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How To Use Your Exhibitor Manual

The information detailed in the manual should provide you with everything necessary for your successful participation at THE EVENT PRODUCTION SHOW 2012. Some of the services explained will be essential to your participation, while others are an optional extra. Below are outlined the ways we recommend you use the information enclosed.

- Read the information in full now – this will ensure you are immediately aware of stand information, restrictions, cut off dates for orders etc.
- Fill in and return all request / requirement forms immediately if possible; if not, please ensure you do so by the cut off dates.
- Use the checklist, as this will enable you to keep records of who actioned which requirement and when.
- Keep photocopies of any forms / order forms you complete and return. These will be invaluable should you have any queries on site.

Should you have any queries, or require further information or advice, please contact **Rachel Hall** on Tel: **024 7657 1048**. We are here to help. We wish you a successful and enjoyable show.

Meet The Event Production Show 2012 Team

Operations Team – to help you with all aspects of onsite organisation including stand set up, access, security, health and safety, sourcing contractors etc.

Rachel Hall Operations Manager rachel.hall@oceanmedia.co.uk 024 7657 1048

Post: Ocean Media Group Ltd, Bank House, 23 Warwick Road, Coventry, CV1 2EW

Fax: 024 7657 1004

Sales Team – to help with exhibitor and sponsorship queries.

Sarah Brownlee Event Manager sarah.brownlee@oceanmedia.co.uk 024 7657 1109
Luke Galliana Sales Manager luke.galliana@oceanmedia.co.uk 024 7657 1180

Post: Ocean Media Group Ltd, Bank House, 23 Warwick Road, Coventry, CV1 2EW

Fax: 024 7657 1015

Marketing Team – to advise you on all aspects of show publicity and marketing support opportunities.

Carina Hunter Marketing Executive carina.hunter@oceanmedia.co.uk 0207 772 8596

Post: Ocean Media Group Ltd, 1 Canada Square, 19th Floor, Canary Wharf, London, E14 5AP.

Fax: 0207 772 8599

Exhibition Timetable

Build Up Times

Monday 30 January

Marking out of stands	08:00 – 11:00
Delivery of large exhibits and mobile units	11:00 – 13:00
Space only exhibitors build commences	13:00 – 18:00

Tuesday 31 January

Space only exhibitors build continues	08:00 – 20:00
Dress Shell Scheme	12:00 – 20:00

All stands must be completed by 20:00

Opening Times

Wednesday 1 February	10:00 – 18:00
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Thursday 2 February	10:00 – 17:00
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Exhibitors can gain access to the hall from 08:00 on show open days.

Break Down Times

Thursday 2 February

Space and Shell Scheme Exhibitors	17:00 – 22:00
Removal of large exhibits and mobile units	19:00 – 22:00

(Please note that this is an approximate time and can not be guaranteed)

Halls vacated by 22:00

Checklist

To Do	Deadline	√	Date
Apply for Music Licences – Form 5	Immediately		
Book Hotel Accommodation	Immediately		
Check Insurance Cover	Immediately		
Complete Statement of Responsibility (Shell Scheme) – Form 4	Immediately		
Forward Exhibitor Manual Link to all Contractors	Immediately		
Notify Organisers of Appointed Contractors – Form 3	Immediately		
Notify Organisers of Mobile Units and Large Exhibits – Form 1	Immediately		
Notify Organisers of Rigging Requirements – Form 2	Immediately		
Order Exhibitor Badges	Immediately		
Order Lead Recording Services	Immediately		
Notify Organisers of Stand Space Changes	02 Dec 11		
Submit Space Only Stand & Rigging Design Plans	02 Dec 11		
Order Fascia Name Board (Shell Scheme)	01 Jan 12		
Order Telephone, Fax & ISDN Lines etc.	05 Jan 12		
Arrange Lifting, Storage & Transport	06 Jan 12		
Order Car Park Passes	06 Jan 12		
Order Electrics	06 Jan 12		
Order Mobile Telephone / Pager	06 Jan 12		
Order Stand Catering	06 Jan 12		
Order Water & Waste	06 Jan 12		
Order Shell Scheme Extras	23 Jan 12		
Compile Press Packs	Bring onsite		

