



EXHIBITOR MANUAL

**Vancouver Convention Centre West
September 8-10, 2023**

Welcome!

We would like to warmly welcome you to **Fully Charged LIVE Canada 2023**.

We are thrilled to bring the energy and excitement of our Fully Charged LIVE event series to Vancouver, BC Canada for its inaugural year.

We want your experience of working with us to be as positive as possible, and we will be here every step of the way to assist you in any way we can.

This exhibitor guide provides you with essential information to guide you through everything from pre-show support, move in, setup, onsite activity, and breakdown.

This guide does not in any way replace our personal service to you, therefore if you have any questions or require any assistance or clarification, please contact the appropriate member of our team who will be more than happy to help.

For all general enquiries, please contact the Fully Charged Operations Team via email at ops@fullycharged.show.

We hope you enjoy, what is certain to be, a fantastic event experience for all!

Yours Faithfully,

Robert Llewellyn & The Fully Charged Show Team



@FullyChargedShw



@fullychargedshow

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Show Contact List

| | |
|---|---|
| Event Operations | Fully Charged Operations Team - ops@fullycharged.show |
| Sales & Sponsorship | Jason Heard - jason@fullycharged.show |
| Marketing, Ticketing & PR | Marketing & Ticketing - susana@fullycharged.show PR - sophie@fullycharged.show |
| Show Decorators including: <ul style="list-style-type: none"> - Fascia Booth Header - Furniture Rentals - Material Handling | Levy Show Services 210-12011 Riverside Way Richmond BC, V6W 1K6 T: 604.277.1726 E: operations@levyshow.com Exhibitor Kit Website: https://www.expotookit.com/expotools/webforms/login.aspx?c=151&s=8307 |
| Internet/Telecommunications | Bell Media Robyn Tonack E: rtonack@vancouverconventioncentre.com https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering |
| Rigging Requirements | Riggitt Services 965 Great Northern Way Vancouver, BC V5T 1E1 T: 604.696.1481 E: vccinquiries@riggitt.com https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering |
| On-site Food & Beverage Service | The VCC holds exclusive rights to all on-site food and beverage service and distribution. Arrangements for catered functions or food/beverage service can be ordered via the Vancouver Convention Centre online booking system: https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering |
| Vancouver Convention Centre Services Online Ordering, including electrical, cleaning | Vancouver Convention Centre https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering T: 604.647.7480 E: exhibitservices@vancouverconventioncentre.com |
| Logistics Services: includes customs and shipping | Levy Logistics E: logistics@levyshow.com T: 604.277.1726 |

Exhibitor Checklist

This checklist provides an at a glance summary of the main actions you must take to ensure a smooth run-up to Fully Charged LIVE together with a schedule that indicates the latest date by which each action should be completed.

Mandatory Forms /Actions

| Action | Due Date | Page Number | Return To/Website |
|---|----------|-------------|---|
| Book accommodation | N/A | N/A | N/A |
| Exhibitor Info Form | 1st Aug | Page 22 | addy@fullycharged.show |
| Exhibitor Insurance - Copy of Certificate | 1st Aug | N/A | addy@fullycharged.show |
| Health & Safety Declaration | 15th Aug | Page 23 | addy@fullycharged.show |
| Book vehicle(s) unloading slot with Voyage System | 1st Sept | N/A | https://www.voyagecontrol.com/vancouvercc |

Exhibitor Forms

| Action | Due Date | Page Number | Return To |
|--|---|-------------|--|
| SPACE ONLY STAND: Stand Plan for stands over 400sqft | 1st Aug | Page 25 | addy@fullycharged.show |
| SPACE ONLY STAND: Risk Assessment for stands over 400sqft | 1st Aug | Page 26 | addy@fullycharged.show |
| SHELL SCHEME STAND: Name Board form | 1st Aug | | addy@fullycharged.show |
| SPACE & SHELL STANDS: Electrical Order | 15th Aug (advanced rate) 31st Aug final deadline | N/A | VCC Online Portal |
| SPACE & SHELL STANDS: Furniture Order Form <i>(if required)</i> | 1st Aug | | Levy Show Services |

| | | | |
|--|----------|---------|--|
| SPACE & SHELL STANDS: Stand Cleaning | 1st Aug | N/A | VCC Online Portal |
| SPACE & SHELL STANDS: Vehicle Display Form <i>(if displaying a vehicle on your stand)</i> | 15th Aug | Page 24 | addy@fullycharged.show |

Fully Charged LIVE Schedule

Exhibitor Services Desk

Levy Show Services (shell scheme, furniture etc) will be onsite from Wednesday, September 6th, and throughout the show build up and move out.

| BUILD UP - Level 1 & Exhibition Hall C | | |
|--|----------------|----------------|
| | Space Only | Shell Scheme |
| Wednesday 6th September | 08.00 – 20.00* | N/A |
| Thursday 7th September | 08.00 – 20.00* | 08.00 – 20.00* |

| SHOW OPEN HOURS - Level 1 & Exhibition Hall C | | |
|---|-----------------|--------------------|
| | Exhibitor Entry | Show Opening Hours |
| Friday 8th September | 08.00 – 18.00 | 10.00 – 17.00 |
| Saturday 9th September | 08.00 – 18.00 | 10.00 – 17.00 |
| Sunday 10th September | 08.00 – 17.30 | 10.00 – 17.00 |

| DE-RIG - Level 1 & Exhibition Hall C | | |
|--------------------------------------|---------------|---------------|
| | Space Only | Shell Scheme |
| Sunday 10th September | 17.30 – 24.00 | 17.30 – 24.00 |

Important notes:

- All stands must be dressed and completed by 09:00 on each day of the show. The show opens to visitors at 10:00.
- No exhibit or stand fittings may be removed or dismantled before 17:30 on Sunday, September 10th.
- All vehicles and exhibits must be cleared from the event site by 24:00 on Sunday, September 10.
- Any materials left onsite after this time will be removed at the exhibitor's expense.
- If you have any questions, please ask the Fully Charged Operations Team who will be happy to clarify.

