



CIM vancouver
may 12-15, 2024
CONNECT
convention + expo

EXHIBITOR MANUAL

Vancouver Convention Centre
Vancouver city, BC, Canada
May 12th to May 14th, 2024

Welcome to

CIM CONNECT Convention+expo

vancouver
may 12-15, 2024

Brand Canada: Our Critical Advantage

With excitement and anticipation, we welcome you to the much-awaited annual gathering of the mining industry, now proudly known as:
CIM Connect 2024!

SHOWHOURS

Sunday,	May 12, 2024:	5 p.m. – 8 p.m.
Monday,	May 13, 2024:	10 a.m. – 5 p.m.
Tuesday,	May 14, 2024:	10 a.m. – 5 p.m.

PLEASE TAKE A MOMENT TO GO THROUGH THE EXHIBITOR MANUAL. IT CONTAINS ALL THE ESSENTIAL INFORMATION FOR SETTING UP AND RUNNING YOUR EXHIBIT.

BY PLACING YOUR ORDERS EARLY, YOU CAN BENEFIT FROM THE BEST PRICES AND SERVICE FROM US AND THE SERVICE-CONTRACTORS. THANK YOU!



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General Event Information

Event Presentation and Description

The CIM Expo stands as the foremost platform for spotlighting cutting-edge technology, inventive solutions, a wide array of services, and much more. Engage in conversations with industry professionals, experts, and key decision-makers. Explore and test products, establish valuable partnerships, and ignite fresh ideas. The CIM Expo welcomes all industry professionals to participate and benefit from this exceptional event.

Event Promoter



The promoter of the CIM 2024 Convention is the Canadian Institute of Mining, Metallurgy and Petroleum. Founded in 1898, it is the leading technical society of professionals in the Canadian minerals, metals, materials and energy industries. With over 10,000 national and international members, CIM strives to be the association of choice for professionals in the minerals industries.

Contact Information

Nadia Bakka

Sales Manager, Exhibition and Sponsors

Phone: (514) 939-2710, ext. 1360

E-mail: nbakka@cim.org

Emie Gendron

Convention Exhibitor Services Coordinator

Phone: (514) 939-2710, ext. 1014

E-mail: egendron@cim.org

Admission

Conference delegates have free access to all The EXPO activities. Four delegate passes are included for every 10X10 booth space rented.

Mining community visitors can access The EXPO for a fee of \$70 CAD. CIM provides exhibitors an opportunity to issue complimentary VIP passes to key mining individuals. Exhibitors can request access to the electronic pass by email at egendron@cim.org.

Children and teenagers are permitted to visit The EXPO if they are escorted by their parents, teachers or tutors. The EXPO attendance fee is \$70.00 CDN.

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Event Schedule

Move-in

Thursday, May 9, 2024 / 2 p.m. – 6 p.m. (Heavy lifts & booths over 400ft2)

Friday, May 10, 2024 / 8 a.m. – 6 p.m.

Saturday, May 11, 2024 / 8 a.m. – 6 p.m.

The EXPO

Sunday, May 12, 2024: 5 p.m. – 8 p.m.

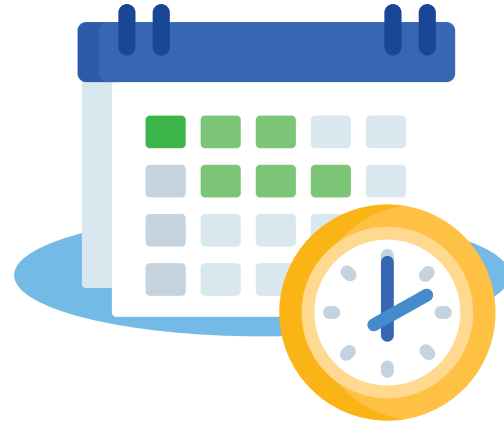
Monday, May 13, 2024: 10 a.m. – 5 p.m.

Tuesday, May 14, 2024: 10 a.m. – 5 p.m.

Move-out

Tuesday, May 14, 2024: 5 p.m. – 10 p.m.

Wednesday, May 15, 2024 / 8 a.m. – 2 p.m.



Getting to the Vancouver Convention Centre

Public Entrance

[1055 Canada Place Vancouver, BC, V6C 0C3 Canada](#)

[For general parking information click here](#)

Freight Entrance – Vancouver Convention Centre loading docks

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

Sponsorship Opportunities

Is your company looking for a way to boost its brand visibility, stand out from competitors, forge valuable connections and showcase its expertise?

Please visit the CIM Connect website to learn more about sponsorship opportunities.

[Sponsor – CIM CONNECT](#)

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Purchase Order Checklist

Please use this checklist to ensure you have ordered / made arrangements for all your vital products/services before the required deadlines. Keep this checklist and mark your ordering date.

PRODUCTS/SERVICES TO ORDER	DEADLINE	DATE ORDERED
<u>Work Authorization Form</u>	March 3, 2022	
<u>Lead Retrieval System</u>	March 19, 2022 (Early Bird)	
<u>Hotel Reservation</u>	April 12, 2024	
<u>Show Decorator (Furnishings, plants, etc...)</u>	April 10, 2022	
<u>Electrical Services</u>	April 10, 2022	
<u>Booth Cleaning (Advance rate)</u>	April 10, 2022	
<u>Transportation, Customs brokerage</u>	April 10, 2022	
<u>Drayage / Material Handling</u>	April 10, 2022	
<u>Security Services</u>	April 10, 2022	
Food & Beverage	April 10, 2022	
<u>Sign / Banner Installation</u>	April 10, 2022	
<u>Communication Services</u>	April 10, 2022	
Audio-visual/computer services	April 24, 2022	

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Show Service Providers List

CIM has appointed the following companies as **Official Service Contractors** for the 2024 CIM Convention & EXPO. If you are planning on using a non-official service contractor, please be advised that there are certain requirements that your appointed contractor must comply with before being allowed access to the floor. In addition, the Vancouver Convention Centre is the exclusive supplier for food and beverage, Internet and telecommunications, and cleaning services.

