

# CREFA *Show*

**Direct Energy Centre  
Exhibition Place, Toronto**

**March 4, 5, 6, 2012**

## Exhibitor Services & Information Kit

### Show Hours

Sunday March 4	10:00am to 6:00pm
Monday March 5	10:00am to 6:00pm
Tuesday March 6	10:00am to 4:00pm

Our on-site show office located in Salon 107 is open for operation and assistance during the move-in, show, and move-out period.

**Trade Only:** Admission is restricted to industry personnel only. Persons under 19 or infants will not be admitted. This also applies to the move-in and move-out period of the show.



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# CRFA Show 2012

## Owned and Operated by:

Canadian Restaurant and Foodservices Association  
316 Bloor St. West, Toronto, Ontario M5S 1W5  
Phone: (416) 923-8416 or Toll Free: (800) 387-5649  
Fax: (416) 923-6164  
Web Site: [www.crfa.ca](http://www.crfa.ca)

## Show Personnel:

Edwin Cabural, Expositions Director  
Email: [ecabural@crfa.ca](mailto:ecabural@crfa.ca) (416) 649-4240  
Natalie Mestnik, Expositions Manager  
Email: [nmestnik@crfa.ca](mailto:nmestnik@crfa.ca) (416) 649-4237  
Greta Best, Registration Coordinator  
Email: [gbest@crfa.ca](mailto:gbest@crfa.ca) (416) 649-4234  
Maria Tavares, Expositions Coordinator  
Email: [mtavares@crfa.ca](mailto:mtavares@crfa.ca) (416) 649-4236  
Christine Emerson, Event Coordinator  
Email: [cemerson@crfa.ca](mailto:cemerson@crfa.ca) (416) 649-4226  
Ron Steingold, Sales Representative  
Email: [rsteingold@crfa.ca](mailto:rsteingold@crfa.ca) (416) 649-4223  
Donna Wood, Sales Representative  
Email: [dwood@crfa.ca](mailto:dwood@crfa.ca) (416) 649-4393

## Event Location:

Direct Energy Centre – Halls A, B, C  
Exhibition Place, 100 Princes' Blvd.  
Toronto, Ontario M6K 3C3  
Phone: (416) 263-3000 Fax: (416) 263-3029

## Dates & Hours:

### Move – In

Thursday, March 1	8:00am – 6:00pm
Friday, March 2	8:00am – 6:00pm
Saturday, March 3	8:00am – 6:00pm

### Show Days

Sunday, March 4	10:00am – 6:00pm
Monday, March 5	10:00am – 6:00pm
Tuesday, March 6	10:00am – 4:00pm

### Move – Out

Tuesday, March 7	5:00pm – 10:00pm
Wednesday, March 8	8:00am – 4:00pm

## On–Site Show Office:

Located in Salon 107.

**Media Office:**

Located in Salon B1 in the Galleria main entrance of the show.

Any advance publicity information should be forwarded to Prasanthi Vasanthakumar.

Email: [pvasanthakumar@crfa.ca](mailto:pvasanthakumar@crfa.ca)

Tel: (416) 649-4254

Fax: (416) 923-1450

**Address for Shipments:**

Your Company Name  
C/O CRFA Show  
Booth Number  
Direct Energy Centre  
Exhibition Place  
100 Princes' Blvd.  
Toronto, Ontario M6K 3C3

**Please No Collect Shipments – They Will Not Be Accepted**

# Official Show Suppliers

## Service Contractor:

### **Freeman Decorating Company**

61 Browns Line  
Toronto, Ontario M8W 3S2

Exhibitor Services

Tel: (416) 252-3361

Fax: (416) 252-2365

Web Site: [www.freemanco.com](http://www.freemanco.com)

This company provides booth draping & rentals of carpets, furniture, plants, etc., plus system type exhibit booths and signs.

The service office is located in Salon 107.

## Shipping, Transportation, Trucking Arrangements:

### **Freeman Transportation**

61 Browns Line  
Toronto, Ontario M8W 3S2

Exhibitor Services

Tel: (877) 478-1113

Web Site: [www.freemanco.com](http://www.freemanco.com)

The service office is located in Salon 107.

### **Lange Transportation and Storage Inc.**

3965 Nashua Drive,  
Mississauga, Ontario L4V 1P3

Tel: (905) 362-1290

1-800-668-5687

Fax: (905) 362-1285

Email: [info@langeshow.com](mailto:info@langeshow.com)

Web Site: [www.langeshow.com](http://www.langeshow.com)

## **Custom Brokers:**

**Freeman – Customs**  
61 Browns Line  
Toronto, Ontario M8W 3S2

Sunny W. Salas  
Tel: (416) 252-3361x239  
Fax: (416) 252-7750  
Web Site: [www.freemanco.com](http://www.freemanco.com)

The service office is located in Salon 107.

## **In Bond Shipments:**

To expedite shipments, it is important that you contact a Toronto Customs Broker **PRIOR** to sending shipments to the CRFA Show, in order that power of attorney arrangements can be made.

In bond shipment should be made known to the Freeman Decorating Customs Representative on duty or to such other brokers as retained.

## **Direct Energy Centre Services**

### **Electrical / Mechanical / Sign Hanging / Parking / Telecommunications:**

**Direct Energy Centre Exhibitor Services Dept.**  
Exhibition Place, 100 Princes' Blvd.  
Toronto, Ontario M6K 3C3

Show Services  
Tel: (416) 263-3064  
Fax: (416) 263-3069  
Web site: [www.directenergycentre.com](http://www.directenergycentre.com)  
Email: [info@directenergycentre.com](mailto:info@directenergycentre.com)  
Email: [exhibitorservices@directenergycentre.com](mailto:exhibitorservices@directenergycentre.com)

**Exhibitor Services Desks** are located in Salon 107.

**Catering**  
**Ice Service / Cooking Service:**

**Centerplate**

Exhibition Place - Direct Energy Centre  
100 Princes' Blvd.  
Toronto, Ontario M6K 3C3

Sandra Palombo  
Tel: (416) 263-3522  
Fax: (416) 678-9451  
Email: [spalombo@directenergycentre.com](mailto:spalombo@directenergycentre.com)  
Web Site: [www.centerplate.ca](http://www.centerplate.ca)

Ice delivery / cooking service can be obtained through Centerplate at the Direct Energy Centre.

**Demonstrators / Hosts:**

**Promotions**

78 Pinemeadow Blvd.  
Agincourt, Ontario M1W 1P2

Lucille Cantafio  
Tel: (416) 497-6573  
Fax: (416) 497-7836

**Appliance Rentals:**

(Coolers, Freezers, Microwaves)

**Arctic Refrigeration & Equipment**

401 Victoria Ave., N.  
Hamilton, Ontario L8L 5G7

Cameron Stewart  
Tel: (905) 528-8528  
Fax: (905) 521-1516  
Web Site: [www.arcticfoodequip.com](http://www.arcticfoodequip.com)

**Igloo Refrigeration Ltd.**

370 Norfinch Drive,  
Toronto, Ontario Canada M3N 1Y4

Tel: 416-663-3051  
1-888-408-8819  
Fax: 416-663-5793  
Web Site: [www.igloorefrigeration.com](http://www.igloorefrigeration.com)

**Audio Visual Rental:****Tel-Av Audio Visual Services**

124 The East Mall  
Toronto, Ontario M8Z 5V5

Rick Caruso  
Tel: (416) 234-5444  
Fax: (416) 234-1974  
Web Site: [www.telav.com](http://www.telav.com)

**Lead Retrieval Service:****Showcare**

2770 14<sup>th</sup> Avenue, Ste. 201  
Markham, Ontario L3R 0J1

Lead Retrieval Services  
Tel: (905) 968-3096  
Toll Free: (888) 892-0745  
Fax: (905) 479-9404  
Web Site: [www.showcare.com](http://www.showcare.com)

The service office is located in Salon 107.

## Security Services:

### **GSS Security Ltd.**

1219 Main Street East  
Hamilton, Ontario  
L8K 1A5

John C. Le Roy  
Consultant, Crisis Management & Event Specialist  
Tel: (905) 547-5552  
Toll-Free: 1-877-696-5552  
Cell: (416) 523-0903  
Fax: (905) 547-5556  
Email: [jleroy@gss-security.ca](mailto:jleroy@gss-security.ca)

The service office is located in Salon 106A.

