EVENT OPERATIONS GUIDE

LOADING FACILITIES – TRUCK ROUTES, LOADING BAYS & OVERHEAD DOORS

LOADING DOCK ACCESS CONTROL

The East and West buildings each have a designated Loading Dock for receiving deliveries. There is a designated Base Security Dock Access Office for each Loading Dock. C12A is assigned to the West Dock Access Office and C11 to the East Dock Access Office. GSOC, under the direction of GSOC Team Lead (CTR1), manages access to the Loading Docks when the access gates are closed and there are no security guards at the Dock Access Offices. There is an intercom located at the entrance access gate of East and West Loading Docks. Delivery drivers may use this intercom to communicate with GSOC for access.

Monday - Saturday	Sunday	Title	Call Sign
07:00 – 17:00		East Dock Access	C11
07:00 – 19:00*	08:00 – 16:00*	West Dock Access	C12A
*On Statutory Holidays, West Dock Access is only staffed on an “as needed” basis.			

During regular Dock hours, the East Dock Access guard (C11) and West Dock Access guard (C12A) are responsible for maintaining their respective building’s Truck Route Log. The Truck Route Log records vehicle Time In, License Plate #, Driver’s Name, Company Name, Delivery Information, Event Name, Contact Phone #, Loading Bay Assignment, and Time Out. Completed Truck Route Log sheets are submitted to GSOC where they are scanned and saved to Facilities Management’s files.

During a scheduled event move-in or move-out, a dedicated Event Truck Route Entrance guard (T12 on the East Truck Route or O12 on the West Truck Route), and one or more Event Move-in/out guards, may be assigned to manage and direct vehicle traffic to and from the Loading Docks. In such cases, deliveries destined for this specific event will be received directly by the end recipient or designated event freight handler. These deliveries will bypass Base Loading Dock Staff and GSOC Staff, and thus *will not be reflected in EBMS Delivery system*. T12 or O12 is responsible for maintaining an Event Truck Route Log. This log collects the same information as the regular Truck Route Log but is used to record event specific delivery vehicle information. Completed Event Truck Route Log sheets are submitted to GSOC where they are scanned and saved to Facilities Management’s files.

EAST BUILDING LOADING FACILITIES

EAST TRUCK ROUTE

Deliveries for the East building should be directed to the East Truck Route, which is accessed off Howe Street at Canada Place. East Truck Route is a one-way lane along the east side of the East building leading to East Loading Bays and East Exhibit Hall Overhead Doors. Parking is not permitted on the truck route, which must always remain free of stationary vehicles and storage materials.

East Truck Route Access is staffed by Base Security 07:00-17:00 Monday-Sunday. Vehicle access may be facilitated outside of these hours, however response time from Base Security staff will vary based on Facility activities at that time. During scheduled move-in and move-out hours, an Event Truck Route Entrance guard will be scheduled. When East Truck Route Access is not staffed, the access gate will be closed.

East Truck Route is the only Emergency Vehicle Access Route for East building on the Convention Level, and it is important that access and egress procedures be carefully followed. Storage along the East Truck Route walls is prohibited.

The north end of East Truck Route between East Overhead C and North Freight Elevator serves as an Emergency Egress Route for Port of Vancouver staff. Areas painted with diagonal yellow lines must remain clear for emergency egress and may not be used for vehicle parking or equipment storage. Designated lift parking and equipment storage locations at the north end of East Truck Route are marked accordingly.

Trucks should not off-load on the truck route. However, if there is no other alternative, permission may be granted subject to review and approval of the loading plan by the Venue Logistics Manager and on the conditions that:

- drivers must always remain with the trucks; and
- trucks must be backed into the truck route and driven out forward (due to fire access route).

A truck off-loading on the East Truck Route may drive forward onto the truck route only if it is headed to the very North End and can fit under the overhang outside of East Exhibit Hall C. A second truck would then be permitted to back up to the first truck so both can be unloaded simultaneously.

Off-loading a truck across the loading bays is permitted if there are no other options for a full-sized trailer. In this case, the Event Manager must review all activities in the Facility to ensure bays are available and that they will be kept clear. It is then required to book the space and script an event function for the

EAST BUILDING LOADING FACILITIES (CONT.)

EAST TRUCK ROUTE (CONT.)
loading time.