For ordering online or to obtain order forms, please [click here](#).

Logistics & Transportation Services Customs Brokerage Services Drayage & Material Handling	Goodkey Show Services support@goodkey.com 780 426-2211 ext 217 Toll free: 1 877 726-2211
Show Decorator Furnishings, plants, drayage/material handling Printed signs	Goodkey Show Services Cassia Hadden exhibitorservices@goodkey.com 780-468-8114 Toll free: 1 877 726-2211
Electrical Services / Food & Beverage Internet Services / Telecommunications Housekeeping Services / Security Sign / Banner Hanging & Rigging	Vancouver Convention Centre Exhibit Services Coordinator exhibitservices@vancouverconventioncentre.com 604 647-7480
Audio-Visual Equipment / Computers	Expertease Daniel Fisher, Project Manager daniel@expertease.ca 514 416-EASE, ext. 3273 Toll free: 1 844 877-EASE, ext 3273
Lead Retrieval	Streampoint Solutions Inc. Sarah Tran, Customer Support Manager sarah@streampoint.com 866 464-3339, ext. 347

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Move-In / Booth Set-up Schedule

Assembly Schedule

Goodkey will manage an "Exhibitor's Move-in Log" regarding the move-in details of exhibitors' goods. This log will specify the date and time of receiving, number of pieces, gross weight, name of carrier and the handling method. As required, other specific information will be compiled. During move-in, weight scales will verify and certify declared shipment weight. Material handling/Drayage charges will be applied in accordance with the actual weight of a shipment. Any discrepancies between measured value and shipped value should be reported to the CIM Sales Manager.

Booth ID Numbers

Booth ID numbers will be temporarily displayed and clearly visible during move-in and during the show. Appropriate signage will be placed by Goodkey.

Aisle Carpeting

Aisle carpet will be laid beginning at 6 p.m. on Saturday, May 11, 2024. CIM requires that all exhibiting staff and contractors vacate the EXPO floor no later than 6 p.m.

Exhibitors who are still assembling their booths must have made arrangements for removal of their empty crates from the aisles before this time. Any additional labor costs incurred due to this negligence will be charged to the exhibitor in default.

Security

For security and insurance concerns no one under the age of 16 will be allowed in the exhibit area during move-in, booth set-up, dismantling and move-out.

High-visibility vests have to be worn by all exhibitors, contractors and booth builders at all times during move-in and move-out periods. Exhibitors can bring their own vests or purchase them from the VCC for \$10.00/ vest.

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Shipping and Deliveries

Official Supplier



CIM Show Management recommends the use of its official supplier Goodkey Show Services (GSS) for all shipments to the show. Exhibitors using other carriers must ensure that these carriers coordinate their shipments with GSS to ensure optimal movement of goods on the truck access route during move-in and move-out.

Exhibitors who drop off their displays/equipment at the loading docks must do so in the designated area, advise Goodkey Show Services of their arrival and request onsite material handling if required. Exhibitors choosing to move their goods themselves from the loading area to their booth will have access to dollies at a cost. GSS rents such equipment on site upon availability. In both cases, GSS will take note of the activity and charge the exhibitor accordingly.

We strongly recommend that you make your arrangements with Goodkey Show Services. Avoid lost freight and obtain free warehousing for up to 30 days plus crate storage when you use GOODKEY Show Services for shipping.

Call Tim Goodkey at [1-877-726-2211](tel:1-877-726-2211) ex 201 for a quotation.

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Exhibitors Contractors

Exhibitors may elect to perform the following show services themselves or outsource it to specialized show contractors of their choice:

- Freight shipments
- Assembly and dismantling of Exhibitors' large Exhibit display.

Note that hauling and lifting of oversized parts and machinery is an exclusive service performed ONLY by the Vancouver Convention Centre.

All exhibiting companies using a Third-Party Contractor for booth assembly (other than Goodkey Show Services), must fill in the [Exhibitors' Appointed Contractor form](#) and submit it to egendron@cim.org

The Exhibitors sub-contractors must coordinate their work with Show management to ensure timely execution as not to interfere with the show logistics. **It is the Exhibitors responsibility to inform his contractors of all show rules and regulations and ensure that they adhere to them as well as to the venue's policies and all applicable laws.**

Exhibitors' sub-contractors are required to submit proof of workers' compensation. In addition, they must have property damage and liability insurance coverage. They must submit the Certificate of Insurance for a combined single limit of \$1 million bodily injury and property damage and/or \$1 million general aggregate with a \$1 million per occurrence limit. It is the Exhibitor's responsibility to submit this certificate with his "Work Authorization" form.

- The Exhibitors' appointed show contractors:
 - A. Will coordinate the Exhibitors' show work with CIM management.
 - B. Will not solicit business on the show floor.
 - C. Will comply fully with CIM EXPO the move-in and move-out schedule.
 - D. Will work harmoniously with CIM's official show decorator. Any issues should be immediately brought to the attention of show management.
- Show contractors' work staff must pick up their Work Badge from security.

