

Cohere Centre Guidelines

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Welcome to the Cohere Centre

Strategically located at the corner of Uplands Drive and the Airport Parkway, the Cohere Centre is just steps away from the Ottawa Macdonald-Cartier International Airport and a short drive from downtown Ottawa. The Cohere Centre and Uplands Station are served daily by routes 4, 98, and 197.

A spacious centralized pre-function space, flooded with natural light and furnished with comfortable seating areas, welcomes visitors to the facility. Amenities include ticket counters, retail outlets, well-appointed meeting rooms, and state-of-the-art telecommunications services.

There are four column-free halls with high ceilings accessible from the pre-function area. Together, they provide 150,000 sq. ft. of versatile event space that can be used in various configurations. In addition, the Cohere Centre offers four carpeted meeting rooms with natural light.

The Cohere Centre offers efficient, climate-controlled shipping and receiving facilities that make it easy for exhibitors to move their goods in and out of the building. The building's mechanical and electrical systems use sophisticated technology to manage utility consumption and comply with all environmental management targets. Our food and beverage partner is committed to supporting local food producers and providing visitors with healthy food choices. All cleaning and housekeeping products used in the building are "green" certified.

We have chosen a strong support team and exclusive service providers based on their shared commitment to excellent customer service.

In short, everything has been done to make the Cohere Centre the best place to hold any event. Every event is better here!

Our team looks forward to welcoming you soon.

Our Team

The Cohere Centre team shares a unique “entrepreneurial” spirit, and all are willing to assist in every way possible to ensure a completely successful event. All staff members are committed to excellent customer service and have years of experience in the food service, event, and hospitality industries.

Building Management

Neill Bales
General Manager
Nbales@coherecentre.ca
613-822-8800 ext. 201

Kevin McCrann
President
Kmccrann@coherecentre.ca
613-237-7075 ext. 223

Sales and Events Team

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613-822-8800 ext. 204

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613-822-8800 ext. 202

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Food and Beverage

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Executive Chef
Culinary@coherecentre.ca
613-822-8800 ext. 261

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Sous-Chef
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Food and Beverage Manager
Amahar@coherecentre.ca
613-822-8800 ext. 262

Electrical and Rigging

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Electrical and Rigging Manager
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Exhibitor Services Coordinator
ES@coherecentre.ca
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Facility Operations

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Operations Manager
Ggarrett@coherecentre.ca
613-822-8800 ext. 274

Ben Mungham
Operations Supervisor
Bmungham@coherecentre.ca
613-822-8800 ext. 205

Cesar Quinteros
Operations Supervisor
Cquinteros@coherecentre.ca
613-822-8800 ext. 205

Martin Goneau
Lead Custodian
Mgoneau@coherecentre.ca
613-822-8800 ext. 205

Exclusive Services

Electrical and Rigging Services – Provided by Cohere Centre:

At Cohere Centre, our qualified technicians and riggers manage the installation and removal of overhead rigging equipment for specialty lighting, design elements, and other show components. All rigging services – including setting up and taking down temporary event graphics or signage affixed to or hung from any surface within the facility – must be arranged through our Event Services team.

For arrangements, please contact ES@coherecentre.ca

Food and Beverage Services – Provided by Cohere Centre:

The Cohere Centre is proud to provide both catering and retail food options. All food and beverage services are provided on an exclusive basis by our in-house culinary team.

For arrangements, please contact Catering@coherecentre.ca

Cleaning Services – Provided by Cohere Centre:

The Cohere Centre Janitorial Team is available to provide cleaning for trade and consumer shows including sweeping and cleaning of all contracted spaces as well as removal of all waste and garbage. All spaces utilized by the Event including meeting rooms and washrooms accessed from the exhibit hall show floor are to be kept clean and in good order throughout the Event and left in clean condition. The Event or individual exhibitors may arrange for cleaning and waste removal from booths as well as vacuuming of booth carpets. Cleaning service is available at an hourly rate.

Please contact your Event Coordinator for scheduling details.

Security and First Aid Services – Provided by Cohere Centre:

We offer fully trained, licensed, and professional security officers and supervisors to staff and patrol events as needed.

First Aid Officers are available to ensure the safety and well-being of all attendees. The Centre has a fully equipped First Aid Room located off the lobby area between the entrances to Halls 1 & 2. Licensed first aid personnel are required at all public events.

For arrangements, please contact your Event Coordinator.

Information Technology and Communications – Provided by D.E. Systems:

Both high-speed wired and wireless internet services are available from our Exclusive Partner, D.E. Systems.