****Additional build-up hours until 24.00 are available subject to venue charges payable by the exhibitor. Please advise the organisers as soon as reasonably possible if this will be required.***

VANCOUVER CONVENTION CENTRE**Venue Information**

LOCATION Vancouver Convention Centre West (VCC)
1055 Canada Place,
Vancouver,
BC, V6C 0C3



MAIN LINE: 604-647-7328

WEBSITE: www.vancouverconventioncentre.com

VENUE PARKING: The Vancouver Convention Centre offers secure parking through independent operators within both buildings (East and West). They operate 24 hours per day, 7 days a week on a first come, first serve basis. Multi Day passes are available but do not guarantee a space if the lot is full.

WEST BUILDING (1055 CANADA PL)

*Enter from Canada Place, ½ block west of the Burrard Street intersection on the right-hand side. The West building has 440 stalls and is operated by Impark. Impark can be reached at 1.866.277.5501.

EAST BUILDING (999 CANADA PL)

*Enter at the foot of Howe Street.

The East building has 750 stalls and is operated by Indigo. Indigo can be reached at 1.866.856.8080.

Learn more about getting to the Vancouver Convention Centre via this link -

<https://www.vancouverconventioncentre.com/visiting/getting-here>

EXHIBITION ACCESS: Level 1 and Exhibition Hall C

To access Exhibition Hall C, proceed via the West Truck Route located at 1045 West Waterfront Road, accessible from Cordova Street or the foot of Main Street and turn in at the signs for the loading docks.

To access Level 1 with your vehicle for a display or your display equipment, proceed to Canada Place from Burrard and Cordova Streets. Travel along Canada Place and you will be directed by people operating the Voyage Control System to the door into Level 1.

Outdoor Vehicle Exhibitors will follow the above procedures as Level 1.

EXHIBITION HALL C: roll up door (access door for approved load level loading and vehicle for the Test Drives) measurements are: 23'5" wide by 23'1" high- Please note street clearance permits 15' maximum height on Waterfront Road.

LOADING DOCKS:

Loading facilities for the West Building are via the West Truck Route located at 1045 West Waterfront Road, accessible from Cordova Street or the foot of Main Street.

The loading dock has several loading bays available for event use, which can accommodate full-size semi-trailers up to 80' in length. Two of these bays have dock levellers.

PLEASE NOTE: move-in and move-out are not permitted at facility entrances or via public elevators/escalators.

LOADING / UNLOADING - THE VOYAGE SYSTEM

Exhibitors, or their appointed stand contractor, must book loading dock access via Voyage Control, the Venue's online logistics Management system.

You will be provided with a time slot to unload your vehicle.

The Voyage system will give you the ability to:

- Go directly to the loading and staging area at your booked time slot without having to wait in a queue or at an off-site holding lot.
- Have a dedicated limited time allocation to unload/delivery.
- Schedule an exact time for your suppliers and deliveries

Please create your Voyage account online: <https://www.voyagecontrol.com/vancouvercc>

Voyage opens for bookings from Wednesday 30th August - as soon as the system is open you can book your time slot.

Vehicles arriving onsite without a booking will not be permitted entry.

Material Handling & Logistics Contractor

Levy Show Service Inc. has been appointed to manage exhibitor material handling requirements within the venue. The unloading (with forklift) of any vehicle which accesses the VCC loading dock must be carried out by Levy.

Only the official logistics contractor may operate motorised lifts or handling equipment.

If your materials handling is not arranged and paid for in advance, additional onsite charges may apply. Please do not have any goods delivered before the first day of set-up, any goods delivered before the first day of build will be refused and/or rerouted at additional costs.

The Vancouver Convention Centre is unable to store exhibitor freight prior to any event due to the limited storage facilities. We reserve the right to refuse delivery of exhibitor freight that arrives at the facility prior to the appropriate move-in date.

When labelling items with an address for delivery to the Exhibitor's stand, please use the example below:

Attn- Fully Charged LIVE – September 8-10, 2023.

Your Contact

Your Company Name

Vancouver Convention Centre West

1055 Canada Place, Vancouver, BC, V6C 0C3

LEVY SHOW SERVICES

Our appointed exhibition services contractor is Levy Show Services.

The following items can be ordered via Levy:

- Logistics & Material Handling
- Furniture
- Floral
- Graphics
- AV
- Carpet (if in Exhibition Hall C)

All items and services can be ordered via the online Exhibitor Kit:

<https://www.expotookit.com/expotools/webforms/login.aspx?c=151&s=8307>

You will need to create an account online prior to placing orders.

Discounted rates are available for all orders placed and fully paid before August 18th.

Customer Services Contact: 604.277.1726 or email: operations@levyshow.com

INDOOR SHELL SCHEME EXHIBITORS (IF ORDERED THROUGH FULLY CHARGED)

Levy Show Services is the appointed contractor for all shell booth stands.