If the exhibitor has an APPOINTED CONTRACTOR, please click [HERE](#) for the EAC Form.

Goodkey Show Services has been mandated as the official material handling contractor. These services at the exhibitor's expense are charged per hundred pounds weight with a minimum handling fee.

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Exhibitor Restrictions Regarding Show Equipment

Exhibitor's employees are prohibited to drive forklifts or use dollies, carts, power tools and other show equipment. For safety purposes only the official contractor is permitted to do such work.

Warehouse

Exhibitors using Goodkey Logistics will benefit from possible warehousing of their show materials for up to **30 days in advance** of the show move-in date **(April 12, 2024)**. Show materials should be shipped to arrive at the warehouse no later than **April 25, 2024**, at 3:30 p.m. The Exhibitor's shipments will be delivered to the Vancouver Convention Centre truck dock.

Goodkey Show Services Ltd.
C/O CIM Vancouver 2024
Name of Exhibiting Company – Booth # XXXX (Mandatory)
17677-James Hill Drive Cloverdale, Surrey
B.C., V3S 4C3
Tel: 1-780-426-2211 ex 217
Fax: 1-780-426-5734

Prior to the move-in date, the Vancouver Convention Centre will not accept advanced shipments.

Regular transport companies do not deliver on Saturday or Sunday.

Cross-border Shipments

Inbound and outbound shipments will be transported door-to-door. Imported displays and/or promotional items belonging to foreign exhibitors will be bonded by the show organizers as per the show provisions of Canada Customs Memorandum # D8-1-2.

Non-palletized Shipments

Loose show material must be placed on wood pallets for forklift handling. Otherwise, the Exhibitors will be charged per 100lb weight.

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Pallet Shipments

Skid and pallet shipments are the best way to handle your display material. Exhibit shipments must be sent "prepaid". Find out about the charges from the [Official Transport Company for your inbound/outbound shipments.](#)

The Vancouver Convention Centre will not accept freight shipments before scheduled move-in times. **NO EXCEPTIONS.**

Small Show Deliveries

Exhibitors sending small parcel deliveries can courier their shipments to the Vancouver Convention Centre receiving dock address (not to the office) - Deliveries will be handled by Goodkey Show Services at the receiving dock only during the move-in days (May 9 to 11, 2024).

NOTE: There will be a minimum material handling fee for this service. Shipments arriving before the move-in date will be returned to its owner. Again, to avoid any parcel loss, untimely deliveries, show management strongly recommends the Exhibitors use the official carrier.

For best handling, please coordinate your requirements with show officials as described on the Show Service Providers & Order forms.

Vancouver Convention Centre Shipping Label

In the Annex, you will find a pre-addressed mailing label for the Vancouver Convention Centre. We have provided this template so that you can easily fill in the blanks and photocopy as many pre-addressed labels as you need. All our mailing information is included for your convenience – however we ask that you please fill in the remaining sections, especially your **EXHIBITOR COMPANY NAME, CONTACT & PHONE NUMBER.**

Please note that every event at the Vancouver Convention Centre has an official move-in date. **The Vancouver Convention Centre is unable to store exhibitor freight prior to any event due to the limited storage facilities. They reserve the right to refuse delivery of exhibitor freight that arrives at the facility prior to the appropriate move-in date.** Please consult with GOODKEY SHOW SERVICES if you require more details regarding move-in dates or official freight storage.

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Storage

Empty Containers & Crates

Goodkey is the exclusive supplier for on-site storage. All display containers and crates must be stored by Goodkey. The Exhibitor must establish plans to remove his crates and containers for storage. It is recommended that prior to move-in, the Exhibitors arrange through commercial agreement with Goodkey for the storage of their goods. Labels will be provided by Goodkey for proper identification of items. It is the Exhibitors responsibility to ensure his goods are properly identified with the appropriate labels. The containers and crates will be returned by Goodkey for move-out at the show closing time. It will take at least two hours to deliver all the empties. All arrangements must be made via Goodkey show services.

Within the Booth Space

Fire regulations in most Exhibit Facilities prohibit storing empty carton containers or packing materials behind back drapes. In most cases, however, Exhibitors may store a limited supply of literature or small display containers within their booth area, so long as these items do not impede access to utility services, create a safety problem or look unsightly.

Due to limited space and availability of loading docks, we strongly encourage exhibitors to arrange all their logistic requirements ahead of time, with Goodkey Show Services.

Heavy and Large Items

For heavy pieces exceeding **1 ton or 300 lbs./ft²**, and/or for large exhibits, please complete and submit the following [Work Authorization Form](#).

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Outbound Operations' Instructions

Show Closure Announcement

Exhibits must remain staffed and intact during the show and may not be dismantled or removed before the show officially ends. **Exhibitors failing to abide by this rule will lose all accrued priority points and may be disqualified from exhibiting at future CIM EXPOs.**

Move-out Priority Schedule

The move-out schedule is a reverse order of the move-in schedule.

1. Exhibitors with hand-carried displays are the first group to move out, provided they do not use the truck dock facilities.
2. Exhibitors with light displays are the second group to move out, provided they are ready to move within the assigned period.
3. Exhibitors with heavy displays are the third group to move out, provided they are ready to move within the assigned period.
4. Exhibitors with heavy equipment and machinery are the last group to move out on Wednesday and must report punctually per the designated schedule. The Vancouver Convention Centre penalties for late departure will be borne by the exhibitor should delays be caused.