The East Truck Route is 16' wide (4.88 m) and has an incline of 3'6" (1.07 m) over a 35' (10.67 m) section, as well as an overhang with a clearance of 13'11" (4.24 m) at the access point to the exhibit halls. The incline will allow standard 40' (12.19 m) to 53' (16.15 m) trailers with a bottom clearance of at least 12" (30.48 cm) to enter the East Exhibit Halls. Low-bed trucks and other low riding vehicles may have difficulty clearing the ridge at the top of the East Truck Route incline. The calculation to determine whether a vehicle will have sufficient clearance over the East Truck Route incline is:

$$\frac{\textbf{Distance to Underside of Vehicle (Rise)}}{\textbf{0.5 x Length of Wheelbase}} > 0.045$$

Maximum vehicle axle weights for the East Truck Route are:

Single axle single wheels – 28,000 lbs (12,700 kg)
Single axle dual wheels – 36,000 lbs (16,329 kg)
Tandem axle single wheels – 45,000 lbs (20,411 kg)
Tandem axle dual wheels – 58,000 lbs (26,308 kg)

EAST LOADING BAYS
Loading bays are used for moving goods into or out of the Facility. They are managed by the Venue Logistics Manager. Loading Bays are booked in EBMS for internal use as well as for move-ins and move-outs, special event requirements, and for storage if space is available and Facility activities permit (please see below "Requesting Loading Bays in EBMS").

Loading bays rented for storage are an event cost and details are listed in EBMS. Materials may be stored inside trailers in East Loading Bays and, under certain conditions and in designated loading bays, materials may be stored in crates (please see East Loading Bays and Overhead Door Crate Storage). Loading bays are *not* charged for move-ins and move-outs.

There are four loading bays at the East Loading Dock that can accommodate semi-trailers up to 30' (9.14 m) in length. Each West Loading Bay measures approximately 360 ft^2 (33.45 m^2), with a width of 12' (3.66 m), a length of 30' (9.14 m), an overhead clearance of 13'10" (4.22 m), and a dock height of 52" (132 cm). All East Loading Bays are equipped with dock levelers.

East Loading Bay 1 must always be kept clear for Facility deliveries. There is one ramp that leads to the 16k service corridor that runs parallel to East Loading Bay 4 beside the trash compactor.

EAST BUILDING LOADING FACILITIES (CONT.)

EAST EXHIBIT HALL OVERHEAD DOORS

East Exhibit Halls A and C have limited drive-on access through roll-up doors for full-sized trailers.

PLEASE NOTE: East Exhibit Hall A is carpeted, and floor protection is required for any vehicle access via this space. At minimum, poly must be placed along the entire vehicle path.

Measurements of roll-up doors are as follows:

- East Exhibit Hall A: 19' (5.79 m) high, 17'6" (5.33 m) wide*
- East Exhibit Hall B: 14' (4.27 m) high, 16'8" (5.08 m) wide*
- East Exhibit Hall C: 14' (4.27 m) high, 28'6" (8.69 m) wide*

Maximum length of vehicles for drive-on access to exhibit halls is as follows:

- East Exhibit Hall A: 73.5' (22.41 m)
- East Exhibit Hall B: 30' (9.14 m)
- East Exhibit Hall C: 73.5' (22.41 m)

Materials may be stored inside crates at East Exhibit Hall Overhead Doors (please see East Loading Bays and Overhead Door Crate Storage).

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* PLEASE NOTE: Despite the heights of East Exhibit Hall roll-up doors, there is an overhang with a clearance of 13'11" (4.24 m) at the access point to the exhibit halls that further limits the height of vehicles accessing East Exhibit Halls.

WEST BUILDING LOADING FACILITIES

WEST TRUCK ROUTE

Deliveries for the West building should be directed to the West Truck Route, which is accessed from Waterfront Road. West Truck Route is a two-way lane that runs along the east and north side of the West building and has a truck turnaround at the west end.

West Truck Route Access is staffed by Base Security 07:00-19:00 Monday-Saturday and 08:00-16:00 Sunday (on Statutory Holidays, West Dock Access is only staffed on an “as needed” basis). Vehicle access may be facilitated outside of these hours, however response time from Base Security staff will vary based on Facility activities at that time. During scheduled move-in and move-out hours, an Event Truck Route Entrance guard will be scheduled. When West Truck Route Access is not staffed, the access gate will be closed.

The West Truck Route is 29'6" (9 m) wide with a lane width of 14'9" (4.5 m). There is a downward slope moving northbound on the truck route which falls 4' (1.22 m) over 63'11" (19.5 m).

The far west end of West Truck Route is for fire access and internal chair rack storage only. Nothing may be allowed to block access from the West Truck Route Fire Gate at any time.

WEST LOADING BAYS

Loading bays are used for moving goods into or out of the Facility. They are managed by the Venue Logistics Manager. Loading Bays are booked in EBMS for internal use as well as for move-ins and move-outs, special event requirements, and for storage if space is available and Facility activities permit (please see below “Requesting Loading Bays in EBMS”).

Loading bays rented for storage are an event cost and details are listed in EBMS. Materials may be stored inside trailers in the West Loading Bays and, under certain conditions and in designated loading bays, materials may be stored in crates (please see West Loading Bays Crate Storage).

