

The image shows the Rogers Centre in Ottawa at night. The building's distinctive geodesic glass and steel structure is illuminated from within, creating a vibrant display of colors including deep blues, purples, and bright reds. The sky is a clear, dark blue. In the foreground, a sidewalk and some trees are visible, with light trails from traffic on the street below.

 **ROGERS** Centre
Ottawa

OPERATIONAL GUIDE

Updated: August 2024

TABLE OF CONTENTS

1. Our Destination	4
2. Facility Specifications	
Levels	5
Loading Dock	5
Floor Weight Allowance	6
Elevator Specifications – Services/Freight	6
Ceiling Heights	6
3. Services Provided by the Rogers Centre Ottawa	
Services Provided in a Standard Room Set-up	7
Services Provided in a Standard Food and Beverage Set-up	7
Coat Check Services	8
Food & Beverage Services	8
Housekeeping Services	9
Labour	9
Security In-house	9
Temporary Cold Water and Drainage Services	10
Waste Management	10
4. Services Provided By Rogers Centre Ottawa Partners	
Exclusive Service Partners	
Rigging Services	11
Electrical Services	11
Material Handling	12
Information Technology and Communications	12
Digital Signage Program	12
Official Service Partners	
Audio-Visual, Presentation Staging, Lighting and Simultaneous Interpretation Services	13
Show Services (including Exhibit Transportation and Custom Clearance)	13
5. Sustainable Operations	
Rogers Centre Ottawa Environmental Charter	14
Sustainable Event Guide	14
Sustainable Operations: Program and Practices	14

Note: to bring your attention to the recent changes to the document, these areas will be highlighted.

6. Facility Usage & General Information

Adhesives/Floor Marking	14
Advertising & Sponsorship	14
Animals	15
Banners	15
Capacity	15
Decorations	15
Deliveries and Dock Access	16
Deliveries	16
Drones	16
Emergency Procedures	16
Event Personnel	16
Floor Plans and Show Approval Procedures	16
Facilities for Persons with Disabilities	17
Facility Inspection	18
Fire, Life & Safety	18
First Aid	18
Harassment Policy	18
Hazardous Materials	18
Health and Safety	18
Hazing, Fog Machines	18
Helium	18
Insurance	18
Licenses/Permits	19
Logo Usage.	19
Lost & Found	19
Move-in & Move-out	19
Open Flame (for cooking demonstrations and displays)	19
Open Flame in Performance Art	19
Parking	19
Public Spaces and Pre-function.	20
Product Sales	20
Propane.	20
Pyrotechnics Special Effects	20
Scheduling Policies	20
Security: Event Based.	20
Smudging Ceremonies	20
Signage	21
Smoking Regulations	21
SOCAN & RE:Sound Fees	21
Sponsorship & Advertising – Public Areas, Pre-function.	22
Sound Checks and Levels	22
Statutory Holidays	22
Storage	22
Vehicle Display	22
Water Service	22

Appendices

Appendix A – Alcohol Service Policy	23
Appendix B – Exhibitor Guidelines and Authorization Form	24
Appendix C – Booth Cleaning Form	27
Appendix D – Exhibitor Booth Catering and Order Form	28
Appendix E – Temporary Cold Water Service Form	29
Appendix F – Scheduling Policies	30
Appendix G – Rogers Centre Ottawa Environmental Charter	32
Appendix H – Sustainable Event Guide	33
Appendix I – Sustainable Operations: Programs and Practices	36
Appendix J – Emergency Procedures – General Overview	41
Appendix K – Vehicle Display – On Site Vehicle Display Regulations	43

OUR DESTINATION

The Rogers Centre Ottawa is very centrally located in downtown Ottawa, Ontario, Canada's Capital. The Rogers Centre is at the heart of it all – within walking distance of over 6,000 downtown hotel rooms, numerous attractions and landmarks, and the ByWard Market. Just a 20-minute shuttle ride from the Ottawa International Airport, with service to over 40 national and international destinations, the Rogers Centre is centrally located with excellent air and transportation links. Ottawa is home to the federal government, over 300 associations and a centre for high technology, biotechnology and medical research. It's an impressive yet intimate G7 capital, rich in natural beauty and blessed with a relaxed urban rhythm.

Land Acknowledgment

We would like to acknowledge that this building is located on the unceded traditional territory of the Algonquin Anishinaabeg People, and thank them for allowing us to be here. We acknowledge those who came before us and honour those who are the caretakers of this land and the water. As such we are guests on this space and it is our shared obligation to respect, honour and sustain this land.

Megwetch

Overview

A bold, modern design, a bright naturally-lit interior, magnificent views...Rogers Centre Ottawa offers an unparalleled, environmentally-responsible setting and support for Ottawa conventions, conferences, meetings and exhibits – large and small. Its 31.2 metre high sweeping window façade faces the Rideau Canal, a UNESCO World Heritage Site, and highly flexible meeting space allow many possible configurations.

- 192,000 sq. ft. / 17,837 sq. m. of usable space
- 28 meeting rooms
- Four levels – including a fourth floor ballroom
- Sweeping windowed façade offering panoramic views of downtown
- Fully carpeted facility (pre-function and event spaces)
- Easy access via indoor parking
- 13-storey heritage Wall of Three Rivers built from 150 year old reclaimed wood from the Ottawa River
- Built to LEED Gold certification standards
- Committed to sustainability
- Equipped with the latest in technology and telecommunications
- AIPC Gold Certified
- 2020 winner of the AIPC APEX Award for Best Convention Centre in the World

Directions

The [Rogers Centre Ottawa](#) is 20 minutes from the Ottawa International Airport (airport bus and taxi services available) and 10 minutes from the Ottawa Train Station.

From Toronto and the USA to Ottawa

Take the 401 east to Highway 416 north. Take 416 north to Highway 417 east. Follow the 417 east (Queensway) to Ottawa. Take Nicholas Street Exit 118, turn left on Daly Street.

Total Distance: 397 km (248 miles)

Total Estimated Time: 4.5 hours

From Montreal to Ottawa

Take Autoroute 40 west to Highway 417 west. Follow 417 west to Ottawa, take Nicholas Street Exit # 118.

Total Distance: 189 km (118 miles)

Total Estimated Time: 2 hours

Access to Facility

The Rogers Centre Ottawa can be accessed through:

- Entrance to Level B1 from REEF Parking Blue Garage P2 (Elevator or stairs up to Level 1)
- Entrance to Level 1 from REEF Parking Blue Garage P1
- Main entrance to Level 1 is located off the Capital Plaza on Colonel By Drive
- Entrance to Level 2 from the Rideau Centre Shopping Complex
- Entrance to Level 2 from the Westin Hotel link

FACILITY SPECIFICATIONS

Levels

Summary:

- 192,000 sq. ft. / 17,837 sq. m. of usable space
- 28 meeting rooms in maximum configuration
- 57,740 sq. ft. / 5,364 sq. m. Canada Hall (1-3) with prefunction space which includes views of the Rideau Canal and Parliament Hill
- Trillium Ballroom with view of the Rideau Canal and Parliament Hill

Level 1 features an open and inviting outdoor forecourt, Capital Plaza and the indoor Colonel By Foyer (pre-function area) with a picturesque view of the Rideau Canal and downtown. As you enter this grand facility you may be caught up in gazing at the Wall of Three Rivers – a tribute to Ottawa's historic roots in the lumber industry – that towers through all four levels of this iconic facility.

- 8 Meeting Rooms (featuring the latest technology)
- Executive Boardroom
- **create** Kitchen Studio
- Administration Offices
- Coat Check
- Loading Dock

Level 1 – Floor Plan/Capacity Charts

Level 2, with its floor-to-ceiling windows, affords even more panoramic views of the Rideau Canal and historic Parliament Hill beyond.

- 15 highly-configurable Meetings Rooms (featuring the latest technology)
- Pre-function area, Rideau Canal Atrium
- Show Offices
- Links to the Westin Hotel and the Rideau Centre's 170 retail shops, restaurants and services
- Green Room

Level 2 – Floor Plan/Capacity Charts

Level 3 is the Rogers Centre Ottawa's most spacious, combining the city's largest room with generous pre-function space for hosting large conventions, conferences, meetings, galas, trade and consumer shows and performances.

- Canada Halls (1-3) that combined create 57,740 sq. ft./ 5,364 sq. m of column free space
- Highly flexible pre-function space, the Parliament Foyer (pre-function area)
- Show Office

Level 3 – Floor Plan/Capacity Charts

Level 4 houses the elegant Trillium Ballroom with hallmark views of downtown Ottawa's landmarks and natural beauty. The Ballroom can accommodate, galas, meetings and conferences.

Level 4 – Floor Plan/Capacity Charts

Loading Dock

Loading Bays:

- 4 standard loading bays with dock levelers can accept a vehicle up to a 77' in length with cab

Ground Loading Areas:

- ground level loading/unloading can accept 5 ton trucks or smaller vehicles

The loading dock is equipped for broadcasting mobiles (BENG box connection, electrical service and cable drag and hang capabilities).

Loading bays/areas are for temporary pick-up and delivery only. Parking is prohibited.

Please confirm availability of loading bays/area with your Event Services Manager during the planning phase of your event. These areas may be shared for other deliveries and events.

Dock Management:

Events with an extensive load-in and load-out will require an on-site dock manager. This individual will be assigned by GES, our Show Services partner, and GES will inform you of the associated fees. Please contact your Event Services Manager to determine if an on-site dock manager is required for your event.

Floor Weight Allowance

All heavy objects to be placed on the floor in the facility must be approved by your Event Services Manager.

LOCATION	POUNDS / SQUARE FEET
Loading dock Level 3 corridor directly outside Elevators 5 – 9 Canada Hall (1-3)	200 lbs / square foot
Rest of Facility	100 lbs / square foot

Elevator Specifications – Service/Freight

For safety reasons, materials cannot be transported in the public elevators or on the escalators. Elevators 5 & 6 can be used for material moving. Elevators 8 & 9 can be used for freight and require the scheduling of an Elevator Operator, hired on an hourly basis through GES (minimums apply). Contact your Event Services Manager to schedule.