Exhibitors using Goodkey will receive move-out instructions on Tuesday morning.

Exhibitors making their own arrangements should contact their designated carriers to coordinate the pick-up of their materials from the Vancouver Convention Centre.

The following documents and services can be obtained from the Exhibitor service counter: bills of lading, shipping labels, assistance in dismantling and forklift services.

Aisle Carpeting Removal

At the announcement of show closure at 5:00 p.m. on Tuesday, the show decorators will be removing the aisle carpeting. Exhibitors must ensure that no materials from their booths impede this activity.

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Booth Dismantling

Exhibitors are requested not to leave their booth unattended during move-out operations. Dismantling and packing should start immediately after the show closing. Exhibitors using Goodkey's show services to move out show material, should check with the material-handling supervisor for labeling and shipping waybills prior to departure from the exhibit hall.

CIM show management strongly encourages Exhibitors to use the official carrier to facilitate the move-out.

Late Booth Dismantling

Booths left unattended after the 4-hour move-out period will be dismantled by CIM's display contractor, removed from the show site and stored at the exhibitor's expense.

Take note that any material left on the show floor, at 2:00 p.m. (14h00) PDT, on Wednesday, will be picked up by the official transporter and charged the same to the exhibitor. Significant weights can be back charged.

Waste

The official contractor will dispose of all garbage at the Exhibitor's expense. The Vancouver Convention Centre has instituted an aggressive waste reduction program to reduce landfill and to recycle whenever possible.

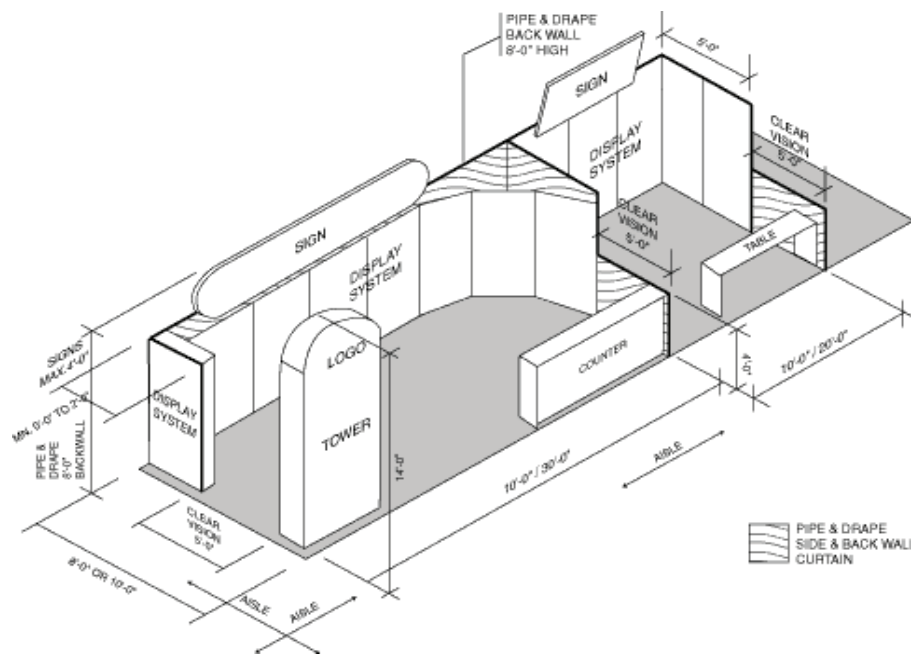
Dock Procedures

Trucks as well as all other vehicles will be staged in the truck holding area. **NO TRUCK WILL BE ALLOWED TO BE PARKED IN THE LOADING DOCK AREA UNTIL THE OUTBOUND SHIPMENT IS ON THE DOCK AND READY TO BE MOVED.** During move-out, no vehicle will be called to the dock until the Exhibitor's materials are packed and ready for loading. Exhibitors must first report to the freight service desk at the loading dock during move-out hours for positioning and instructions before proceeding to the loading docks.

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- TYPE "B" - CORNER BOOTHS

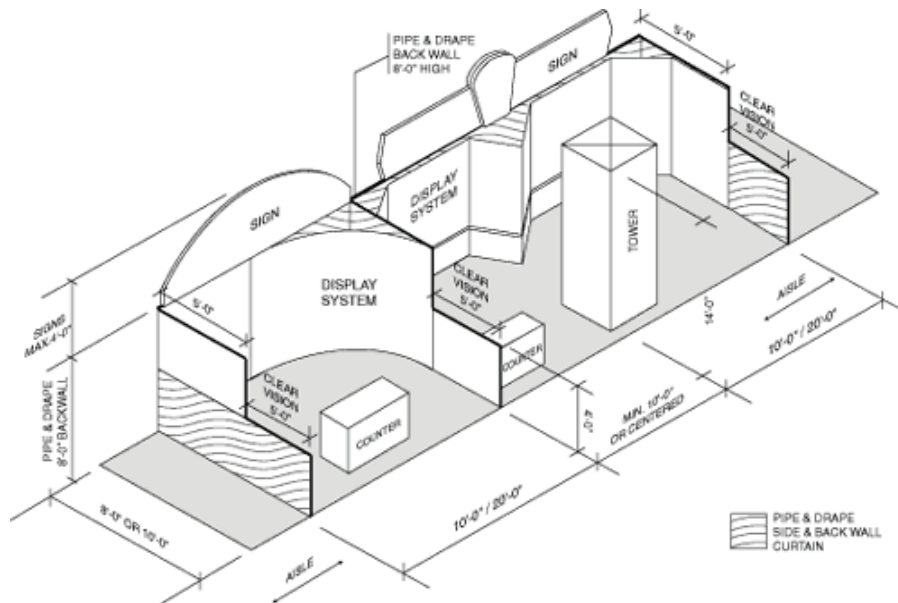
One or more spaces back-to-back with two aisles, 8' (2.44 m) maximum in height. Exhibit fixtures and identification signs will be permitted to a maximum height of 12'0" (3.66 m). All display fixtures over 4'0" (1.22 m) in height and placed within 10 lineal feet (3.05 m) of an adjoining exhibit must be confined to that area of the exhibitor's space that is within 5'0" (1.52 m) of the aisle line (back half of booth). In some cases, 2'0" (60 cm) of masking drape sidewall may be required for esthetics.