For arrangements, please contact IT@coherecentre.ca

Official Partners



Audio-Visual Services – Provided by AV-Canada:

The Cohere Centre’s official Audio-Visual partner is AV Canada, a company with over 30 years of live event experience, an extensive inventory of presentation technology, and a dedicated team of skilled technicians. AV Canada has a permanent presence at the Cohere Centre and is deeply familiar with the venue's technical infrastructure. Services include:

- Audio visual equipment and services
- Staging
- Set design and construction
- Webcast and videoconference services
- Audience response polling systems
- Lighting and special effects
- Simultaneous interpretation
- Multimedia and content services
- Speaker presentation management services
- And more

For arrangements, please contact:

Martin Stanfield

martin.s@av-canada.com

613-223-0441



Show Services – Provided by Stronco:

Stronco is Canada’s leading provider of show services to event organizers and exhibitors for trade shows, consumer fairs, conventions, meetings, and special events.

Services include rental, installation and dismantling of all your event requirements including floorplan design, pipe and drape, hard wall panels, poster boards, furniture and carpet rentals, custom and modular exhibits, installation and dismantling services, creative design services, signs and banners, advance show storage, customs clearance, and exhibit transportation services.

For arrangements, please contact:

Mike Farrell

mike.f@stronco.com

613-822-8800 ext. 230



Printing, Banners, and Signage – Provided by Ottawa Scene:

Ottawa Scene is a full-service large format printing and fabrication company with over 25 years of experience serving the Ottawa–Gatineau region, as well as clients across Canada and the United States. Known for high-quality production and innovative solutions, Ottawa Scene specializes in bringing event branding and visual concepts to life through advanced printing and custom fabrication capabilities. Services include:

- Signage, banners, and event graphics
- Large format printing on a wide range of materials
- ADA-compliant Braille printing
- Installation and on-site support services
- And more

For arrangements, please contact:

Jason Chan

sales@ottawascene.com

613-224-9911

Operating Guidelines from A to Z

This information applies to all Events taking place in the Cohere Centre. The directives contained herein also apply to all appointed contractors, event suppliers, and exhibitors that will be part of the Event.

Accessibility

Cohere Centre is dedicated to providing an accessible environment and accommodating special needs requirements. Cohere Centre complies with all federal, provincial, and local regulations that require the elimination of all barriers that might affect persons with disabilities.

Any specialized requirements you may have should be discussed with the Cohere Centre.

Adhesives

The only tapes authorized for use on exhibit hall floors are; Doublestick V (2-sided tape), Rainbow (1-sided 7ml vinyl), masking tape, 618 Suretape (cloth duct tape), and/or #174 high-adhesion double-faced tape. “Stick-on” floor decals, floor signs or similar promotional items, meant as floor décor, may not be used in or about the facility unless approved by the Cohere Centre.

Acceptable wall adhesives are Lepage Fun Tak or similar putty adhesive.

Prohibited tapes include clear packaging tape, double sided tape, and masking tape on the exhibit hall floors. Heat tape or double-faced tape is prohibited on the carpets.

All adhesive products must be removable without damage to the surfaces or building finishes. Charges will apply for all tape damage and for cleaning and removal by the facility of non-approved adhesives.

Advertising and Promotion

Advertising for events held at Cohere Centre must be coordinated and approved by our staff prior to printing and/or airing in accordance with our brand-style guidelines. Advertising placed in the public or pre-function areas must have prior written approval from Cohere Centre.

Cohere Centre’s existing advertising signs cannot be covered or moved.

Alcohol

Cohere Centre is a licensed facility. All alcoholic beverages will be provided by Cohere Centre’s exclusive in-house food and beverage team. Alcoholic beverages will be served in accordance with the regulations of the Alcohol and Gaming Commission of Ontario.

Animals

Animals or pets, with the exception of service animals, are not permitted inside the Cohere Centre. Animals intended to be part of an exhibit or Event activity may be permitted subject to prior written authorization from the Cohere Centre.

ATM's

There are 4 ATMs located in the pre-function space – 2 on the south side and 2 on the north side of the building.

Audio Visual Services

Cohere Centre has appointed AV-Canada as its Official AV Service Provider. Arrangements for all audio-visual requirements can be made directly with AV-Canada or your Event Coordinator.

Badges

All Event staff and personnel, contracted service providers, exhibitors, and their employees working in the building must wear a badge at all times that has their name on it as well as the name of the company employing them. Cohere Centre staff and exclusive service providers are also required to wear a badge while working in the building showing the same information.

Visitor passes are available from the Management offices.

Balloons

Please see “Helium.”

Banners

Banners or signage made of flame-retardant materials may be suspended in approved locations inside the Cohere Centre by our electrical and rigging team. Cohere Centre requires advance notice of the number and size of signs or banners to be hung, as well as intended locations. Banners may not be placed on the outside of the facility.

Please contact the Cohere Centre Event Services Team for more information.

Bilingualism Policy

Cohere Centre follows the City of Ottawa’s Official Languages “Bilingualism Policy” for encouragement of services to the public in both English and French.