## Insurance:

### **Canfinse Group Inc.**

5000 Dufferin St., Ste. 215  
Toronto, Ontario M3H 5T5

Kim Libenstein, R.I.B.O  
Tel: (416) 667-9177  
Fax: (866) 591-5613  
Web Site: [www.exhibitorinsurance.com](http://www.exhibitorinsurance.com)  
[www.canfinse.com](http://www.canfinse.com)  
Email: [kim@canfinse.com](mailto:kim@canfinse.com)

**All exhibitors must have a Certificate of Insurance prior to the CRFA show. The insurance should cover the days during the move in, show dates, and move out period.**

# Hotel Accommodations

Special arrangements have been made with the following list of hotels to offer reduced room rates to exhibitors in the CRFA Show. Please make reservations directly with the hotel and be sure to advise them that you are a participant of the CRFA Show.

## **Delta Chelsea Hotel\***

33 Gerrard St., West, Toronto, Ontario M5G 1Z4  
(416) 595-1975 / (888) 890-3222

[www.deltachelsea.com/grscrfsa](http://www.deltachelsea.com/grscrfsa)

**Single/Double - \$179.00**

**Reservation cut-off is January 31, 2012**

Code: CRFA Show

## **Hyatt Regency Toronto\***

370 King St. West, Toronto, Ontario M5V 1J9  
(416) 343-1234 / (800) 233-1234

[www.hyattregencytoronto.com](http://www.hyattregencytoronto.com)

**Single/Double - \$189.00**

**Reservation cut-off is January 13, 2012**

Code: CRFA Show

## **Marriott Toronto Downtown Eaton Centre\***

525 Bay Street, Toronto, Ontario M5G 2L2  
(416) 597-9200 / (800) 905-0667

[www.marriott Eaton Centre.com](http://www.marriott Eaton Centre.com)

**Single/Double - \$199.00**

**Reservation cut-off is January 18, 2012**

Code: CRF Show

## **Courtyard by Marriott Downtown Toronto\***

475 Yonge Street Toronto, ON M4Y 1X7  
(416) 924-0611 / (800) 847-5075

[www.courtyard.com/yyzcy](http://www.courtyard.com/yyzcy)

**Single/Double - \$189.00**

**Reservation cut-off is February 10, 2012**

Code: CRFA Show

## **Le Meridien King Edward\***

37 King Street East, Toronto, Ontario M5C 1E9  
(416) 863-9700 / (800) 543-4300

[www.starwoodhotels.com/lemeridien](http://www.starwoodhotels.com/lemeridien)

**Single/Double - \$219.00**

**Reservation cut-off is February 10, 2012**

Code: CRFA Show

**\*Shuttle service available to and from the Direct Energy Centre for delegates staying at these hotels.**

**\*Hotel rates based on hotel room block availability**

For the most recent information on hotel room availability, please see the travel page on CRFA Show website: <http://www.crfa.ca/tradeshows/crfashow/travel.asp>

## **Travel Discount**

Air Canada has been appointed the official airline of the 2012 CRFA Show with savings of 10% off fares. (Certain rules apply)

Visit Air Canada at [www.aircanada.com](http://www.aircanada.com) or your travel agent to take advantage of these rates.

When purchasing your ticket enter **Promotion Code NFQXH2B1** this should appear on your ticket, regardless of the fare purchased.

## **Transit – TTC**

The following TTC routes are available:

511 Bathurst and 509 Harbourfront will continue to operate in the same manner as currently is. Streetcar frequency on the 509 / 511 route will operate as follows; Monday – Friday, every 5 to 6 minutes, Saturdays, every 6 – 7 minutes, and Sundays, every 7 – 8 minutes. Bus frequency is to be consistent with that of the streetcars in order to provide a timely connection between the different vehicle modes, in addition to providing a consistent service to Exhibition Place.

## **Transit – Go**

The Go schedule can be seen here: <http://www.go transit.ca/publicroot/en/default.aspx> or call Go Transit at (416) 869-3200.

# Identification Badges

## Exhibitor Badges (for personnel working in your booth)

Exhibitor badge registration is available on line. Show Management will provide 6 free exhibitor badges for each exhibit space unit purchased.

For example:           1 Booth .....6 free badges  
                          2 Booths .... 12 free badges  
Maximum: 24 exhibitor badges  
Example:           6 Booths .....24 free badges

\*Additional badges in excess of the free allotment will be \$35.00 each if ordered on line prior to March 4, 2012. After March 4, 2012 badges will cost \$50.00 each.

**Exhibitor badges will be mailed out directly to the exhibiting company c/o the contact person for distribution. Deadline for mail out of exhibitor badges is February 10, 2012. Please remember, if you receive or pick up badges for other employees of your company, please see that they receive them prior to show opening. No one will be admitted to the exhibit floor without a badge.**

**Please be advised that printed exhibitor badges are not refundable or transferable and no persons under the age of 19 (including infants) are permitted on the show floor.**

Those people who have not obtained exhibitor badges prior to the show opening on Sunday morning must report to the Exhibitor Desk to receive badges. They will wait in lines and there will be delays.

**Please Note:** During move-in and show hours, exhibitor badges for all companies will be located at the exhibitor desk by the registration area in the galleria, Hall B entrance.  
**Exhibitor Badges will not be released to companies who have an outstanding balance.**

## Customer Registration Program

One of the most effective pre-show activities for exhibitors is to invite your customers to the event. We are offering a special rate for your customers to attend. Simply send an invitation to your customer list including your unique 5 or 6 digit source code and they will automatically qualify for a 50% discount on advance registration, \$17.50 instead of \$35.00.

## Badges for Company Personnel (not working in the booth)

Company employees who are not working in your booth should register to visit the show by registering online.

Cost: Prior to March 4, 2012                   \$35.00  
      On Site                                       \$50.00

**No persons under the age of 19 are permitted on show floor during show hours (no infants)**

# Beverage Alcohol Sampling Information

Sampling Hours:	Sunday March 4	12 noon – 6:00pm
	Monday March 5	11:00am – 6:00pm
	Tuesday March 6	11:00am – 4:00pm

## Trade Show Guidelines

1. For purposes of definition a "Trade Show" is considered to be a show which is closed to the general public, and where beverage alcohol samples are **not sold**.
2. Trade Show Guidelines are reviewed on an ongoing basis, and will be subject to change from time to time as required. The LCBO and / or Alcohol and Gaming Commission of Ontario (AGCO) will endeavour to notify interested parties as far in advance as possible of intended changes.
3. Exhibitors at trade shows will abide by the general rules and regulations directed by AGCO under Ontario's Liquor Control Act and the ethics of the trade. The LCBO is a service window that administers the majority of provisions under Ontario's Liquor Control Act.
4. Any type of beverage alcohol product may be served provided the product has been examined and approved by the LCBO Laboratory.
5. Where a product is brought into Ontario through the LCBO Private Ordering Department, laboratory approval will only be given on a sample taken from the actual shipment used at the show. This means that Private Ordering samples for show purposes must be in the LCBO Toronto Warehouse at least eight weeks prior to the actual trade show opening date.

LCBO Private Ordering: 33 Freeland St., Toronto ON M5E 1L7

Phone: (416) 864-6739 or Toll Free: (800) 668-5144

6. Arrangements must be made by a licensed agent or through respective Trade Commission (if without agent) with the LCBO Private Ordering Department to initiate the process of having unlisted product approved for trade show purposes.
7. Where an Exhibitor wishes to demonstrate alcoholic beverage mixes, or similar products, the alcoholic portion of the sample must be obtained through the LCBO and must conform in sample size and content to these guidelines. **Exhibitors should also be aware that only registered agents exhibiting in the show are allowed to offer samples at these events.** Further, exhibitors of this type of product should check with AGCO for advertising restrictions that may relate to their exhibit space.

Alcohol and Gaming Commission of Ontario: 20 Dundas St., 7<sup>th</sup> Floor, Toronto, ON M5G 2N6 Phone: (416) 326-8700 or (800) 522-2876 Website: [www.agco.on.ca](http://www.agco.on.ca)

8. Exhibitors may show up to ten (10) products per ten feet of contracted booth frontage. The mix of products shown per 10 foot section is at the exhibitor's discretion.
9. Trade samples may be served provided the exhibitor observes all rules pertaining to the use of trade samples set out by the LCBO product purchasing department.
10. Sampling and consumption of the sample will be confined to the exhibitor's space location.
11. Sampling may be conducted by an employee of a company or agent providing a senior executive or registered representative is in attendance.
12. Products poured for the trade must adhere to the following maximums, and tasting glasses provided for show patrons must be clearly marked to aid pouring and inspection. Maximum servings are based on alcohol content (by volume) of the product.