- TYPE "C" - PERIMETER WALL BOOTHS

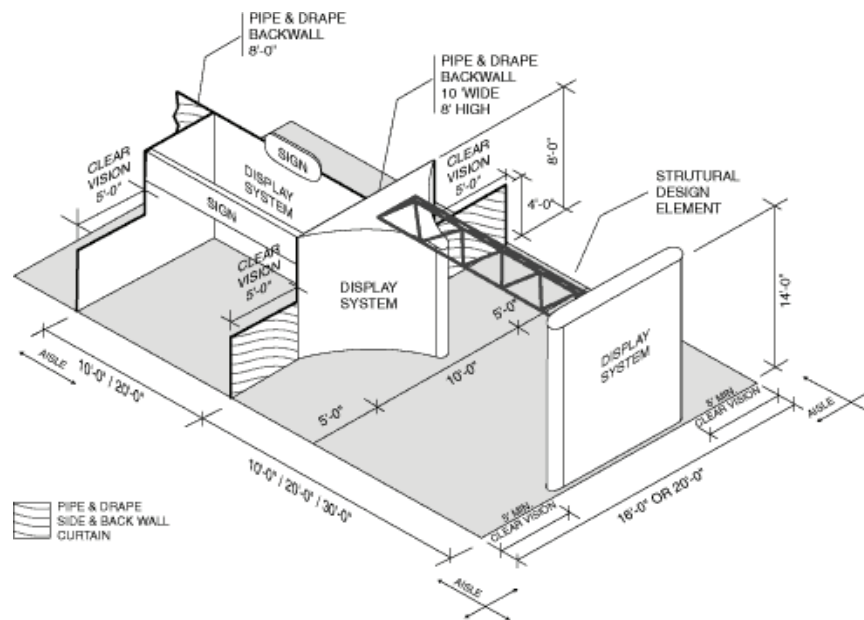
Standard booth located on the outer perimeter wall of the exhibit floor. Exhibit fixtures, components and identification signs will be permitted to a maximum height of 12'0" (3.66 m). All display fixtures over 4'0" (1.22 m) in height and placed within 10 lineal feet (3.05 m) of an adjoining exhibit must be confined to that area of the exhibitor's space that is within 5'0" (1.52 m) of the aisle line (back half of booth). In some cases, a split-side drape may be required to mask the display edge.

All booths will be confined to a maximum height of 8' (2.44 m). Because outer perimeter booths are not backed against another booth, back walls and materials over 8' (2.44 m) will not interfere with or distract from other booths.