ELEVATOR	FLOOR LEVEL	DOOR (Width x Height)	CAB (Width x Length x Height)	CAPACITY
Service Elevator 5	B2 – 4	4'6" X 10' Side Opening	6'6" x 12' x 10'	9,000 lbs
Service Elevator 6	B2 – 3	4'6" X 10' Side Opening	6'6" x 12' x 10'	9,000 lbs
Freight Elevator 8	B2 – 3	14'6" X 10' Bi-Parting	14'10" x 13'4" x 10'	20,000 lbs
Freight Elevator 9	1 – 3	12'1" X 10' Bi-Parting	12'1" x 39' x 10'	24,000 lbs

Ceiling Heights

LEVEL	LOCATION	FEET	METERS
Level 1	Colonel By Foyer (pre-function area)– high point	37'	11.315
	Colonel By Foyer (pre-function area)– low point Main Area	9'08"– 10' 9'6"	2.770 – 3.050 2.896
	Executive Boardroom/ Meeting Rooms 101, 103, 105	9'3"	2.840
	Meeting Rooms 102, 104, 106, 107, 108	9'6"	2.940
Level 2	Rideau Canal Atrium (pre-function area)	24'	7.315
	Gatineau/Ottawa Salons 205 – 208 213 – 215	20'	6.1
	Meeting Rooms 201 – 204 209 – 212	14'	4.265
Level 3	Parliament Foyer (pre-function area)	15'	4.575
	Canada Hall (1 – 3)	36'	11
Level 4	Trillium Ballroom	15'	4.575

SERVICES PROVIDED BY THE ROGERS CENTRE OTTAWA

Services Provided in a Standard Meeting Room Set-up

- Registration Table
- Tables and Chairs – theatre, classroom, rounds, board-room, u-shape, hollow square
- Head Table with Chairs
- Water Cooler Station (refresh additional)
- Water at Head Tables
- Basic Staging (not provided on Level 1)
- Podium
- Waste/Recycle Stations
- Digital Event Posting
- Basic Electrical – access to a minimum of (2)-separate, 15 Amp, 120-Volt electrical services
- Access to House Lighting Controls
- Access to House Music
- Heating and Air Conditioning
- General Housekeeping

Note: one set-up included per day

Not Included in the Basic Set-up:

- Pens, notepads, mints at place setting \$2.00 (per person)
- Flip charts \$20.00
- SOCAN and Re:Sounds Fees
- Additional Staging According to Rental Costs
- Additional Tables or Multiple Display Tables
- Water Cooler Refresh @ \$25.00/cooler (100 guests)
- Services provided by Official or Exclusive Partners
- Individual Water Service (pitcher and glasses) @ \$1.00/ person per refresh (plus HST)
- Linens for classroom, U-shaped, hollow-square tables

Services Provided in a Standard Food and Beverage Set-up

- Registration Table
- Tables and Chairs – banquet/reception style
- White Linens, white napkins
- DJ Table and Tech Table
- Cabana Tables
- Water Service with Meals
- Basic Staging (not provided on Level 1)
- Podium
- Basic Dance Floor
- Waste/Recycle Stations
- Candles (1 per table)
- Digital Event Posting
- Basic Electrical - access to a minimum of (2)-separate, 15 Amp, 120-Volt electrical services
- Access to House Lighting Controls
- Access to House Music
- Heating and Air Conditioning
- General Housekeeping

Not Included in the Basic Food and Beverage Set-up:

- Additional Tables, Cabana Tables or Multiple Display Tables
- Additional Staging and Dance Floor
- Upgraded Linen
- Services provided by Official or Exclusive Partners
- SOCAN and Re:Sound Fees
- Black Table Cloths: \$5.00, Black Napkins \$0.50 (each)
- Head table linens

Coat Check Services

The Rogers Centre Ottawa may operate a seasonal coat check based on weather and anticipated client demand, which is staffed and operated on a cost per-user, per-item basis. As an alternative, the Rogers Centre Ottawa can supply a “host” coat check service where the cost is billed to a master account. The Rogers Centre Ottawa reserves the right to charge a minimum fee for coat check service. Coat racks will not be provided in event spaces when coat check is open. Please discuss these details with your Event Services Manager during the planning phase of your event.

Food & Beverage Services

The Rogers Centre Ottawa offers innovative menus that showcase rich local Ottawa ingredients and cuisine. Built on the foundation of “Think Global-Dine Local” the menus were designed with a focus on innovative cuisine and sensational presentation. Please note all food and beverage must be prepared and presented by the Rogers Centre Ottawa. Any remaining food and beverages cannot be removed from the facility. To ensure quality and safety, food stations may remain out for a maximum of 2 hours.

Food and Beverage Planning:

Food and Beverage specifications must be received in writing 45 days in advance of the event. Upon receipt of specifications, your Event Services Manager will provide written confirmation with an event order no less than 35 days prior.

To ensure a successful event, it is necessary to receive your final guarantee 6 business days prior to your event (according to the following schedule).

Once the final guarantee is due, the count may not be decreased. The Rogers Centre Ottawa will make every effort to accommodate increases after the final guarantee is received. Any increase exceeding 10% of the final guarantee may be subject to a 10% surcharge. Menu prices cannot be guaranteed more than 90 days out.

A list of allergies and dietary restrictions must be received for all breakfast, lunch and dinner functions (according to the following schedule):

- Preliminary list due fourteen (14) business days prior to the event
- Final list due six (6) business days prior to event

All alternate meals required, at the time of the function, that exceed the number on the final list will be invoiced for an additional meal at the full menu price (plus administrative fee and HST)

Food and Beverage Pricing:

Food and Beverage prices are subject to 13% HST (harmonized sales tax) and an 18% administrative charge. The 18% administrative charge is dispensed as follows:

- (i) 22% of the administrative charge is retained by the company, and not intended to be a tip, gratuity or service charge for the benefit of service employees and no portion of this 22% is distributed to the service employees, and
- (ii) 78% of the administrative charge is paid to the service employees (front line staff and supervisors) as a gratuity.

A surcharge will apply for small groups.

A surcharge will apply for food and beverage events scheduled on a Canadian statutory holiday*.

- New Years Day – January 1st
- Family Day – Third Monday in February
- Good Friday – Friday before Easter Sunday
- Easter Monday – Monday after Easter Sunday
- Victoria Day – Monday before May 25th
- Canada Day – July 1st
- Civic Holiday – First Monday in August
- Labour Day – First Monday in September
- Thanksgiving Day – Second Monday in October
- Remembrance Day – November 11th
- Christmas Day – December 25th
- Boxing Day – December 26th

A surcharge may apply for small groups of less than 25.

Payment Policy for Food and Beverage Events:

On signing – \$1,000.00 plus 13% HST deposit

14 days prior – 100% of Estimated food and beverage cost

SUCCESSFUL EVENT TIMELINE	
With Contract	\$1,000.00 deposit due
45 Days	Food, beverage, event specifications required from client
35 Days	Event order sent by Rogers Centre with confirmation of event specifications
30 Days	Signed event order required
14 Days	100% estimated food and beverage deposit due
6 Days	Final guarantee of the number of guests attending

Responsible Beverage Service:

Alcohol beverages will be served in accordance with the regulations of the Alcohol and Gaming Commission of Ontario and Rogers Centre Alcohol Beverage Policy. All clients with alcohol service as a component of their event will be asked to sign the Alcohol Policy Form (**Appendix A**).

Food Sampling/Distribution:

The Rogers Centre Ottawa has exclusive rights to food and beverage services, and therefore food and beverage distribution/ sampling is generally not permitted. Exceptions may be granted to trade shows and conventions that are directly related to the food and beverage industry, upon written approval by the Rogers Centre Ottawa. In such circumstances a list of sampling products with quantities must be submitted three (3) weeks in advance of the event. Free samples are limited to 3 oz non-alcoholic beverages and 2 oz food portions. Exhibitors may distribute only products they manufacture, in quantities that are reasonable for the purpose of promoting the product. It is the responsibility of the client/exhibitor to comply with all local health and safety regulations. The Exhibitor Guidelines and Authorization Form attached as **Appendix B** can be sent to exhibitors who in turn can forward their completed form directly to the Rogers Centre Ottawa.

Housekeeping Services

The Rogers Centre Ottawa provides general housekeeping services for conventions, meetings, and food and beverage functions. Depending on the nature of these events, additional housekeeping costs may apply. Housekeeping is not performed in individual exhibit booths at trade/consumer shows and special event unless contracted to do so. The Booth Cleaning Form attached as **Appendix C** can be sent to exhibitors, who in turn can forward their completed form directly to the Rogers Centre Ottawa. Clients are asked to remove all items after the completion of their event. The Rogers Centre Ottawa does not accept responsibility for items left behind.

Labour

If additional labour is required, please discuss with your Event Services Manager during the planning phase of your event.

General Labour \$45.00/hour – min 4 hours

Security – In-house

The Rogers Centre Ottawa's In-house Security Department provides 24-hour 7-day-a-week post and patrol security services for the building, its assets and perimeter. Additionally, they respond to access control issues, emergencies and alarms. Although the Rogers Centre Ottawa's security provides these services for general building safety and security, our clients are advised* to engage event security services to address specific event demands such as but not limited to; access control and credential checks, during event and silent hour event space uniformed coverage, high valued product post assignment, crowd management and/or concert security.

*Depending on the nature of the event, paid-duty officers could be required. Speak to your Event Service Manager.

Temporary Cold Water and Drainage Services

Plumbing and drainage water services require advance planning and approval from our Facilities Department. The Temporary Cold Water Service Form attached as **Appendix E** can be sent to exhibitors who in turn can forward their completed form directly to the Rogers Centre Ottawa. Please discuss these details with Event Services during the planning phase of your event.

Waste Management

The Rogers Centre Ottawa has implemented a comprehensive waste management program that ensures maximum waste diversion from landfill while minimizing negative impact on the environment.

The waste management program of the facility includes the following strategies and tactics:

- Composting of organic and biodegradable items such as food waste and paper towels;
- Mixed fiber recycling including cardboard and paper products;
- Mixed container recycling including glass, cans and plastics;
- Recycling of all beer, wine and liquor bottles; and
- Residual waste disposal.

Other recycling and disposal programs include:

- Battery recycling;
- Mercury containing lamp disposal;
- Electronic equipment recycling;
- Ink and toner cartridges recycling;
- Skid recycling;
- Hazardous waste disposal;
- Event based waste management and recycling; and
- Oil and grease recycling.

The Rogers Centre Ottawa conducts regular waste audits to ensure that these programs are working as designed, and to ensure that inefficiencies are promptly detected and rectified. Event based audits may be conducted for select events, please contact your Event Services Manager for more details.

Labour and disposal fees may apply for waste removal for events with high amounts of waste and/or for the disposal or recycling of materials post event. Please contact your Event Services Manager for more details.

SERVICES PROVIDED BY ROGERS CENTRE OTTAWA PARTNERS

Please see the below list of Exclusive and Official Service Partners for the Rogers Centre Ottawa.

When specified, Exclusive Partners must be used. In addition, the Rogers Centre Ottawa has selected additional companies and recommends using our Official Partners. For event requirements please contact our partners directly.

Exclusive Service Partners



Rigging Services – Provided by Encore:

Rigging service requirements must be arranged through the Rogers Centre Ottawa's Exclusive Partner. As such, any need for the hanging or suspension of items overhead, affixed to the facility's permanent hanging points designed for this sole purpose or to the structural steel will require the participation of Encore:

Encore is the Exclusive Service Partner for:

- Approval, prior to installation, of client-supplied scaled drawings of proposed rigging plans;
- Creation of scaled drawings of the client's rigging plans if the client is unable to provide them;
- All chain hoists for lifting;
- All lift devices;
- All labour for the unpacking, assembly, installation, removal, disassembly and repacking of rigging equipment and hardware (equipment Encore or client-supplied);
- All labour for the operation of lift devices (each device requires (1) on-board operator + (1) ground-based spotter for rigging). Third party contractors are permitted to affix and remove their own equipment to the rigging infrastructure installed using their own labour. If this work is required to be performed using lift equipment, third-party contractor labour will be raised and lowered to the rigging infrastructure by Encore in their role as the sole operators of lift devices within the facility.

And the Official Service Partner for:

- Rigging equipment (i.e. box-truss, clamps, mounting and safety hardware). Customers may utilize their own recognized equivalent equipment or that of a third-party supplier, Encore will determine if the equipment meets current industry standards and is being employed as intended and designed. Any customer or third-party supplied equipment that in the sole opinion of Encore does not meet the usage, condition or safety standards will not be permitted in the Rogers Centre Ottawa.

Contact:

Telephone: 613-688-9058

Email: shawcentre@encoreglobal.com

Website: encore-can.com



Electrical Services – Provided by Encore:

Electrical service requirements must be arranged through the Rogers Centre Ottawa's Exclusive Partner.

Encore provides labour and specialty equipment to support temporary electrical services needed, based on the stated or potential electrical demand of the equipment being energized. Labour includes all pre-event/event/post-event personnel tasked with the planning, execution and follow-up for any and all work related to the provision of temporary electrical services within the facility. Specialty equipment includes, but is not limited to, the transformers, cables, fused disconnect switches, distribution panels, outlets/ circuit boxes and all related hardware and materials used to create the necessary temporary electrical services distribution infrastructure to safely meet the customer's requirements.