23% or greater,	maximum serving 30ml
7% to 23%	maximum serving 60ml
less than 7%	maximum serving 115ml

13. Exhibitors at trade shows should be aware that all products shown at the trade shows, whether brought in through the Private Ordering Department, or drawn from current LCBO listings, must be purchased through the Liquor Control Board of Ontario. An exception is made to this policy for Ontario wineries, who may purchase their stock through their own retail outlet. Exhibitors, or potential exhibitors, are strongly advised to check directly with the LCBO Purchasing Department, and the LCBO Laboratory, to determine the lead time necessary to have a product available for any given trade show.

**Receipts from the LCBO may be inspected on-site during the show, please ensure these receipts are accessible in the event an inspector requests them. The Special Occasion Permit provided by CRFA must be displayed in the booth.**

Exhibitors should also contact the Merchandising Department for detailed ordering instructions for currently available items.

- \*\* **Non-compliance with these Alcohol and Gaming Commission of Ontario regulations and conditions will result in the removal of the sampling privilege.**
- \*\* **The age of majority restriction will apply.**

# Services for Exhibitors

## Sign & Banner Hanging

Direct Energy Centre has a manlift available to hang signs and banners at a nominal fee. For further Information please contact Direct Energy (416) 263-3064.

## Satellite Dish Installation and Cabling

Please contact Direct Energy Centre for information, regulations and pricing of these services at least two weeks prior to the show move-in date.

## Booth Cleaning

Nightly garbage removal and light cleaning of exhibit booths is a complimentary service provided by Show Management through Direct Energy Centre Exhibitor Services.

## Janitorial Service and Waste Disposal

Janitorial service is provided by Show Management without charge to exhibitors. Exhibitors are asked to place refuse in the aisles at the close of the show each day. Disposal of liquid waste (soup mixes, ice cream, etc.) and grease will be handled in specially designated areas.

**Under no circumstances should waste products or grease be poured down sinks, toilets or floor drains. Special containers will be provided for these purposes. Please do not dispose of liquid waste in washroom sinks or toilets.**

## Dishwashing and Cleaning of Utensils

Complimentary dishwashing stations in Hall B and in Heritage Court, will be provided by Show Management.

## Refrigerator and Freezer Storage of Food & Beverage Products

The Direct Energy Centre is not equipped with permanent Freezer/Cooler storage areas for exhibitors. Therefore, Show Management has arranged for the rental of trucks equipped with refrigeration units to accommodate the need for freezer or refrigerated storage.

Should you require this type of storage, please complete the on line form stating the type of product you wish to store, and the approximate number of cubic feet it will occupy.

The trailers will be delivered on Friday afternoon. We suggest that if your product requires storage in either the refrigerated or freezer storage areas, that you make arrangements for your product to be delivered in the afternoon on Friday prior to 6:00pm or on Saturday. This will allow the trailers to be set at the appropriate temperature and be prepared to accept delivery of products.

**When shipping products that require such storage, please ensure that a company representative is present to place products in the appropriate trailers and sign-in product with security.**

**The CRFA Show cannot accept responsibility for spoiled product should problems arise in freezer or cooler trailers.**

**Receiving – Show Management is not responsible for conditions or quantity of goods received.**

If you are unsure of the ability of these units to maintain stored products, you may consider the rental of freezers or coolers for your booth through one of the appliance rental suppliers.

**The deadline for removal of products from the refrigerated and / or freezer storage trailers is Tuesday March 6<sup>th</sup>, at 5:00pm.** All food and beverage products remaining after the deadline will be given to a local food bank.

There will be a charge of \$215.00 for freezer or refrigerated storage in advance and a charge of \$265.00 on site.

## **Exhibitor Parking**

A discount on designated exhibitor parking is available to exhibitors for \$8.00 per day. Parking during move-in and move out will be free. The pass is available for purchase from the Direct Energy Centre. Exhibitor parking area will be designated as the surface lot across from the Direct Energy Centre.

## **Show Shuttle Bus**

Complimentary shuttle buses will be scheduled between the host hotels and the Direct Energy Centre throughout the show days.

## **Exhibitor Lounge**

There will be two exhibitor lounges. These rooms will provide private facilities for dining and meeting with trade, or fellow exhibitors during show days.

Salon 102 located at the east end of the main hall.

Salon 108 located at the west end of the main hall.

## Direct Energy Centre – Business Centre

A place for all your business needs, including photocopying, facsimile, computer station and a full range of office supplies. The Direct Energy Centre Business Centre is located in the Galleria adjacent to Hall B. For additional information contact Jennifer Monteith, (416) 410-6612 or [jmonteith@theexhibitorsupportcentre.com](mailto:jmonteith@theexhibitorsupportcentre.com).

## Paging

As a courtesy to exhibitors, no paging will be permitted throughout the show.

## Show Guide

An official show guide will be prepared for the CRFA Show, and will be distributed free of charge to visitors on entrance to the show. The guide lists participating companies alphabetically and provides booth numbers and company address. Those exhibitors who complete the product classification form online prior to the **January 31<sup>st</sup>**, deadline are also listed by products in the rear section of the guide. Exhibitors who are contracted after January 31<sup>st</sup>, 2012 that have missed the show guide deadline, will be listed in the show guide addendum alphabetically under company name.

## Visitor Information Retrieval Systems

The Show utilizes Showcare computerized registration system. All visitors to the show are issued a badge with their name, company, city and a computerized strip which will capture the full contact information. Showcare provides a combination of hardware, software and services that make it easy for exhibitors to capture, qualify, report and follow-up on sales leads gathered at the show. The lead management device enables exhibitors to capture and verify data directly from their prospects badge. This data can then be viewed, edited and sorted online using the [www.showlead.com](http://www.showlead.com) portal.

## Foodservice

Foodservice facilities will be operational during move-in, show hours and move-out to serve snack food and beverages. A snack bar in Hall A, and Hall B will be open daily. All catering requirements within your display, and any special receptions must be handled by Centerplate the exclusive caterers.

## Cooking

Operation of gas cooking appliances, barbecues, or deep fat fryers is **not allowed** in Direct Energy Centre. Small electric cook-top grills and ovens will be allowed for cooking demonstrations. No cooking appliance is to be placed on combustible furnishings or too close to any combustible materials. Cooking areas must have one dry chemical fire extinguisher bearing the Underwriter's Laboratories of Canada designation 10-BC

Food products that require to be deep fat fried must be prepared under a kitchen hood and an exhaust system complying to NFPA 96 as stipulated in the Ontario Fire Code.

Exhibitors requiring the use of cooking stations are asked to complete the request form enclosed with this information kit and return it to the Centerplate office.

**A daily usage fee will be charged for the service.** (pre-payment of the service is required)

In order to have your product prepared in this manner, arrangements must be made through Centerplate.

**Exhibitors who have not applied for and have been assigned exhibit space by CRFA management on the basis of such cooking needs may be subjected to immediate curtailment of such activities. If you will be cooking in your booth please contact the Expositions Department at CRFA, (416) 923-8416.**

**All Exhibitors cooking in their exhibit must have a fire extinguisher present.**

## Toronto Public Health

Contact for Toronto Public Health  
Aleksandar Mikajiovic (416) 338-3523 cell

## Hand Washing

### Hazardous Food

Food vendors who are preparing, handling and sampling a hazardous food product (meat, fish, poultry, dairy) must have a handwash station (1 compartment) with hot and cold running water under pressure with liquid soap and paper towels. These sinks can be installed in the booths by DEC or can be brought in (mobile units with tanks and water heaters).

### Non Hazardous Food

Food vendors preparing and sampling non hazardous foods such as french fried potatoes and beverages may use a container with a spout with soap and paper towels for handwashing (see picture on page 2 of food handling requirements).

Public Health Inspectors will be visiting the food vendors during the show.

## Electrical Services

Electrical services at the show are contracted through the Direct Energy Centre the official electrical contractor for CRFA Show. Only the official electrical contractor is permitted to install appropriate outlets from the building's power supply.

If required, electrical outlets should be ordered from the Direct Energy Centre.

Borrowing power from an adjoining booth will **not** be permitted. Using your neighbour's outlet may cause an overload, which will not be tolerated. Permanent building receptacles are not a part of booth space. Exhibitors will be charged for their use.