Building Hours

The Cohere Centre will be available according to the times specified in the License Agreement.

Building Inspections

A pre- and post-event inspection of the contracted premises shall be made by the Cohere Centre with the show manager.

Business Centre

Photocopies, faxes, scanning, and other business services are available at the Management offices. Photocopy and printing rates are as follows:

- Single sided black and white \$0.25 per page / \$1 colour
- Double sided black and white \$0.25 per page / \$1.25 colour

Carts, Dollies and Forklifts

Cohere Centre is not able to provide forklifts, carts, or dollies to move exhibition goods in or out of the Building.

Please contact your Show Services Provider for these items.

Cleaning Services

The building's in-house cleaning crew is responsible for the maintenance and cleaning of all public areas of the building, not forming part of the space.

The Cohere Centre Janitorial Team is available to provide cleaning for trade and consumer shows including sweeping and cleaning of all contracted spaces as well as removal of all waste and garbage. All spaces utilized by the Event including meeting rooms and washrooms accessed from the exhibit hall show floor are to be kept clean and in good order throughout the Event and left in clean condition. The Event or individual exhibitors may arrange for cleaning and waste removal from booths as well as vacuuming of booth carpets. Cleaning service is available at an hourly rate.

Please contact your Event Coordinator for scheduling details.

Coat Check Facility

A coat check facility serving the entire Building is located in the lobby between the entrances to Halls 2 and 3 at a cost of \$3 per item.

Events wishing to operate coat and luggage or parcel checking as a hosted or free service for exhibitors or attendees may make arrangements for this with Cohere Centre.

Courier Deliveries

Cohere Centre is not able to accept courier deliveries of exhibit material on behalf of show management or exhibitors before the contracted move-in date/time. During a show or event, all deliveries should be directed to the exhibitor or show manager directly. Envelopes and small parcels (i.e.: less than 5 lbs.) can be accepted by the Management offices between the hours of 8:30am to 4:30pm Monday through Friday only.

Decorations

All materials used for decorative or advertising purposes must be treated with a flame retardant and must be used in accordance with the Ottawa Fire Department's Fire Regulations governing Exhibits and Displays in public buildings.

Glitter and/or confetti are NOT permitted.

Defibrillators

The Cohere Centre is equipped with a defibrillator in the middle of the main corridor.

Digital Signage

Video Display Screens are available outside all halls and meeting rooms and throughout the facility.

For advertising opportunities, please contact the Cohere Centre.

Electrical/Mechanical/Rigging Services

Cohere Centre's Electrical & Rigging Department is the exclusive supplier of all electrical, mechanical, and rigging services. Cohere Centre Event Services will be happy to discuss the Events specific needs and provide pricing. Invoicing for these services will be managed directly by the Event Services team with the Event.

The following requirements must be adhered to in the installation of all temporary electrical and lighting equipment or services.

- All electrical connections, installations, assemblies, motors, and any electrical operating gear must conform to all Federal, Provincial, and Municipal electrical and fire codes.
- All electrical fixtures, fittings, and appliances must be CSA approved.
- Latex wire cord, duplex, and triplex plugs are not allowed.
- Exhibitors may not store materials on or around any electrical equipment or connections of any kind.
- Equipment that trips circuits due to overload may not be restarted until FES has found the source and corrected the problem.
- Specialized equipment requiring company engineers and technicians may be used with prior written approval of the Cohere Centre.
- Wall and pillar plugs distributed around the building are for the specific use of Cohere Centre and their exclusive service providers and are not for the use of exhibitors. A fee will be charged if these outlets are used, or they may be disconnected at the discretion of the Building and/or FES.

Electrical Safety Authority

The Ontario Electrical Safety Code is the provincial regulation that defines the minimum requirements for electrical installations and electrical products in Ontario. The Electrical Safety Authority is responsible for enforcement of the Ontario Electrical Safety Code.

The Electrical Safety Authority (ESA) is authorized by provincial legislation to conduct electrical inspections at facilities in Ontario, including the Cohere Centre. Electrical inspections are required on temporary electrical installations, and all electrical equipment must be certified with a

recognized standards label (i.e.: CSA monogram) before it may be used (either for display purposes or as part of a presentation).

For more information, visit the ESA web site or speak with our Electrical Service Team.

Emergency Preparedness

***Please refer to Section 6 – Emergency Procedures for more information. ***

Exhibits

Exhibits and exhibit materials are to be brought into the Cohere Centre and onto the exhibit hall floor by the Show Services Provider, the show's freight forwarder or by the exhibitors themselves. Please use the loading dock(s) assigned by Cohere Centre at the rear of the Building.

Exhibit materials, other than those that can be hand carried, are not to be brought through the Building's glass entrance doors located at the front of the Building.