The Electrical Safety Authority (ESA) is authorized by provincial legislation to perform electrical inspections in the Province of Ontario and the Rogers Centre Ottawa. Electrical inspections are required on temporary electrical installations at the Rogers Centre Ottawa. Furthermore, all electrical equipment must be approved or certified with a recognized standards label (i.e.: CSA monogram) before it may be used for display or presentation).

Contact:

Telephone: 613-688-9058

Email: shawcentre@encoreglobal.com

Website: encore-can.com



Material Handling – Provided by GES:

Material Handling Services that require the use of motorized or mechanized equipment must be arranged through the Rogers Centre Ottawa's Exclusive Partner.

GES is the Exclusive Service Partner for the following services:

- Forklifts and forklift operation
- Electric or manual pallet jacks and pallet jack operation vehicle spotting
- 3rd party supplier freight movement
- Receipt and off-loading of exhibitor and show management materials on-site at the designated move-in times
- Delivery within the Rogers Centre to the allocated booth and or location
- Storage of empty crates and packing materials during events
- Returning of materials to the docks at designated move-out times
- Reloading of materials on outbound carriers
- Freight elevator operation
- Installation of graphics/signage (any temporary event graphics and signage that is to be affixed to, or hung from, any hard surface at the facility)

Exhibitors and clients have the option, but are not required, to use the Exclusive Partner for Material Handling as long as they are able to safely and efficiently, without risk of damage to the facility, move-in and move-out their event or exhibit materials, by hand or by dollies without the use of any exclusive materials handling equipment.

Contact: Jamie Holland

Telephone: 613-315-9690

Email: jaholland@ges.com

Website: ges.com/ca



Information Technology and Communications – Provided by Encore:

Information Technology and Communication requirements must be arranged through the Rogers Centre Ottawa's Exclusive Partner.

Encore is the Exclusive Service Partner for the following services:

- Internet access (wired and WiFi);
- Telecommunications (telephone and data);
- Local area networking and equipment within the building;
- Built-in video broadcast systems; and
- Built-in projectors and screens.

Contact:

Telephone: 613-688-9058

Email: shawcentre@encoreglobal.com

Website: encore-can.com



Digital Signage Program – Provided by Encore:

Use of the Rogers Centre Ottawa's built-in Digital Signage system must be arranged through the Rogers Centre Ottawa's Exclusive Partner.

Encore is the Exclusive Service Partner of Digital Signage services using the Rogers Centre Ottawa's built-in signage system. Services include:

- Event sponsorship programs;
- Event advertising programs; and
- Other custom programming for your group.

All programming must be approved prior to airing.

Contact:

Telephone: 613-688-9058

Email: shawcentre@Encoreglobal.com

Website: encore-can.com

Official Service Partners



Audio-Visual, Presentation Staging, Lighting, and Simultaneous Interpretation Services – Provided by Encore:

It is recommended that all presentation technology requirements be arranged through Encore, our Official Partner, with an on-site office and warehouse at the Rogers Centre Ottawa.

Encore provides a full range of presentation technology for Rogers Centre clients. These services include:

- Audio visual services;
- Built-in projectors and screens in each room;
- Lighting services;
- Simultaneous interpretation services;
- Presentation staging services;
- Scenery, and custom room environments; and
- Digital services – computers, webcasting, encoding, interactive voting systems, LAN-based presentation management.

Contact

Telephone: 613-688-9058

Email: shawcentre@Encoreglobal.com

Website: encore-can.com



Show Services (including Exhibit Transportation and Custom Clearance) – Provided by GES:

GES provides integrated services for face-to-face marketing and brand building events, including expositions, conventions, corporate events, meetings and exhibit programs. Services include the rental, installation and dismantling of booth and special event furnishings including hard wall panels, pipe and drape, furniture, carpet and accessories. They also offer custom booth fabrication, installation and dismantle services, graphics and banners, exhibit transportation and customs clearance, advanced storage, and many other client driven requirements.

Contact: Jamie Holland

Telephone: 613-315-9690

Email: jaholland@ges.com

Website: ges.com/ca

SUSTAINABLE OPERATIONS

The Rogers Centre Ottawa operates a healthy and safe environment staffed by colleagues who are dedicated to the execution of successful events. Our commitment to environmental practices is as significant as our commitment to financial success, outstanding customer service, providing a great place to work and an overall goal to be the best.

To that end, the Rogers Centre Ottawa has developed a list of commitments to environmental and sustainable practices that will reduce our carbon footprint, make a positive contribution in our community, accommodate and facilitate the sustainable goals of our colleagues and clients, and enhance the hospitality industry's impact in Ottawa and globally.

These commitments are laid out in our Environmental Charter and the tactics we will employ to fulfill them are outlined in Sustainable Operations: Programs and Practices. Events taking place at the Rogers Centre Ottawa contribute in a significant way to the success of the Rogers Centre Ottawa's environmental program. The Sustainable Event Guide provides information regarding the destination, the venue, and options available to meeting and event planners for the management and execution of sustainable events.

These three documents are appendices to this Operations Guideline.

- Rogers Centre Environmental Charter – **Appendix G**
- Sustainable Event Guide – **Appendix H**
- Sustainable Operations: Programs and Practices – **Appendix I**

FACILITY USAGE AND GENERAL INFORMATION

Adhesives/Floor Markings

Acceptable floor adhesives in the facility are poly-coated cloth tape or gaffer's tape. The only acceptable double-sided carpet tapes are Renfrew #174 or Shur-Tape #642. Vinyl, foam, and packing tape are prohibited in the facility. When taping anything to a non-carpeted floor, including the lobby or pre-function areas, please use a protective layer of adhesive pre-mask tape (e.g. Transferite) between the floor and the carpet tape.

Acceptable wall adhesives in the facility are painters tape, masking tape and "fun-tak" wall mounting tabs. Please speak with your Event Services Manager to determine the most appropriate adhesive for your event area. Stick-on decals, badges, signs or similar promotional items may not be used in or about the facility. Any signage attached to the building must be done by GES. Adhesion to exterior glass walls and interior wood walls is prohibited.

Yellow lane marking tape (product #cv105) is acceptable for marking booth locations on carpeted floors.

Please note that cleaning and removal of non-approved adhesives by Rogers Centre Ottawa staff are chargeable costs.

Advertising & Sponsorship

Written approval from the Marketing and Communications department is required in order to advertise in public areas of the facility, existing advertisements and kiosks cannot be covered or relocated without approval. Please contact the Marketing and Communications department for details, additional charges may apply.

Advertising Sponsorship Opportunities available:

- Digital Screens
- Digital Wall
- Digital Meeting Room Signs
- Floor Stickers
- Window Decals
- Pillar Wraps
- Banners
- Escalators
- Website
- Print on Demand Brochure (electronic and digital)

Advertising and Sponsorship Brochure

Animals

Animals or pets, with the exception of service animals, are not permitted in the Rogers Centre Ottawa except when an approved exhibit, activity or performance legitimately requires the use of animals. Such animals or pets must be on a leash or in an enclosed pen, and under control at all times. The owner must take full responsibility for his or her pet.

Banners

Banner hanging up to 8' from the floor is a service available through the Rogers Centre Ottawa. Banner installation requests must be submitted two weeks in advance of your scheduled event.

Quotes are based on the following:

- Number of banners to be installed
- Size (L/W/H/weight)
- Intended location for banners
- Banner material

Contact the Rogers Centre Ottawa exclusive service partner, Encore, if banners need to be hung more than 8' from the floor or ceiling suspension is required. Otherwise contact your Event Services Manager for more information. Please note all banner hanging decorations must be approved by the Rogers Centre Ottawa.

Capacity

Capacity is set by the Fire Marshal and must be adhered to. Occupancy can vary based on usage and floor plans of contracted space. The licensee is responsible to monitor and maintain capacity at their expense.

Decorations

All décor, drapes and fabrics must be flame proof in accordance with public safety and fire regulations. Décor items must not be taped, nailed, tacked or otherwise affixed to ceilings, painted surfaces or decorated walls or columns. Items that require suspension from the ceiling must be arranged through our exclusive services partner, Encore. Suppliers working directly with Rogers Centre Ottawa clients are requested to bring their own tools and other items, i.e. ladders, tools, and other items required to build décor or production. Any work performed above 10 ft will require a Fall Arrest Certificate and protection. Any work performed on a lift will also require an Elevated Work Platform Certificate and lifts must be rented through Encore.

The following materials require prior authorization:

- Helium balloons
- Fountains
- Installation of carpet runners or temporary floor coverings

The following materials are not permitted, an additional cleaning fee may apply:

- Glitter and confetti
- Stick-on decals or similar promotional items.

Deliveries & Dock Access

The Rogers Centre Ottawa does not have sufficient storage and cannot accept deliveries in advance of contracted set-up without prior approval. The Rogers Centre Ottawa must be advised of all delivery of client materials and of contractor/vendor delivery and access to the dock. For scheduling and shipping details, please discuss with your Event Services Manager during the planning phase of your event.

Deliveries (Trade/Consumer Shows & Events with Significant Freight)

Access to the Rogers Centre Ottawa's loading dock for deliveries is on a scheduled basis. The Rogers Centre Ottawa cannot accept shipments in advance of official contracted move-in times. Early deliveries may be arranged through Rogers Centre Ottawa Exclusive Services Partner, GES, for advance warehousing options. Unexpected deliveries will be turned away. All shipments must be removed from the Rogers Centre Ottawa at the conclusion of the event. Unclaimed material will be disposed of or will be force-freighted to the official services contractor for forwarding at the expense of the exhibitor. The client and the Rogers Centre Ottawa together will clearly identify move-in/move-out times. The client is responsible for communicating move-in and move-out times and guidelines to Exhibitors/ Suppliers. Vehicles are required to exit immediately upon loading or unloading.

For all shows and events with significant freight, the Rogers Centre Ottawa's Exclusive Material Handling Services Partner, GES, must be employed to manage and move the freight. GES dock attendants are required on a per hour basis (minimums apply) to control vehicle traffic during move-in and move-out. For scheduling, please discuss with GES and your Event Services Manager during the planning phase of your event.

Freight elevator 8 and 9 require a GES Freight Elevator Operator on a per hour basis (minimums apply). For scheduling, please discuss with GES and your Event Services Manager during the planning phase of your event. Materials cannot be brought in through public entrances and cannot be transported in the public passenger elevators or on escalators.

Suggested Delivery Address/Label:

Name of Event

C/O

Rogers Centre Ottawa

55 Colonel By Drive (Nicholas St. Loading Dock)

Ottawa, ON K1N 9J2

Attention:

Exhibiting Company Name

Exhibit Hall and Booth #

Booth Contact Name and Number

Number of boxes (example: 1 of 2)

Drones

The Rogers Centre Ottawa has a no drone policy in place throughout the building.

Emergency Procedures

The Rogers Centre Ottawa is committed to providing a safe environment for all clients and colleagues. Please review Emergency Procedures carefully and contact your Event Services Manager with any questions during the planning phase of your event.

Refer to **Appendix J**.

Event Personnel

All suppliers technicians, employees and contracted labour must enter and exit the facility through the loading dock and/or security entrance wearing logo shirts or identification badges from their employers.

Floor Plans and Show Approval Procedures

To ensure the safety of building occupants and to ensure fire code requirements are met, floor plans for contracted space must be submitted to the Rogers Centre Ottawa for approval no later than 30 days prior to the event.