**Please Note:** All electrical power is turned off after show closing each night and turned on prior to show opening each morning. If you require power on a 24-hour basis please indicate on an order form in the space provided.

All electrical equipment shall have a nameplate showing the operating voltage, phase, hertz, horsepower/kilowatt and full load whether AC or DC current and C.S.A. or Electrical Safety Authority approval sticker.

Should any of this equipment not comply, you will require "temporary permission" to exhibit while the necessary approval is being sought. You will not be able to energize.

Please contact:        Electrical Safety Authority  
                                 Phone: (877) 372-7233 (Wiring Department)  
                                 Phone: (800) 559-5356 (To Energize)  
                                 Web Site: [www.esasafe.com](http://www.esasafe.com)

Attach a sketch of your proposed electrical layout to the Electrical Services order form.

## Mechanical/Plumbing Services

Water, drain, gas and compressed air is available at a nominal fee. If you require these services please complete the on - line order form or contact Direct Energy Centre for assistance.

# Move-In and Move-Out

## Move-In Dates

Receiving:	Thursday, March 1	8:00am to 6:00pm
	Friday, March 2	8:00am to 6:00pm
	Saturday, March 3	8:00am to 6:00pm

Exhibitors for whom arrangements have been made to supply extensive plumbing, electrical or mechanical installations must have their equipment in their respective spaces on the morning of Thursday, March 1<sup>st</sup>. Please contact the Direct Energy office for special arrangements.

**Deadline to have your exhibit completed for show opening on Sunday is Saturday March 5<sup>th</sup>, at 6:00pm. Exhibitors and / or display houses will be permitted to remain on-site and set up their exhibit until 10:00pm on Thursday and Friday during move-in. Loading doors will be locked at 6:00pm during move-in.**

## Move-Out Dates

Move-out will commence following the close of the show:

Tuesday, March 6	5:00pm to 10:00pm
Wednesday, March 7	8:00am to 4:00pm

No dismantling of exhibits or packing of goods may be done prior to show closing at 4:00pm on Tuesday, March 6<sup>th</sup>.

Deadline for removal of goods is 4:00pm on Wednesday, March 7<sup>th</sup>.

**Please contact the on-site show office during move-out if you have a security concern regarding goods to be removed. Storage facilities can be made available.**

Goods left in the building after the move-out deadline will be removed by Show Management at the Exhibitor's expense.

**Freeman Decorating Limited is the official contractor hired to manage the move-in and move-out schedule. Please refer to the scheduled move-in and marshalling yard.**

## How To Schedule Your Goods To The Correct Area

Remember, if a common carrier, delivery service or in-house truck driver is transporting your exhibit booth or product, provide them with the following information:

1. Exhibiting Company Name
2. Your Exhibit Space Number
3. The Correct Shipping Date as Determined from the Move in schedule
4. Show Location

## Shipping Slips

For example, shipping slips should be made out in detail as follows:

Delivery For: .....	Direct Energy Centre
To: .....	CRFA Show 2012
Company Name: .....	ABC Company
Booth Number(s): .....	1000, 1004
Personnel in Charge: .....	Mr. Smith

**Shipments cannot be received at CRFA show prior to 8:00am on Thursday, March 1<sup>st</sup> when the show building will be declared a bonded warehouse. Canadian Customs Officers will be on hand from Thursday March 1<sup>st</sup> until Wednesday March 7<sup>th</sup> .**

## Marshalling Yard (Scheduled move in)

Please refer to the colour coded floor plan for your move-in schedule and "Freight Free Aisles" locations. (will be posted on line)

Every exhibitor, carrier and exhibiting company representative, **MUST** check in with the Freeman Representative at the Marshalling Yard in order to obtain a dock pass. No one will be unloaded without the pass.

Adherence to the targeted move in is mandatory. Please advise all carriers of your scheduled date and time of delivery. Should you, your carrier or any representative arrive at any other times than scheduled, Freeman cannot guarantee you will be offloaded that day. In this case, you will be redirected to the end of the line.

Personal occupancy vehicles (cars, vans and panel vans) will be directed from the marshalling yard to the Industry Building to unload their vehicles. You will have to unload your materials from vehicle and then immediately remove your vehicle from the building. The time limit will be monitored and enforced.

Should you have any questions or concerns, please contact:

Jim Scott, Freight Manager

Freeman

416-252-3361 x 276

jim.scott@freemanco.com

## Material Handling

Fork truck services to **assist** exhibitors with heavy loads will be made available through Freeman Decorating Limited at no charge. Dollies/hand carts will be available at the loading doors for exhibitors use. Please return the dollies/hand carts to the loading doors immediately following their use.

All uncrated items must be on skids / pallets provided by the exhibitor in order to be handled by the fork lifts. For further information please contact Freeman Decorating Ltd.

During move-out, fork lifts and operators will assist you with the loading of goods as soon as possible after show closing. Please remember all aisle carpets must be removed before dollies will be released or trucks will be loaded.

Materials-handling crews will do their best to deliver storage items to you as soon as possible, however, you should not expect to receive these items until Wednesday, March 7<sup>th</sup>, unless you have made special arrangements.

Please remember that it is the responsibility of the exhibitor to insure the safeguard of his/her own goods and to ensure their removal as soon as possible. Reshipment of cases requires clear labels and instructions.

## Delivery & Storage of Refrigerated / Frozen Products

Storage of these products is very limited. We would strongly advise exhibitors to have products delivered on a daily basis during the show. All products for refrigerated / frozen storage must be separately packed and shipped separately from exhibit displays. **It is the responsibility of the exhibitor to receive his/her goods upon delivery and place products directly into storage.**

## Unpacking of Boxes and Crates

During move-in, exhibitors should unpack crates within their own booth areas and keep aisles clear for the benefit and safety of others.

## Storage

Storage in and around the show facility is limited. If possible we recommend you ship your product by a van line (that will not require crating), or have your crates returned to your display company or your business during show hours for return in time for move-out.

Colour-coded storage stickers representing exhibit halls will be available from the Freeman Decorating's service desk.

All items for storage must be properly bundled and labelled or they will not be moved. Loose wood, cardboard and flimsy cartons will not be stored, but will be treated as garbage and removed.

**\*Do not place product in storage. Lock-up areas are provided.**

## Deadline for Exhibits Set-Up

Deadline for exhibit set-up is 6:00pm on Saturday, March 3<sup>rd</sup>. However, small items such as china, glassware, silverware, etc. can be left packed in your booth until early Sunday morning, at which time the exhibitor can unpack their display before the official opening at 10:00am on Sunday morning.

## Return of Storage Crates for Move-Out

Storage crates will be returned to your exhibit space the morning of **Wednesday, March 7<sup>th</sup>**

# Show Rules and Regulations

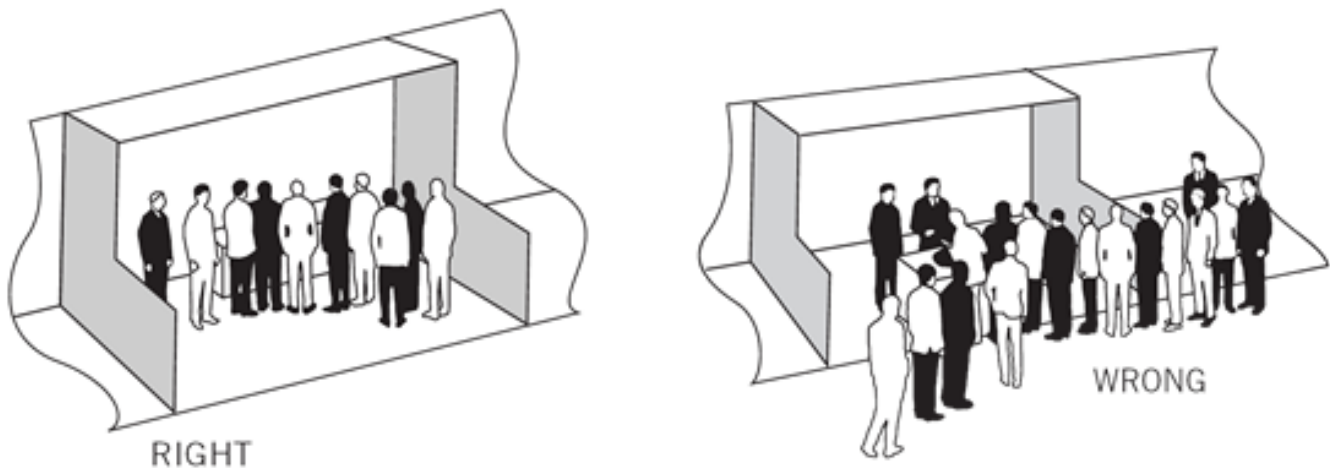
## Demonstrations and Sampling

Aisles must not be obstructed. Sampling and consumption of the product must be done within the confines of your exhibit area and in such a manner that the aisles are not blocked or the flow of traffic restricted.