- TYPE "D" - PENINSULA BOOTHS

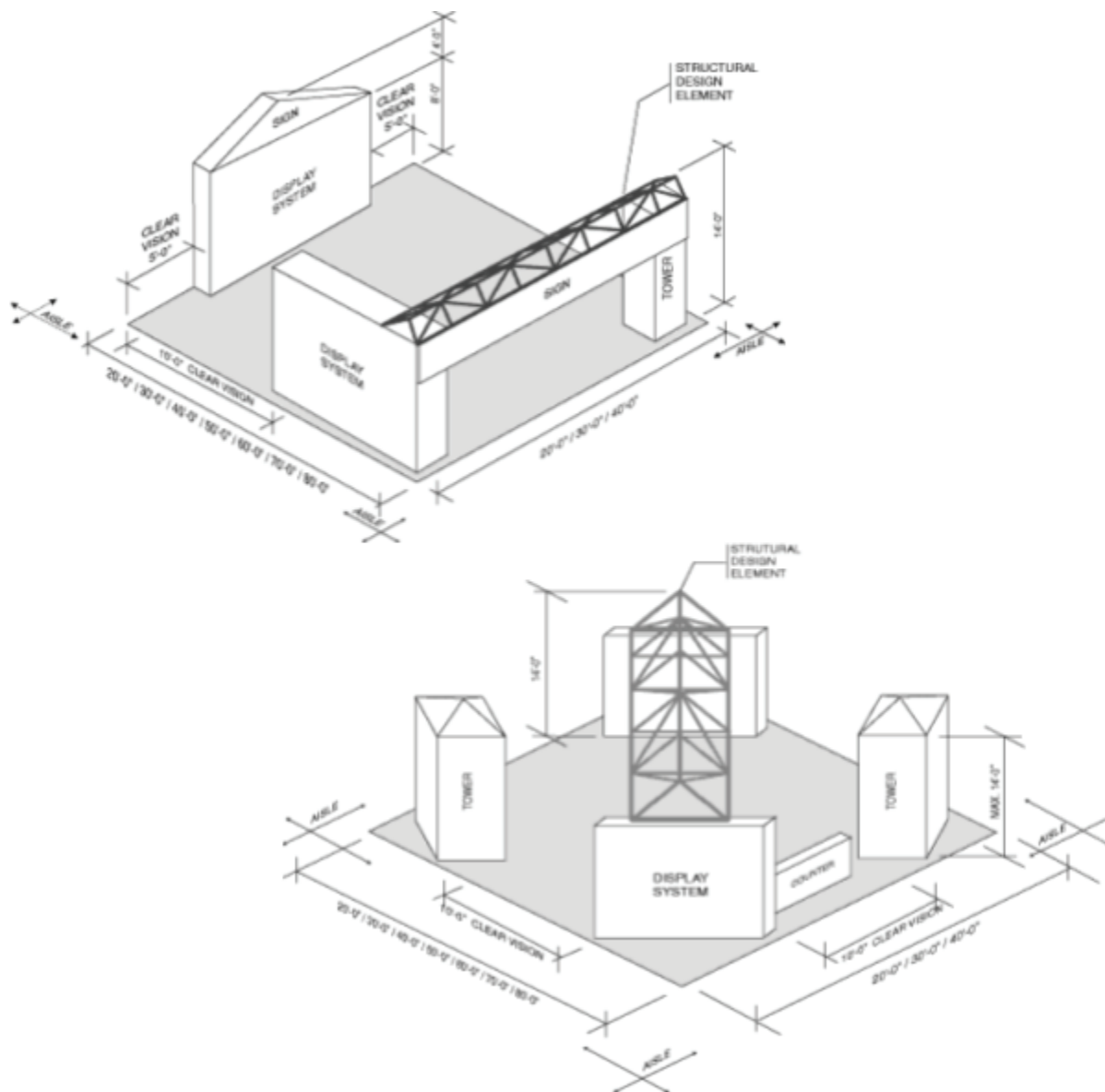
Four outside corner spaces back-to-back with three aisles, 8' (2.44 m) in height. Exhibit fixtures and identification signs will be permitted to a maximum height of 12'0" (3.66 m). All display fixtures over 4'0" (1.22 m) in height and placed within 10 lineal feet (3.05 m) of an adjoining exhibit must be confined to that area of the exhibitor's space that is within 5'0" (1.52 m) of the aisle line (back half of booth), on both sides. **CLEAR VISION MUST BE MAINTAINED.** The back wall is limited to 10'0" wide by 8'0" high for modular display systems (see drawings, Type D1 or D2). 15'0" maximum height for mobile equipment.



- TYPE "E" - ISLAND BOOTH

Exhibit with one or more display levels in four or more standard units with aisles on all four sides. Exhibit fixtures, components and identification signs will be permitted to a maximum height of 14'0" (4.27 m) provided written approval is received from exposition management at least 60 days prior to the show. Because an island booth is automatically separated by the width of an aisle from all neighboring exhibits, full use of the floor plan is permitted. 15'0" maximum height for mobile equipment.

Full width 8' high back walls ARE NOT PERMITTED. 5' CLEAR VISION MUST BE MAINTAINED ON EITHER SIDE, see drawing.



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Approval of Irregular Booth Displays

Booth types A, B and C with a background height of 8-ft (2.44 m) or less do not require approval. However, they must be erected with safety in mind and without damaging the Exhibit floor, walls or other surfaces.

Booth Type E "Island" with a background height exceeding 8-ft (2.44 m) **must have prior approval from the CIM Sales Manager**. Requests must be forwarded with full scale detailed drawings. Failure to obtain Director's approval may result in modification of the display system at site.

Floor loading capacity

The floor loading capacity throughout the EXPO Hall is as follows:

VCC WEST BUILDING:

Exhibit Halls A, B1, B2, B3 = 300lbs/ft.

For heavy pieces exceeding **1 ton** or **300 lbs./ft²** and for large exhibits, please complete and submit the following [Work Authorization Form](#).

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Mandatory Insurance Coverage

All Exhibitors must take out an insurance policy that includes a minimum coverage of \$1,000,000 CDN for liability to third parties, damage to property and theft of equipment and products. The coverage must be valid for the duration of the show including set-up and dismantling periods and must show the Canadian Institute of Mining, Metallurgy and Petroleum as the CERTIFICATE HOLDER.

To obtain this COI simply contact your company insurance broker and ask for Umbrella Coverage for \$1M in General Liability (as above) covering the dates of the event.

The exhibitor is responsible for and is held to sending a copy of the Certificate of Liability Coverage to the organizer. A copy of this proof of insurance should be available at all times during the show. Exhibitors who cannot provide a copy of the insurance certificate at the site will be requested to complete and sign a waiver form.

Please send your insurance certificate to:
Nadia Bakka
Sales Manager
Fax: 514-939-2714 / Email: nbakka@cim.org

Booth Inspections

The Fire and Safety Officer and the CIM Sales Manager (or their appointees), will conduct booth inspections prior to opening the show and ensure that Exhibitors have complied with the show rules and regulations. Exhibitors in default will be requested to promptly comply. **Serious infractions of the show rules and regulations can result in Exhibitor's expulsion from the show.** In these instances, all fees will be forfeited, and the Exhibitor may be barred from participating in future CIM EXPOs.

