

ICAO Conference Centre Operating Guide

International Civil Aviation Organization (ICAO)
Conference Services, Security and General Services Section (CSG)
Conference Services Unit (COS)

(revised as of 11 May 2020)

The International Civil Aviation Organization (ICAO) Headquarters building, located at 999 Robert-Bourassa Boulevard, Montréal, Quebec, Canada, is owned by the Government of Canada. The purpose of this document is to assist ICAO clients and suppliers in planning and organizing an event and in communicating with COS staff members. Circumstances not covered by these guidelines may be subject to special consideration and stipulations as deemed appropriate by ICAO. Any questions regarding the ICAO Conference Centre operations not included in this guide can be directed to events@icao.int

1. In-House Services provided exclusively by ICAO

1.1. Event Coordination

A dedicated COS Event Coordinator will be assigned to assist you with identifying in-house COS products and services required and will provide additional details based on the event type.

1.1.1. Cleaning Services

ICAO provides exclusive cleaning services throughout the Conference Centre. All events include a mandatory cleaning service customized to the event.

1.1.2. Equipment and furniture

All Conference Rooms come equipped with ergonomic chairs, drop down screens, in-ceiling audio speakers, intelligent wall plate controls and state-of-the-art ceiling-mounted laser projectors.

1.1.3. IT and Telecommunication services

ICAO is the exclusive provider for all IT and telecommunication services within the Conference Centre. All additional IT and telecommunication products and services provided by external providers must be authorized by COS and ETS prior to the event.

The Business Centre, located on the 1st floor of the Conference Centre, is equipped with computer workstations, a telephone and a printer available to participants.

While on-site, participants can select *Public@Intl. Civil Aviation* (no password required) to connect to ICAO's WiFi. In order to do so, participants must have devices equipped with an 802.11 b/g/n network card or comparable connectivity hardware.

1.1.4. Screening and Registration

All event attendees must undergo a mandatory security screening at the screening point designated by ICAO Security followed by a mandatory registration procedure, to take place at the registration point designated by COS.

An ICAO event badge will be issued to each participant upon registration, which allows access to the Conference Centre. Should a badge be misplaced or lost, the Security Desk in the main lobby should be notified immediately. The ICAO event badge must be worn visibly at all times

while on the premises. Security agents have strict instructions not to allow access to the ICAO premises or to the conference rooms to persons not wearing a badge.

1.1.5. ICAO Commissariat Services

Participants eligible to purchase spirits and cigarettes at diplomatic prices can do so in the ICAO Commissariat, located on the 1st floor of the Conference Centre. Commissariat hours are Tuesday and Thursday from 1200 to 1500 hours. Commissariat hours may be extended on certain occasions depending on the size of the meeting. Visa, MasterCard and debit cards are the only forms of payment accepted.

Canadian delegates, permanent residents of Canada and delegates of international organizations are not eligible for this service.

1.1.6. ICAO Boutique and Online Store

A wide range of ICAO clothing, gifts and other merchandise are available at the ICAO Boutique located on the 1st floor of the Conference Centre. ICAO products and services including publications, ICAO Data+, training courses, as well as meeting, exhibition and sponsorship opportunities, are conveniently browsable online at the ICAO Online Store.

1.1.7. Medical Resources

The ICAO medical office is located on the fourth floor of the Office Tower, Room 4.25, telephone extension 8212. A nurse is generally on duty from Monday to Friday 0800 to 1600 hours. In case of emergencies, call telephone extension 6666.

1.1.8. Shipping and Receiving (Property Control and Logistics – PCL)

All external service suppliers must use the spaces designated by PCL for delivery, unloading and loading as well as installation. The Client must advise the PCL Supervisor one (1) week before the event, at the latest, of all details regarding incoming and outgoing deliveries, setup and dismantling. The list must include:

- company name, full name of all staff and contact information,
- list and description of items to be delivered,
- date of delivery, time of delivery, delivery truck details
- date of pickup, time of pickup, pickup truck details.

External service suppliers must receive authorization from the PCL Supervisor prior to any delivery, pick-up and parking requests.

Failure to notify the PCL Supervisor in a timely manner may result in significant delays and additional costs. Operational hours for the ICAO Shipping and Receiving area are Monday to Friday, from 0800 to 1230 and from 1300 to 1700 hours (excluding statutory/floating holidays). Additional costs may result from requests for access outside operational hours.

Clients must advise the external service suppliers that all their materials must be picked up immediately following the event, unless otherwise arranged with the PCL Supervisor.

All external service suppliers must enter the building through the ICAO Shipping and Receiving area via Viger Street.

1.1.9. Security

A dedicated security escort is mandatory for external service suppliers for:

- all movements between the ICAO Receiving and Shipping area, and the location of the event,
- the duration of the event, including setup and teardown.

Alternatively, the responsibility and liability of the security escort can be transferred to an ICAO photo-badge holder, provided that Security and COS are advised in writing at least two (2) weeks prior to the event.

ICAO is not responsible for lost items, theft, material damage, shipping errors or materials left in the Conference Centre or on the premises.

1.2. VIP Guests

Clients are required to inform the assigned COS Event Coordinator if VIP guests will attend the event in order to ensure that appropriate logistical arrangements are in place during registration.

1.3. Media Presence

Clients are required to inform the assigned COS Event Coordinator and the ICAO Communications Officer if media will be attending the event in order to ensure that appropriate logistical arrangements are in place during registration.

1.4. Coat Check

The COS Event Coordinator can facilitate the availability of coat racks for the event.

1.5. Lost and Found

Lost and found articles should be reported/handed to the Security Desk in the main lobby.

2. External Service Suppliers

2.1. Catering

Catering service providers are responsible for the complete setup and dismantle of the catering service, including ICAO furniture. All spaces used must be returned to neutral immediately after the service has concluded. Clients are required to specify this requirement in the supplier's contract.

2.2. Parking

ICAO does not offer dedicated parking to event attendees. Metered street parking as well as private indoor and outdoor parking lots are available in the vicinity.

3. General Considerations - Statutory Holidays

ICAO's Statutory holidays are the following: New Year's Day, Good Friday, Easter Monday, Victoria Day, Saint-Jean-Baptiste Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.

Remembrance Day and Eid al-Fitr have been designated as floating holidays. ICAO Staff members may observe one of these days as a holiday.

— END —

CHANGE HISTORY

Rev.	DESCRIPTION OF CHANGE	APPR. BY	DATE
0	First version.	Frederic L. (H/CS)	2017-09-07
0.1	Update item 1.1.8 & 1.1.9.	Frederic L. (H/CS)	2018-04-03
1	Title of the Unit is changed to COS. Section 2 is updated.	Frederic L. (H/VEM)	2018-10-02
1.1	Updated as per CAR2018021.	Frederic L. (H/VEM)	2018-11-28
1.2	Updated as per CAR2020011, revision date (page 1), and PCL instructions for Shipping and Receiving section of the document	Process owner (minor changes)	2020-05-25