two alarm is accompanied by instructions over the public-address system which may include evacuation instructions.

### FIRE REGULATIONS – Combined Policy

The use of the following is subject to the approval of Show Management and the VCC Fire Safety Director:

- Natural Gas or LPG fired equipment
  - Any heater, barbecue or heat producing device
  - Pressurized vessels including propane tanks
  - Hydraulically powered equipment using flammable fluids

Exhibitors using any of the above devices or equipment must inform Show Management at least 21 days in advance of Move-In outlining the intended use or outcome of such operations and describing, in detail, the safety precautions that will be followed and practiced. The use of the following materials in the construction of booths is strictly prohibited:

- Acetate Fabrics
- Corrugated box board
- No-Seam backdrop paper
- Paper backed foil (unless securely glued to suitable backing)
- Foam plastic and/or foam core
- Non-C.S.A. listed or labeled equipment

Table coverings must be flame treated unless they lie flat, with an overhang not greater than six (6) inches (15.2 cm). If you have any doubts or are unsure whether your display meets the fire safety requirements of the National Fire Code of Canada, please contact Show Management to obtain a copy of the requirements.

Please refer to the [Sustainability Guidelines](#) to see further regulations on inflammable material use.

### FIRST AID – VCC Policy & Practices

The Vancouver Convention Centre has two fully equipped first aid rooms. One is located in the East building lobby and the other in the West building level 1 pre-function area at the West Ballroom A entrance. Vancouver Convention Centre security personnel are trained as first responders in re/safety and first aid emergencies including the use of on-site defibrillators. First aid assistance is available by calling 7500 from any house phone, 604 647 7500 from any cell phone, or by contacting Vancouver Convention Centre personnel.

### FLOOR LOADS – VCC Policy

Floor Load capacities in the VCC Exhibit Halls are 300 lbs. per square foot. Contact Levy Logistics if you have any concerns regarding floor load capacities.

### FLOORPLANS

Floorplans are updated frequently, especially in April and May and the latest updates are available on the [Activation Hub Exhibitor Microsite](#). The final, on-site Floorplan will be provided to you the week before show start, included in our event mobile app and printed program for attendees, and printed and distributed on-site to set-up crews, Levy Show Services, and Show Management.

# Sustainable Brands 2018

## Activation Hub Guidelines

### FOOD SERVICES – VCC Policy

All food and beverage sold inside the facility is exclusively provided by the VCC. It is not permissible for offsite food and beverage, alcoholic or otherwise, to be sold in the facility or served in the form of catering or banquet service. Food and beverage sampling is not permitted unless shown to be directly relevant to the nature of the event. All sampling requests must be approved in advance by Show Management and the VCC as well as meet the requirements of Vancouver Coastal Health and the Liquor Control Licensing Board if alcohol is involved. Peruse the menus [and order catering](#) to your booth during the Activation Hub Expo.

**FORKLIFTS:** See **EQUIPMENT RENTAL** above

### FREIGHT AND SHIPMENTS – Exhibitor Services

Freight will only be accepted at the Expo according to exhibitors' scheduled move-in date and time. Exhibitors must ensure their own staff, or an authorized representative is available onsite to accept delivery of freight made directly to the VCC exhibit halls. If this is not possible, Levy Show Services can accept shipments on behalf of Exhibitors through [MATERIALS HANDLING](#) service. For ease of all parties involved, it is strongly recommended to employ Levy to coordinate all freight and shipping services as well as contact [DNS customs support](#).

### HANDCARTS – Exhibitor Services

Levy Show Services supplies a number of four-wheeled “handcarts” to assist with the transfer of items, materials, and equipment from the Loading Bays to Exhibitor booths. These handcarts are available free of charge on a first-come, first-serve basis from the Levy Show Desk and require a piece of ID to be given ‘on hold’ to ensure the return of the handcart.