The floor plans must be made to scale and include the following information:

- Official Name and date of event;
- Aisle width and distance between stage or other structures and walls or seating areas;
- Dimensions of exhibits, booths or structures;
- Identify clear access to emergency exit doors and stairs, fire hose cabinets and pull stations;
- Location of dedicated food and beverage areas
- Identify layout of food and beverage areas;
- Floorplans for events with large production need to include cable paths;
- **Must use Rogers Centre Ottawa's furniture, equipment and spacing standards.**

Show Approvals include:

In the dark emergency exit signs may be used on pipe and drape if approved by the Rogers Centre Ottawa in advance. These must be supplied by the production supplier.

- Booths with roofs of any kind and canopies must be approved in advance by the Rogers Centre Ottawa and may require additional fire protection equipment and measures as dictated by the fire department and fire code.
- Exhibitors must bring their own tools for the construction of exhibits
 - The use of power tools (example: saws and sanders) requires approval by the Rogers Centre Ottawa and cannot be used on the show floor.

Facilities for Persons with Disabilities

In order to accommodate all patrons of the Rogers Centre Ottawa, a universal design approach has been utilized that incorporates design solutions to meet a wide range of needs.

From the outset of the project, the design team has considered the requirements of people with disabilities; including hearing impairments, visual impairments, developmental or learning disabilities, people with multiple disabilities and people of all ages. The architectural drawings have been thoroughly reviewed at all design stages to ensure the overall accessibility of the facility.

In addition, the Rogers Centre Ottawa has incorporated general accessibility features such as automatic door openers, accessible washrooms, and interior routes that are wide and free of obstacles.

Accessibility Design Requirements:

Reflecting the nature of the facility and the global reach of its service, the Rogers Centre Ottawa has been designed to meet the following accessibility codes, standards and requirements:

- The Ontario Building Code (2006),
- Americans with Disabilities Act (ADA) & Americans with Disabilities Act Accessibility Guidelines (ADAAG) (2004),
- CAN/CSA-B651 (2004 and draft 2010), Accessible Design for the Built Environment Standard;
- Consideration was given to the Accessibility for Ontarians with Disabilities Act and Regulations, including the proposed draft standard for the built environment : (1. Accessibility for Ontarians with Disabilities Act, 2005, and amendments, 2. Ontario Regulation 429/07, and 3. Ontario Regulation 430/07).

Accessibility Features:

Washroom Facilities

- Washrooms have a door-less entry.
- Accessible washroom stalls are wheelchair accessible and at least 1500 x 1600 mm.
- Lavatories and soap dispensers are hands free.
- Gender Neutral / Family washrooms are at least 1500 x 1600 mm, include a sink and changing station in the room. .

LEVEL	ACCESSIBLE STALLS		GENDER NEUTRAL / FAMILY STALL
	MEN'S	WOMEN'S	
Level 1 – Entry Level	1	1	0
Level 2 – Meeting Floor	2	2	1
Level 3 – Canada Hall	3	3	1
Level 4 – Trillium Ballroom	2	2	0
TOTALS	8	8	2

Fire, Life and Safety Considerations for People with Disabilities

- Areas of Refuge/Rescue Assistance are available on each floor to facilitate the safe holding and evacuation of people with mobility impairments and people who are unable to evacuate independently.
- Evacuation to the Rideau Centre Terrace on Level 3 is possible.

Ramps

- Ramps in public areas have a slope of at least 1:13.

Stairs

- Stairs feature contrasting colour, edging and tactile warnings
- Stairs have tactile/textured warning strips at the top of stairs.

Pedestrian Crosswalks

- The exterior landscape, including the pedestrian crossings, has been designed with pedestrian crossing signals and a tactile wayfinding guide to ensure the safe crossing and wayfinding by people with visual impairments. The Rogers Centre Ottawa in cooperation with the City of Ottawa and the National Capital Commission continue to work together to ensure the public routes around the Rogers Centre Ottawa are accessible to all users.

Facility Inspection

A facility inspection of the contracted space will be conducted prior to move-in and after move-out with the client and a facility representative. The contracted space must be returned at move out in the same condition it was upon occupancy. The client is responsible for the cost of additional repairs, replacements and/or cleaning.

Fire, Life & Safety

The Rogers Centre Ottawa works in cooperation with the Ottawa Fire Service and Fire Prevention Division and abides by the terms and conditions set forth by the Ontario Fire Marshall's Fire Code. Client event floor plans and exhibit layouts must be set in accordance to the Ontario Fire Code. All emergency exits, fire pull stations and fire hose cabinets must be fully accessible, unobstructed and clearly visible at all times.

First Aid

The Rogers Centre Ottawa takes seriously the health and well being of our clients and our colleagues. Key front-line managers, personnel and security officers are trained in emergency first aid and in the use of an Automated Electronic Defibrillator. However, clients with events requiring a greater degree of first aid and health & safety response are directed to arrange for additional emergency medical services coverage for their event. Events over 1000 are required to have certified paramedics. The Rogers Centre Ottawa reserves the right to approve a client's event first aid and health & safety plans, and if necessary require, at the expense of the client, to add emergency medical services personnel coverage. Please discuss this with your Event Services Manager.

Harassment Policy

The Rogers Centre Ottawa is committed to providing and maintaining an environment that ensures all colleagues, guests, and suppliers of the Rogers Centre Ottawa are treated with dignity and respect, and are able to work and/or conduct business in an environment free from harassment and discrimination from any source. Coarse language and abusive behaviour will not be tolerated. The Rogers Centre Ottawa embraces the freedom from all harassment and discrimination provisions outlined in the Occupational Health and Safety Amendment Act.

Hazardous Materials

A Workplace Hazardous Materials Information System (WHMIS) information sheet must be provided to the facilities department and approved before any hazardous material will be permitted inside the building.

Fog Machines, Hazing

Require pre-authorization and advanced scheduling. Should facility need to go into fire watch, labour fees may apply. Speak with your Event Services Manager to discuss details.

Health and Safety

Staff, Clients, Exhibitors, Contractors, Suppliers and all others working at the Rogers Centre Ottawa shall at all times comply with the Occupational Health and Safety Act and its regulations as well as any applicable Rogers Centre Ottawa Health and Safety policies in order to ensure a safe and healthy environment. All personnel are required to use approved personal protective equipment (PPE) such as Safety shoes, harnesses, gloves, safety eye wear and hard hats when warranted.

Helium

All tanks brought into the facility for use are to be stored and secured in an upright position in accordance with the Hazardous Chemical Act. Helium tanks must be chained to a 3-wheel dolly prior to transporting within the building. Please discuss your need for on-site tank storage with Event Services during the planning of your event.

Insurance

If requested by the Rogers Centre Ottawa you will provide a Certificate of Insurance, prior to the start of your event. Insurance, in accordance with the License Agreement, must meet the following criteria:

(a) Commercial General Liability Insurance providing a coverage limit of at least \$5,000,000 inclusive for bodily injury, death and property damage including loss of use thereof, for any one accident or occurrence for liability arising out of the operations performed by, or on behalf of the Licensee.

In order to achieve the required limit, the Rogers Centre Ottawa will accept a combination of Commercial General Liability and Umbrella Liability insurance. Such insurance will be from an insurer licensed to do business in the Province of Ontario and acceptable to the Rogers Centre Ottawa. Such insurance shall include coverage for:

- i. Blanket Contractual Liability including this License Agreement
- ii. Products and Completed Operations
- iii. Broad Form (All Risk) Tenant's Legal Liability
- iv. Owned and Non-Owned Auto Liability
- v. Cross Liability/Severability of Interests Clause
- vi. Contingent's Employer's Liability
- vii. Personal and Advertising Injury Liability

(b) Automobile liability insurance in respect of vehicles that are required by law to be insured under a contract by a Motor Vehicle Liability Policy with a limit of not less than \$2,000,000 inclusive per occurrence for bodily injury, death and damage to property, covering all vehicles owned or leased by the client. The Commercial General Liability insurance policies provided under this paragraph shall name the Rogers Centre Ottawa and Service Providers (ARAMARK Entertainment Services (Canada) Inc.) as an additional insured, with a cross liability provision.

Licenses/Permits

The client is responsible for obtaining all licenses/permits and approvals from the appropriated regulatory boards and authorities as required, and will be at the cost of the client.

Logo Usage

Please see the Rogers Centre Ottawa website for logo guidelines and uses. Contact the Rogers Centre Ottawa's Marketing Department for details and permissions and/or speak with your Event Services Manager.

Lost & Found

The Rogers Centre Ottawa operates a Lost and Found Service through the Security Department. All lost items should be reported and all found items should be returned to security where they will be recorded and stored for a maximum 90 days after which items become property of the Rogers Centre Ottawa. If searching for an item while on site, contact Security using the house phone or call 613-688-8200.

Move-in/Move-out

Access to the Rogers Centre Ottawa's loading dock is on a schedule basis. The Rogers Centre Ottawa cannot accept shipments in advance of official contracted move-in times. Early deliveries may be arranged through Rogers Centre Ottawa exclusive services partner, GES, for advance warehousing options. Unexpected deliveries will be turned away. The client and the Rogers Centre Ottawa together will clearly identify move-in/move-out times. The client is responsible for communicating move-in and move-out times and GES guidelines to exhibitors/suppliers. All materials must be removed from the Rogers Centre Ottawa at the conclusion of the event. Unclaimed material will be or disposed or force-freighted to the official services contractor for forwarding at the expense of the exhibitor. The number and types of vehicles must be provided in advance to your Event Services Manager during the planning phase of your event. Children under the age of 16 are not allowed on-site during a move-in or move-out. Vehicles are required to exit immediately upon loading or unloading.

For all shows and events with significant freight, the Rogers Centre Ottawa's exclusive material handling services partner, GES, must be employed to manage and move the freight. Dock Marshal(s) are required on a per hour basis to control vehicle traffic during move-in and move-out. For scheduling, please discuss with your Event Services Manager during the planning phase of your event. Freight elevator 8 and 9 require a GES Freight Elevator Operator on a per/hour basis. For scheduling, please discuss with your Event Services Manager during the planning phase of your event. Materials cannot be brought in through public entrances and cannot be transported in the public passenger elevator or on escalators.

Open Flame (for cooking demonstrations and displays)

Open flame may be used in cooking demonstrations and displays, provided:

- Prior written approval is sought and granted by the Rogers Centre Ottawa facilities department.
- Acceptable distances and barricades are maintained between public and open flame.
- While in operation, the open flame is never left unattended.
- Maximum of one 10-lb. propane cylinder fuel source is used.
- Cylinders must be stored outside in an approved propane lockup when not in use.
- Carbon monoxide readings must be taken (5ft off the floor) every half hour. Readings must be kept at the demo station.
- 5lbs portable fire extinguisher with an ABC or higher rating should be available and operable for rehearsals as well as show times.
- Appliances are approved for use without a vent and the area is adequately ventilated.
- Appliances are CSA/TSSA/ULC approved for indoor use.
- Should facility need to go into fire watch, labour fees may apply.

Open Flame in Performance Art

Open flame may be used in performances, provided:

- Prior written approval is sought and granted by the Rogers Centre Ottawa facilities department.
- Act must be performed at a minimum distance of 15' from the public or any combustible material.
- Portable fire extinguisher rated ABC (dry chemical) must be in the proximity of the performance (extinguishers can be borrowed from the facilities department at the Rogers Centre Ottawa).
- An assistant that is in charge of the fire extinguisher during the rehearsals or performances must accompany the performer.
- Should facility need to go into fire watch, labour fees may apply.

Parking

Two indoor parking garages, operated by REEF Parking, provide 1,500 spaces beneath the Rogers Centre Ottawa and CF Rideau. Please contact REEF Parking directly for host parking options or general information: 613-234-6526.