List of Official Event Production Show 2012 Contractors

Service	Company	Contact
Catering	Leith's Earls Court Exhibition Centre Warwick Road London SW5 9TA	Contact: Paul Prestige / Lucinda Bayman Tel: 0207 370 8156 / 8323 Email: paul.prestige@compass-group.co.uk
Electrics	SO Group Unit 5 Watermill Business Centre Edison Road Enfield EN3 7XF	Contact: Sales Tel: 0208 443 4488 Email: enfield@thesogroup.co.uk
Internet & Telephones	Eforce Room 419 Earls Court Exhibition Centre Warwick Road London SW5 9TA	Contact: Sales Tel: 0207 370 8400 Email: sales@eforce.co.uk
Rigging	Outback Rigging Unit 5 Kendal Court Western Avenue Trading Estate Kendal Avenue Park Royal London W3 0RU	Contact: Colin Caston Tel: 0208 993 0066 Email: colin@outbackrigging.com
Security	Event Solutions Security Services Ltd Unit 4 Highlands Farm Berden Bishops Stortford Herts CM23 1AB	Contact: Phil Fellows Tel: 01799 551181 Email: phil@eventsolutionssecurity.com
Shell Scheme	SO Group Chapel Farm Industrial Estate Cwmcarn South Wales NP11 7BH	Contact: Sophie Watkins Tel: 01495 273655 Email: sophie.watkins@thesogroup.co.uk
Stand Cleaning	Opex Venue Services Pillar Hall Offices Olympia Exhibition Centre Hammersmith Road London W14 8UX	Contact: Graham Shearsmith Tel: 0207 598 2718 Email: ovshelpdesk@opexvenueservices.co.uk

Water & Waste Opex Venue Services Ltd
Olympia Exhibition Centre
Hammersmith Road
London
W14 8UX

Contact: Steve Smith
Tel: 0207 370 8389
Email: steve.smith@opexvenueservices.co.uk

List of Recommended Event Production Show 2012 Services / Suppliers

Service	Company	Contact
Audio Visual	Aztec Event Services Ltd Unit 1-2 Falcon Business Centre 14 Wandle Way Mitcham Surrey CR4 4FG	Contact: Chloe Retter Tel: 0207 803 4000 Email: sales@aztecuk.com Website: www.aztecuk.com
Banners	AA Signs Fanum House Basing View Basingstoke Hampshire RG21 4EA	Contact: Sarah Corbett Tel: 0800 731 7003 Email: aasigns@theaa.com Website: www.theaa.com/aasigns
Carpet & Flooring	Ocean Media Group Ltd Bank House 23 Warwick Road Coventry CV1 2EW	Contact: Rachel Hall Tel: 024 7657 1048 Email: rachel.hall@oceanmedia.co.uk
Furniture	JMT Indisplay Ltd Unit A Ventura Park Old Parkbury Lane Colney Street St Albans AL2 2DB	Contact: Sales Tel: 01923 851580 Email: sales@indisplay.co.uk
Hotel Accommodation	K West Hotel & Spa Richmond Way London W14 0AX	Contact: Georgina Ainsworth Tel: 0208 008 6605 Email: ga@k-west.co.uk (Reference "The Event Production Show 2012)
Lifting	Fishers (Harrogate) Ltd Fourth Avenue Hornbeam Park Hookstone Road Harrogate North Yorkshire HG2 8QT	Contact: John Lincoln Tel: 0800 197 0296 Email: fishers@fishers-harrogate.co.uk
Mobile Communications	National Radio Bank Pinfold Road Bourne Lincolnshire PE10 9HT	Contact: Mike Bailey Tel: 01778 393938 Email: mikebailey@radiohire.com
Signage	AA Signs Fanum House Basing View Basingstoke Hampshire RG21 4EA	Contact: Sarah Corbett Tel: 0800 731 7003 Email: aasigns@theaa.com Website: www.theaa.com/aasigns

Stand Design &
Build

One Big Star
Unit 16
Newark Business Park
3 Brunel Drive
Newark
Nottingham
NG24 2EG

Contact: Simon Taylor
Tel: 0845 009 9449
Email: simon@onebigstar.com
Website: www.onebigstar.com

Transport
& Handling

Fishers (Harrogate) Ltd
Fourth Avenue
Hornbeam Park
Hookstone Road
Harrogate
North Yorkshire
HG2 8QT

Contact: John Lincoln
Tel: 0800 197 0296
Email: fishers@fishers-harrogate.co.uk

General Information

Access and Delivery of Exhibits

Please refer to the Exhibition Timetable on page 4.