As a shell scheme exhibitor, you will be provided with a basic shell scheme stand consisting of the following:

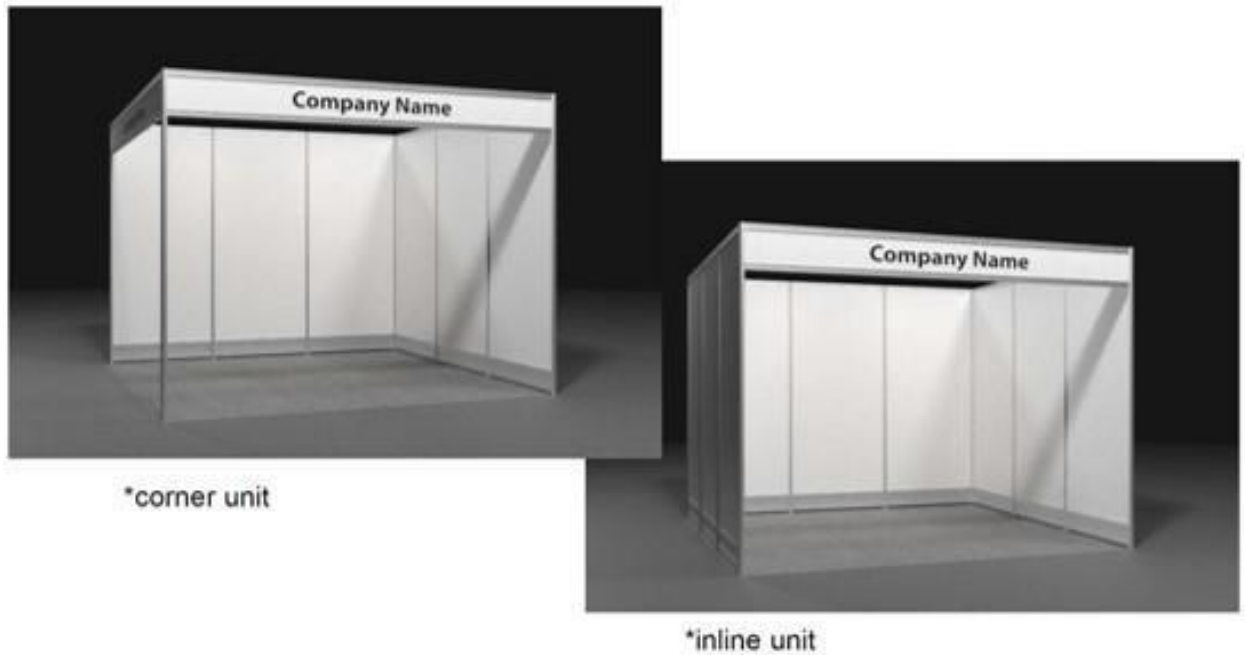
- 8ft High White Walls (outside corner walls not included)
- Name Board Sign (Black printing on White background)

Name Board – all shell scheme stands are provided with a white name board with black lettering bearing your company name. Logos may be added at additional cost to the exhibitor. Contact Levy Show Service for a quote. Name to appear on sign to be provided to ops@fullycharged.show no later than 01/08/2023.

Shell Scheme Details

Hardwall shell scheme has consistent walls and fascia structure. Both the walls and fascia have a matte anodized aluminium frame with white laminate walling. The full height of a standard Hardwall stand is 8ft high.

Shell Scheme Image



Should you wish to upgrade your shell scheme package, please contact Levy at operations@levyshow.com

Decorating your Stand

If you wish to attach graphics to the panels of your shell scheme, please contact Levy Show Services. Any damage caused to panels or metalwork, will be charged.

Please ensure your stand does not extend into the gangways.

SPACE ONLY STANDS

If you are building a space only stand your space will be marked out for you on the main floor prior to your arriving onsite. Please ensure your stand does not extend into the gangways.

We also politely request that you adhere to the following information provided:

- Please ensure your stand and signage does not extend beyond the boundaries.
- The back of your stand should look as good as the front, and where walls are built adjacent to other stands, the stand decoration should be in good order.
- Purpose built stands should ensure the end of the stands are panelled and painted.

Space only exhibitors are required to complete and submit the additional following forms no later than Tuesday, August 1st, 2023 - email to: addy@fullycharged.show

- **Stand plan - for any stand 400sqft or above:** a drawing showing dimensions and elevations of your stand.
- **Risk Assessment for any stand 400sqft or above** - *detailing any risk during build or exhibition days and breakdown*
- **Vehicle display** - if you are planning to display a vehicle on your stand please complete the Vehicle Display Form

SPACE ONLY STAND CONSTRUCTION GUIDELINES

Booth/Stand Design Rules and Regulations - EXHIBITION HALL C

- Booth Plan – All exhibitors with a booth of 400sqft and above, or any vehicle with a display vehicle, must submit a detailed booth plan by Tuesday, August 1st. Visual Impediments, Hanging Elements and Vehicles positioning.
- Build Height – 24', anything ground supported above this height must have Show Management and VCC approval.
- Rigging Graphics – Rigging cannot hang lower than 16'.
- Walls structures (including large free-standing signage) – All exhibitors are required to supply Show Management with booth plan which includes all wall and large signage details.
 - VCC require perimeter aisles and have fire regulations that must be met. Show Management can assist with identifying usable comprehensive backwall display.
 - Any wall or structure that blocks visitors' movement (other than back walls) must have 10' openings at 20' increments. Signage and walls should be designed to ensure visibility, safety, and traffic flow of attendees. FCL has a 'good neighbour' policy and will not permit booth elements that block neighbouring booth visibility.
 - The back of any wall that is visible to event traffic must be clean and have set look and feel. Drape would be permitted for the back of perimeter walls with Show Management approval.
 - No walls, or signage elements, are to obstruct exits, facility signage, fire extinguishers (must be visible and easily accessible), electrical or other utilities.
 - Hanging wall elements are not permitted.
- Mechanized Displays- Any mechanized displays or turntables must be approved by Show Management and must include a 1' setback from aisleways.
- No setback rules, other than mechanized displays.

Booth/Stand Design Rules and Regulations - LEVEL 1

- Booth Plan – All exhibitors with a booth of 400sqft and above, or any vehicle with a display vehicle, must submit a detailed booth plan by Tuesday, August 1st.
- Build Height – 12', anything ground supported above this height must have Show Management and VCC approval.