Degradation of the Premises

The exhibitors, by their own fault or their contractors, will be held liable for any harm or damage to the building or its components caused during the transportation, installation or removal of materials.

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Fire Safety Obligations

In brief, the regulations of the Fire Department, Prevention Bureau state the following:

All curtains, drapes, carpeting and other similar furnishings and decorative materials shall be noncombustible or flame-retardant treated to the satisfaction of the Fire Department. No flammable fluids or substances may be used or shown in exhibits. Decorations made of natural trees (i.e., coniferous or broad-leaved) are permitted provided they are potted with their roots and watered regularly. Any dry vegetation or dried-up trees shall be prohibited. Open flame or pyrotechnic devices are not permitted.

The Fire Safety Officer of the Vancouver Convention Centre has full discretionary power to apply additional rulings to ensure conformity with local fire codes and to maintain an acceptable level of fire safety within the Vancouver Convention Centre. If your display has any of the follow aspects, you MUST advise show management by email nbakka@cim.org

- Exhibit configuration is 1,000 sq.ft. or more.
- Exhibit has a roof/mezzanine/second story.
- Exhibit has a raised platform.
- Exhibit exceeds 12 feet in height.
- Exhibit material exceeds 10,000 lbs. gross weight.
- Exhibit material exceeds 300 lbs./sq.ft. limit.
- Exhibit has prohibited material.
- Materials/processes/equipment require a special permit.
- Exhibit has suspended signs/banners/lights.
- Exhibit has a hard wall (in-line booths N/A).
- Exhibit has a motorized vehicle/combustion engine.
- Exhibit contains liquid fuels/natural gas/propane (6 weeks' notice to process request).
- Exhibit contains cooking appliances.
- Exhibit contains hazardous material which does not comply with Government regulations on material handling in the workplace.

Safety Equipment

Access to portable extinguishers and fire cabinets shall be maintained free of obstruction at all times, including during set-up and dismantling of the exhibit. Under no circumstances can fire suppression equipment be removed, moved or made inaccessible. Emergency exit doors must always remain accessible. **The Fire and Safety Officer may limit or restrict use of any of the above items.**

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Vehicles on Show Floor

Vehicles will be allowed in the building for display purposes provided they meet the following requirements:

- The fuel tank opening is satisfactorily locked and sealed in an approved manner to prevent the escape of vapors and it does not exceed five gallons.
- At least one cable is removed from each set of batteries.
- There is no fueling or de-fueling.
- The equipment does not obstruct the aisles.
- The equipment is not operated during show hours.

A [work authorization](#) form must be filled out for all mobile equipment requirements.

Aisles and exits must be kept free of obstructions, easels, signs, etc. If the setup does not comply, show management and the Fire & Safety Officer can request modification to your arrangements. Failure to abide will result in eviction.

Obstructions

Nothing shall be hung from or affixed to any sprinkler piping or sprinkler heads. Ceiling decorations must never impede the operation of the sprinkler system. All exit doors shall always remain operable and unobstructed. Exit signs, manual pull stations; fire department handsets; fire hose cabinets and portable fire extinguishers shall not be obstructed in any manner. If a fire hose standpipe is located in an exhibit space, it shall be the responsibility of the Exhibitor to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for the same.

Lighted Signs

Lighted signs are permitted. However, under no circumstances can they be projecting, revolving or flashing. The EXPO Manager reserves the right to determine at all times what constitutes a nuisance for other exhibitors.

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Hanging Requirements

Suspending a sign over an EXPO space is permitted under these conditions:

- The bottom of a suspended sign must be at least 16 feet above the floor.
- An exhibitor's suspended sign must be above his booth - and not above the aisle.
- The height and size of banners, signs, and other postings must be pre-approved by the Sales Manager and by the Vancouver Convention Centre.
- The anchorage of elements to the structure is the exclusive service of the Vancouver Convention Centre. Only VCC's personnel are authorized to operate the equipment required for these installations. During this operation, security perimeters are required. Proper planning is essential not to disrupt the move-in & move-out schedule.
- The Exhibitor must supply all cables, chains, pipes or other materials needed to hang his or her materials.

The sign needs to be approved by the CIM Sales Manager and the Vancouver Convention Centre.

To request for an overhead quote [click here](#)

In addition to completing the Vancouver Convention Centre order form, the exhibitor must submit a [Work Authorization Form](#) to the CIM Sales Manager for all hanging requirements.

Should you have any questions, contact:

Exhibit Services Coordinator

exhibitservices@vancouverconventioncentre.com

1-604-647-7480

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Safety Measures

- Open flame devices and burning or smoke-emitting materials are prohibited.
- No display or exhibit shall be installed or operated in a way which could interfere with the visibility of an exit sign or access to any exit, nor shall any display block access to fire-fighting equipment.
- If necessary, the Fire and Safety Officer may request fire-extinguishing apparatus, which will be at the Exhibitors expense. All such equipment must always remain visible and accessible.
- The use of welding and cutting equipment for demonstration purposes may be allowed only with a permit from the Fire and Safety Office.
- Compressed flammable gases, flammable or combustible liquids, hazardous chemicals or materials, Class II or greater lasers, blasting agents, and explosives are prohibited in the Exhibit Hall.