Detailed maps showing the location of Olympia and a layout of the exhibition complex can be found under the **Maps Section**.

Delivery of large exhibits, mobile units and vehicles should be between 11:00 and 13:00 on Monday 30 January.

For companies with mobile units or large exhibits the organisers will allocate time slots.

All other goods must be delivered before 09:00 on Wednesday 1 February, clearly marked as follows: -

(Company Name)
(Stand Number)
The Event Production Show 2012
Grand Hall
Olympia Exhibition Centre
Hammersmith Road
London
W14 8UX

The Organisers cannot accept any deliveries on the build up days without prior agreement. Please ensure that you arrange to have goods delivered when a stand representative is present. Please also bear in mind that trolleys will not be provided by the Organisers to transport goods to and from your stand.

Alcohol & Drugs Policy

The consumption of alcohol is not permitted during build up and breakdown. The venue has a strict drugs and alcohol policy which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs and alcohol.

Alcohol Sale, Supply / Sampling

Supply of alcohol at the show must be agreed and licensed by the venue. Selling alcohol for consumption at the show is not permitted. However, if you wish to provide samples for tasting please contact Rachel Hall, Tel: 024 7657 1048. The maximum sample size permitted is 85 ml (3 fl oz) or in the case of spirits 35 ml (0.9 fl oz).

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand please contact Rachel Hall on Tel: 024 7657 1048, as you must apply for permission as there are licensing implications and the City Vet's approval will be required.

Appointing Contractors

Exhibitors can appoint their own contractors for all elements of their stand requirements except those listed (official contractors). If you are appointing other contractors it is essential, for security and ease of access to Olympia, that you notify us of who they are.

Please complete and return Form 3, located under the **Organisers Requirements & Request Forms Section**, to Rachel Hall A.S.A.P.

Audio Visual

Aztec Event Services Ltd have been appointed as the recommended contractor for this service. If you require any audio visual equipment please contact them on Tel: 0207 803 4000, follow the link http://www.aztecuk.com/objects_store/event_production_show.pdf or refer to their booking form located under the **Contractors Forms & Information Section**.

Balloons

If you are using helium-filled balloons on your stand, please make sure they are secured, as charges for recovery will be incurred if any float to the roof. It is preferable that you remove any helium cylinders from the venue before the show opens. However, if it is necessary for you to have a supply on your stand during the show, only one cylinder will be permitted at any time and this must be secured in an upright position. Please notify the organisers, as checks will need to be made by the venue's fire and safety officer.

Banking Facilities

A cash machine, accepting all Link cards, including HSBC, Lloyds TSB, Abbey National, Barclays and Halifax is located in the foyer (fee applicable), and a Nat West cash machine is situated on Olympia Way (opposite the train station entrance).

Business Centre

A Business Centre will be open during the show. Exhibitors and Visitors will be able to send faxes and undertake photocopying at a minimal cost.

There will be no tannoy facilities in the Exhibition Hall once the show is open, therefore we strongly advise all exhibitors to hire a telephone or pager for the duration of the show. The organisers recommended supplier for this service is National Radio Bank, please contact them direct on Tel: 01778 393938.

Car Parking

During the build up and break down, cars will have a limited time to load and unload. Traffic Marshals allocate exhibitors and contractors a time and a gate and once they have loaded or unloaded they will need to remove the vehicle offsite. Exhibitors can park either adjacent to the Hall, not blocking a loading bay, or in the car parks. A Build Up or Breakdown Vehicle Pass must be displayed. These will be mailed to you approx. two weeks prior to the start of the event. No overnight parking is permitted in or around the perimeter of the exhibition buildings. All exits must be clear of vehicles one hour before the show opens to the public. Any vehicles still blocking exits by this time will be towed away.

Parking for exhibitors can be booked in advance at a special price through Olympia Car Parks. Please call Tel: 0207 598 2515 or visit the website www.eco.co.uk. A plan of the Olympia Car Parks and additional car and lorry parking in the surrounding areas is located under the **Maps Section**.