- Rigging Graphics – Rigging cannot hang lower than 16’.
- Walls structures (including large free-standing signage)
 - VCC require perimeter aisles and have fire regulations that must be met. Show Management can assist with identifying usable comprehensive backwall display.
 - Any wall or structure that blocks visitors’ movement (other than back walls) must have 10’ openings at 20’ increments. Signage and walls should be designed to ensure visibility, safety, and traffic flow of attendees. FCL has a ‘good neighbour’ policy and will not permit booth elements that block neighbouring booth visibility.
 - The back of any wall that is visible to event traffic must be clean and have set look and feel. Drape would be permitted for the back of perimeter walls with show management approval.
 - No walls, or signage elements, are to obstruct exits, facility signage, fire extinguishers (must be visible and easily accessible), electrical or other utilities.
 - Hanging wall elements are not permitted.
- Mechanized Displays- Any mechanized displays or turntables must be approved by show management and must include a 1’ setback from aisleways.
- No setback rules, other than mechanized displays.

Pillars (Columns)

If there is a pillar located within the stand boundary, the Exhibitor may construct around the pillar with the Organiser’s permission. Note that any fire suppression that exists on the pillar must remain easily accessible during all times.

HEALTH & SAFETY GUIDANCE

Exhibitors are responsible for ensuring that all contractors employed are:

- Competent.
- Operating a safe system of work.
- Have submitted all relevant health and safety paperwork.

Please also note the following:

- Please keep aisles and pathways clear and free from stand fittings and other goods.
- Power cables running across walkways for flooring must be sheathed with rubber ramping.
- All materials used in the construction of stands, features, and displays including signs, shall be inherently non-flammable or durably flame proofed to standards set by the City Fire Marshall.
- Under no circumstances shall fixings be made to the hall floors, hall walls, or any flooring.
- All stands will be monitored during build up by our health and safety team, stands that appear more complex and have not been submitted for approval will be challenged and construction may be stopped until satisfactory information has been received. All stands are subject to an onsite inspection and check for dimensions, height, and general layout of the stand as well as non-structural elements. The responsibility for the safe construction of the stand remains with the exhibitor/contractor.
- ALL VEHICLES on Level 1 must have a small piece of carpet or other items placed between each of the vehicles wheels and the facility floor, and these must remain in place for the duration of the show.

Facility Operating Guidelines – Vancouver Convention Centre

For general venue questions, check out the Vancouver Convention Centre's [Operating Guidelines here](#) which contains information on safety & security, green practices, and much more.

A- Z GENERAL SHOW INFORMATION

Accessibility

The Vancouver Convention Centre is designed to provide an accessible environment, with open spaces, ramps, and elevators throughout to create easy access for guests using wheelchairs, other mobility devices and strollers. VCC also offers complimentary wheelchair services and TTY-payphones in both buildings.

Apart from having accessible stalls and amenities in our restrooms, the VCC is also home to 16 inclusive restrooms for guests. These private spaces include an infant changing station and are wheelchair accessible. A comfortable nursing room with infant changing stations can also be found in each of our buildings, providing additional convenience and privacy.

VCC security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators, and we have a fully equipped first aid room in each building. VCC complies with all federal, provincial, and local regulations and laws governing accessibility and the rights of persons with disabilities.

If you have any special requirements, please speak with any member of the VCC team on-site or contact them at 604.689.8232.

Accommodation

The Vancouver Convention Centre is surrounded by many downtown hotel rooms. For a list and booking information here is a link <https://www.destinationvancouver.com/places-to-stay/>

Accidents

Any accident / incident needs to be reported on site at the time to either the Operations team or the Health & Safety Officer. Any injuries can be dealt with via the event First Aider who can be contacted by the Operations Team on-site.

Alcohol and Drugs

The consumption of alcohol and/or drugs on the exhibition floor during build up and break down is completely prohibited. All Food and Beverage onsite is to be supplied by the Vancouver Convention Centre.

Animals

Service animals such as guide dogs, are permitted in the Vancouver Convention Centre for persons with disabilities or to assist law enforcement personnel. Pets are not permitted.

Audio Visual

The appointed AV supplier will be confirmed. Please consider the associated electrical requirements and costs prior to ordering AV.

Balloons

All balloons are prohibited from Fully Charged LIVE except for ground supported pre-approved display/signage balloons. Contact show manager for details.

Carpet

Level 1 of the exhibition hall is carpeted, but in booth carpeting/floor covering is recommended and available for rent through Levy.

Exhibition Hall C is **NOT CARPETED (concrete)** and aisles will not be carpeted. Stand carpeting/floor covering is **mandatory** in booth space on the exhibition hall level (except for the Commercial Vehicle Zone).

Catering

All catering must be organised through the Vancouver Convention Centre. Please direct any on-site catering requests to:

Susan Bugoy

Catering Manager

D: 604-789-3711

E: sbugoy@vancouverconventioncentre.com

On site - Lot 185 will be open and Food and Beverage locations will be open on the show floor during show hours.

Venue water refill stations are available in the venue foyer if you wish to refill your water bottle.

Children

The safety of all visitors to the venue is Vancouver Convention Centre's primary concern. During move in and move out periods, children under the age of 16 years are not permitted in the venue or the loading docks. At all other times children under the age of 13 years must be supervised by an adult in all areas within the venue.

Cleaning and Waste Management

Exhibitors must always keep their stands clean and free from trash. Trash and garbage must be placed in bins located in walkways after hours where it can be collected by show cleaning staff.

Please ensure all boxes are flattened and put into bins. Large boxes and large quantities of rubbish are to be removed from site by the exhibitor. The Vancouver Convention Centre is committed to best practices in resource recovery and recycling.