Please contact our Service Partners for furniture, equipment, lighting, or specific display items required for exhibitor booth use.

Exhibitor Deliveries

Please see "Shipping and Receiving."

Fire Regulations - General

- Aisles between display booths shall be a minimum of 8 feet.
- All parties involved with any show exhibit must comply with Federal, Provincial and Municipal building and fire codes.
- All fire and emergency equipment located in the Building may not be hidden or obstructed in any way.
- Emergency exits and aisles must be kept clear and unobstructed.
- Vehicles parked in fire routes will be removed at the owner's expense.
- All electrical equipment must be CSA or UL approved.
- Draping, table covering, booth partitioning and carpeting used in a show must be of flame-retardant material.
- All material is subject to inspection and flame testing at any time by the Ottawa Fire Department and/or the Building's Director of Fire Safety.
- Plastic fabrics and other materials that are not fire retardant are prohibited.
- The Event is responsible for advising and enforcing all fire regulations with their exhibitors.
- Boxes, packaging, and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings, or transformers.

- Any equipment that uses open flame as part of an exhibit must be approved in writing by the Building.
- Storage safety is the responsibility of the Event. Storage piles shall not exceed 12 ft. in height.

First Aid

Cohere Centre has a fully equipped First Aid Room located in the lobby between the entrances to Halls 1 and 2, with an Automated Electronic Defibrillator on site. Licensed first-aid personnel must be on duty at any event with an estimated attendance of 1,000 or more people per event day (or smaller groups if deemed necessary by Cohere Centre). Licensed first-aid personnel are available from the Cohere Centre's exclusive security provider.

Security booking and details are to be done through your Event Coordinator.

In the event of any accident, show management must inform first-aid personnel and Cohere Centre security immediately.

Flammable Materials

No flammable material will be allowed in any part of the Cohere Centre, and no goods or materials that conflict with the rules of the Ottawa Fire Department, or any relevant governmental authority may be exhibited or brought into the Building. Only non-flammable or flame retardant treated materials can be used for table skirting, exhibit drapes, or decoration.

Floor Loads

No material handling equipment or object weighing more than 10,000 pounds per square foot may be placed anywhere in the Building including the exhibit floor, lobby area and meeting rooms unless authorized in writing by the Building management.

Floor Marking

Floor marking time should be coordinated with the Cohere Centre and should only take place during the time contracted for in the License Agreement. Only removable chalk or approved removable tape products are to be used for marking the exhibit hall floors.

Floor Plans

Floor plans require advanced approval by Cohere Centre's Management and/or Ottawa's Fire Prevention Officer. All plans must be done to scale indicating all exits/entrances, aisles, aisle widths, booth dimensions, freight and packing material storage, food service areas, and staging and feature area locations. Plans must contain the Event name, date and halls and/or meeting rooms utilized as well as approximate daily attendance.

Floor Type

Exhibit Halls – Concrete

Meeting Rooms – Carpet

Lobby – Porcelain Tiles

Food and Beverage

Cohere Centre has its own in-house exclusive catering team.

***Please refer to Section 5 – Food and Beverage for more information. ***

Food Sampling

***Please refer to Section 5 – Food and Beverage for more information. ***

Forklift Operators

Forklift operators are available through Stronco or your Show Service Provider.

Garbage Removal

All show or event generated waste, and garbage will be removed from the show floor, the Building, and the grounds by Cohere Centre's cleaning crew.

Please contact your Event Coordinator about pricing and options.

Harmonized Sales Tax

A Harmonized Sales Tax (HST) of 13 % will be applied where appropriate to all goods and services according to Ontario Ministry of Revenue and Canada Revenue Agency guidelines.

Harassment-free Workplace Policy

The Cohere Centre is committed to providing and maintaining a workplace that ensures all employees of the Centre 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. This includes workers, customers, suppliers, and vendors.

Hazardous Materials

The Cohere Centre must approve the use of any hazardous material and must be provided with a Workplace Hazardous Materials Information System (WHMIS) information sheet.

Please contact the Cohere Centre for more information.

Health and Safety

The Cohere Centre is a member of the Canadian Association of Exposition Managers and follows

the standards of the Health & Safety Law and Risk Management for the Exposition Industry in Canada.

For more information, please contact the Cohere Centre.

Heating and Air Conditioning

As part of our green initiative, reduced levels of heating and air conditioning will be in effect during move-in and move-out periods. Full service will be provided from one (1) hour prior to the Event opening through to one (1) hour after the closure of the Event to attendees on show days.

Helium

Helium or lighter-than-air- balloons are prohibited outside the Building. Such balloons may be installed within the Building if they are tethered to a fixed object and are no larger than thirty-six (36) inches in diameter. At the end of the Event, the Event is responsible at their sole cost for the removal of all such balloons hanging loose from the ceiling or found anywhere in the Building.