### HEIGHT RESTRICTIONS – VCC Facility Parameters

SB'18 Vancouver will take place Exhibit Hall C of the Vancouver West building. During SB'18 there will be no dividing walls, so the space appears as one large, continuous exhibit hall however there are varying ceiling heights:

- Exhibit Hall B: 31'2" to 47'6" clear height – fabric roof above no structural steel Exhibit Hall C: 24'11 clear height
- Booth Wall Heights: Walls of booths less than 400 sq. ft. must not exceed 8' in height but may include free standing elements higher than 8'. A photo, sketch, or rendering of these free-standing elements must be submitted to Show Management for approval prior to Move-in.
- Booths of 400 sq. ft. or greater are permitted to have walls as high as 12'; anything over 12' requires approval by Show Management prior to Move-in.

Reminder to Custom Booth builders: Photos/Sketches/Renderings must be submitted for review/approval by Show Management to avoid having installations shut down during move in.

### HELIUM – VCC Policy

All helium tanks brought into the VCC for use during events are to be stored and secured in an upright position in accordance with the Hazardous Chemicals Act. Storage of helium tanks requires authorization by Show Management.

### INSTALLATION/DISMANTLING OF BOOTHS AND AISLE SPACE

During both the installation and removal of exhibits or the construction of booths, aisles and through fares must be kept clear to allow for the ease of movement of machinery, equipment, and materials. Aisles must not be used for storage of equipment, recycling, or debris of any kind. After exhibition closing hours, anything left in aisle or common areas will be cleared by Show Management via VCC Housekeeping staff; Show Management will not be liable for any resultant loss to the Exhibitor or their Contractor.

# Sustainable Brands 2018

## Activation Hub Guidelines

### INTERNET – Exhibitor Services

Wi-Fi is provided to all attendees. If you need dedicated wifi for your booth, you are encouraged to bring a personal hot-spot or purchase additional internet services. Please check if you're not sure, before ordering as the convention centre will not refund you after the fact. Review the costs and order Internet services online or complete and submit the [Internet Order Form](#).

### LABOR – Exhibitor Services

Levy Show Services is the official supplier of on-site labor for booth construction, equipment assembly, or any other labor requirement: fill out and return the [Labor Order Form and Invoice](#) to order their services. If you intend to hire or appoint other contractors for labor or to supervise, those contractors must provide to Show Management both proof of insurance coverage and Workers' Compensation Board certification, and complete the [Request for Non-Official Contractor Set-Up](#) form from Levy Show Services as well. **DEADLINE: May 18th, 2018**

### LIGHTING – Exhibitor Services

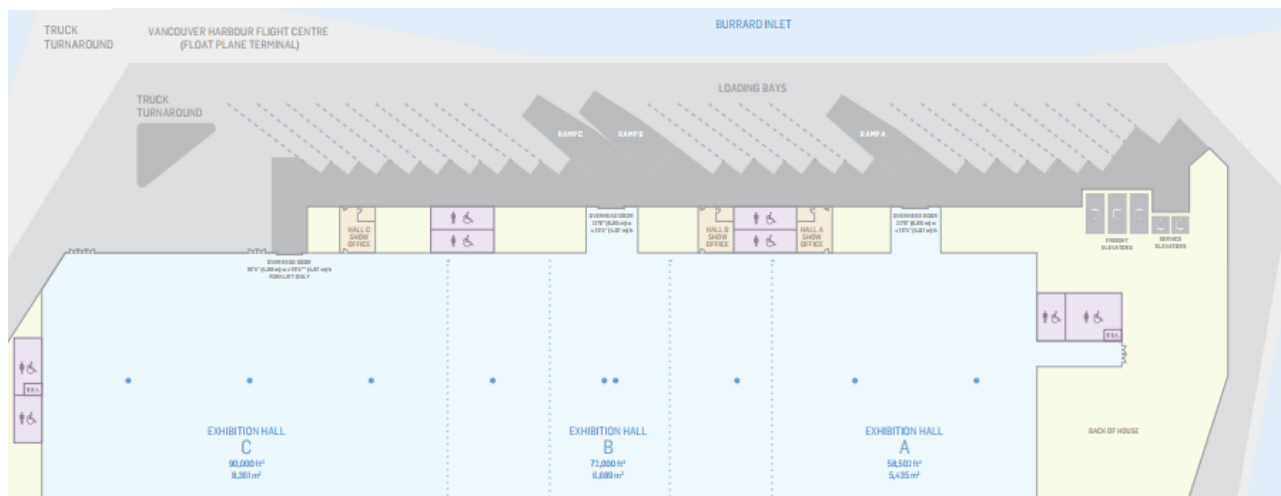
The VCC Hall C is an enclosed exhibit hall with overhead fluorescent and pot lighting so a moderate amount of ambient light. The need for additional/supplemental lighting in your booth is related to your position within these halls. Small lighting systems on stands can be rented from the VCC using the [Electrical Service Order Form](#). If your booth requires significant overhead lighting systems it will require a combination of rigging and electrical, both ordered through the VCC.

