

# APPENDIX K:

## STANDARDS AND GUIDELINES FOR SUPPLIER PARTNERS

*The Halifax Convention Centre (the Centre) works closely with our supplier partners to ensure a seamless event experience for our clients and their guests. The following is an overview of guidelines for working within the Centre. These guidelines have been developed to ensure the utmost safety and care for all of our guests and to maintain a consistent level of professionalism. We ask that you and your teams commit to following these standards as we work together in advance and onsite.*

### A. GENERAL STANDARDS:

1. The Market Street entrance can be used to enter and exit the facility. Argyle and Grafton Street entrances are for the use of clients and delegates only. Market Street is also the designated smoking area.
2. Screens, stands, and carts must be professionally dressed and draped. Cords must be safely taped to the floor or have a cable mat installed.
3. Equipment or cases may be stored neatly backstage, provided the safety and service requirements of the Centre in regards to fire exits, fire cabinets and catering service entrances/corridors are followed.
4. Equipment must meet minimum Canadian Standards Association (CSA), or equivalent, and be in clean and good working condition.
5. Food & beverage may be consumed in a discreet manner and should be brought into the facility via the Market Street entrance.
6. Parking is not available inside or outside of the Loading Bay area.

### B. ADMINISTRATION:

Please contact a representative of our Event Management Team no later than 45 business days prior to the event to discuss load-in/out provisions. Any changes to planned provisions must be discussed with the assigned Event Manager.

### C. PROFESSIONAL CONDUCT:

The Halifax Convention Centre is committed to providing a work environment in which all individuals are treated with respect and dignity and are provided with a safe, healthy work environment that values diversity. Every employee is entitled to work in an environment free from offensive behavior in the form of harassment, sexual harassment and discrimination as prohibited in the Nova Scotia Human Rights Act (the "Act"). *Offensive behavior, including unprofessional language, affects the workplace and the well-being of individuals and will not be tolerated.* The Halifax Convention Centre encourages reporting of all offensive behavior, regardless of who the respondent may be. Any allegation of offensive behavior will be taken seriously and dealt with promptly.

### D. DRESS CODE:

1. Uniforms with company identification must be worn at all times. Shirts with company logo and long pants must be worn during scheduled show hours.
2. Steel-toed footwear must be worn during load-in, set-up and move-out.

### E. LOAD-IN/OUT:

1. Load-in/out must take place through the loading dock located on Market Street.
2. All set-up and tear-down of equipment in the facility must be conducted under the supervision of a Centre representative. Please arrive and depart within the discussed load-in/out times to avoid unexpected labour fees.
3. Event equipment (tables, stage, etc.,) may already be set in accordance with the floor plan prior to your load-in time. Specific equipment set-up times (for example, stage set, chairs dropped) may be accommodated upon request with advance notice (minimum of 5 business days). Requests will be accommodated provided there is no interference with previously planned scheduling.

### F. TECHNICAL SERVICES:

While in the facility, additional fees will apply for technical support beyond the scope of initial planning, for example, lighting, audio, power, networking, cable management.

# APPENDIX K CONT.: STANDARDS AND GUIDELINES FOR SUPPLIER PARTNERS

## G. CABLING:

All temporary cables shall be installed in accordance with the Centre's safety guidelines:

1. If food and/or beverage is being served during an event:
  - Catering service aisles are required and must be a minimum of 6' wide. Your Event Manager will advise the most appropriate locations based on your floorplan.
  - Catering service aisles must be kept clear of any cables of more than 0.5" in diameter. Hard cable mats cannot be used. Appropriate rigging or cable bridges must be implemented to accommodate larger cables.
  - Projectors for rear-screen visuals must be high enough to allow catering service to walk between the screen and projector. When using front-projection, projectors must be placed on carts with cables safely secured to ensure there is no tripping hazard.
2. Notwithstanding, where cabling cannot be flown or bridged, all cables crossing entrances, aisle ways, or public access points must be taped securely to the floor. When the amount of cable makes taping hazardous, cable mats must be used. If cable mats are deemed necessary by the Centre, mats can be provided. Please ensure that tape used to secure cabling does not cause damage or leave residue on any surface to avoid unexpected fees for damage.

## H. POWER:

The Centre is the exclusive provider of all electrical requirements.

1. Any electricity required to operate equipment must be addressed with the assigned Event Manager no later than 14 days prior the event. Unless specified, electricity will be invoiced on the event master bill.
2. When using production power services, the electrical load must be properly planned and balanced according to the size of the service ordered. Damage to the Centre's electrical equipment shall be repaired by the Centre and invoiced directly to the Supplier.
3. All electrical equipment deployed in the Centre must be manufactured or modified in accordance with the Canadian Electrical Code and Canadian Standards Association (CSA) or equivalent. The Centre reserves the right to refuse any equipment that is deemed to be unsafe.

## I. RIGGING:

All rigging services must be coordinated with Encore. Please refer to [Appendix D](#) of the Event Planner Toolkit for more information.

## J. IN-HOUSE AUDIO:

As the official audio visual partner of the Centre, Encore exclusively manages the in-room audio systems and interconnectivity (audio/video) of all event and public spaces. Please refer to [Appendix D](#) of the Event Planner Toolkit for more information.

## K. AUDIO PRODUCTION QUALITY:

1. When reproducing audio in the Ballroom or Convention Hall where rigging is available, we recommend that the sound re-enforcement systems be rigged or flown to provide thorough coverage.
2. Additionally, the Ballroom has floor to ceiling windows along the south side of B1 that must be incorporated into planning to avoid poor sound quality delivery.

## L. LIGHTING:

Standard ceiling lighting is available in each meeting room. Focusable lighting must be coordinated with Encore.

## M. LIFTS:

Encore is the sole provider and operator of scissor lifts within the Centre. Please contact Encore to coordinate details and arrange for rental and operation.

## N. EQUIPMENT DELIVERY:

Due to space limitations, equipment shipments cannot be sent directly to the Centre in advance of the event move-in date. Our preferred partner, Global Convention Services, can provide advance freight storage and delivery options.

## O. STORAGE:

The Centre is unable to guarantee storage space unless a room is rented. Equipment cannot be stored on the loading dock, in the freight elevator or in hallways.

## P. CLEANING:

Please leave all areas of the Centre in the condition in which they were found. This includes disposal of trash, props, cardboard, plastic, etc. If items are left behind at the end of an event, items will be discarded and cleaning fees will be applied appropriately.

## Q. DAMAGE:

Marks and scratches to finishes, door frames, flooring, tables and chairs, etc., will be monitored throughout the course of the event. Damages will be assessed and an invoice for repair will be presented as soon as possible.

## R. LOSS OR THEFT:

The Halifax Convention Centre accepts no responsibility for lost or stolen property.

## S. CERTIFICATES:

Please bring a copy of current General Liability Insurance certificate (minimum \$5 million dollars liability) as well as Workers Compensation certificates.