West Loading Dock clearance is 17' (5.2 m) high, 12' (3.65 m) wide. There are 22 Loading Bays at the West Loading Dock, 21 of which can accommodate full-size semi-trailers up to 80' (24.4 m) in length.

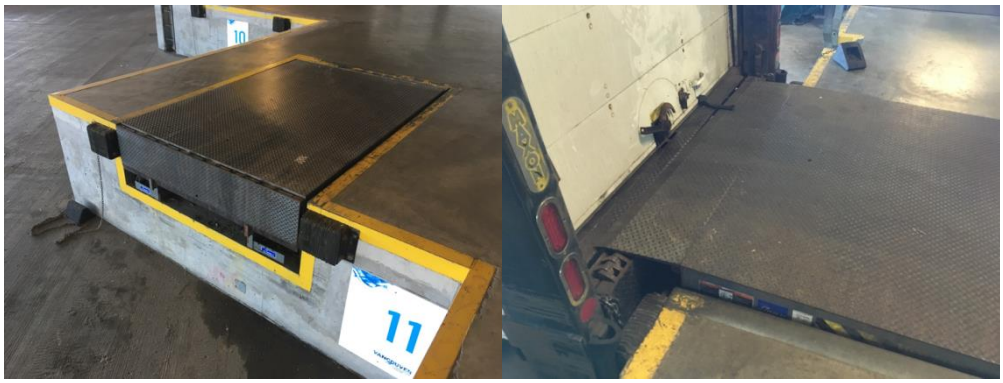
Each West Loading Bay measures approximately 960 ft^2 (89.19 m^2), with a width of 12' (3.66 m), a length of 80' (24.4 m), an overhead clearance of 17' (5.2 m), and a dock height of 52” (132 cm).

WEST BUILDING LOADING FACILITIES (CONT.)

WEST LOADING BAYS (CONT.)

There are six (6) West Loading Bays equipped with **Dock Levelers**: West Loading Bays 1, 2, 7, 11, 14 and 20.

Dock Leveler



There are a total of twelve (12) portable **Dock Boards** (also referred to as Dock Plates) which may be used at any of the West Loading Bays not equipped with dock levelers.

Dock Board

There are six (6) cable access hatches leading to the West Exhibit Hall floor. These access hatches are located at West Loading Bays 4, 7*, 13, 18, and 21 and at the South side of the truck turnaround outside West Hall C (in designated lift storage area).

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* PLEASE NOTE: Although there is a cable access hatch located at West Loading Bay 7, this loading bay is rarely used to stage Reefer trucks or other vehicles requiring power because it is one of the few bays equipped with a dock leveler. Instead, vehicles requiring power are staged in West Loading Bay 6 and electrical cables are run from the West Loading Bay 7 access hatch.

WEST BUILDING LOADING FACILITIES (CONT.)

WEST LOADING BAYS (CONT.)

The following West Loading Bays are not typically available for event assignment, as they are reserved in monthly In-House Event for the following designated uses:

- West Loading Bay 1 – Prioritized for Sodexo Live! Deliveries
- West Loading Bay 2 – Prioritized for Official Supplier Deliveries
- West Loading Bay 19 & 20 – Prioritized for Official Supplier Deliveries
- West Loading Bay 21 & 22 – Reserved for Retail Tenant Deliveries

For more information, please see West Loading Bays Assignment Plan.

WEST EXHIBIT HALL OVERHEAD DOORS

Each exhibit hall has limited drive-on access through roll-up doors for full-sized trailers.

There are three (3) Hall Access Ramps off of the truck route for drive-on access to West Exhibit Halls A and B:

- one ramp located between West Loading Bays 7 & 8 provides vehicle access to West Exhibit Hall A; and
- two ramps located between West Loading Bays 13 & 14 provide vehicle access to West Exhibit Hall B.

Measurements of roll-up doors are as follows:

- West Exhibit Hall A loading bays 23'4" (7.11 m) wide by 14'4" (4.37 m) high
- West Exhibit Hall B loading bays 23'8" (7.21 m) wide by 13'7" (4.14 m) high
- West Exhibit Hall C loading bays 16'5" (5.00 m) wide by 14'8" (4.47 m) high (forklift only)
- West Exhibit Hall C Waterfront Road 23'5" (7.14 m) wide by 23'1" (7.04 m) high (street clearance permits 15’ max height).

Materials may NOT be stored at West Exhibit Hall Overhead Doors (please see West Loading Bays Crate Storage).

