

# ICAO Conference Centre Rules and Regulations

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(VERSION 2 – Effective 20 February 2019)

The International Civil Aviation Organization (ICAO) Headquarters building, located at 999 Robert-Bourassa Boulevard, Montréal, Quebec, Canada, is owned by the Government of Canada. As such, the following rules and regulations have been prepared in cooperation, and are compliant, with Public Services and Procurement Canada. Furthermore, security services are provided in compliance with Canadian federal standards. The purpose of this document is to assist ICAO clients and suppliers in planning and organizing an event and in communicating with Venue and Event Management (VEM) staff members. Circumstances not covered by these guidelines may be subject to special consideration and stipulations, as deemed appropriate by ICAO.

**Quality Statement (ISO 9001:2015 certification):** The Venue and Event Management (VEM) Unit of ICAO is committed to client satisfaction and continual improvement for the provision of venue and event management services to ICAO and its clients.

**Environmental Statement (ISO 14001:2015 certification):** The Venue and Event Management (VEM) Unit of ICAO is committed to protection and improvement of the environment by providing sustainable venue and event management services through its environmentally friendly suppliers, environmentally aware employees, energy-efficient equipment and effective organization.

## Green initiative

The environmental footprint of meetings large and small is gaining increasing attention world-wide. The UN, with its global, regional and national activities is perhaps one of the most active conveners of meetings in the world. Thus, the UN has a special responsibility to set trends in this respect and to assist others in becoming sustainable conference and meeting organisers within the context of their national or local circumstances. In 2007, the United Nations' Secretary General Ban Ki-moon called for a joint UN effort to use energy more efficiently and to eliminate wasteful practices. Many UN organisations have now responded to the Secretary-General's request and ICAO is currently putting in train policies and plans in order to achieve sustainable operational goals including more environmentally-friendly events that will lead to a sustainable A40 in September 2019.

A green event is one designed, organised and implemented in a way that minimises negative environmental impacts and leaves a positive legacy for the host community. The following measures amongst others will be implemented by the ICAO Secretariat and all the entities hosting events at the ICAO Headquarters are strongly encouraged to follow these initiatives:

- Stopping the use of single-use plastic (utensils, straws, water bottles, etc.)
- Reducing the consumption of paper
- Encouraging the consumption of locally produced or fair-trade food and beverages
- Reducing food waste

Any questions regarding the rules and regulations not included in this guide can be directed to [events@icao.int](mailto:events@icao.int).

These Rules and Regulations are issued under the authority of the Director, Bureau of Administration and Services.

1. Alterations or displacements to any part of the structure of the ICAO Conference Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from VEM in each individual case. These prohibitions include, but are not limited to, the drilling of holes, insertion of nails, screws, hooks and push pins, or the attaching in any manner of decals, promotional literature or items, or the affixing of any form of unapproved tape. Failure to comply will result in additional costs per occurrence to the client;
2. A rigging installation affixed to the Conference Centre may not be made without prior written authorization from VEM in each individual case and clients are kindly requested to avoid such activities. It is not permitted to hang anything from the sprinkler system;
3. Use of masking, clear packaging and plastic-based tape to secure booth flooring to Exhibit floor is prohibited. Labour charges will apply to remove prohibited tapes. Failure to comply will result in additional costs per occurrence to the client;
4. Glitter will not be allowed in carpeted areas of the ICAO Conference Centre. Failure to comply will result in additional costs per occurrence to the client;
5. Decoration elements may not be made without prior written authorization from VEM in each individual case;
6. Placement of any signs, in digital or hard copy formats, within the Conference Centre must be authorized by the ICAO Communications Office for content and by VEM for location and format, prior to the event. The facility's permanent graphics, signs or displays may not be visibly blocked in any manner, nor may temporary signs or decorations be attached to permanent building graphics. Signs, banners and similar materials may not be taped, nailed, stapled, hung or attached to ceilings, walls or other surfaces.
7. Exterior signage and banners may not be fastened to the building superstructures without prior written authorization from VEM. All signs, if approved, must adhere to fire regulations;
8. All activities taking place in the Conference Centre must take into consideration the requirements of other events using the facility. It is the client's responsibility to ensure that all neighbouring events within the facility remain free from disturbances and interruptions, including noise, odours, dust and debris that are known to interfere with concurring events;
9. Sound checks require prior approval from VEM, and VEM reserves the right to lower sound levels affecting any neighbouring events;
10. It is prohibited to conduct or permit any actions that may interfere with the effectiveness or accessibility of emergency exits, fire extinguishers, manual fire alarm stations, utility, heating, ventilation, escalators, electrical, plumbing, gas, compressed air or air conditioning systems, or portions thereto in the Conference Centre, or interfering with free access to adjacent public areas or to adjoining streets or sidewalks;
11. During move-in and move-out periods, the client must ensure all their assignees, agents, employees or contractors respect the surfaces and structures throughout the Conference Centre. When possible, all loading activities are to be directed through the entry least likely to suffer damage, and if required, protective measures taken. The client should also respect the hours of operation of the Shipping and Receiving area;
12. It is strictly prohibited for a skid or wooden crate to enter the Conference Centre without prior written authorization from VEM in each individual case;
13. Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. The freight elevators in the Conference Centre and Office Tower are reserved for this purpose;