Rates

- Each 30 minutes or less (maximum 2 hours) \$2.00
- Next 30 minutes or less \$2.25
- Day rate (12 hours) \$20.00
- 24-hour rate \$30.00

Public Spaces and Pre-function

All furniture in public spaces in the facility are for use by guests and not for individual event use. Advanced approval is required for activities that use public space (ie: registration) or client materials. Costs may apply for use or to relocate existing Rogers Centre Ottawa furniture.

Product Sales

The sale of merchandise and novelties at the Rogers Centre Ottawa is subject to approval and control. Clients of the Rogers Centre Ottawa are obligated to disclose at the time of contract discussions their desire to sell items, or have their exhibitor(s) sell items while occupying the Rogers Centre Ottawa. Clients, their representatives and/or their exhibitors are not permitted to sell items without the expressed and written approval from the Rogers Centre Ottawa. Commissions and rules will be outlined by your Sales Account Manager during the finalization of contract terms.

Propane

When propane is in use in the facility carbon monoxide readings must be taken (5ft off the floor) every half hour and readings must be kept at demo station. See Facilities Department for more details/information. Propane tanks in excess of 10 lbs are not permitted inside the building. Arrangements to store these in outside space can be arranged through your Event Services Manager. Flow restriction valves must be used on all propane tanks. All propane connections must be inspected and approved by the Rogers Centre Ottawa Facilities Department. For events with larger propane requirements, special arrangements must be made through the Provincial Gas Inspector. Please consult your Event Services Manager for assistance. A portable fire extinguisher with a 3-A:10-B:C or higher rating should be available and operable for rehearsals as well as show times.

Pyrotechnic Special Effects

Use of pyrotechnics and special effects at events are subject to permits in accordance with City of Ottawa Bylaw. A City of Ottawa Bylaw Services Pyrotechnics Event Approval Form must be completed. A copy of the Pyrotechnics Event Approval Form sent to the City of Ottawa must be copied to the Facilities Department at the Rogers Centre Ottawa. Instructions on the permit application process may be obtained through the Facilities Department. Application for permits must include name and certification of the pyrotechnician, a pyrotechnics plan and proposed materials. Only licensed and certified pyrotechnicians may apply for use of pyrotechnics in the Rogers Centre Ottawa. Approvals and permits must be forwarded to the Rogers Centre Ottawa Facilities Department prior to event. A portable fire extinguisher with a 3-A:10-B:C or higher rating should be available and operable for rehearsals as well as show times. Should facility need to go into fire watch, labour fees may apply.

Scheduling Policies

For information regarding scheduling commitments and payment schedules refer to **Appendix F**.

Security: Event-Based

All events will be evaluated by the Rogers Centre Ottawa Security Manager, according to the nature of event and areas in use the client may be required to provide event-based security at the client's expense. Any security hired by the client must adhere to Rogers Centre Ottawa guidelines and be approved in advance of the event. Approval requires all agents and/or agencies to be licensed to operate in the Province of Ontario and to adhere to client's insurance policy and instruction. Essential functions of event-based security include:

- monitoring select social events (to be determined at the Event planning stage)
- monitoring any disruptions or protests as a result of the event
- monitoring points of entrance and egress, including escalators, elevators
- monitoring high-traffic public areas
- monitoring locations where valuables are being displayed or held
- monitoring and controlling line-ups and crowding
- monitoring room and building capacity

Inadequate security coverage may result in additional costs to the client.

Smudging Ceremonies

Require pre-authorization and advanced scheduling. Please speak with your Event Services Manager for details.

Signage

The Rogers Centre Ottawa has a number of options of digital signage throughout the building, including five digital wayfinders which include the 'Daily Events' in the Centre. Additionally, each meeting room is equipped with one or more digital screen(s) outside of the room listing the name of the event (customized digital signs are also available). Please contact the marketing and communications department for details. The event name for digital signage and reader boards can be found in the "Post-as" section of your event order. Please discuss all aspects of signage with your event services manager during the planning phase of your event.

In addition to the digital signage, the Rogers Centre Ottawa recommends that clients provide their own professional directional and informational signage, including easels, to direct delegates accordingly. Handwritten signage is not permitted. Signage or banners may not be nailed, stapled, taped or affixed in any way that may cause damage to Rogers Centre Ottawa property. Please contact your Event Services Manager during the planning phase of your event for details on acceptable applications. Signage or banners may not be hung on or in front of Rogers Centre Ottawa artwork, the Wall of Three Rivers, handrails or railings.

The Rogers Centre Ottawa reserves the right:

- To approve the location of the signage;
- To remove any signage deemed offensive, harassing or vexatious in nature;
- To approve text and messaging;
- To approve the timing and method for installation/removal, (installation and removal shall be done in an approved, safe and clean manner). Client may be responsible for any associated costs;
- To remove signs/banners should they prove to be a fire, life or safety hazard.

Sponsorship, advertising, promotional or political signage may be permitted in contracted space only and is not permitted in the corridors, common spaces or pre-function spaces of the facility without prior approval. Additional charges may apply.

Smoking Regulations

In accordance with City By-law and as required by LEED building standards, all indoor and outdoor spaces within a 9m (30') perimeter of the Rogers Centre Ottawa are NON-SMOKING.

SOCAN & RE:Sound Fees

SOCAN is the Society of Composers, Authors and Music Publishers of Canada. SOCAN provides access to the world's repertoire of copyright-protected music through agreements with similar organizations around the globe. As the operator of a venue using any music, live or recorded, the Rogers Centre Ottawa holds a SOCAN performing rights licence. Members of SOCAN receive royalties when their music is played. The Rogers Centre Ottawa collects these fees on behalf of SOCAN and remits the fees directly to them.

Under Tariff 8, which applies to receptions, conventions, assemblies and fashion shows, we are required to charge the following fees:

Without Dancing

Room capacity of 001 to 100: \$22.06
 Room capacity of 101 to 300: \$31.72
 Room capacity of 301 to 500: \$66.19
 Room capacity of over 500: \$93.78

With Dancing

Room capacity of 001 to 100: \$44.13
 Room capacity of 101 to 300: \$63.49
 Room capacity of 301 to 500: \$132.39
 Room capacity of over 500: \$187.55

Re:Sound is the Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. On behalf of its members, representing thousands of artists and record companies, Re: Sound licenses recorded music for public performance, broadcast and new media. Re:Sound collects and distributes royalties for artists and record companies worldwide as payment for the public use of their music in Canada. Re:Sound and SOCAN are distinct organizations that represent different groups and rights. As such, licences are required from both organizations.

Without Dancing:

Room capacity of 001 to 100: \$9.25
 Room capacity of 101 to 300: \$13.30
 Room capacity of 301 to 500: \$27.76
 Room capacity of over 500: \$39.33

With Dancing:

Room capacity of 001 to 100: \$18.51
 Room capacity of 101 to 300: \$26.63
 Room capacity of 301 to 500: \$55.52
 Room capacity of over 500: \$78.66

Sponsorship & Advertising – Public Areas, Pre-function

Written approval from the Marketing and Communications department is required in order to advertise in public areas of the facility, existing advertisements and kiosks cannot be covered or relocated without approval. Please contact the Marketing and Communications department for details, additional charges may apply.

Advertising Sponsorship Opportunities available:

- Digital Screens
- Digital Wall
- Digital Meeting Rooms Signs
- Floor Stickers
- Window Decals
- Pillar Wraps
- Banners
- Escalators
- Website
- Print on Demand Brochure (electronic and digital)

Sound Checks and Levels

Clients of the Rogers Centre Ottawa are entitled to quiet enjoyment of contracted space. As a result, sound checks, live music or excessive noise must be scheduled and approved by your Event Services Manager during the planning of your event. The Rogers Centre Ottawa reserves the right to regulate the volume of event activities that may interfere with the enjoyment of other clients. Event activities causing distractions, interruptions and/ or disturbances for neighboring clients will not be permitted.

Statutory and Civic Holidays

Additional Labour Charges will apply on events held on a Statutory and Civic Holiday:

- New Years Day – January 1st
- Family Day – Third Monday in February
- Good Friday – Friday before Easter Sunday
- Easter Monday – Monday after Easter Sunday
- Victoria Day – Monday before May 25th
- Canada Day – July 1st
- Civic Holiday – First Monday in August
- Labour Day – First Monday in September
- Thanksgiving Day – Second Monday in October
- Remembrance Day – November 11th
- Christmas Day – December 25th
- Boxing Day – December 26th

Storage

The Rogers Centre Ottawa does not have sufficient storage and cannot accept deliveries in advance of contracted set-up without prior approval.

If storage space is require on the dock or within the facility rental fees will apply. For scheduling, please discuss with your Event Services Manager during the planning phase of your event.

Events with significant freight or exhibits can arrange for advanced storage or storage of bulk crates through Rogers Centre Ottawa official show services partner GES. Event producers, show managers, and exhibitors are required to make arrangements for storage of empty crate/ boxes etc during their event.

Vehicle Display

For safe and accurate on-site display of Vehicles refer to **Appendix J**.

Water Service

Initial self serve station is included in the rental of all Meeting rooms. A refresh is available at a cost of \$25.00/cooler (100 guests).

Water stations are not provided for public events, consumer/ trade shows or in pre-function areas but may be purchased upon special request.

APPENDIX A

ALCOHOL SERVICE POLICY

The Rogers Centre Ottawa's objective is to service all events in a responsible, courteous, and professional manner. Our management team and staff have been trained to adhere to all liquor laws and will make every effort to maintain a safe environment for our clients and guests. We have put forth the following measures to encourage an enjoyable atmosphere and responsible event:

1. **Compliance with Laws; Promoting Responsible Consumption.** It is the policy of the Rogers Centre Ottawa to serve alcoholic beverages in a professional manner which conforms to the requirements of the law and which is intended to promote responsible consumption.
2. **No Service to Minors; Identification Required for Persons Appearing Under the Age of 30.** No alcoholic beverages may be sold or served to any person under the age of nineteen (19), the legal age for consumption in Ontario. For each purchase transaction, any customer who appears to be age thirty (30) or under must be required to show valid, government-issued photographic identification, which proves that they are not under the legal age for consumption.
3. **Denial of Entry or Refusal of Service** to a visibly intoxicated person or person appearing to be under the influence of drugs. No alcoholic beverages may be sold or served to any person who is visibly intoxicated or appears to be under the influence of drugs.
4. **Per Transaction Serving Limit.** No more than two (2) alcoholic beverages may be sold or served to any customer per transaction.
5. **Portion Limits.** Server may not exceed the following ounces served in single portions:
 - Beer no more than 16oz
 - Wine no more than 5oz or 9oz
 - Liquor no more than 1.5oz
6. **Hours of Service and Sales Cut-Off Times.** The sale or service of alcoholic beverages during hours not authorized by local law is prohibited. Alcohol service times at the Rogers Centre Ottawa are 9:00AM-1:00AM. Service of Alcohol will cease 30min prior to the end of the function. A "Last Call" announcement will not be made prior to the bar closing.
7. **Signage.** Signage will be displayed at all points of sale notifying customers of key components of this Policy.
8. **Food Service.** Food and non-alcoholic beverages must be available to guests when alcohol is served.
9. **Shots of Alcohol.** Shooters or doubles will not be served.
10. **Designated Driver Program.** Designated Drivers over the age of 19, who identify themselves as such will receive complimentary non-alcoholic beverages at the bar upon request.

*This is our standard policy which has been designed to ensure safety and enjoyment of all guests. Please note the Rogers Centre Ottawa reserves the right to modify this policy at any time before or during the event, without advanced notice. Service may be terminated early at the discretion of the on-site Manager.

Client Signature & Date

Rogers Centre Representative & Date

APPENDIX B

EXHIBITOR GUIDELINES AND AUTHORIZATION FORM

(Complete these forms to receive authorization to distribute foods and non-alcohol beverages not purchased through the Rogers Centre).