Carpet

Please note that the Grand Hall will not be pre carpeted with the grey carpet tiles as in previous years.

For all shell scheme stands we will provide black cord carpet as part of your package. The aisles will be carpeted in blue cord carpet.

It is the responsibility of companies with space only stands to arrange for their own stand carpet requirements and this is not included within your stand cost and must ensure that they are completely removed at the end of the show. If not removed there will be a cost implication and will be charged direct to the exhibitor.

The recommended contractor for this service is yet to be appointed. Please contact Rachel Hall, Tel: 024 7657 1048, Email: rachel.hall@oceanmedia.co.uk, for further details.

Catering Facilities

A number of catering points offering a wide selection of menu options will be available during the show serving snack selections and hot lunches. There will also be minimal catering facilities available during the build up and breakdown periods.

Please note that Leith's are the sole stand and hospitality caterers for Olympia Exhibition Centre. All food and beverages consumed within the centre must be supplied by Leith's.

Stand Catering – the official caterers have provided a selection of food and drink which can cater for staff or client hospitality.

You can view the selection online at: -

<http://www.exhibitormanual.com/leiths>

Show Name = "The Event Production Show 2012".

If you require a more bespoke package please contact the sales team on Tel: 0207 370 8163 to discuss your requirements.

If any exhibitors wish to give samples of food and drink from their stand, please contact Rachel Hall on Tel: 024 7657 1048 to discuss what is allowed.

Children

Children under the age of 16 will not be allowed entry to the venue during build up and breakdown.

Cloakroom

This will be open at 09:30 each morning throughout the show open period and this will close half an hour after the close of show each day. The cost for this is £1 per item.

Compressed Air

There are no compressed air supplies available in the exhibition hall.

Contractor Badges

For ease of access to Olympia and for security reasons, each contractor must wear a contractors' badge. It is the Exhibitor's responsibility to ensure that their appointed contractors receive the badges. These will be mailed to you approx. two weeks prior to the start of the event.

Customs and Excise

Exhibitors requiring customs clearance of temporarily imported exhibits, stand fitting materials etc, should contact: Her Majesty's Revenue & Customs, Dorset House, Stamford Street, London, SE1 9PY, Tel: 0207 928 3344.

Dilapidations

Exhibitors are advised that no fixings can be made to any part of the premises, except by Olympia's own staff. Any damage to walls, columns or other parts of the premises will be required by Olympia to be made good at the exhibitors expense.

Disabled Facilities

Olympia Exhibition Centre is fully accessible with designated parking. Stands need to comply to DDA regulations, please refer to website www.aeo.org.uk/eguide for further information.

Dismantling and Removal of Exhibits

Please refer to the Exhibition Timetable on page 4.

Shell Scheme & Space Only Exhibitors – Exhibitors may commence dismantling stands on Thursday 2 February once the show has closed and once all of the visitors have left the hall. All exhibits must be removed completely by 22:00 on Thursday 2 February.

Mobile Units / Vehicles / Rigged and Large Exhibits – Exhibitors may begin removing from 19:00 Thursday 2 February and NOT before. Traffic Marshals will be on hand to assist. Depending on demand it may be necessary for the organisers to allocate time slots.

The exhibition shell scheme contractors will start dismantling shell scheme stands immediately after the exhibition closes and once all of the visitors have left the hall and it is safe to commence work. Any exhibitor who has items (including graphic panels) either attached to or displayed within the shell scheme should remove them as soon as the breakdown period commences. The organisers and shell scheme contractors will not be held responsible for any damage to articles left either attached to or within the shell scheme area once the breakdown period commences.

Details of vehicle marshalling for the break down will be available during the show. On no account will exhibitors be permitted to dismantle before 17:00 on Thursday 2 February or until all visitors have left the hall and transport arrangements should be made accordingly.

We strongly advise that all small or valuable equipment be removed as soon as possible after 17:00 on Thursday 2 February. If valuable equipment is left in the halls unattended it is at the exhibitors own risk. All stands and equipment must be removed from the halls by 22:00 on Thursday 2 February.