If you require booth/stand cleaning through the event please visit Vancouver Convention Centre exhibit services ordering: <https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering>

The cost of the appropriate disposal of any regulated waste including any toxic or bio-hazardous materials – during event move in, operation, and move out is the exhibitor's responsibility. Please note that discarding toxic chemicals or waste through the venue's drainage system or in general waste, is strictly prohibited and will incur significant remedial costs. Hazardous waste must be removed safely and securely and must not remain on the premises after move-out.

Code of Behaviour

Aisles and pathways are public walkways and therefore must not be used to display goods or to approach visitors. Your exhibit must not exceed the boundaries of your site. No material is to be distributed at the entrance, in the car park or throughout the Show.

Exhibitors are encouraged to engage visitors with interactive demonstrations, presentations, functions, and seminars. However, we ask that Exhibitors ensure their activities do not interrupt their neighbouring stands. Show Management will address any excessive noise and/or complaints and make determinations at Show Management sole discretion as to what is permitted in the case of issues arising.

Cooking

You may not cook food on your stand without prior signed permission from Show Management. Please contact the Fully Charged Operations Team for enquiries.

Damage and Loss

Neither the organisers, the exhibition venue owners nor the sponsors accept any responsibility for damage or loss of any properties introduced by the exhibitors and/or their agents or contractors. This includes any damage to your stand or product.

Exhibitors are especially warned that their exhibits are the sole responsibility of the person/company to whom they belong.

Exhibitors and associated contractors will be held responsible for any venue damage at the Vancouver Convention Centre. Please ensure you take care and notice during both build/breakdown and the show open days. Any damage will result in a charge.

Exhibitors and associated contractors will be held responsible for any damage to the organisers temporary structures caused by themselves or contractors. Fixings must not be made to the building structure, or flooring. We recommend exhibitors have appropriate insurance in place to cover damage/loss.

Data Capture

No lead retrieval devices will be provided at Fully Charged LIVE. If you would like to acquire any attendee details, we advise that you organise a competition or similar activity to gather attendee details.

Deliveries

The event and venue organisers will **not** take responsibility for the delivery of any goods please ensure a member of your team is available to take receipt of the delivery. Should this not be possible, Levy Show Service will provide Material Handling Services and charges will apply (billed directly to the exhibitor). Should you need to pre-ship any materials, please contact Levy Show Services.

For any deliveries while you are onsite to receive goods, please ensure your deliveries are clearly labelled as follows:

Attn- Fully Charged LIVE – September 8-10, 2023.

Your Contact

Your Company Name

Vancouver Convention Centre West

1055 Canada Place, Vancouver, BC, V6C 0C3

Demonstrations

All ride-ons / vehicle demonstrations are permitted to take place within the designated test track areas only. Any demonstrations outside of this area are strictly prohibited, and if outside is solely the responsibility of the exhibitor. All safety regulations and licensing must be followed. Insurance is the responsibility of the exhibitor.

Please contact Fully Charged Operations if you would like to discuss running a demonstration at the show.

If you are planning any interactive games or simulator activities on your stand, please ensure these are covered in your booth plan and submitted for approval.

Drones

The use of drones is not permitted inside or outside at the Vancouver Convention Centre.

Electrical Services / Equipment

Electrical services are supplied exclusively through the Vancouver Convention Centre. Only the Venue's electricians may connect and distribute power directly from the Venue's infrastructure, including floor ports. The venue offers a full range of electrical services up to 400 Amps at 120, 208 or 600 Volts in Single or Three Phase distribution. Exhibitors are not permitted to split power supply with other exhibitors. For information and ordering visit -

<https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering>

All electrical devices being used, shown, or displayed must be approved and be Canadian Standards Association approved. All Vancouver Convention Centre and Levy Show Service equipment is CSA approved. It is the responsibility of the Exhibitor to obtain the necessary permits to allow the use of all electrical equipment that is not supplied by the official Show Service Contractor or the VCC.

Emergency Procedures / Fire Safety

The Vancouver Convention Centre has an ongoing program of emergency response training for all key personnel including management, Official Suppliers, security, and staff. Emergency preparedness plans are updated regularly, and drills are conducted annually. Should there be an emergency; the facility has a trained Emergency Response Team that will lead the implementation of the plans and procedures.

To report an emergency or incident, Vancouver Convention Centre Security can be reached from any house phone by dialling 7299 (or 7500 for emergencies). Calls can be made from an outside line or cell phone by dialling 604.647.7299 or 604.647.7500 for emergencies.

All exhibitors are requested to note the location of their nearest exit when they arrive onsite. Exit signs will be displayed around the venue.

All stands/displays must be clear of fire hydrants, fire hose reels, roads, and pathways. All fire hoses and emergency exit signs must be kept clear.

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 quickly but calmly following the directions of the public announcement and of Vancouver Convention Centre staff in

the area. If possible, take staff and attendee lists and proceed to the appropriate “muster station” where Vancouver Convention Centre staff will be positioned.

Exhibitor Information Form

Please complete the Exhibitor Information Form and let us know what you will be doing at the show. Please return to Addy@fullycharged.show

Exhibitor Staff Tickets

All exhibitors will receive an allocation of 20 exhibitor staff tickets - these are to be used by all staff working on your stand for the duration of the show and are not to be shared with guests.

Exhibitor tickets can be ordered via Ticket Tailor:

<https://www.tickettailor.com/events/fullychargedshowltd/706904>

Instructions to book tickets:

Step 1: Visit: <https://www.tickettailor.com/events/fullychargedshowltd/706904>

Step 2: Click ‘Book Tickets’

Step 3: Click the blue text ‘Do you have an access code?’

Step 4: Enter the following access code into the box: EXHIBITOR and click ‘Apply’

Step 5: ‘Exhibitor Tickets’ will be revealed as a ticket type (with a \$0.00 cost)

Step 6: Select the amount of tickets you would like to apply for (maximum of 20)

Step 7: Scroll down the page and click ‘Next’

Step 8: Complete the form below: Name / Email address / Address (you can enter N/A) / Postcode (you can enter N/A) / Attendee name / Attendee email (you only need to complete boxes with a red *)

Step 9: Click the green box ‘Next’

Step 10: Click ‘Complete this order’

Step 11: Order completed - you will then receive an email with your free ticket.