If sampling alcohol, only the confines of your exhibit space are licensed for the consumption of alcohol. The aisles are not included in the coverage provided through the Special Occasion Permit to allow for sampling.

Service tables, demonstration areas must be at least 3 feet back from the front line of your booth.

If samplers or demonstration audience interfere with the adjoining exhibitors, the opportunity to sample/demonstrate can be limited or withdrawn by Show Management.



**Those exhibitors sampling alcoholic beverages are advised that all consumption of product must take place within the confines of your exhibit area. Patrons are not permitted to leave the booth area with unfinished amounts of samples.**

## Labour

Unionized installation and dismantling labour can be obtained from Freeman Decorating Limited. Contact Exhibit Services.

## Retail Sales and Promotion Activities

In keeping with the trade nature of the CRFA show, no retail selling is permitted in the show without prior consent of CRFA management.

Should permission be given for an exhibitor to sell a small number of items to visitors, proper sales receipts must be given. CRFA show security has been instructed to prevent anyone carrying items from leaving the building without a proper clearance pass or sales receipt.

Exhibitors must restrict all sales and promotion activities to the confines of the exhibit. Such activities must not interfere with or offend any other exhibitor or visitor.

Failure or refusal by an offending exhibitor to respond to a request or order from CRFA management in this regard will make the exhibitor and exhibit liable to ejection from the show.

## **Smoking Policy**

Direct Energy Centre is a non-smoking facility, as per the City of Toronto bylaws. Smoking is permitted only within designated areas at the exterior of Direct Energy Centre as allowed by law.

## **Safe Food Handling Toronto Public Health**

All exhibitors sampling food and / or beverage items must follow the Toronto Public Health Recommendations. Please contact the Toronto Public Health at (416) 338-7600 for further information. A temporary food establishment application must be filled out and faxed back to Toronto Public Health.

## **Protective Footwear**

The Ministry of Labour has deemed exhibit space in the Direct Energy Centre to be a construction site during the move – in and move – out periods. Therefore, all personnel working in an exhibit area must wear protective footwear. The Occupational Health and Safety Act states that “A worker exposed to the hazard of a foot injury shall wear foot protection appropriate in the circumstances”.

Please ensure that all company employees and other individuals working on site during move-in and move-out wear appropriate protective footwear.

## **Occupational Health and Safety Act**

The Occupational Health and Safety Act applies to every worker who participates in the set – up, assembly, and dismantling of any type of display or exhibit. Workers have a general duty to take responsibility for personal health and safety, which means they should not behave or operate equipment in a way that would endanger themselves or others.

All exhibitors must comply with the legislation contained in the Occupational Health and Safety Act, OHS Act, which is governed by the Province of Ontario.

For more information about the Ontario Health and Safety Act please visit their website at <http://www.labour.gov.on.ca>

## Insurance

CRFA, Exhibition Place nor any show contractor can be responsible for the loss or damage to any property of the exhibitor before, during or after the show, including theft. We recommend that you contact your insurance company and secure for a nominal fee, an all risk rider for merchandise and equipment from the point of shipment to the return to that point. Unfortunately theft at Exhibition Place – Direct Energy Centre does happen. Be prepared, be insured.

**All exhibitors are required to have in their own possession a copy of their insurance certificate.**

## Projection and Sound Equipment

Audio visual equipment must be kept at sound levels which do not interfere with other exhibitors.

## Aisle Space

Aisle space may not be used for exhibit purposes, or for general solicitation of business. Distribution of literature or other exhibit material is forbidden outside the immediate exhibit area.

## Helium Balloons

No helium filled balloons are allowed in the show, only air filled can be used. Exceptions will be made if submitted in advance to CRFA. Approvals may be granted to companies accepting costs to remove any balloons released into the ceilings.

## Booth Display Regulations

Exhibits must not exceed 8' in height. With show management approval, exhibits located on perimeter walls may reach a height of 11'6".

Open display exhibits (island or peninsular style exhibits) may be developed to a height of 15' in the centre core of the display. You must submit sketches of the proposed display to CRFA management for approval before beginning to plan or execute such exhibits.

Under no circumstances should you contract for design or construction of an exhibit without prior approval from CRFA management. Sketches should be submitted well ahead of show dates.

**Show management at its sole discretion may allow exceptions.**

**CRFA will provide and erect, without charge, the following standard drape booth.**

Standard booth consists of:            10' x 8' high drape back wall  
    4' x 8' high drape side wings  
    6' long and 2'10" high side railings draped

**Black Drape** will be supplied. If an exhibitor should desire, alternate colours are available through the official contractor (Freeman Decorating) at the exhibitor's expense.

The show does not provide any exhibitor with company name signs. Signs are available through Freeman Decorating at the exhibitor's expense.

## **Floor Coverings**

All exhibit areas are required to have floor coverings (carpet, tiles, plastic etc.) All floor covering are to be installed without trip hazards such as lumps, loose edges, raised edges, etc. Edges need to be secured using approved carpet tape.

As much as possible, cables should be placed under highly visible cable mats/runners or secured overhead. Where cables are placed on top of floors/carpet or under carpets the trip hazard needs to be highlighted so that they may be seen and secured in place. Large cables should have ramps in place and single steps, change in floor level or low level protruding display parts should be highlighted using signage or bright coloured tape.

## **Carpet Tape**

Use of residue-free double-sided carpet tape must be used to ensure your company does not incur cleaning charges. Scapa residue-free approved tape can be obtained from Freeman Decorating on site during move in. Freeman's on site office is located in Salon 107 in Hall B.

## **Booth Configuration and Construction**

Requirements for Large Uncovered Booth/Exhibit Areas

The following rules apply to uncovered booths where there is no obstruction of the building's sprinkler system.

1. Any enclosed booth or showroom with a floor area greater than 200 m<sup>2</sup> (2150 ft<sup>2</sup>) or an occupancy of 60 or more persons or where the distance to the exit is greater than 25.0 m (82 ft), must have two means of exit located as far apart as possible. The total width of all exits must be 559 mm (22 in) for every 90 persons occupying the area and no single exit doorway shall be less than 762 mm (30 in) wide.

2. In addition, any booth with an area of 232.3 m<sup>2</sup> (2500 ft<sup>2</sup>) or more must contain one fire extinguisher.
3. Walk through Exhibits that contain more than three walls or a single room (may have elevated floors, etc.) may require:
  - **A building permit**
  - Emergency lights
  - Emergency exits
  - Exhibitor should call the building inspector for inspection/engineer's report (a few days before the event)
4. Small room displays:
  - Constructed of three walls and no ceiling (i.e. the public cannot get lost or trapped) do not require a building permit.
  - More than one room (walk through type) a permit may be required (same as Item 3).
5. When the show area does not make use of the entire floor area in a building, and drapes are used to separate the unused floor area from the show area, openings must be provided in the drapes that lead to the building's fire exits. "FIRE EXIT" signs must also be provided over the openings.

## Booth Configuration

The following booth configurations *do not* require formal approval by Direct Energy Centre, but shall abide by the requirements as noted:

- (i) Open top exhibition booths, less than 150 m<sup>2</sup> (1610 ft<sup>2</sup>) in unsprinklered buildings.
- (ii) Open top exhibition booths, less than 200 m<sup>2</sup> (2150 ft<sup>2</sup>) in sprinklered buildings.
- (iii) Platforms less than 610 mm (24 in) in height and/or 9.3 m<sup>2</sup> (100 ft<sup>2</sup>) in (projected) floor area.
- (iv) Two means of exit, as far apart as possible, must be provided for enclosed booths under any of the following conditions:
  - a) An occupancy of 60 persons, or more;
  - b) Enclosed booth areas in excess of 150 m<sup>2</sup> (1310 ft<sup>2</sup>), located in an unsprinklered building;
  - c) Enclosed booth areas in excess of 2000 m<sup>2</sup> (2150 ft<sup>2</sup>), where the building is sprinklered;
- (v) Any booth within area of 232.3 m<sup>2</sup> (2500 ft<sup>2</sup>) or more must contain one fire extinguisher.