All helium tanks brought into the Cohere Centre must be chained to a three-wheel dolly prior to transporting within the Building and are to be stored and secured in an upright position.

Insurance requirements

The Licensor shall not be responsible for death or injury to any person or for damage or loss of property or any consequential loss of property or any consequential loss resulting there from of any person in the Building or on the Lands which may result at any time from any cause whatsoever and shall be indemnified and held harmless by the Licensee from any suit or claim arising from the use or occupancy of the Space or the Building by the Licensee. The Licensee assumes all responsibility for himself and any sublicensee for any injury suffered by any person or damage to property and undertakes to have its insurers and the insurers of any exhibitors waive all rights of subrogation against the Licensor.

- a. The Licensee shall secure and furnish to the Licensor 15 (fifteen) days prior to the commencement of the Term of this License Agreement, policies of comprehensive general liability insurance or certified copies thereof including accepted contractual liability endorsements, with limits of liability of at least \$5,000,000.00 (Five Million Dollars) inclusive of bodily injury or property damage including Licensee's (tenant's) legal liability.
- b. The Licensee shall add the Licensor ("Capital Exhibition Centre Limited Partnership, by its General Partner 2256240 Ontario Inc. and The City of Ottawa") as an additional insured to its liability insurance subject to Cross Liability Endorsement.
- c. The Licensee shall also procure and furnish
 - i. Employer's Liability Insurance in the minimum limits of \$1,000,000.00 (One Million Dollars) per accident and evidence of contingent Workplace Safety Insurance Board (WSIB) coverage;

- ii. Comprehensive Automobile Liability Insurance (automobile type) covering owned, non-owned or hired vehicles for use in or out of the Building for a limit of \$2,000,000.00 (Two Million Dollars) for one accident.
- d. The foregoing required coverage shall be with companies and in a form satisfactory to the Licensor and shall be in effect during all periods of this License Agreement or any extension thereto.
- e. All policies of insurance required hereby shall provide that the insurance company will give notice in writing to the Licensor at least (30) thirty days in advance prior to any material change in or cancellation of the policies; provided, however, that such policies have been filed with the Licensor, shall be effective if such amendment or modification or cancellation will leave the Licensee without insurance of the type herein required to be procured during the term of this License Agreement or any portion thereof.
- f. The Licensor may at any time and from time to time, acting as prudent owner, require the Licensee to increase the insurance limits provided for in this Paragraph 8.
- g. The Licensor shall be entitled to require the Licensee to provide written proof of adequate insurance (liability and accident and such other forms as may be required by the Licensee), as determined by the Licensor, naming the Licensor as an additional insured, from the Licensee's exhibitors, contractors, subcontractors, agents and others associated with the Event or the Licensee prior to their entry or working in the Building.

Internet Access

See "Telecommunications."

Keys

Electronic access cards for halls, meeting rooms and show offices may be obtained from the Cohere Centre and shall be returned following the end of the Event.

Licenses

The Event is responsible for obtaining all necessary licenses, permits, and approvals from the appropriate authorities that may be required for the Event. The cost of such licenses will be the responsibility of the Event.

Loading Docks

The Cohere Centre has eight (8) truck level loading bays and specifically identified doorways for use to deliver freight or other exhibit items to the show floor or Building. Public entrances may NOT be used for this purpose.

Logo Usage

Copies of the Cohere Centre's logo are available for reproduction and use in your promotional materials. A copy of the Cohere Centre logo standards outlining our brand guidelines is also

provided for your information along with the logos themselves. The Cohere Centre provides a complimentary listing of each event on our website.

Lost & Found

All lost and found articles are logged and stored for ninety (90) days. After that period, all articles are disposed of at the sole discretion of the Cohere Centre.

Inquiries regarding lost and found items should be directed to our security or management offices.

Move In/Move Out

The Client is responsible for establishing the move-in and move-out times for exhibitors and communicating this schedule to exhibitors. Move-in and move-out times are included in contracted space starting from 7am until 11pm.

Security staff must be employed by the Event to monitor and control doors/loading areas and to control vehicle traffic on the exhibit hall floor during move-in and move-out. Guards can be reserved through our Exclusive Security Provider – Capital Security.

Parking of vehicles at the loading area or on the show floor (unless such vehicle is used for display purposes) is strictly forbidden. Vehicles must exit immediately after loading or unloading. Security will have the right to have vehicles moved to appropriate parking locations as required.

Exhibitors are required to bring their own tools, ladders, brooms, dollies, and other items required to build or transport their exhibits. Such items are not available from Cohere Centre but are available for rent from the Event's Show Services Provider.

For safety reasons, children under the age of 16 years are not allowed onsite during move-in or move-out periods.