Electrical Requirements

All electrical requirements should be ordered from the official contractor, The SO Group, using the form, located under the **Contractors Forms & Information Section**, by 6 January 2012. Exhibitors must order their own requirements – there are no electricians supplied by the Organisers.

All electrical work must comply with the regulations of the National Association of Exhibition Hall Owners and Local Authorities.

Under normal circumstances mains power to all stands will be available by 12 noon on Tuesday 31 January, however this cannot be guaranteed. The power supply to all stands will be switched off 30 minutes after the close of the show on each day.

Any exhibitor requiring a temporary mains supply before 12 noon on Tuesday 31 January or a 24 hour supply throughout the show should contact the official electrical contractor for details.

No more than one exhibit may be connected to a 13amp plug and no more than one plug is permitted in each socket. We do allow 1 x 4 way adaptors with a maximum cable length of 2m. Daisy chaining (adapter into adapter) is not permitted.

All loose cable must be ramped. Ramps are supplied by electrical contractors.

It is essential that the electrical contractors are given full details concerning electrical installation so that the appropriate mains supply can be provided. A detailed diagram showing position of electrical sockets and lights is also required.

Exhibitors are asked to switch off all stand equipment before leaving the exhibition hall each evening.

All installation and wiring must be carried out by The SO Group.

Please note that under no circumstances are electrical or other cables allowed to run across the floor of an exhibition stand without suitable covering. Any Exhibitor who intends to have cables running across the floor of their exhibition stand must arrange for either a platform or appropriate trunking to be fitted to house the cables.

Electrical Services / Stand Power

All on-site electrical work must be carried out by a qualified, competent person and inspected by the appointed electrical contractor prior to energising.

A temporary supply must be ordered for use during build up and breakdown, if required. Use of the venue's electrical sockets is not permitted and cables must not cross gangways. Once power has been energised during build up, it will be switched off each night, including the pre-open night. If you need power overnight, you will need to order a 24 hour supply. Power to your stand will be switched off 30 minutes after the show closes each day and will not be switched back on until the following morning. If you require 24 hour power, please arrange this with the electrical contractor. On the last open day, power will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands. If you need a supply beyond this time, please arrange this with the electrical contractor.

If you wish to pre-fabricate any electrical installations, you must ensure they comply fully with Earls Court and Olympia's Rules and Regulations; a brief summary follows:

All electrical installations must comply fully with Earls Court and Olympia's Rules and Regulations, of which the following is a brief summary:

General

- Electrical fittings should be ordered from the appointed contractor on the official order form in this manual.
- All electrical equipment and exhibits must be guarded to prevent accidental contact with live terminals. Items intended for use on stands must be PAT tested and labelled accordingly.
- Electrical cables must not be run under carpet or up stand fitting support posts. Cables on the floor which may be walked on must be protected by conduit or with protective ramping (tape is not acceptable). All other wiring below 2.4 metres must be protected in PVC or metal tubing.
- In the event of electrical failure, please report this to the organisers' office.

- Lighting
- Light fittings must be secured using clips or heavy-duty electrical ties and earth bonded appropriately.
- Light fitting flex must not be draped across the ceiling grid (if applicable), or left hanging in coils or wrapped around any part of a metal structure. Cable ties must be used to secure flex to the structure.
- Spotlights/floodlights/halogen lamps, etc must be guarded and mechanically fixed, so as to prevent risk of injury to persons.
- All lighting must be kept at least 300mm away from muslin/fabric ceilings and other combustibles.
- Lighting circuits must not exceed 1,000 watts. They must not be looped or connected to power circuits.
- Heavy fittings (over 1 kg) require a secondary means of support.

- Socket Outlets
- Only one 4-way extension lead may be connected to each socket outlet and the maximum length of lead permitted is 2 metres.
- Extension leads must not be plugged into other extension leads (commonly known as 'daisy-chaining').
- Block adaptors and drum reel extension cables must not be used.

Emergency Procedures

Please ensure that you are familiar with the procedures to be followed in the event of an emergency at the venue.

Please refer to the procedures located under the **Emergency Procedures Section**.

Excessive Waste

Please consider the waste from your stand before you come to the event and Reduce, Re-use and Recycle where possible.