The following booth configurations *require* formal approval from Direct Energy Centre. A description of the booths requiring approval shall be submitted to the Show Manager who in turn will submit the description to the Business Development/Special Events Department, Direct Energy Centre, for approval. Direct Energy Centre will discuss these configurations with the Toronto Fire Prevention Division and/or Toronto Urban Development Services.

1. Platforms exceeding 9.3 m<sup>2</sup> (100 ft<sup>2</sup>) in (projected) floor area must comply with the Ontario Building Code and,

2. Booths with flame retardant canopies less than 18.6 m<sup>2</sup> (200 ft<sup>2</sup>).
3. **Single-level roofed booths, two storey booths and booths with mezzanines require prior approval from Direct Energy Centre. They must be in accordance with the guidelines presented herein and NFPA 13 (1982) and the Ontario and National Building Codes.**
4. Two means of exit, as far apart as possible, must be provided for enclosed booths under any of the following conditions:
  - a) an occupancy of 60 persons or more;
  - b) enclosed booth areas in excess of 150m<sup>2</sup> (1610 ft<sup>2</sup>), located in a unsprinklered building;
  - c) enclosed booth areas in excess of 200 m<sup>2</sup> (2 150 ft<sup>2</sup>), where the building is sprinklered.

### **Booth Construction, Non-Decorative Materials**

Notwithstanding the following, the stipulations and prohibitions specified below for decorative material also apply to this section.

Booths may be constructed using steel, aluminium, glass, wood, plastic, etc. and any other non-combustible as regulated by the Ontario Building Code. CAN4-S114 "Standard Method of Test for Determination of Non-Combustibility in Building Material" is the provincial standard to establish a non-combustible rating for building materials.

In most cases, thick wooden structural members and panels such as plywood may be considered as flame resistant. Wood veneer or thin wood panels not fixed to a backing are combustible. Combustible materials including plastics must have a flame spread rating not exceeding 150 and a smoke developed classification not exceeding 300.

If in the opinion of Direct Energy Centre a material might not pass the flame test, a test may be required. Failure of this test may result in the exhibit being disallowed and removed.

### **Booth Construction, Decorative Materials**

All materials used for construction or decoration of displays, booths etc. must be either non-combustible or treated and maintained in a flame-retardant condition by an approved flame retardant treatment or process.

## Prohibited Materials and Materials That Require Flame Retardancy Treatment

Material	Status
Acetate fabrics	Prohibited
Corrugated paper box board	Prohibited unless flame retardant treatment applied at factory
"No-seam" paper	Prohibited
Paper backed foil	Prohibited unless glued securely to suitable backing
Foamcore	Prohibited
Drapes, curtains, drops, hanging, etc.	Must be treated with a flame retardant coating
Decorative fabrics	Must be treated with a flame retardant coating
Christmas trees, cut branches	Must be treated with a flame retardant coating
Dried Flowers, artificial flowers	Must be treated with a flame retardant coating
Motion picture screens	Must be treated with a flame retardant coating
Paper (Note: cardboard or compressed paperboard less than 1/8" thick is considered paper.)	Must be treated with a flame retardant coating
Ruscus	Must be treated with a flame retardant coating
Split wood	Must be treated with a flame retardant coating
bamboo fibres	Must be treated with a flame retardant coating
textiles	Must be treated with a flame retardant coating
styrofoam	Must be treated with a flame retardant coating
gatorboard	Must be treated with a flame retardant coating
wallpaper	Must be pasted securely to wall or wallboard backing
plastics	Require approval from Direct Energy Centre

## Booth Construction – ICF (Insulated Concrete Form)

In any booth constructed of ICF, there can only be 4'x8' sections of the booth exposed and any section of booth opposite the exposed section must be covered. If any two sections of exposed ICF are located on the same wall the sections must be separated by a 4'x8' covered section. Sections of ICF that must be covered should be covered by an acceptable building finish material (i.e. aluminium siding, stucco, drywall, etc).

It should be noted that while the previous statement reflects the current regulations in force, there are currently discussions ongoing with concerned parties over modifying the regulations regarding structures constructed with ICF in the near future.

## Fire Exits and Fire Protection Equipment

It is important to note if there is a fire exit, fire hose cabinet, hose valve connection, fire extinguisher or fire alarm pull station located in an exhibit space. It shall be the responsibility of the Show Manager or Exhibitor as the case may be, to provide clear unobstructed access, and if

the view to such equipment is obstructed, to provide signage indicating the location of such equipment.

## **Obstructions**

No articles shall be hung from or affixed to any sprinkler piping/heads or electrical conduit. Construction or ceiling decorations in show booths must not impede the operation of the sprinkler system.

All exit doors shall be in an operable condition and shall remain accessible and unobstructed at all times. All exit signs, fire hose cabinets, hose valve connections, portable fire extinguishers, manual pull stations, fire department handsets should not be obstructed in any manner. If signs indicating the location of the aforementioned items are obstructed by the booth layout, additional signs must be added, as required.

All entrances, exits, aisles, stairways, lobbies and passageways shall be unobstructed at all times. Easels, signs, etc. shall not be placed beyond the booth area into the aisles.

Where a booth is covered with a solid roof, the roof construction shall be substantial and fixed in position for the duration of the show.

## **Materials, Processes and Equipment Within a Booth**

In addition to the prohibited materials the following processes/equipment are *strictly* prohibited:

- (i) blasting agents or explosives
- (ii) flammable cryogenic gases
- (iii) aerosol cans with flammable propellants
- (iv) smoking (except in designated "Smoking Areas")
- (v) fuelling of motor vehicles
- (vi) liquefied petroleum or natural gas
- (vii) wood matches with "all surface strikes"
- (viii) hazardous refrigerants such as freon, sulphur dioxide or ammonia
- (ix) cellulose nitrate motion picture film
- (x) use of equipment approved for outdoor use only (for example barbecues)
- (xi) use of flammable liquid or dangerous chemicals
- (xii) electrical equipment or installation of electrical equipment that does not conform to CSA-C22-1, Electrical Safety Code

The use of the following processes or equipment is subject to approval from Direct Energy Centre. If any material, process or equipment requiring approval is to be used, the exhibitor shall submit in writing to the Show Manager the nature of the process or equipment and any safeguards to be used to protect the hazard. Requests will be submitted by the Show Manager to Direct Energy Centre. Direct Energy Centre representative will review the request and respond with his/her approval, rejection or limitations.

- (i) Propane and Natural gas fired equipment.
- (ii) Operating any heater, grill, heat-producing device, open flame device candles or torches.
- (iii) Use of portable heating or cooking equipment to cook food.
- (iv) Fireworks must receive approval from Toronto Fire Services and be operated under the supervision of a federally licensed pyrotechnician.
- (v) Exhibits involving hazardous processing or materials not previously listed.
- (vi) Storage or display of ammunition and fire arms (subject to subsection 5.2 of the Ontario Fire Code and Criminal Code).
- (vii) Pressure vessels including propane tanks
- (viii) Fossil fuel powered equipment.
- (ix) Hydraulically powered equipment using flammable fluids.
- (x) Radiation producing devices.

## **Combustible/Flammable Products for Sale**

It is not necessary to flameproof textiles, paper or other combustible samples of merchandise on display "for sale". The quantity of each sample on display shall be limited to one salvageable length. Each sample must differ in colour, weave or texture.

It is also permissible to exhibit aerosols containing a flammable liquid on display "for sale". One pressurised container, not exceeding 0.47 L (1 US liquid pint) capacity, of each flammable liquid may be exhibited.

## **Use of Open Flame**

The following rules apply to use of open flames.

1. Flame(s) shall not be used solely to attract attention.
2. Exhibits utilising flame-producing devices must be attended at all times.
3. The use of an open flame is limited to certain articles of merchandise where the operation of an approved appliance or device definitely helps to promote the sale of such equipment.
4. Where candles are offered for sale, not more than four candles may be lit at any one time, and they must be shielded by hurricane type chimneys. If glass-contained candles are lit, the flame must not extend above the rim of the container.
5. An approved fire extinguisher must be installed in exhibit areas where flame-producing devices are used.
6. If at any time an Inspector deems any equipment or device to be operated in a manner dangerous to public safety, he/she will cancel the privilege of the exhibitor concerned.