All exhibits must be entirely removed from the Cohere Centre by the contracted move-out time on the last day of the Event. The Cohere Centre will not be held liable for any property whatsoever left in the facility during or at the expiry of the rental period noted in the License Agreement.

Early Move-In and/or Late Move-out will incur the following charges:

- Halls 1, 2, 3 & 4: \$250 per hour
- Meeting Rooms A, B, C & D: \$150 per hour

Natural Gas

A limited number of initial ½-inch natural gas connections are available to individual booths situated adjacent to or near the rear service corridor located on the east side of each exhibit hall. All gas hook-ups must be adequately ventilated.

Please contact Cohere Centre Event Services for more details and pricing information.

Note: All natural gas orders must comply with current Ontario regulations, codes, standards, and manufacturers' certified instructions. Any variations from these regulations must be accompanied by a certificate or letter from the Technical Standards and Safety Authority (TSSA) approving the variance. Gas service will not be supplied for any variance unless the above documentation is approved, and the TSSA inspection is completed. The TSSA Customer Contact Centre may be contacted at 1-877-682-8772. All natural gas orders are subject to fire inspection.

Open Flame

All exhibits having open flame devices must be acceptable to the Ottawa Fire Department.

General rules are as follows:

- Flame shall not be used solely to attract attention.
- They must be an integral part of the product being exhibited.
- Exhibits with flame producing devices must be attended at all times.
- Where candles are on display, no more than four may be lit at any one time, and they must be shielded by a hurricane lamp type of chimney.
- If glass contained candles are lit, the flame must not extend above the rim of the container.
- A small fire extinguisher must be in the exhibit booth readily available at all times.

Parking

The Cohere Centre offers in excess of 1,800 paid ground-level parking spaces plus ample space for buses and oversize vehicles. Priority locations are available for those who may require easy accessibility. Exit and entry lanes are flexible at the discretion of the Cohere Centre to accommodate peak traffic requirements.

A buyout of the parking charges or advance purchase of paid parking vouchers may be arranged with the Cohere Centre.

Photography

The Cohere Centre reserves the right to take photographs of any and all Events for its own records and for use in promotional materials.

Phone

Arrangements for all other phone and communication services can be arranged with the Building's exclusive telecommunication provider, D.E. Systems.

Plumbing and Water Access

This service is provided exclusively by our Event Services Team. Due to restricted access to water

and floor drains on the exhibit show floor, exhibitors requiring plumbing services should submit their order well in advance of move-in.

Please contact our Event Services Team for further details and pricing information.

Propane

One five (5) pound propane cylinder may be used to operate a product on display if used as approved under the Propane Storage and Handling Code.

All exhibitors wishing to use propane fuel for an exhibit in their booth must notify show management four weeks in advance of the show to ensure that this information is communicated to the Cohere Centre.

Pyrotechnics

Use of pyrotechnics and certain special effects at events are subject to advance approval from the Cohere Centre. Once general approval has been given by the Building, the Event must then apply for a permit to do so in accordance with City of Ottawa by laws. A copy of this permit must be given to the Cohere Centre at least two weeks in advance of the Event.

For further information, please contact the Cohere Centre.

Rigging

Rigging service requirements must be arranged using our Electrical & Rigging Team – who will work closely with each event to complete a suitable rigging plan for final approval by the Cohere Centre. Associated fees are invoiced directly to the Event by the Cohere Centre Event Services Team.

Room Capacities

Room Capacities vary depending on the specific requirements such as staging, lighting, audio visual needs, and set-up styles.

Please discuss your event's complete details with the Cohere Centre to ensure the appropriate space has been allocated.

Security

Security is provided exclusively for the Cohere Centre. Cohere Centre's security provides general building security as well as event security staff, first aid responders as well as crowd management and/or concert security. Other services available include access control and ticket management.

Shipping and Receiving

All shipping and receiving of goods shall be done through the loading docks, drive-in doors and service corridor located at the rear of the Building. Transport trucks and vans delivering goods to the Building should use the dedicated service roadway located on the north side of the property.

Show or Event shipments, products and/or bulky courier items will NOT be received in our facility until the first contracted move-in date. The Cohere Centre will refuse early shipments at the shipper's expense.

The Client is responsible for the removal of all product/displays at the end of the contracted move-out time and date. Any items left behind will be considered waste and will be disposed of or recycled.

For further shipping and receiving information, contact the Cohere Centre or our Official Show Services Provider – Stronco.

Signs

Signs, banners and such shall not be glued, nailed, stapled, hung or attached to ceilings, walls, or painted surfaces except by permission of the Cohere Centre. Handwritten signs are not allowed to be displayed or posted in the Cohere Centre. Professionally produced signs, banners, or posters may not be attached to the facility, its furnishings, or fixtures without approval.