### LOADING DOCK – Exhibitor Services

West building - Deliveries for the West building should be directed to the West truck route located on Waterfront Road. The West truck route has two-way access and is 29'6" (9 m) wide with a lane width of 14'9" (4.5 m). There is a downward slope moving northbound on the truck route which falls 4' (1.22 m) over 63'11" (19.5 m). The loading area consists of eighteen loading bays available for event use, which can accommodate full-size semi-trailers up to 80' (24.4 m) in length. Four of these bays have dock levelers and there are three ramps off of the truck route for drive-on access to Exhibit Halls A & B. Loading dock clearance is 17' (5.2 m) high, 12' (3.65 m) wide. Each exhibit hall has limited drive-on access through roll-up doors for full-sized trailers.

Measurements of roll-up doors are as follows:

- West Exhibit Hall A loading bays 23'4" (7.11 m) wide by 14'4" (4.37 m) high
- West Exhibit Hall B loading bays 23'8" (7.21 m) wide by 13'7" (4.14 m) high
- West Exhibit Hall C loading bays 16'5" (5.00 m) wide by 14'8" (4.47 m) high (forklift only)
- West Exhibit Hall C Waterfront Road 23'5" (7.14 m) wide by 23'1" (7.04 m) high (street clearance permits 15' max height).





# Sustainable Brands 2018

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### MOVE-IN/OUT – Exhibitor Services

Please keep in mind the following basic guidelines for move-in and move-out:

- Children under the age of 15 years are not permitted on-site during move-in/move-out, with the exception of employed and insured workers who are at least 12 years of age and who are: not working with inherently dangerous equipment (i.e. power tools, nail guns, etc.);
- Not working in an inherently dangerous work environment (i.e. construction safety zone);
- Working under the direct and immediate supervision of a person at least 19 years of age;
- Employed in compliance with the BC Employment Standards Regulation (Part 7.1) regarding conditions of employment for children; and employed with the written consent of their parent or guardian (section 9(1) of the BC Employment Standards Act).
- Facility staff must be employed to control vehicle traffic (this may include Vancouver Traffic Authority or street control)
- Vehicles are required to exit immediately upon unloading or loading
- Freight must be moved in and out through designated loading areas only – facility and hotel entrances should not be used

### ON-SITE MATERIAL HANDLING – Exhibitor Services

Material Handling is the service of receiving shipments at the facility, unloading and delivering the shipment to your booth, removing and storing empty crates or shipping containers, returning crates and containers to your booth following the close of the show, and subsequently loading your shipment onto your designated outbound carrier. Levy Show Service is the official On-site Material Handler for SustainableBrands2018. Note that all Material Handling fees are assessed on a per-pound basis, so it is advisable to know the ballpark weight of your shipments being handled. See the [Material Handling order form](#) or find it in the on-line Exhibitor Manual.