The Rogers Centre Ottawa has the exclusive food and beverage rights within the facility. As the exclusive provider, the Rogers Centre Ottawa strictly prohibits any and all food, beverage, candy, logo water and other similar items from being brought into the facility without prior authorization.

In order to obtain authorization from the Rogers Centre Ottawa to distribute any food or beverage item, one of the following conditions must exist:

Option #1 - **Manufacturer of Product**

The party interested in distributing food or beverage **must be the manufacturer of said product** and is exhibiting at a **food and beverage or related industry show**. The interested party must only distribute SAMPLE sizes (two ounces or less for food and three ounces or less of non-alcoholic beverages) of the product.

**A waiver releasing the Rogers Centre Ottawa of liability will be required.*

Option #2 – **Non-manufacturers of Product**

The party interested in distributing food or beverage must pay a fee to Rogers Centre Ottawa in order for Rogers Centre Ottawa to waive its right to exclusivity. The waiver fee will be no more than the full retail menu price, but the final waiver fee will be up to the discretion of Rogers Centre Ottawa. All payment must be made 14 days prior to the event date. Credit Cards will be required to cover any on site incidentals.

**A waiver releasing the Rogers Centre Ottawa of liability will be required.*

For your ease and convenience, the Rogers Centre Ottawa offers a great selection of food and beverage for your needs including bar service. Contact the Event Services Department for selections.

It is the responsibility of the client/exhibitor to comply with all local health and safety and the Alcohol and Gaming Commission of Ontario regulations. If a party brings unauthorized food or beverage into the Rogers Centre Ottawa and does not subsequently meet one of the conditions listed above, the party must immediately remove the unauthorized items from their exhibit or meeting space.

APPENDIX B

EXHIBITOR GUIDELINES AND AUTHORIZATION FORM

_____	_____
BOOTH NUMBER OR ROOM NUMBER	SHOW NAME and DATE
_____	_____
COMPANY NAME	TELEPHONE NUMBER
_____	_____
ON-SITE CONTACT NAME	E-MAIL ADDRESS
_____	_____
FAX	ADDRESS

Product(s) for Sampling: _____

Check Applicable Line:

- I/we are the manufacturer or distributor of the products listed above. I/we agree to only sample 2 oz or less of food and 3 oz or less of non-alcoholic beverage.
- I/we would like to request permission to pay a waiver fee to the Rogers Centre Ottawa so that I/we may sample above product. I/we agree to only sample 2 oz or less of food and 3 oz or less of non-alcoholic beverage.

**Signed Event Order and Payment Required*

RELEASE AND INDEMNITY AGREEMENT

This Agreement is by and between Rogers Centre and _____
Above Named Customer

In consideration of the terms and conditions set forth below, Caterer and Exhibitor, intending to be legally bound, agree as follows: Exhibitor hereby agrees to indemnify, defend and hold harmless Rogers Centre Ottawa its subsidiaries, affiliates, employees, agents, officers and directors from and against any liabilities, damages, losses, claims, suits, judgments, fines, costs and expenses, including without limitation, attorneys' fees and expenses, incurred by Rogers Centre Ottawa and arising out of or relating to Exhibitor's distribution of food and non-alcoholic beverage service at the Facility or any other activity related thereto, including, without limitation, any such liabilities, damages or said other matters arising from injury to or death of any person, or damage to or destruction of any property.

Exhibitor Signature & Date

Rogers Centre Ottawa Signature & Date

(All catering orders or authorization requests must be received three (3) weeks prior to the event date.)
Save, print and fax the completed forms to the Rogers Centre Ottawa at 613-563-7646, or scan and e-mail to eventservices@rogers-centre.ca.

APPENDIX B

CATERING WAIVER FORM

NAME _____ COMPANY NAME _____

SHOW NAME _____

SHOW DATE _____ BOOTH # _____

ADDRESS _____

PHONE _____ FAX _____ E-MAIL _____

ONSITE CONTACT _____ ONSITE CELL _____

DELIVERY DATE	DELIVERY START TIME	QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL PRICE

- The Rogers Centre Ottawa is the exclusive food and beverage provider within the facility. As the exclusive provider, the Rogers Centre Ottawa strictly prohibits any and all food, beverage, candy, logo water and other similar items from being brought into the facility without prior authorization.
- Orders must be received no later than 14 days prior to the event. Full charges will apply to cancellation made within 5 days prior to delivery.
- Attendant & bartender labour charges are \$45.00/hour (minimum 4 hours).
- The Rogers Centre Ottawa does not provide skirted tables or electrical hook-ups in your exhibit space, including meeting rooms utilized for exhibits. Please order these requirements through the exhibitor supplier.

SUB-TOTAL	
18% Admin	
Labour	
13% HST	
TOTAL	

Method of payment

(Must be made at time of ordering):

CREDIT CARD *(please check):* Visa Mastercard AMEX

CARDHOLDER'S NAME *(Please print)* _____

CARD NUMBER _____

CARDHOLDER'S SIGNATURE CLIENT _____

EXP. DATE _____ 3 DIGIT SECURITY CODE _____

SIGNATURE _____

DATE _____

Save, print and fax the completed form to the Rogers Centre Ottawa at 613-563-7646, or scan and e-mail to eventservices@rogers-centre.ca.

APPENDIX C

BOOTH CLEANING

Cleaning services include vacuuming and garbage pick-up.

BOOTH NUMBER OR ROOM NUMBER

SHOW NAME and DATE

COMPANY NAME

TELEPHONE NUMBER

ON-SITE CONTACT NAME

E-MAIL ADDRESS

FAX

ADDRESS

Cost

CLEANING TIMES	NUMBER OF 8' x 10', 10' x 10'	CHARGE PER BOOTH PER DAY CDN. FUNDS	TOTAL
Prior to show opening		\$25.00	
First show day overnight		\$25.00	
Second show day overnight		\$25.00	
Third show day overnight		\$25.00	
TOTAL			
13% HST			
TOTAL BOOTH CLEANING			

Method of payment

(Must be made at time of ordering):

CREDIT CARD (please check): Visa Mastercard AMEX

CARDHOLDER'S NAME (Please print)

CARD NUMBER

CARDHOLDER'S SIGNATURE

EXP. DATE

3 DIGIT SECURITY CODE

CLIENT SIGNATURE

DATE

Save, print and fax the completed forms to the Rogers Centre Ottawa at 613-563-7646, or scan and e-mail to eventservices@rogers-centre.ca.

APPENDIX D

Rogers Centre Ottawa Booth Catering Form

NAME		COMPANY NAME	
SHOW NAME			
SHOW DATE		BOOTH #	
ADDRESS			
PHONE	FAX	E-MAIL	
ONSITE CONTACT		ONSITE CELL	

DELIVERY DATE	DELIVERY START TIME	EVENT END TIME	QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL PRICE

- The Rogers Centre Ottawa is the exclusive food and beverage provider within the facility. As the exclusive provider, the Rogers Centre Ottawa strictly prohibits any and all food, beverage, candy, logo water and other similar items from being brought into the facility without prior authorization.
- Orders must be received no later than 14 days prior to the event. Full charges will apply to cancellation made within 5 days prior to delivery.
- Please see our current menu for options: rogers-centre.ca/planner/menu/
- Attendant & bartender labour charges are \$45.00/hour (minimum 4 hours).
- The Rogers Centre Ottawa does not provide skirted tables or electrical hook-ups in your exhibit space, including meeting rooms utilized for exhibits. Please order these requirements through the exhibitor supplier.

SUB-TOTAL	
18% Admin	
Labour	
13% HST	
TOTAL	

Method of payment

(Must be made at time of ordering):

CREDIT CARD *(please check):* Visa Mastercard AMEX

CARDHOLDER'S NAME *(Please print)*

CARD NUMBER WITH 3 DIGIT SECURITY CODE

CARDHOLDER'S SIGNATURE CLIENT

EXP. DATE 3 DIGIT SECURITY CODE

SIGNATURE

DATE

Save, print and fax the completed form to the Rogers Centre Ottawa at 613-563-7646, or scan and e-mail to eventservices@rogers-centre.ca.

APPENDIX E

TEMPORARY COLD WATER SERVICE

Bringing cold water supply to booth complete with 1/2" shut-off valve at booth
 Water service is available on Level 2 – Gatineau Salon (205, 206) and Ottawa Salon (213, 214),
 Level 3 – Parliament Foyer (pre-function area), Canada Hall (1 - 3) and Level 4 – Trillium Ballroom
 No guarantee can be made on minimum pressure.

SHOW NAME	BOOTH NUMBER	
SHOW DATE	COMPANY NAME	
ON-SITE CONTACT NAME	TELEPHONE	E-MAIL
ADDRESS	WATER INSTALL DATE	WATER REMOVAL DATE

ITEM REQUIRED	NUMBER OF CONNECTIONS	CHARGE PER CONNECTION CDN. FUNDS	TOTAL
Water (standard 3/4" hose connection supplied to booth)		\$150.00	
Drainage (1 1/2" drain)		\$75.00	
*Late Charge		\$50.00	
TOTAL			
13% HST			
TOTAL TEMPORARY COLD WATER			

**Late charges will apply to orders received less than 48 hours prior to show move-in times*

Method of payment

(Must be made at time of ordering):

CREDIT CARD (please check): Visa Mastercard AMEX

CARDHOLDER'S NAME (Please print) _____ CARD NUMBER _____

CARDHOLDER'S SIGNATURE CLIENT _____ EXP. DATE _____ 3 DIGIT SECURITY CODE _____

SIGNATURE _____ DATE _____

Save, print and fax the completed forms to the Rogers Centre Ottawa at 613-563-7646, or scan and e-mail to eventservices@rogers-centre.ca.

APPENDIX F

SCHEDULING POLICIES

Statement of Purpose:

The Rogers Centre Ottawa (the "Centre") is a national and international convention, trade show, and multi-purpose facility and is an Agency of the Government of Ontario.

The facility was developed with the primary objective of attracting and accommodating events and activities which generate economic benefits to the Province of Ontario and the city of Ottawa.

In addition, the facility was developed with a secondary objective of providing services and facilities to respond to the needs of provincial and local activities which promote business and generally enhance the quality of life for the community it serves.

Scheduling Priorities:

Generally speaking, first priority for scheduling facilities and dates in the Centre is available to regional, national and international conventions, trade shows, corporate meetings and similar activities which are not normally open to the general public and/or which generate significant attendance from outside. In addition, certain provincial and/or local conventions, trade shows or special events may be deemed appropriate to the overall objectives of the Centre and may be offered equal scheduling priority at the discretion of the Centre's President.

Facility and date scheduling commitments, i.e. reservations for first priority events and activities, may be made as far in advance as is necessary or appropriate and may supersede requests for other events and activities, unless a license agreement has been previously executed by the Centre and the user for such other events.

Second priority for scheduling facilities and dates in the Centre is available to consumer or public exhibitions, local corporate meetings, special events, banquets, entertainment events, business meetings and other activities which essentially draw from or appeal to the general public and/or local attendees and participants.

Facility and date scheduling commitments for second priority events are generally made not more than one year in advance and are subject to change to accommodate first priority events unless a license agreement has been previously executed by the Centre and user for such events.

However, large consumer and public exhibitions held on an annual basis may at the discretion of the President obtain tentative scheduling commitments for facilities and dates on a long-term basis, subject to revision to accommodate first priority activities.

Within the second priority category, the Centre will give preference to longstanding annual public and commercial shows with a proven record of success and of significant impact, and may offer alternate dates in a given year which may result in termination of other second priority scheduling commitments.

Subject to the priorities set forth above, the President of the Centre may exercise his discretion as to the issuance, modification, or termination of scheduling commitments.