All Event signage not removed by the Client prior to the end of the move-out period will be removed by the Cohere Centre. Any and all costs incurred will be charged against the Event's damage deposit. The Building will not store or return any of these items if they remain after move-out.

Smoking

Smoking is not permitted anywhere in the Building or within a 9-metre (30-foot) perimeter outside of the Building pursuant to Ottawa By-law #2001-148.

SOCAN Fees

The Society of Composers, Authors and Music Publishers of Canada (SOCAN) requires a license fee to be paid for each day of an Event where music will be played. Cohere Centre is responsible for collecting and remitting such fees on the client's behalf to SOCAN. An amount to cover SOCAN's fees will be included on the final Event invoice.

For fee information, please visit www.socan.ca

Sound Checks

Sound checks must be scheduled and approved by the Building to ensure the quiet enjoyment of

all clients. Any Event activity that causes disruption or disturbance to a neighbouring Event is not permitted.

Sound System

Please contact the Cohere Centre if announcements are required within the Event space.

Some events may require a more complex sound set-up. AV-Canada, our Official AV service provider will be pleased to discuss such arrangements with you and provide you with pricing information.

Statutory Holidays

Note: Additional labour charges may apply if an event is held on a Statutory Holiday.

New Year's Day – January

Family Day – February

Good Friday – April

Easter Monday – April

Victoria Day – May

Canada Day – July

Civic Holiday – August

Labour Day – September

Thanksgiving – October

Christmas Day – December

Boxing Day – December

Telecommunications

D.E. Systems is the Exclusive provider of telecommunication, internet, and webcasting at the Cohere Centre. The Building is equipped with wired and wireless internet connections in all exhibit halls, meeting rooms, and pre-function spaces.

To pre-order voice, data, digital signage, and/or network service(s), please contact D.E. Systems.

Ticket Sales

For all ticketed events, the Cohere Centre will have the right to audit all ticket sales. The Licensee agrees to provide the Licensor with 50 complimentary tickets for the Event to be used for promotional purposes. These complimentary tickets are not subject to Capital Surcharge.

The venue is required by the City of Ottawa, to collect a surcharge on each admission ticket at the Event (the “Capital Surcharge”) The term “ticket” includes all forms of entry control utilized for admission to the Event, with the exception of ‘Registration Fees’, seminar fees and entry charges for meal events. The term ‘Registration Fee(s)’ is defined as a formal or official enrolment charge

for an event usually purchased in advance for events closed to the public and restricted to an identified profession or members of an organization. A Registration Fee is not classified as a Ticket. In the event of a dispute, the Licensor's designated representative shall make the final determination in his or her sole discretion. In addition to other payments due to the Licensor, the Licensee agrees to remit to the Licensor a Capital Surcharge for each ticket to the Event equivalent to the following:

- a. \$1.50 for each admission Ticket with a value up to and including \$12.00,
- b. \$2.00 for each admission Ticket with a value over \$12.00 up to and including \$14.00,
- c. \$2.50 for each admission Ticket with a value exceeding \$14.00.

These Capital Surcharges are over and above the face amount indicated as the admission price of the Ticket and may be charged to the Ticket purchaser at the discretion of the Licensee and shall be payable on complimentary tickets distributed by the Licensee or exhibitors. Excluding complimentary tickets provided to the Licensor, as per section 33. The Capital Surcharge is subject to HST.

Please contact the Cohere Centre staff for more information.

Vehicles

The Cohere Centre follows industry standards regarding the safe display of vehicles. The Centre, show management and the Ottawa Fire Prevention Division have the right to remove any vehicle at the exhibitor's expense if it is deemed to be unsafe for display.

The following rules and regulations apply to the safe display of vehicles:

- Vehicle must have battery disconnected while on display.
- Minimal amounts of fuel are permitted in the fuel tank (i.e.: as much as is required to move the vehicle in and out of the Building).
- An oil/fluid pan must be placed under the vehicle to collect any leaking fluids and to protect the show floor. This pan must be monitored and cleaned regularly, as required (floor drains may not be used for disposal of collected fluids).
- One set of keys and contact information for the person(s) responsible for the vehicle are to be left with the Show Manager.
- Cohere Centre shall be held harmless from any action that results from the loss, theft, fire, damage, or any other occurrence. Copies of insurance coverage in case of loss, damage, theft, or fire must be available for review by Cohere Centre upon request.

Move-in and out of all vehicles are to be coordinated with the Cohere Centre and move-in crews, and guides must be available to safely direct the vehicle onto the show floor.

Vending Machines

The Cohere Centre provides vending machines in the facility for use by its' guests. The use of any coin-operated machine by a show manager or exhibitor is not permitted.