REQUESTING LOADING BAYS IN EBMS

When loading bays are requested in EBMS, a 'to be assigned' resource is created that prompts the Venue Logistics Manager to allocate specific bays to the event:

Service Order Items | Actual | Payments | Work Orders | Activities | Documents | Notes

Add | View | Adjusting MOD Schedule | Reset

Description	Start Date	Start Time	End Date	End Time	Units
Event Logistics (EVTLOG)					
West Loading Bay	**09/05/1**	**06:30**	**09/05/17**	**18:30**	**3.00**
West Loading Bay(s) to be Assigned	09/05/17	06:30	09/05/17	18:30	3.00

Service Order Items | Actual | Payments | Work Orders | Activities | Documents | Notes

Add | View | Adjusting MOD Schedule

Description	Start Date	Start Time	End Date	End Time	Units
Event Logistics (EVTLOG)					
West Loading Bay	**09/05/1**	**06:30**	**09/05/17**	**18:30**	**3.00**
West Loading Bay 03	09/05/17	06:30	09/05/17	18:30	1.00
West Loading Bay 04	09/05/17	06:30	09/05/17	18:30	1.00
West Loading Bay 05	09/05/17	06:30	09/05/17	18:30	1.00

Once bays have been assigned, any edits to timing or quantity will not actively register as changes. These edits may therefore go unnoticed and result in either a shortage of bays for your event, or a booking conflict if the adjusted timing overlaps with another event:

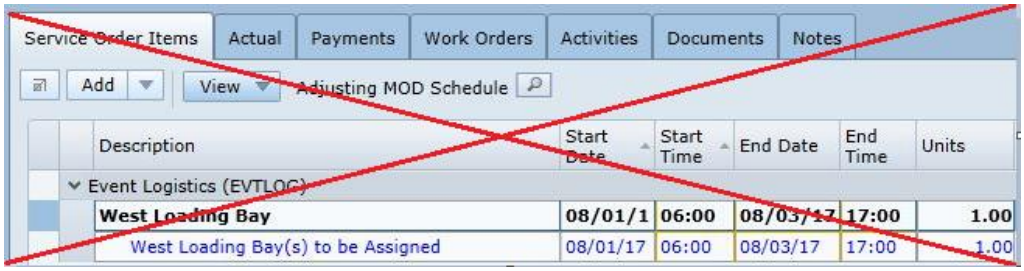
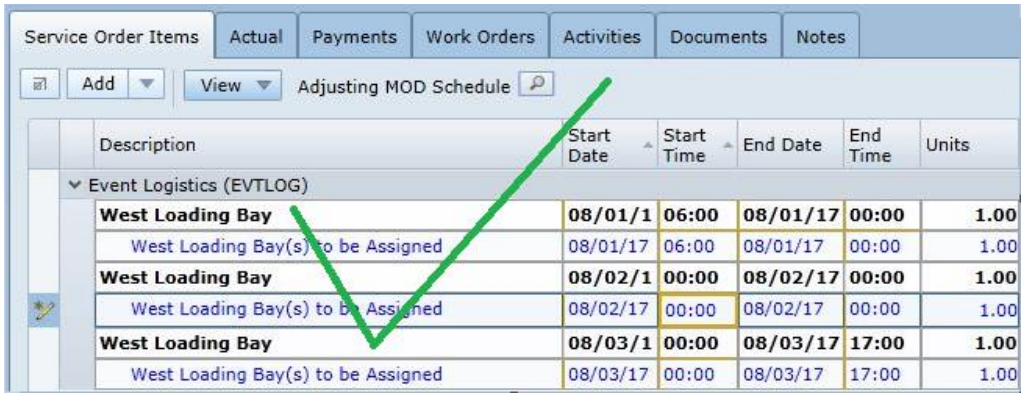
Service Order Items | Actual | Payments | Work Orders | Activities | Documents | Notes

Add | View | Adjusting MOD Schedule

Description	Start Date	Start Time	End Date	End Time	Units
Event Logistics (EVTLOG)					
West Loading Bay	**09/05/1**	**06:30**	**09/05/17**	**18:30**	**4.00**
West Loading Bay 03	09/05/17	06:30	09/05/17	18:30	1.00
West Loading Bay 04	09/05/17	06:30	09/05/17	18:30	1.00
West Loading Bay 05	09/05/17	06:30	09/05/17	18:30	1.00

When adding or reducing loading bays for an existing work order, *please do not adjust the number of units in the original resource*, as the change will not prompt the Venue Logistics Manager to assign or reallocate loading bays. Instead, *please add a new resource, or delete the old loading bay resources and order new ones at your desired quantity*.

When changing timing for an assigned loading bay, please always alert the Venue Logistics Manager so they can evaluate the new timing for potential conflicts with other events.

REQUESTING LOADING BAYS IN EBMS (CONT.)

If a loading bay is required continuously for a multi-day period (e.g., for storage or vehicle staging), the bay must be requested for each day with a time window of 00:00-00:00. This will ensure the loading bay assignment appears on applicable reports for each day of the booking.