## **Operation of Natural Gas or Propane Fired Appliances**

For further details, information or copies of any of the regulations, contact:

Technical Standards & Safety Authority (TSSA)  
14th Floor, Centre Tower  
3300 Bloor Street West  
Toronto, Ontario M8X 2X4

CSA International  
5060 Spectrum Way, Suite 100  
Mississauga, Ontario L4W 5N6

## **Gasoline or Diesel Powered Equipment/Vehicles**

The following rules apply to all gasoline or diesel powered equipment:

1. Motor vehicles or gasoline-powered equipment on display must be equipped with “lock-on” type gasoline tank caps. The electrical system shall be de-energised by either removing the battery or disconnecting both battery leads and covering them with electrical tape or another electrically insulating material. Fuel tanks must be filled as close to the  $\frac{3}{4}$  mark as is possible (to prevent vaporisation and also allow for thermal expansion of the contents). Vehicles unable to be equipped with lock-on type caps must have caps sealed in a manner approved by Direct Energy Centre Safety Engineering Department.
2. Running of vehicles on display is prohibited without prior approval from Direct Energy Centre and the Fire Department. Vehicles required to be run as part of a performance or contest must be refuelled outdoors from approved safety containers.
3. Garden tractors, chain saws, power plants and other gasoline-powered equipment shall not contain any fuel and shall not be used for demonstrations without permission by Direct Energy Centre.

## **Propane or Natural Gas Fuelled Equipment/Vehicles**

Fuel tanks on propane or natural gas fuelled vehicles or equipment must be empty. Similarly, cylinders for barbecues and /or appliances within any vehicle, camper, mobile home, etc. must be empty.

## **Electrical Equipment and Connections**

In accordance with the Canadian Electrical Code, CSA C22.1 all electrical equipment must be approved before it may lawfully be advertised, displayed, offered for sale, sold or otherwise

disposed of or used in the Province of Ontario.

It is therefore the responsibility of each Exhibitor to ensure that all electrical equipment in, on or about his/her booth comply with the above regulation. This includes electrical merchandise as well as lighting and display equipment.

Electrical equipment for which CSA approval is required shall be submitted to the Canadian Standards Association, 178 Rexdale Boulevard, Rexdale, Ontario M9W 1R3, (416) 744-4089. The approval of this association is accepted to all electrical inspection authorities in Canada. Please contact the CSA for details to this procedure.

One of the fundamental requirements for Canadian Standards Association certification is that appropriate approval markings (CSA monogram/label) appear on each device. If such markings are missing, the device must be considered not approved and, therefore, subject to special inspection.

If you wish to display, offer for sale, or use, any electrical equipment which is not CSA certified, the item can be submitted to the CSA's Electrical Inspections Department for approval by means of their electrical inspection services.

**Note:** Electrical equipment must be approved as an assembled unit. Electrical equipment that consists of an assembly or combination of other individually approved electrical equipment or devices is considered unapproved.

The exhibitor is expected to make every reasonable effort to have electrical equipment approved prior to the show. The Electrical Safety Authority will permit equipment to be shown as stated in Rule 2-022(5) of the Ontario Electrical Safety Code for specific equipment and for a determined period of time.

**Note:** In these cases, the exhibitor is requested to obtain written permission to show unapproved electrical equipment. Permission to show should be displayed with the equipment during the entire show, and does not provide permission to energize unapproved electrical equipment. A fee of \$53.50 will be administered for this service.

Please complete the application that is included in this kit and forward it with payment. This applies even if the equipment is not to be energized at the show. (Please see application form for more information and approval certification marks/labels).

### **Electrical Safety Authority**

Electrical Safety Authority  
1 Terence Matthews Cres., Ste. 130  
Ottawa, ON K2M 2G3  
Phone: (800) 559-5356 or (613) 271-1489  
[www.esapa.biz](http://www.esapa.biz)

Permission to Show  
400 Sheldon Dr. Unit 1  
Cambridge, ON N1T 2H9  
Phone: (877) 372-7233  
Fax: (800) 667-4278

**Failure to comply could result in the equipment being refused connection to the source of electrical supply and will be ordered removed from the display.**

## Portable Spotlights

Clamps on portable spotlights shall be protected from metal to metal contact by having electrical insulating pads or wrappings permanently attached to the lamp holder clamps.

Where a spotlight may be subject to physical damage, dampness or where lamps may come in contact with combustible material, the spotlight shall be equipped with a guard attached to the lamp-holder or the handle.

Flexible cords (extension cords) may only be used for portable lamps or appliances that are of allowable amperage for the size and type of three conductor cord to be used.

Spotlights on a free standing structure, (pole), must be placed out of the way in the booth in such a location to prevent it from being bumped and knocked over or securely fastened to some part of the booth or other structure to prevent it from being knocked over.

## Gas Service

In accordance with the Energy Safety Branch Gas Utilization Code and Propane Storage, handling and Utilization Code, all gas appliances must have either a label approval by any of the following testing laboratories or the energy safety branch label affixed to the appliance. Please contact Direct Energy Centre for more details.

### **Canadian Standards Association**

Testing Laboratories

178 Rexdale Blvd., Rexdale, ON M9W 1R3 (416) 747-4300 [www.csa-international.org](http://www.csa-international.org)

### **The Underwriters Laboratories of Canada**

7 Underwriters Rd., Toronto, ON M1R 3A4 (416) 757-3611 [www.ulc.ca](http://www.ulc.ca)

In making application to obtain approval, write to one of the above. The model number and name of the manufacturer of appliances concerned, including specifications and descriptive literature, must also be submitted. Where time does not allow testing and approval prior to the show, special inspection of the appliance may be arranged through the Ontario Ministry of Consumer & Commercial Relations:

### **Fuel Safety Branch – Technical Standards and Safety Authority**

3300 Bloor St. W., 14<sup>th</sup> Floor, Toronto, ON M8X 2X4 (416) 734-3300 [www.tssa.org](http://www.tssa.org)

## Natural Gas

Natural gas is available only in exhibit space areas designated by Show Management. If needed, apply to Enbridge Consumers Gas Company, and arrange connection through Direct Energy Centre (416) 263-3064.

### **Enbridge Gas**

PO Box 650 Station A Scarborough, ON M1K 5E3 (888) 427-8888 [www.enbridge.com/gas](http://www.enbridge.com/gas)

# Fire Regulations

## Fire Regulations Governing Exhibit and Displays in Public Buildings

All exhibits must conform to the Ontario Fire Marshall's regulations with regards to fire proofing. For information contact Toronto Fire Prevention Bureau, City Hall, Toronto (416) 338-9350.

All exhibitors with a fire hose cabinet located within their space are required to leave a minimum 3' clearance in front of the cabinet for easy access.

## Display Materials

1. The following materials shall be flameproof if used for display or decorative purposes: Artificial flowers or foliage, plastic materials, split wood and bamboo fibres, textiles, paper (cardboard or compressed paperboard less than 1/8 in thickness is considered to be paper). Wallpaper is permissible if pasted securely to walls or wallboard backing. Foam plastic cored art board shall be coated on all sides with a fire retardant paint or varnish. Edges to be encased in a metal U channel or metal muffler tape. Tape must extend at least  $\frac{3}{4}$  on face and reverse of board.
2. The use of the following material shall be prohibited: Acetate fabrics, corrugated paper boxboards, no-seam paper, paper backed foil, unless glued securely to suitable backing.
3. It is not necessary to flameproof textiles, paper and other combustible merchandise on display for sale, but the quantity so used shall be limited to the displaying of one salvageable length. Each sample must differ in colour, weave or texture.

## Flame Producing Devices

All exhibits having open flame devices must be accepted by the Fire Department. The general rules are:

1. Flame shall not be used solely to attract attention.
2. Exhibits utilizing flame-producing devices must be attended at all times.
3. The use of an open flame is limited to certain articles of merchandise where the operation of an approved appliance or device definitely helps to promote the sales of such equipment.
4. Where candles are offered for sale, not more than four candles may be lighted at any one time, and they must be shielded by hurricane type chimneys. If glass contained candles are lighted, the flame must not extend above the rim of the container.