### PARKING – General Amenities

West building (1055 Canada Place) - The West building has 440 stalls and is operated by Impark (Impark Lot #1940). Impark can be reached at 604-681-7311. Rates can be viewed at [lots.impark.com](http://lots.impark.com). On-site parking in any area outside of the designated parking facilities, including Vancouver Convention Centre's Loading Facilities, is prohibited.

### PLUMBING – Exhibitor Services

Exhibitors requiring plumbing of any kind (water line service, drainage/grey water, pressurized fixtures, etc.) must contact Show Management well in advance because plumbing lines are not available in all areas of the exhibit halls. Once we have determined your booth location can support a plumbing line, use this [VCC Plumbing Services Form](#) found in the on-line Exhibitor Manual or any Exhibitor Bulletin.

### SECURITY – Exhibitor Services

Show Management protects Exhibitors by providing security guards stationed at key locations from the beginning of Move-In to the end of Move-Out. Exhibitors who require access to the Exhibit Hall after official hours must identify themselves to security and sign in and out. Exhibitors wanting to remove any goods or items from the Exhibit Hall must obtain a Merchandise Removal Form (explained above) from the Show Office. If you wish to order additional security for your booth from the VCC, download, complete and return the [Security Request Form](#) found in the on-line Exhibitor Manual or any Exhibitor Bulletin.

### SIGNAGE – Exhibitor Services

Additional signs and special graphics requests can be arranged through Levy Show Services; use the request [Graphics & Signs Order Forms](#).

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### SMOKING – Government Regulation

In accordance with City of Vancouver Health By-Law #9535 and as required by LEED building standards, all indoor and outdoor spaces within a 7.5 m perimeter of the Vancouver Convention Centre are NON-SMOKING which includes electronic cigarettes (aka “vaping”).

### STORAGE – Exhibitor Services

Levy Show Services manages the onsite storage of empty cases, pallets, shipping containers, and other carriage items for the duration of the Expo. These are typically not accessible during the show so if you have brochures or other items that will be given away or otherwise consumed you should store these under your table. Please contact [operations@levyshow.com](mailto:operations@levyshow.com) (Levy Show Service Inc.) for coordination of your storage needs. See other sections for ADVANCE WAREHOUSING and MATERIAL HANDLING.

### SUSTAINABLE FEATURES OF THE EXPANDED WEST BUILDING – Exhibitor Services

The Vancouver Convention Centre’s West building has achieved double LEED® Platinum status and offers some of the most advanced sustainable design features including:

- A 6-acre (24,000 square metre) planted roof
- On-site black and grey water recycling system
- Seawater heating and cooling
- The most current energy management technology
- Natural lighting and ventilation
- Marine habitat in the foundation
- Four beehives – which pollinate our roof and supply our scratch kitchen with honey

### SUSTAINABILITY GUIDELINES

We want to continue along this path in 2018 and ask that our exhibitors take it to the next level. These set of guidelines will help you in designing an onsite participation with the least amount of environmental impact and waste. The SB team is able to help with any questions you may have about adhering to these guidelines and ideating around your space. Messaging and signage for the 2018 conference will continue to reflect the policy that your presence onsite will leave as little footprint as possible and all items given away or sold must be reusable, recyclable or compostable. It is imperative that you adhere to the guidelines. As a participant, you are the key to the success of our event! DEADLINE: May 18<sup>th</sup>, 2018. Review + Sign the form [HERE](#).

### WORKSAFE BC – Government Regulation

The VCC endeavors to operate in a manner that fully complies with the WorkSafe BC Occupational Health and Safety Regulations. The facility requests the full cooperation of our clients, their contractors, suppliers, staff, exhibitors and guests in ensuring a safe and healthy environment. As part of this effort, some event activities may require that specific safety measures be taken, particularly during set-up and teardown. This may include the requirement for personal protective equipment (PPE) including high visibility vests, safety footwear, hard hats, and protective eyewear.