Special Considerations:

It is the responsibility of the Centre's management to operate the facility in a sound business manner in an effort to maximize both economic benefit and financial stability of the Centre. Consequently, the Centre's management reserves the right to promote, solicit, develop and make reservations for any activity deemed appropriate to the Centre's objectives, and to qualify all activities requesting utilization of the facility.

Contractual Commitment:

In the process of scheduling facilities and dates, the following terms and definitions shall always apply to scheduling commitments, i.e. reservations, issued by the Centre:

TENTATIVE:

Facilities and dates will be held pending notification of cancellation by either party.

CONFIRMED:

Facilities and dates are considered tentative and therefore subject to cancellation until execution of an Rogers Centre Ottawa license agreement by the client and the President of the Centre specifying all details of the commitment and the delivery to and acceptance by the Centre of the appropriate deposits.

No variance from the Centre's agreement represented in the above terms may be made in any case except upon the prior, express written approval of the Centre's President.

DEPOSIT SCHEDULES:

Deposits are required for all activities upon execution of a formal Centre License Agreement.

For both first and second priority events, the deposit schedules are as follows:

Events where rental value is more than \$5,000:

On signing	10% of Rental
12 months prior to event	.30% of Rental
6 months prior to event	.30% of Rental
30 days prior to event	.30% of Rental
14 days prior to event	.All Estimated Charges

Events where rental value is less than \$5,000:

On signing	100% of Rental
14 days prior to event	.All Estimated Charges

Events where there is no rental value:

On signing	\$1,000
14 days prior to event	.All Estimated Charges

Events that are booked within 30 days:

On signing	100% of Rental
14 days prior to event	.All Estimated Charges

Methods of Payment

The Rogers Centre Ottawa accepts cash or cheques for deposits, as well as credit card payments of no more than \$10,000 per deposit or transaction. Alternate payments can be made and negotiated at time of signing.

Events, and circumstances not covered in the above scheduling policies may be subject to special conditions as deemed appropriate by the President of the Centre.

All deposits are non-refundable.

APPENDIX G

ENVIRONMENTAL CHARTER

The Rogers Centre Ottawa opened in April 2011 as the premier convention, conference, meeting, trade show and event facility in Canada. The Centre has obtained LEED Gold certification and incorporates a set of practices that ensure we take responsibility for the impact our operations have on colleagues, guests, the community and the environment.

As an agency of the Ministry of Tourism, Culture and Sport of the Province of Ontario, the Rogers Centre Ottawa has an obligation to be self-sustaining and has significant goals to meet. Those goals include a contribution to our community and will ensure operating decisions are made with consideration to sustainability.

The hospitality industry is built on a foundation of service excellence, and as such we recognize that our colleagues are a key asset. It is important to identify and acknowledge their contributions, ensure their well-being, offer a balanced quality of life, and a healthy and safe workplace in which to learn and grow. Our commitment to the environment and our community reinforces recruitment efforts and contributes to the retention of quality personnel to serve our guests.

This Environmental Charter hereby commits the Rogers Centre Ottawa to uphold the following principles with respect to sustainability:

WE commit to operating an environmentally sustainable building that is LEED Gold certified.

WE commit to the tenets of “reduce, reuse and recycle”.

WE commit to providing our colleagues with the training and knowledge required to make environmentally sound decisions in their day-to-day activities, both in and away from the workplace.

WE commit to supporting our clients in their environmental initiatives; we will encourage them to make environmentally responsible decisions in the planning and execution of their events.

WE commit to using fresh, regional and sustainable food ingredients whenever possible.

WE commit to reducing the carbon footprint of our operations.

WE commit to working with partners and stakeholders to leverage our combined influence to minimize the environmental footprint of the hospitality industry in Ottawa and globally.

WE commit to the implementation of comprehensive building and equipment maintenance programs to ensure optimal safety, functionality and efficiency.

WE commit to implementing measurable goals, encouraging feedback, monitoring and evaluating our programs, benchmarking for the future and remaining responsive and open to implementing change when improvements are required.

APPENDIX H

SUSTAINABLE EVENT GUIDE

Introduction

Rogers Centre Ottawa opened its doors in April 2011 with a healthy and safe environment staffed by colleagues who are dedicated to the execution of events that are successful from every perspective. Our commitment to environmental practices is as significant as our commitments to financial success, outstanding customer service, providing a great place to work and an overall long-term goal to be the best.

Events that take place at the Rogers Centre Ottawa are a significant contributing factor to the success of the Rogers Centre Ottawa's environmental program. This Guide provides information regarding the destination, the venue, and options available to meeting and event planners for the management and execution of their events.

Ottawa: The Destination

Ottawa is the nation's capital and consists of a large geographical area in excess of 2,700 square kilometers. The Rogers Centre Ottawa is located in the heart of the downtown core, within walking distance of Canada's Parliament Buildings, a range of museums, the National Arts Centre and the National Gallery of Canada. We are adjacent to the ByWard Market, the site of a 150 year old farmers market that is still operational today, as well as a wide variety of retail stores, shops and restaurants.

Ottawa's citizens hold their natural environment in high esteem. The city is situated near several waterways, including the Rideau Canal, UNESCO World Heritage Site, the Ottawa River, the Rideau River, and the Gatineau River, all of which provide green space for walking, running and cycling paths as well as beaches for swimming and sailing. The Ottawa River also provides the drinking water for many of Ottawa's residents; wildlife thrives in the water and along the shores. Given its proximity to these waterways, the Centre must contribute responsibly to its environment to ensure the continued enjoyment of these spaces and ecosystems.

The City of Ottawa has held numerous discussions within the community to develop a vision of how residents would like to see the City twenty years from now. This process identified seven main themes that the City has adopted as the Guiding Principles to manage the city's projected growth. One of these Guiding Principles is "A Green and Environmentally Sensitive City," which will be achieved with the support of the city's Environmental Strategy. It will address the need to protect and strengthen local ecological features and processes, and to reduce the city's environmental impact at the global level by achieving the following goals:

- A Green City
- Development in Harmony with Nature
- A Focus on Walking, Cycling, and Transit
- Clean Air, Water and Earth

Goal 1: A Green City Strives to:

Eliminate the demand for an endless network of pavement, concrete and buildings that can confine trees to concrete baskets. A green city also strives to preserve water quality and quantity, terrestrial habitats such as urban and rural forests and wetlands, biodiversity and ecosystem integrity.

Goal 2: Development in Harmony with the Environment strives to:

Use green space and agricultural land in a well-planned way to reduce urban sprawl and community satellites that must rely on single-vehicle transportation for work, groceries, and entertainment. Well-planned development incorporates an understanding of individual sub-watershed needs and of larger scale environmental challenges such as climate change.

Goal 3: Focus on Walking, Cycling, and Transit strives to:

Shift the focus and preference given to single-use developments and car-oriented transportation network use.

Goal 4: Clean Air, Water and Earth strives to:

Provide clean air that allows people to breathe easily and enjoy outdoor activities and is air that does not contribute to climate change; water supports diverse aquatic life and does not require increasingly complex treatments to make it potable; soils support healthy ecosystems for human, animal and plant life.

For more information on Ottawa's Environmental Strategy, visit: <https://ottawa.ca/en/living-ottawa/environment/environmental-policy-and-planning>

Ottawa is not only environmentally responsible for the benefit of its residents; it is a green city for visitors as well. The Rogers Centre Ottawa is twenty minutes from the airport by taxi or shuttle. The Ottawa International Airport Authority has a comprehensive Environmental Management Plan in place that is comprised of a broad range of programs such as Storm water Quality and Groundwater Monitoring , Aircraft/Runway De-icing and Noise Management, Recycling (including E-Waste) and more. Visit their website to review the Airport Authority's Environmental Performance Report: <https://yow.ca/en/node/4034>

Once you arrive at the Rogers Centre Ottawa, over 6,000 downtown hotel rooms are within easy walking distance, including 1,500 within a city block. Ottawa's diverse accommodation sector includes large international brand name hotels, unique Ottawa properties, suite hotels, boutiques and more. Significant environmental philosophies and tactics have been implemented at many of these hotels as part of the integrated effort of the destination towards making the events industry more sustainable.

The city's destination marketing organization, Ottawa Tourism, features detailed information on green options for visitors on its website. Suggestions include itineraries that focus on Ottawa's green spaces and alternate modes of transportation.

For more visitor information and details on these events and itineraries, visit: ottawatourism.ca

Ottawa is the leading host destination for a green event! The Rogers Centre Ottawa is an environmentally healthy meeting facility and exemplifies strong environmental performance and leadership due in part to the Centre's location and its commitment to doing what is right for the future of the planet.

Planning Sustainable Events

Events that take place at the Centre contribute in a significant way to the success of the Rogers Centre Ottawa's environmental program. Suppliers, meeting planners, exhibitors and guests must all contribute to the environmental health of the facility through the programming and planning of their events.

In order to affect tangible, positive impacts, it is essential to:

1. Set ambitious but achievable environmental objectives in advance of your event. Be clear on what do you want to achieve.
2. Once objectives are set, obtain buy-in from your team and review the entire cycle of your event from inception to follow up. Ensure your objectives are consistently being addressed by tactics that are employed at each event phase – before, during and after.
3. Communicate the objectives at every opportunity to your hospitality service providers and delegates, attendees, exhibitors and suppliers.

There are many compelling reasons you should consider holding a sustainable event.

- Cost savings in printing, shipping, purchasing of non-reusable/disposable products and distribution
- Waste reduction: using less paper and other disposable items reduces landfill waste
- Greenhouse Gas (GHG) Emission reduction: reduces the carbon footprint of your event
- Consistent organizational objectives: help underline the importance of sustainable initiatives your organization may already have in place back at the office by employing them at off-site events.
- Brand enhancement: organizations that choose to embrace a sustainable approach to event planning will be viewed favourably by their clients and stakeholders. People really do notice.
- Education: It helps educate delegates and pushes suppliers and venues to do the right thing: in the end, we all benefit from our shared experience.

For more tips on how to make your event sustainable, contact info@rogers-centre.ca.

APPENDIX I

SUSTAINABLE OPERATIONS: PROGRAMS AND PRACTICES

The commitments outlined in Rogers Centre Ottawa's Environmental Charter clearly state our philosophy on how we will govern ourselves with respect to the environment. In short, the Rogers Centre will ensure operating decisions are made with consideration to sustainability.

This section of the Operations Guide outlines the key sustainable operational policies implemented at the Centre and the specific tactics Rogers Centre Ottawa employs in its everyday operations in order to be environmentally responsible. More detail on these and additional sustainable practices are available by contacting info@rogers-centre.ca.

WE commit to operating an environmentally sustainable building that is LEED Gold certified:

WHAT WE DO	WHY WE DO IT
The new Rogers Centre Ottawa is fully compliant with new construction standards, particularly where energy consumption is concerned. The new building's energy performance is a 30% reduction in energy consumption compared to the minimum requirements of the Model National Energy Code for Buildings (MNECB).	<ul style="list-style-type: none"> • A significant reduction in greenhouse gas (ghg) emissions.
State-of-the-art Building Automation and Lighting Control Systems.	<ul style="list-style-type: none"> • Ensures HVAC and lighting uses are minimized and integrated with room usage • Reduction in energy consumption • Enables scheduling of HVAC and Lighting Systems to correspond with varying room requirements such as set-ups and/or events to minimize energy consumption during periods of low or no occupancy and to monitor and manage energy consumption during periods of high occupancy.
Use of low Volatile Organic Compound (VOC) paints, adhesives, sealants coatings and cleaning supplies; fixed assets such as carpets, millwork, paints, and furnishings are low in VOCs and where possible will carry certifications (such as the GREENGUARD Indoor Air Quality Certification Program). No urea-formaldehyde will be used in composite wood and laminate adhesives.	<ul style="list-style-type: none"> • To ensure good indoor air quality • This certification gives assurance that products designed for use in office environments and other indoor spaces meet strict chemical emission limits, which contribute to the creation of healthier interiors. Achieving GREENGUARD Certification gives credence to manufacturers' sustainability claims, backing them with empirical scientific data from an unbiased, third-party organization.