## Flammable Gas

1. 1 x 5 lb. Propane cylinder only as approved under the propane storage, handling and utilization code for demonstration purpose. When a cylinder is used with a self-contained propane hand torch or similar equipment it shall have a maximum WC of 2 ½ lbs.
2. Equipment must be set up as remote as possible from public aisles, and installed in a manner to comply with approved safety standards.
3. 1 x 40 cu. Ft. cylinder of acetylene will be permitted for use in Arts & Crafts type displays and for demonstration purposes.

Please contact Direct Energy Centre for more information.

## Aerosols

1. It is permissible to exhibit one pressurized container, not exceeding one pint capacity, of each product classified as flammable liquid.
2. Non-flammable products are not restricted.

## Display Layout

1. Display must not encroach on exit doorways.
2. No portion of a display shall project into any aisle as designated for the show concerned.
3. The aisle clearance at the bottom and top of a stairway shall be equal to the width of the stairway. Access to exits shall be maintained clear.
4. Where the occupant load exceeds 200 persons in the assembly occupancy containing non-fixed seating, the seats shall be fastened together in units not less than 4 or more than 12, or each end seat abutting an aisle shall be securely fastened to the floor. If the area is enclosed, approved illuminated EXIT signs are required.
5. a) If the fire protection equipment is located within the exhibit space, it shall be the responsibility of the show management to provide direct and unobstructed access to such equipment.  
b) A fire extinguisher bearing the Underwriters Laboratories of Canada designation 2-A shall be provided and maintained for each 3000 square feet of floor area.

- c) In every eating establishment wherein cooking is conducted, there shall be provided and maintained therein, one chemical fire extinguisher bearing the underwriters laboratories of Canada designation 40-BC.
  - d) In every eating establishment and exhibit or display in which commercial cooking equipment producing grease-laden vapours are used, the cooking equipment shall be installed and exhaust ventilated in conformance with the requirements of the Ontario Building Code.
  - e) An approved fire extinguisher must be installed in exhibit areas where flame producing devices are used, or when required by an inspector.
6. Hay, straw, shredded paper and excelsior packing must be removed from the building unless it can be returned to tightly closed packing containers.
  7. Any enclosed showroom with an excess of 2,000 sq. ft. or an occupancy of 60 persons must have two means of egress as remote as possible.
  8. Boxes, crates and cartons from which merchandise has been removed, must be piled neatly in a storage area designated by Show Management.
  9. Construction of ceiling decorations of show booths must not impede operation of sprinkler systems. Not more than 50% of a ceiling may be covered. No-width shall exceed 48' without an equal opening.

To pass materials: Hold material to be tested in a vertical position, apply flame to the lower edge for a maximum of twelve (12) seconds.

To pass a test of satisfactory resistance to flame spread, a material should not continue to flame for more than two (2) seconds after the test flame is removed.

**Ceilings over exhibits must be approved by Show Management.**

# Labour Regulations at the Direct Energy

This is a reminder that the Direct Energy Centre is a facility which operates under collective agreements between six separate Unions and Exhibition Place. These agreements impact the way in which work needs to be done on site. The collective agreements involved include labourers (material handling / cleaners), carpenters, painters, plumbers, electricians, and stage / technical services.

**Labourers:** The role of the Labourers Union Local 506 is to assist in the assembly and dismantling of trade show exhibits and displays at the Direct Energy Centre. The use of exhibit houses which do not have an agreement with Local 506 is strictly prohibited. The use of exhibitor staff is strictly limited to preparing systems that are in and of themselves the product being showcased for sale. You may use some of your personnel to oversee the assembly of your booth, with labour being provided by Local 506. It is strongly recommended that you seek advice from Show Management before deciding to use your in-house staff.

**Carpenters:** Any construction / carpentry work done on the grounds must be performed by a member of Carpenters Union Local 27. In order to minimize on site costs, you need to perform all cutting, hammering, etc off site and only leave the actual assembling via fasteners to be done on site.

**Painters:** Any painting, dry wall taping and associated work must be done by members of District Council 46.

**Plumbers:** The provision of all water/ drain/ compressed air sources to booths and including final connections must be performed by Plumbers Union Local 46.

**Electricians:** Direct Energy Centre has an exclusive arrangement for all electrical work to be done by their in-house electricians. This is done for insurance and safety reasons. No hard wiring is to be done on site, other than by Direct Energy Centre staff. All equipment should be ready to plug in with 3 prong cords and be ESA approved.

A list of recognized companies can be contracted to provide the above work on site. Please find the list under General Information & Order forms – Labour Regulations at the Direct Energy Centre. Please call around to different companies to get the best quote, if needed.

These agreements have been put in place between Exhibition Place and the specific unions and, as tenants in the facility, we must adhere to these as well. Failure to do so could result in additional charges being applied to you.

# Insurance

All property used or exhibited is at the sole risk of the exhibitor. CRFA Show Management the Canadian Restaurant and Foodservices Association and Direct Energy Centre will not assume any responsibility for injury, loss, theft or damage to persons, goods, equipment or decorations for any cause whatsoever, or for bodily injury or damage to property caused by the operations of the exhibitors. CRFA, the CRFA show and DEC shall assume no responsibility for representations or warranties given by the exhibitor to the public or for any losses or damages arising therefrom.

Full responsibility and risk rests with the exhibitor, or their representatives or agents in the use of fork lifts, trailers or other equipment made available with or without charge by the CRFA Show.

**Exhibitors must contact their insurance agent and secure all necessary coverage for all eventualities in respect to participation in the CRFA Show. Coverage should include the shipping periods before and after the show, storage areas during show days and the show period itself.**

**All exhibitors are required to have in their own possession a copy of their insurance certificate**

# Security

The CRFA Show security is provided to control persons entering and leaving the show building. **This security service does not guarantee against theft, accidental or wilful damage suffered by an exhibitor at the CRFA Show and no liability for such can or will be accepted by CRFA Show Management.**

Security personnel will be on duty from 8:00am Thursday, March 1<sup>st</sup> around the clock until 6:00pm Wednesday, March 7<sup>th</sup>.

It is strongly advised by the CRFA Show Management that all articles of value, including camera's, lap-tops, cellular phones, etc. be removed from the exhibit nightly by company booth personnel to prevent unauthorized removal of goods. If such removal is impossible, please ensure items have been securely fastened to the exhibit or display in some way.

**\*\*\*For security purposes, nothing may be removed from the building during show hours without a signed clearance pass. These passes may be obtained from the show office located in Salon 106.**

All personnel employed by exhibitors, design / display companies, etc. can be subject to a security check upon leaving the buildings. During the move-in, throughout show days and during move-out, the security service will be directed to ensure that only authorized persons enter the show buildings.

# Theft

Following are some hints you may find helpful to prevent theft:

1. Most thefts occur during the move-in periods when it is virtually impossible to control the number of people entering and leaving the building. It is a time of great confusion, when security guards are not able to identify exactly who people are, where they are going and if they are authorized to be in the building. If at all possible wear your exhibitor badge at all times. This provides an easier way for security personnel to identify who people are and what company they are employed by.
2. Never leave portable merchandise on display in your booth unattended. This not only includes obvious items such as electronics, cameras, purses, cellular phones, lap-tops, etc., but also pieces of equipment, display items and other materials that may be concealed in crates or carried out by unauthorized people.
3. If your booth contains smaller items such as some of those listed above:
  - a. do not bring them to the show until the opening morning
  - b. remove them each night, if possible, and
  - c. if they must remain in your booth, try to secure them in some way to make it difficult for someone to remove the merchandise from your booth. Picture wire and fish line can be effective aids in securing small items.
4. Make sure all items in your booth that belong to you are clearly marked in some manner, such as a company label under the seat of a chair. This often eliminates the possibility of having your goods mistaken for someone else's.
5. Do not list the contents of cartons or crates on the outside. If you do, you are providing a shopping list to possible thieves.
6. Never store additional merchandise in cartons that are sent to storage. They may be damaged, and storage areas are not secure.
7. Do not leave your booth unattended during move-out while waiting for a truck to load your goods. Items that can be hand-carried or loaded on dollies can easily be stolen from your booth during this time. If you plan to dismantle your booth on the day following show closing, remove all goods the evening of show closing. Leave only heavy items that are not easily lifted and your exhibit booth itself. **Items can be stored in the show office if necessary.**

Finally, should you observe a visitor, exhibitor or suspicious person committing a crime, report it to the show security immediately.

If necessary, private security coverage for individual exhibitors can be arranged through the official security service, at the exhibitor's expense.

**Please contact the on-site show office during move-out if you have a security concern regarding goods to be removed, storage facilities can be made available.**