Please note: this code will only work on a General Admission 3 Day Ticket and can only be used once by each exhibitor - we will monitor all bookings and any instances of sharing this code will result in ticket cancellations.

Tickets will be exchanged onsite for a wristband which must be worn at all times during the show open hours.

Complimentary Tickets

As a gesture of goodwill, all exhibitors will be sent an allocation of 20 free guest tickets to share with guests/colleagues/clients you wish to invite to attend the show for free. Tickets are valid for all 3 days. These tickets will be sent out in mid-August via email to you ready to share.

Discounted Ticket Code for Guests

We would be very keen for exhibitors to promote Fully Charged LIVE Canada via your social channels.

We are pleased to offer a 50% discount to guests - please share the promotional code: 'FCFIFTY'.

This code can be entered on the ticket booking website.

Fire Retardant

All decorations, drapes, signs, and all material used by the exhibitors in their booth/stand set up must be flame retardant to the satisfaction of the Fire Marshall's office. In the event you are unsure if your plan does not meet these standards, please contact the City Fire Marshal in advance at 604.873.7595.

First Aid

Vancouver Convention Centre has 24-hour first aid on-site who are the first responders to on-site medical emergencies.

For medical assistance, dial 7500 from any house phone, or 604.647.7299 from a cell phone. Give as much information as possible including your location, age of person requiring assistance, and Do Not Panic. The nearest hospital is only minutes away and Vancouver Convention Centre will call for EHS immediately once it is required.

The facility is equipped with defibrillators and first aid personnel are fully trained to use them.

All accidents must be reported to Show Management immediately.

If the accident results in a serious injury or fatality, WorkSafeBC must be contacted at 1-888-621-7233 as soon as the situation is under control. In addition to a phone call, a preliminary report must be filed to the WorkSafeBC within 48 hours.

http://www.worksafebc.com/claims/report_injury/what_to_do_when_a_worker_is_injured/default.asp

Forklift

The use of forklift trucks and heavy mechanical lifting equipment is restricted to the exhibition organiser's official general contractor and their agents- Levy Show Services. No other company will be permitted to bring a forklift or mechanical lifting equipment to site.

Furniture Rentals

Furniture may be hired directly from: Levy Show Services, please review their rental forms for more information.

Gas

Gas, propane, or similar appliances are not permitted.

Insurance

All *exhibitors* are required to have current professional liability insurance for the duration of the show (including build-up and break-down) with a limit of no less than \$5,000,000 million professional liability and suitable cover for loss or damage to exhibits or other property. Exhibitors are required to provide a copy in advance of the show.

All *contractors* of exhibitors are required to have current professional liability insurance with a limit of no less than \$20,000,000 million. Contractors are required to provide a copy in advance of the show.

Please send a copy of your company and contractors Professional Liability Insurance to Addy@fullycharged.show no later than Tuesday, August 1st, 2023.

Internet / Wi-Fi Access

Bell is the official phone and wireless service provider at the VCC, please visit this link for ordering details and information-

<https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering>

Operating Machinery / Exhibits with Moving Parts

Any exhibitor who wishes to incorporate moving machinery or equipment into their stand will need to ensure that the organisers are notified in advance and ensure that it complies with all safety standards. Health & Safety will complete an onsite machine check to ensure that all procedures do not cause any hazards to the public or others.

It is important to ensure that all machinery is fitted with guarding, fencing, immobilisation locks and other safety devices. Signage above the machine is not considered as a protective method. If you have any questions, please contact the Fully Charged Operations Team.

Painting onsite

All painting should be done off site, prior to arrival at the venue. Painting onsite is only permitted when touching up or repairing damage to small areas on the stand. All paints used on site must be water based. It is strictly forbidden to use cellulose varnish and flammable materials. The washing of all paint accessories is strictly prohibited in the toilets and internal sinks.

Personal Protective Equipment & Safety Vests

High-visibility vests must be worn by all exhibitors, contractors, and booth builders at all times during move-in and move-out periods.

Personal protective equipment (PPE) is clothing and equipment worn as protection against workplace hazards including safety eye protection goggles, ear protection muffs, boots, helmets, long sleeved clothes, and harnesses.

All PPE must comply with BC Work Safe standards and guidelines. PPE must also be appropriate to the task and be well maintained. Exhibitors must be instructed in its proper use. High visibility vests and enclosed shoes – preferably safety boots, especially when operating machinery are to be worn during the move in, exhibition build and move out of events. No high heels or open toed shoes are allowed during these times.

Please be advised that we are unable to offer complimentary safety vests during the event move-in due to updated health and safety regulations. There are vending machines available throughout the Vancouver Convention Centre offering safety vests for purchase. The vending machines are located at the West Loading Bays and East Delegate Concourse. To save time and money, please bring your own PPE.

Public Address System

The Public Address System is for use by the organisers for official announcements only.

Rigging

Riggit Services Inc. is the exclusive supplier of rigging services and the official supplier of specialty lighting services. Riggit offers innovative rigging systems for audio, décor, drapes, and soft goods, displays, signage and banners, lighting, video production and specific effects. Services include consultation, rigging equipment rentals, design, installation/dismantle and on-site planning.
<https://www.vancouverconventioncentre.com/services/exhibitor-services/online-ordering>

Risk Assessment

All space only exhibitors over 400sqft, including vehicle exhibitors (or their appointed contractor), must submit a sufficient risk assessment, including fire hazards, and hazards associated with this event.

Risk assessments identify potential hazards; a thorough assessment ensures that measures are in place to minimise risks and ensure safety. Clients are responsible for assessing the risks associated with their event.