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to the tenets of “reduce, reuse and recycle”.

WHAT WE DO	WHY WE DO IT
Multi-purpose (organics, paper, plastics, cans, glass, and cardboard) recycling and compost bins are placed in all areas of the Centre, and include clear disposal instructions. Waste diversion rates are monitored to ensure desired performance is achieved and corrections are made to improve program if necessary.	<ul style="list-style-type: none"> • Encourages recycling by colleagues and guests • Enhanced recycling efforts = waste reduction
A program for hazardous waste (such as batteries and low mercury lamps) is implemented. In addition a recycling program for oil, grease, electronic equipment, skids, event related materials as well as construction and renovation materials is implemented.	<ul style="list-style-type: none"> • Encourages recycling by colleagues and guests • Enhanced recycling efforts = waste reduction

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to providing our colleagues with the training and knowledge required to make environmentally sound decisions in their day-to-day activities, both in and away from the workplace.

WHAT WE DO	WHY WE DO IT
Green Building Education Program	<ul style="list-style-type: none"> • Signage displays in facility underline Rogers Centre Ottawa’s commitment to sustainable strategies • Inclusion in orientation program ensures staff are aware of Rogers Centre Ottawa’s green initiatives • Feature column in the colleague newsletter educates colleagues about sustainable initiatives and encourages feedback
Green Housekeeping Program using Green Seal certified products and high recycled content disposable materials	<ul style="list-style-type: none"> • Help preserve the environment • Minimize amount of chemicals that negatively impact indoor air and drain water

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to supporting our clients in their environmental initiatives; we will encourage them to make environmentally-responsible decisions in the planning and execution of their events.

WHAT WE DO	WHY WE DO IT
Green Building Education Program	<ul style="list-style-type: none"> • Signage displays in facility underline Rogers Centre Ottawa's commitment to sustainable strategies
Rogers Centre Ottawa will provide assistance to planners with information regarding availability and use of carbon offset programs	<ul style="list-style-type: none"> • Reduced greenhouse gas emissions • Help preserve the environment
The Rogers Centre Ottawa's Leave a Legacy program assist clients by donating left-over goods to various organization within the Ottawa community	<ul style="list-style-type: none"> • Reduction in waste • Community involvement

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to using fresh, regional and sustainable food ingredients whenever possible.

WHAT WE DO	WHY WE DO IT
Rogers Centre Ottawa adheres to Sustainable Seafood Canada's Seachoice list recommendations	<ul style="list-style-type: none"> • Ensure that the fish or shellfish featured on our menu can be sustained over the long term without compromising the health of marine ecosystems
Commit to a goal of 25% of all food products being grown or produced locally	<ul style="list-style-type: none"> • Supports local purveyors and local economy • Healthy, fresh menu options • Reduction in carbon footprint as deliveries are in closer proximity to the Centre
Offer a wine list featuring Organic, Carbon Neutral and local Ontario wines.	<ul style="list-style-type: none"> • Supports local purveyors and local economy • Excellent product and value • Reduction in carbon footprint as deliveries are in closer proximity to the Centre

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to reducing the carbon footprint of our operations.

WHAT WE DO	WHY WE DO IT
Keep consistent ambient building temperature unless requested otherwise at 22°C/72°F in summer and 21°C/70°F degrees in winter (except during periods of high energy usage due to extreme summer temperature when setting may be brought up to 25°C/77°F).	<ul style="list-style-type: none"> • Reduction in energy consumption
Use of high efficiency lighting with occupancy and daylight harvesting sensors, as well as LED lights in majority of facility.	<ul style="list-style-type: none"> • Reduction in energy consumption
Use of cistern	<ul style="list-style-type: none"> • Collects rainwater from roof to be used to flush toilets and urinals • Minimizes the impact on municipal storm water systems

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to working with partners and stakeholders to leverage our combined influence to minimize the environmental footprint of the hospitality industry in Ottawa and globally.

WHAT WE DO	WHY WE DO IT
Rogers Centre Ottawa is Canada's first Founding Industry Member of the international Convene Green Alliance (CGA), a grassroots industry initiative spearheaded by several high profile associations from around the world that aspire to positive environmental practices. Members of CGA, based in Arlington, Virginia, intend to leverage their combined influence to encourage the hospitality industry to minimize its environmental footprint throughout the world.	<ul style="list-style-type: none"> • Provide sector environmental leadership • Maximize hospitality industry influence globally while minimizing its environmental footprint
Membership in Green Meetings Industry Council	<ul style="list-style-type: none"> • An organization dedicated to the provision of resources to assist in providing sustainable meeting standards

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

WE commit to the implementation of comprehensive building and equipment maintenance programs to ensure optimal safety, functionality and efficiency.

WHAT WE DO	WHY WE DO IT
Rogers Centre Ottawa's cleaning and ice melting practices will be chemical free.	<ul style="list-style-type: none"> Water runoff is clear of chemicals before entering the filter system leading to the Rideau Canal and other waterways
Comprehensive Preventive Maintenance Program	<ul style="list-style-type: none"> To ensure all building systems are operating efficiently and as designed and are maintained according to industry standards including the regular maintenance of all HVAC units and the regular replacement of air filters to ensure good indoor air quality at all times
Regular maintenance on heating & cooling system	<ul style="list-style-type: none"> By ensuring optimum system performance energy savings are maximized Prompt detection and remedy of any system malfunction or inefficiency Prolonged equipment life

For more details on these and additional sustainable practices please contact info@Rogers-centre.com for a copy of the Rogers Centre Environmental Charter.

WE commit to implementing measurable goals, encouraging feedback, monitoring and evaluating our programs, benchmarking for the future and remaining responsive and open to implementing change when improvements are required.

WHAT WE DO	WHY WE DO IT
Regular energy audits	<ul style="list-style-type: none"> Allows identification of inefficiencies Benchmark settings to strive for enhanced performance
Participation in shedding program during periods of high usage	<ul style="list-style-type: none"> To ensure energy consumption is reduced during periods of high demand
Daily and weekly monitoring of steam, chilled water, domestic water and natural gas	<ul style="list-style-type: none"> To verify efficiency, detect excessive or abnormal usage and rectify any problems.

For more details on these and additional sustainable practices please contact info@rogers-centre.ca for a copy of the Rogers Centre Ottawa Environmental Charter.

APPENDIX J

EMERGENCY PROCEDURES – GENERAL OVERVIEW

Communication

- The Security department at the Rogers Centre Ottawa is staffed by two (2) Security Officers at all times and can be reached by: dialing 636 on a house phone, activating the 'Security' service phone function on a Crestron panel, or by using the Security intercom in an Area of Refuge.
- In the event of an emergency, contact 911 if required, then contact Security. A Security Officer is able to immediately dispatch a Patrol Officer to any location within the facility.

Emergency Response Team (ERT)

- There are three (3) Emergency Response Team members on-site at all times. This team acts as primary responders during any emergency.
- ERT members are trained in Standard First Aid, CPR "C" and AED (Automated External Defibrillator) use. Additionally, members take part in regular fire drills and ongoing emergency response training.

Fire Procedure

- Two-stage fire alarm: the alarm will go into Alert (first stage) to allow the Emergency Response Team (ERT) time to respond and investigate. If the problem cannot be resolved by the ERT, the alarm will go into Evacuation Mode (second stage). The Ottawa Fire Department will respond immediately upon activation of a first stage alarm.
- A member of the ERT will begin to provide instruction via the P/A system within minutes of initial activation of the fire alarm. During the first stage of alarm, we ask that our guests prepare to evacuate, although evacuation may not be required during a first stage alarm.
- During open business hours, qualified Fire Floor Wardens identifiable by orange safety vests will be visible within minutes of alarm activation are able to provide direction and support to all occupants.
- As required by law, the Rogers Centre Ottawa conducts regular fire drills to continually test and refresh the training of the ERT and Fire Floor Wardens.

Guest, Employee Injury or Sickness – First Aid

- Extensive emergency and first aid supplies, including AEDs, are maintained on-site. There is a dedicated first aid room located on the B1 Level next to the Security Operations Centre.
- During events with high attendance the Centre recommends contracting additional Paramedics to ensure increased coverage. When Paramedics are not on-site, our ERT members will act as primary responders to any first aid incidents.

Riot, Civil Disturbances/ Demonstrations

- The Centre has a detailed plan and response to any type of civil disturbance. Procedures include: exterior and internal lockdowns, perimeter protection, staff assignments, police involvement, internal sheltering, alternate evacuation routes, HVAC shut down procedures, and more. The details of this plan remain proprietary to the Centre.

Threat Response

- The Centre has a plan and response process for handling threats. Process includes: actions when receiving a threat, phone call check lists, notification process, command centre control, search plan, police participation, evacuation, and more.
- This program is managed by the ERT in cooperation with the Security Manager and local authorities. Should a threat situation arise, clients will be involved, as necessary, in the response process.

Power Failure

- The Centre has a substantial emergency generator and back-up power infrastructure. The generator will take approximately 40 seconds to be up and running. The generator provides adequate lighting to all areas in the Centre, but is not designed to provide power to support all regular activities. Emergency power will continue to support vital facility functions, and allows proper emergency response to ensure the safety and security of all the Centre's assets and occupants.

Emergency Preparedness

- The Rogers Centre Ottawa maintains emergency procedures to support the response of any significant incident. These plans detail responses to a large spectrum of emergencies and disasters, and remain proprietary to the Centre.

APPENDIX K

ON SITE VEHICLE DISPLAY REGULATIONS

The information below outlines the rules and regulations involving the safe display of vehicles at the Rogers Centre Ottawa. Items below are industry standards, and are in place to protect all exhibitors and attendees.

The Ottawa Fire Prevention Division, Show Management and the Rogers Centre Ottawa reserves the right to remove any vehicle from the show confines, at exhibitor's expense, which contravenes these rules and regulations or is deemed to be unsafe for display.

The undersigned has read and agrees to the following:

1. Provide exact weights and measurements of the vehicle (diagram where possible) to Event Services Manager for approval.
2. Copies of insurance coverage in case of loss, damage, theft or fire. Show Management and the Rogers Centre Ottawa will be held harmless from any action that results from loss, theft, fire, damage or any other occurrence.
3. Vehicle must have the battery disconnected and may be attached to a trickle charger, while on static display. Gas and hybrid vehicles must have caps are to be locked or secured against tampering.
4. Gas and hybrid vehicles must have minimal amounts of fuel. Only enough to propel the vehicle in and out of the building is permitted.
5. While on static display, gas and hybrid vehicles must have an oil/fluid pan collecting leaking fluids and to protect the show floor surface. This must be monitored and cleaned.
6. A set of keys and emergency telephone numbers for contact person(s) responsible for the vehicle is to be left with the Rogers Centre Ottawa Security Department.
7. Vehicle move in and out times are to be coordinated with Event Services Manager and Freight Management. Upon move in and move out there must be a forward and rear ground guide present to direct vehicle and pedestrians.
8. Freight elevators may be required to bring move vehicles through the facility. Additional costs may apply.

CLIENT NAME

COMPANY NAME

EVENT

TELEPHONE

ADDRESS

EMAIL

CLIENT SIGNATURE

DATE

Save and e-mail the completed form to eventservices@rogers-centre.ca or print and fax the completed form to the Rogers Centre Ottawa at 613-563-7646.