Security of the premises

The Vancouver Convention Centre and CIM ensure the general security of the perimeter of The EXPO 24 hours a day. Exhibitors must take the necessary measures to protect their goods, materials, equipment, and EXPO components at all times. **Never leave a handbag, portable computer or other portable item unattended in your stand.** If you wish to have additional security for your stand, you can order the service online with the VCC by completing the order form in the [Event Services Section](#).

We remind you that CIM and the Vancouver Convention Centre cannot be held liable for losses and/or damages to products and goods. The exhibitor is solely responsible for the security inside the confines of his booth.

Work delays may be caused by interruption of service due to breakage of machinery, apparatus, equipment, power failure or any other source outside CIM's control. However, it is mutually understood and agreed that CIM will use proper and reasonable care to prevent work delays.

EXPO Management will not tolerate abusive argumentation over show rules and regulations. Abusers may be expelled. Exhibitors are responsible for their staff and contractors' behaviors.

Sales & Promotional Activities

The distribution of samples and promotional materials as well as any solicitation activities are prohibited outside the rented EXPO space. These activities are also prohibited at the entrances of the EXPO hall, in the concourse or any other area on the Vancouver Convention Centre property.

On-site selling of samples or actual display products, as well as open solicitation of business must be confined to the Exhibitor's booth space. CIM EXPO management encourages Exhibitor's staff to network on the EXPO floor and to invite clients to their booths.

Management Reserves the right to:

- Approve or prohibit any display which is objectionable (i.e., noise, odor) or degrades the good reputation and/or image of the event.
- Prohibit attraction-seeking ploys or stunts, which are aggressively promotional (theatrical-type shows), intended for use in the booth, halls, corridors or approaches thereof. CIM insists that exhibits must be in good taste. Degrading side show antics and/or other undignified promotional methods (scantily clad models) will not be permitted.
- Maintain the event's professionalism and high caliber by applying the "Good Neighbor Policy" at all times. Loud or obtrusive audio-visuals, presentations or other activities distracting neighboring booths will not be permitted.
- Prohibit signs or lighting which causes distractions or interferes with other exhibitors.
- Close exhibitors' who serve or distribute alcoholic beverages from their booth.
- Relocate or re-number any exhibit space at any time.

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Tips & Tricks to Increase the ROI of your Participation

Exhibiting at an expo can be a great way to promote your business, but it can also be expensive. To make the most of your investment, it's important to have a clear plan and strategy in place. In this section, we will provide you with some valuable tips and tricks to help you maximize your ROI and get the most out of your participation. We hope that these tips will help you achieve your goals and make your participation at the EXPO a success.

Pre-Event

- Use one of the assets provided in our promotional toolkit to promote your participation at CIM Connect and invite participants to visit your booth to discover your new product, discuss an opportunity, etc.
- Promotional toolkit will be sent to you via email.
- Place an ad in the convention's printed program.

On Site

- Use the convention mobile app's social feed to invite attendees to visit your booth.
- Take advantage of our meeting pods to schedule appointments with your clients and partners.
- Make sure your booth is visually appealing and stands out from the crowd.
- Offer interactive experiences that engage attendees and encourage them to spend more time at your booth. This could include games, quizzes, or virtual reality experiences.
- Follow up with leads promptly after the expo. Send personalized emails or make phone calls to thank attendees for visiting your booth and offer additional information about your products or services.
- Offer exclusive content to attendees. This could include access to industry experts, exclusive white papers, or other valuable resources.
- Provide personalized experiences. You can use data and analytics to personalize your messaging, content, and offers to each attendee.

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Suggestions for Sustainable Exhibition

Events can have a significant impact on the environment, but it is possible to reduce this impact by adopting eco-friendly practices. CIM wants to propose an event that considers the principles of sustainable development to reduce greenhouse gas (GHG) emissions, encourage local suppliers, use sustainable modes of transportation, and reduce the amount of residual waste generated. In this section, you will discover different actions that you can take to help us collectively reduce our environmental impact.

- **Avoid transporting and shipping your booth.** If possible, choose a local booth supplier instead of bringing your booth from far away. This will reduce the costs and pollution associated with transportation.
- **Buy or rent your booth to reuse it.** If you have already designed your booth with lights, audiovisual components and painted graphics, you can still be eco-friendly by buying your booth and planning to reuse it in the future. Make sure to communicate with your supplier to discuss the storage solutions they offer.
- **Support the local economy** when buying promotional gifts or products to maximize the socio-economic benefits.
- **Reduce your paper and business card usage by creating QR codes** instead of printed company information.
- **Choose recycled or durable materials to build and decorate your booth.** For example, you can use certified wood, cardboard, fabric or recycled metal. Avoid disposable or hard-to-recycle materials, such as plastic or polystyrene.
- **Ban single-use plastics.**
- For more suggestions you can consult the IMEX [Guidelines for sustainable exhibition participation.](#)

By following these few tips, you can create a more environmentally friendly booth, reduce your costs and show your commitment to sustainability.

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Annex

Vancouver Convention Centre
Via Waterfront Road Truck Route
1055 Canada Place Vancouver
BC, Canada, V6C 0C3

Attn: GOODKEY SHOW SERVICES

Details: Event Name: CIM CONVENTION & EXPO 2024 Event Date: MAY 12, 2024

Contact: Calvin Goodkey, Show Services Director

Booth Number: _____

Exhibiting Company: _____

Contact Name: _____

Contact Cell Phone Number: _____

Vancouver Convention Centre
Via Waterfront Road Truck Route
1055 Canada Place Vancouver
BC, Canada, V6C 0C3

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