For those who do not have a Risk Assessment, a template and guidance has been provided. The Risk Assessment should be submitted to Addy@fullycharged.show no later than **1st August 2023**.

Security

Neither the organisers, Fully Charged Show, or the Vancouver Convention Centre, will accept any responsibility for damage or loss of any exhibitor properties or stands, although every effort is made to ensure the areas are secure. If you need to contact security, please speak to the Organisers onsite.

Security will be onsite all hours of move-in, show times and move-out.

Show Office

There will be show offices located on both Levels of the VCC for Fully Charged. Level 1 show office will be in room 101 on the south concourse and in Exhibit Hall C against the North Wall.

Smoking

All indoor spaces at the Vancouver Convention Centre are non-smoking. All outdoor spaces within a 25' (7.5m) or 25' perimeter of the Vancouver Convention Centre, are non-smoking areas.

Sound Equipment

Amplification of music and/or voice reproduction and/or noise generated by demonstration of products will only be permitted subject to:

1. All speakers being directed inward on a stand.
2. Not causing nuisance or interference to any other exhibitor

Fully Charged Management reserves the right to request any sound projection is turned down at their sole discretion. Sound including sales demos must not interfere with normal conversation in adjacent exhibits, nor be of such a level as to be objectionable to the public or other exhibitors during the hours of the show.

Sponsorship

Fully Charged LIVE offers many additional sponsorship opportunities designed to help exhibitors meet their marketing objectives. For further information please contact our Canadian Event Director, [Jason Heard](#).

Staffing and Protocol

All stands must be fully staffed and operational, and exhibits must be displayed, for the duration of the show opening hours.

Exhibitors must not undertake any activity which, in the opinion of the Organisers, is likely to cause any annoyance to visitors or other exhibitors.

All activities of exhibitors and their staff must be confined to the spaces allocated.

No advertising or canvassing for business may take place elsewhere at the show.

Stickers

Please note, the Vancouver Convention Centre does NOT allow stickers to be applied on ANY surfaces in or around the VCC. Any stickers applied on VCC will be removed and the exhibiting company will be liable for the cost of the removal of stickers.

Storage

We will not be able to offer storage of exhibition equipment, packing cases or marketing collateral. Please contact Levy if you require their assistance with offsite show storage. Storage charges will apply.

Sustainability

We are aiming to make Fully Charged LIVE as sustainable an event as reasonably possible.

The Vancouver Convention Centre is committed to a sustainable operation with a focus on waste diversion. Based on the three fundamental principles of reduce, reuse, and recycle, the program is facility wide and includes both front-of-house and back-of-house operations. Recycling bins are placed throughout the facility to encourage Clients, Delegates, and Visitors to recycle all materials including organics, paper products, plastics, glass and metals.

Trolleys

Exhibitors are advised to bring their own trolley.

Vehicles - Use and Operation

Display of vehicles requires prior approval of Show Management. The stand design approval must detail the vehicle's dimensions, weight and fuel type, and the contact details for the persons delivering and collecting it. Any vehicles to be displayed are subject to the following conditions:

For safety reasons, the use of cleaning and detailing products that may result in a slip hazard are prohibited. A strict speed limit of 3mph (5km/h) on-site will be enforced for all vehicles. Moving vehicles, within the halls, are to be always accompanied by a spotter and the vehicles hazard lights must be engaged (flashing).

A [Vehicle Display Permit Form](#) will need to be completed and returned for review by Show Management for all exhibitors who are displaying a vehicle on their stand. This applies to two-wheel vehicles.

In collaboration with Vancouver Convention Centre, all vehicle access to the loading docks and outside Level 1 for move-in and move-out must be scheduled on Voyage Control. Please familiarize yourself with the Voyage Control website: <https://www.voyagecontrol.com/vancouvercc>

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies etc.) within any area of the venue requires permission from Show Management. Operators of vehicles are to comply with applicable safety and licensing requirements.

Water Features and Exhibits

We are unable to facilitate water features and exhibits.

Exhibitor Info Form

ALL exhibitors should complete and return this form to: addy@fullycharged.show

| | |
|-----------------------------|--|
| Stand Number | |
| Company Name | |
| Main contact | |
| Telephone | |
| Email for general enquiries | |
| Marketing contact - email | |
| PR contact - email | |
| Website | |

Additionally, please provide a brief overview of your exhibit at the Show. This information may be used for Marketing & PR purposes.

Overview of exhibit:

Health & Safety Declaration

ALL exhibitors must complete and return this form to: addy@fullycharged.show

| |
|--|
| EXHIBITOR NAME / STAND NUMBER: |
| CONTRACTOR / SUB CONTRACTOR COMPANY NAME |
| <p>THE CONSTRUCTION, DESIGN AND MANAGEMENT REGULATIONS 2015</p> <p>It is a condition of entry into the exhibition for move in and move out that every exhibitor, contractor, sub-contractor, supplier and their agents comply with the above by reading the site briefing induction. They also agree it is their legal and moral responsibility to ensure that their own and the Health & Safety of others is not put at risk as a result of their actions (or inactions) throughout.</p> <p>By completing and signing this Declaration, I / we agree to that I / we will comply with the above and will have a Duty of Care for all those around us throughout the event.</p> |
| <p>PRINT NAME (S):</p> <p>FOR (COMPANY):</p> <p>DATE:</p> |
| <p>ITEMS OF SPECIAL RISK: Please TICK if you have or are planning any of the following:</p> <ul style="list-style-type: none">● Flag Poles● Electric or hybrid vehicle display● Compressed gas● Flammable liquids● Hot surfaces / Naked Flame● Laser Products● Public participation (e.g. interactive games)● Noise (working machinery)● Simulators or electric arcade type games● Stepped access / Staircases● Vehicles – moving exhibits● Working Machinery or moving parts● Other (please specify) |

Vehicle Display Form

If you are planning to display a vehicle(s) on your stand please complete and return the form to:
addy@fullycharged.show

PLEASE ENSURE YOU COMPLY WITH THE SAFETY REGULATIONS AND FOLLOW THE ON-SITE INSTRUCTIONS FROM THE ORGANISERS AND THE VENUE TRAFFIC STAFF.