Food and Beverage Service

Cohere Centre's in-house catering team offers a refreshing difference that provides healthful, fresh, and tasty nourishment for all the Cohere Centre events. Enjoy Nourishment Pods for exhibition attendees, Catering Services for special events and unique Exhibitor Booth and Show Services.

For menus, banquet and catering pricing, or to arrange for in-booth food delivery or in-booth food or beverage sampling, please contact your Event Coordinator.

All Events are to allow for a minimum of 400 square feet per hall rented to be used by the food and beverage department for additional food outlet(s) on the show floor. The nature of the food offered in these outlets, the exact location and the operating hours are to be decided by the Cohere Centre and the show manager working together with the goal of providing a variety of food choices to suit the needs of the Event's exhibitors and attendees.

Food Sampling

Cohere Centre has its own exclusive in-house catering team. No Event exhibitor or subcontractor may bring in any food and beverages for consumption, distribution, or sale in the Building without written and contractual consent from the Cohere Centre.

Show Managers must provide a list of all exhibitors who intend to have product sampling to the Cohere Centre a minimum of 30 days prior to the Event date, along with a completed authorization form for each. This list must include Booth #, Exhibitor Name, and product(s) that will be sampled. Product sampling is permitted by product manufacturers or distributors ONLY.

Sample Sizes:

- Food product – sample portions to be no more than 1 oz. (28 grams) per serving.
- Non-Alcoholic Beverage product – sample size to be no more than 2 oz.

It is the responsibility of each exhibitor to comply with all local health and safety regulations. All sampling is subject to approval by the Cohere Centre, and all exhibitors approved to sample product(s) must complete and sign an authorization form. Forms are to be received at a minimum of 30 days prior to the Event date. No samples may be sold.

Marketing and Bottled Water

Show Managers or Exhibitors who wish to distribute private label bottled water to show attendees for marketing purposes must advise the Cohere Centre a minimum of 30 days prior to the Event date. This service is subject to a fee of \$0.75 per bottle (maximum 8 oz). This fee is subject to

applicable tax, must be guaranteed by credit card using estimated quantities and will be invoiced following the Event.

Please contact the Cohere Centre team for authorization forms or for further details.

Emergency Procedures

The Cohere Centre has an Emergency Response Plan in place in the event of an emergency situation requiring immediate action. The Cohere Centre encourages all Events to review their planned emergency response procedures with our team one month prior to the start date of their Event. Our staff with Building security will be the primary responders in the investigation and response to an emergency situation.

Fire Procedure

The Cohere Centre is equipped with smoke detectors and an overhead sprinkler system. The fire alarm system is a two-stage system. During the first stage, staff and security will respond and investigate. There is typically no need to evacuate during a first stage alarm. If necessary, the alarm will progress to the second stage (evacuation mode).

The Ottawa Fire Department will respond immediately upon the activation of the first stage alarm, and instructions will be conveyed to all areas of the Building via the public address (PA) system.

The Cohere Centre conducts regular practice of emergency procedures, as required by law.

First Aid Response - Injury or Illness

The Cohere Centre staff are trained in First Aid and CPR. A fully equipped first aid room is located in the lobby between the entrances to Halls 1 and 2, with an Automated Electronic Defibrillator on site.

Licensed first-aid personnel must be on duty at any Event with an estimated attendance of 500 or more people per Event day (or for smaller groups if deemed necessary by the Cohere Centre).

Licensed first-aid personnel are available from the Cohere Centre's exclusive security provider – Capital Security. Capital Security will invoice the Event directly for their services.

Threat or Other Disturbances

The Cohere Centre has a response plan for handling threats and other disturbances. This plan is coordinated by Cohere Centre staff and Building security together with local authorities. Show managers and event planners will be advised of any situation and included in the process, if deemed necessary by Cohere Centre management.

Green Initiatives

As an organization, the Cohere Centre is committed to implementing and encouraging green operating initiatives. Event organizers, industry suppliers, service providers, and the public are encouraged to use green products and follow green practices while in the Building.

The Building was designed to meet the requirements of LEED Silver certification.

- Lighting systems, fixtures, and mechanical and electrical controls are designed to lower energy usage.
- Occupancy sensors, dimmer controls, LED signage, and compact fluorescents help to reduce lighting levels and achieve significant energy savings.
- Energy use is carefully monitored. Hall temperatures are adjusted during non-show hours to conserve energy.
- Water conservation features include low-flow plumbing fixtures.
- Trash handling removal policies and equipment encourage sorting and recycling.
- Traditional paper products and cleaning solvents are “green” certified products.
- Washrooms feature post-consumer waste content hand towels.
- Air quality is monitored by CO2 sensors.
- The kitchen is outfitted with energy-efficient equipment.

The Cohere Centre remains strongly committed to economic, environmental, and social responsibility. With our best practices and unique Building features, we will work with event and show managers to plan a sustainable meeting, tradeshow, or event.