14. Clearance in front of escalators and on bridges, between the Conference Centre and the Office Tower, must be respected at all times;
15. When specific approval has been given for the movement of large or heavy items over carpeted areas (vehicle, display, forklift), the carpet must be covered by a protective plastic sheet;
16. Animals or pets of any description are not allowed in the Conference Centre. Service animals (proof to be kindly provided on demand and in advance), such as guide dogs, are exempt;
17. Sample food/or beverage products may not be distributed or sold by sponsoring organizations without prior written authorization from VEM in each individual case;
18. The client, all their assignees, agents, employees or contractors, should ensure to obtain any certificate(s) or permit(s) required by law to conduct their activities.
19. Placement of ice sculptures may not be made without prior written authorization from VEM in each individual case, and clients are kindly requested to avoid such activities.
20. It is strictly prohibited to cook food on the premises. This includes the use of portable induction stove top burners. All cooking of catered food shall be done outside ICAO;
21. Commercial Food Warming and Holding Equipment are permitted in designated areas, if space permits, and electric chafing dishes are strongly suggested for keeping the food warm. Should chafing fuel be used as a heating source, it must be placed inside a metal pan deep enough to catch the fuel and contain the flame in case of spillage while in use, and should be placed at least 80 centimetres from the base of any flammable items (i.e. napkins, flags, curtains, etc.). Furthermore, catering service staff should familiarize themselves with the location of the nearest fire extinguisher and exit points;
22. All catering stations must be set on levelled surfaces that are securely fixed to the base structure;
23. The use of Alto Shams (food warmers) is permitted in designated areas, if space permits, for the purpose of keeping the food warm;
24. No food or beverages are permitted inside the conference rooms and mobiles should be on silent or vibrate mode. All catering services must be provided in the foyers or areas outside the conference rooms;
25. Disposal of beverages, leftover food or garbage is only permitted in containers assigned for this purpose. Failure to comply will result in additional costs per occurrence to the client;
26. Water service or stations are not allowed in the conference rooms with the exception of water bottles on the head tables of Conference Rooms 1, 2, 3 and 5 for moderators and speakers. The client must provide the above mentioned water as complimentary water will not be distributed by VEM;
27. The ICAO Conference Centre strict electricity output restrictions must be respected. All electrical equipment must be in accordance with the [Standards Council of Canada \(SCC\)](#). Should the Client, their assignees, agents, employees or contractors plan to utilize multiple outlets simultaneously, please consult with VEM at least 48 hours prior to the event;
28. ICAO does not provide storage space. Clients must plan for storing boxes, or other items to be stored within the space or rooms rented and specified in the event contract or make their own arrangements outside the ICAO Conference Centre. All materials, boxes, signs, etc., must be removed at the completion of the event. Any items left behind after the event will be discarded at the expense of the client;

29. Connection to the Conference Centre Sound System may not be made without prior written authorization from VEM in each individual case;
30. The ICAO Conference Centre is PC oriented. Should you have Mac devices, please make sure to have your own adapters to connect to our Audio/Visual equipment;
31. Clients must comply with fire and safety codes, and not obstruct passageways to emergency exits;
32. An ICAO security representative must certify that all conference room and foyer layouts respect the security and evacuation standard according to the National Fire Code of Canada, [http://www.nrc-cnrc.gc.ca/eng/publications/codes\\_centre/2015\\_national\\_fire\\_code.html](http://www.nrc-cnrc.gc.ca/eng/publications/codes_centre/2015_national_fire_code.html), prior to the start of the event. ICAO reserves the right to modify the layout(s) if it does not respect these standards. Any layout modification requested by ICAO must be made upon request, without which, guest access to the event may be refused;
33. Any area of occupancy must be restored in clean condition, and cleared out within the agreed time – without food leftovers, and/or any other material, immediately following the event. Failure to comply will result in additional costs per occurrence to the client;
34. The client shall be liable for the loss, damage or destruction occurring on the space reserved, the common area used and/or its content therein if such loss, damage or destruction is due to the fault of the client, their assignees, agents, employees, contractors, or any person invited by the client. This includes any additional cleaning, maintenance, repairs and replacement charges;
35. The ICAO Conference Centre is a smoke-free environment. All conference rooms, spaces, foyers, including corridors, registration area, Shipping and Receiving, are designated non-smoking areas. Electronic cigarettes are also prohibited;
36. VEM provides in-stock equipment and in-house services to events based on the client's requirements and provided schedule. When applicable, a cost estimate will be produced by the Unit coordinating the provision of the service, including the mandatory cleaning and security services customized to the event. Any changes made by the client before or during the event to the confirmed in-stock equipment or in-house services such as, but not limited to event space, staffing, cleaning and security, must be communicated by the client to the Unit coordinating the provision of the service in question in writing before the modified services are rendered. For events where the Unit coordinating the provision of the service is VEM, the VEM Event Coordinator will indicate any impact to the event, and to the cost estimate if applicable, which will require a written approval from the client before proceeding with the modified service;
37. It is the responsibility of the client to track the duration of the event, which finishes once all participants have vacated the event space, and if applicable, external participants and suppliers have vacated the ICAO premises. Should the event commence before or go beyond the provided schedule, it is the responsibility of the client to advise the Unit coordinating the provision of the service in question as well as Security. Any additional costs, if applicable, including but not limited to Security and staff overtime, will be automatically reflected in the final invoice, without prior notification;
38. The client hosting the event is responsible for arranging payment for all direct expenses, including but not limited to cleaning, security and other service expenses; and
39. Proceeding and hosting a meeting/event entails de facto acceptance of the ICAO Conference Centre Rules and Regulations and the ICAO Conference Centre Operating Guide by the Client.

— END —

### CHANGE HISTORY

<b>Rev.</b>	<b>DESCRIPTION OF CHANGE</b>	<b>APPR. BY</b>	<b>DATE</b>
0	First version.	Frederic L. (H/CS)	2017-10-20
1	Second version (added ISO references and green initiative and ISO 14001 audit recommendations) - VEM 28NOV18	D/ADB	2019-02-20