PLEASE READ AND COMPLETE THE FOLLOWING:

TO HELP WITH OUR PLANNING – PLEASE COMPLETE THE FOLLOWING:

- Make/Model of vehicle(s) (if more than one vehicle, details for each)
- Registration plate(s) (if applicable)
- Vehicle dimensions (length, width, height)
- Vehicle(s) will be driven to venue/ arrive on a low loader or similar (*please delete as applicable*)
- Date of arrival onsite (to set up stand):

- I confirm that the vehicle(s) will not be driven or moved during the show open unless prearranged with the Organiser and under their strict supervision
- I confirm the vehicle(s) is in good condition and I will take all reasonable care there is nothing on or around it which could cause injury or damage to any persons or things
- I confirm that the vehicle(s) will be locked & inaccessible when it is not possible to supervise it.
- I confirm that the responsible person with the keys on site will be named below with a mobile contact
- I confirm that any damage to people or the event site from loss of fluids or from collision or fixings will be charged back to the owner of the vehicle.

NAME OF KEYHOLDER ON SITE:

MOBILE NUMBER:

EXHIBITOR NAME:

TO BE SIGNED BY THE MANAGER:

I have read and understood the above and will ensure that the above safety precautions are put in place.

.....

Space Only Stand Plan Submission

All Space Only Stands 400sqft or above must complete and return a stand plan (drawing) showing all stand dimensions and elevations.

Please return to: addy@fullycharged.show

| | |
|-----------------------|--|
| Exhibitor | |
| Contact Name | |
| Contact Number | |
| Date | |

Please tick as appropriate:

- ☐ I have submitted my stand plans including all elevations and dimensions
- ☐ I have submitted my completed Risk Assessment
- ☐ I have submitted my Health and Safety Declaration

Risk Assessment

All space only exhibitors with a stand 400sqft or above must complete and return a Risk Assessment.

Please submit your own Risk Assessment or use this as a template. Notes to complete this page are provided on the following page.

| TASK | HAZARD | WHO IS AT RISK | LEVEL OF RISK | PRECAUTION OR CONTROL MEASURES |
|------|--------|----------------|---------------|--------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

To cover show period: move in, open and move out

RA undertaken by:

Company:

Date RA undertaken:

Signed Exhibitor:

Signed Contractor:

RISK ASSESSMENTS - a guide to completing your assessment

Space Only Exhibitors All space only exhibitors must submit a suitable and sufficient Risk Assessment (form 3) covering the move in, move out and open periods with your stand plan submission.

Guidance on undertaking a Risk Assessment:

Step 1: Look for the hazards: How and when will the work be done, where on the stand will each trade involved be working? What equipment, materials and chemicals will be used? How much noise and dust will there be? Where will there be vehicle movements and lifting?

Step 2: Decide who could be harmed and how: Who will be affected by your work and most at risk? Think of your employees, contractors or exhibitors on or near your stand, through to the visitors themselves. Safe working depends on cooperation between companies onsite so take this into account and consider necessary precautions on every aspect of the work being carried out.

Step 3: Evaluate the risks: Once you have done this adequately, you can then decide on the appropriate action. Ask yourself A) can the hazard or risk be removed completely or done in a different way? B) if the risk cannot be eliminated can it be controlled? C) can protective measures be taken that will protect the entire workforce onsite?

Step 4: Record the findings: Write down the findings of your risk assessment. Pass on information about significant risks to those people identified in Step 2, and record what measures you have taken to control those risks.

Step 5: Review your findings: This allows you to learn by experience and take account of any unusual conditions or changes that occur onsite. All venues have different rules and regulations, and certainly no two exhibitions provide the same environment. In all complex stand building cases (especially steelwork erection and lifting), you or the Principal Contractor should draw up a specific Safety Method Statement and go through it with the exhibiting company and Organizers in advance of the exhibition.

The following risk guide can be used to decide if a significant risk falls into high, medium or low category. This information can be stated next to each identified risk. The level of detail given in your risk assessment should be broadly proportionate to the level of risk involved.

| Severity ➤ | 1 = Trivial injury/injuries | 2 = Minor injury/injuries | 3 = Major injury to one person | 4 = Major injury to several persons | 5 = Death to one person | 6 = Multiple deaths |
|---------------------------|-----------------------------|---------------------------|--------------------------------|-------------------------------------|-------------------------|---------------------|
| Probability ▼ | | | | | | |
| 1 = Negligible | 1 | 2 | 3 | 4 | 5 | 6 |
| 2 = Possible occurrence | 2 | 4 | 6 | 8 | 10 | 12 |
| 3 = Occasional occurrence | 3 | 6 | 9 | 12 | 15 | 18 |
| 4 = Frequent occurrence | 4 | 8 | 12 | 16 | 20 | 24 |
| 5 = Regular occurrence | 5 | 10 | 15 | 20 | 25 | 30 |

| | | | | | | |
|-----------------------|---|----|----|----|----|----|
| 6 = Common occurrence | 6 | 12 | 18 | 24 | 30 | 36 |
|-----------------------|---|----|----|----|----|----|

| | | |
|-----------------|------|--|
| Very low risk | 1-4 | requires no action |
| Low risk | 5-7 | may require action or creating more awareness |
| Medium risk | 8-14 | requires action to be programmed over the coming weeks |
| High risk 15-36 | | requires action to be undertaken immediately |