Excessive waste is described as: left over carpet provided by the exhibitor, more than 2 boxes of literature, stand fitting material, pallets, material packaging and quantities of unsold stock or "give-aways." Any excessive waste will be charged directly to the exhibitor.

Exhibitor Badges

All exhibitor staff are requested to wear name badges for the duration of the show. Please order these online at: -

<http://www.exporeg.co.uk/visit/sites/ocean/eps/12/exhib/login.asp>

Exhibitors will be able to collect their badges from 12:00 on Tuesday 31 January from the show registration area in the main entrance.

Exhibitors Reception

The exhibitors' reception will take place on Wednesday 1 February from 16:30 in the Bar. We hope you will be able to come and join us, there will be complimentary drinks served and it is always an excellent opportunity to meet and mingle with fellow industry colleagues.

Fascia Name Board

For exhibitors with Shell Scheme Stands Only: -

Please complete the form located in the **Contractors Forms & Information Section** stating your requirements and return to The So Group. If you do not send this form back, the fascia panel will be produced from the details on your contract which often is not how you wish to appear at the show. Please note that any changes made on site will be chargeable.

Exhibitors with Space Only: -

You must provide your own fascia name board stating company name and stand number.

Exhibitors sharing Shell Scheme Stands: -

Fascia name boards will be provided to the contracted company only.

Fire Precautions

In accordance with the Regulations and Standards Procedure, fire extinguishers will be placed within the exhibition hall. Any exhibitor with special risk products on their stand must provide the appropriate fire extinguisher and ensure that at least two people on the stand are familiar with the use of a fire extinguisher.

Fire Regulations

The following regulations are included in the eGuide (www.aeo.org.uk/eguide) and must be complied with by all contractors and exhibitors. They do not apply to exhibits:

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order adequately to perform the functions for which they are designed
- non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on site to ensure that they comply.

Decorative materials

Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical.

Untreated wallpaper and similar thin surface finishes, not exceeding 1mm in thickness, may be accepted, provided they are firmly fixed.

Artificial plants and flowers are combustible and give off toxic fumes. Therefore they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

Fabrics, drapes, curtains and hangings

Drapes, curtains, hangings, etc, must be inherently or durably flame-proofed. Otherwise they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used.

Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.

Curtains on exit routes should hang 75mm clear of the floor, be parted in the centre and not conceal any exit signs.

Floor covering

All floor coverings must be secured and maintained so that they do not cause a hazard. Fixing of floor coverings to the hall floor may only be carried out using approved tape. Other forms of fixing to the hall floor, such as cable clips, nails and bolts are prohibited.

Glazing

All glazing used in the construction of stands must consist of safety glass (laminated or tempered) a minimum of 6mm thick. Areas of glazing within 800mm of floor level and over 0.5m², where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below (in order to comply with the 'Code of practice for safety related to human impact'):

Nominal thickness	Maximum pane size dimensions
8mm	1100mm x 1100mm
10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm or thicker	no limits

Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos, etc. Overhead glazing shall be of wired or laminated glass, or be otherwise adequately protected from shattering.

Night sheets

Night sheets must be made of inherently non-flammable material or of material satisfactorily treated to render it non-flammable. They shall be stored rolled-up and firmly secured and not cause any obstruction while not in use.

Paint

Only water-based paint may be used on site. If paint-spraying equipment is to be used, the method must be approved by the venue and not cause a nuisance to others. Protective measures shall be taken to ensure that no paint is spilt or sprayed on to the fabric of the building.

Plastic

All plastic, including plastic plants and materials used for vision panels, etc, must conform to BS476-Part 7, Class 1. Polycarbonate materials are acceptable.

Timber

Timber under 25mm thick must be impregnated to Class 1 standard. Treated materials should have 'BS476-Part 7, Class 1' marked on them.

Boards, plywood, chipboard, etc, must be treated if under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF may not be machined on site, as its dust is hazardous to health.

Upholstery

Upholstered seating must be non-combustible and marked with the appropriate standard.

Floor Loading

Exhibitors and contractors should be aware that there are certain areas of the ground floor of the Grand Hall that have restrictions in terms of their load bearing capacity. Please discuss any unusual loads with Rachel Hall, Tel: 024 7657 1048.

Food & Drink Sampling

If you wish to carry out food and drink sampling on your stand, please advise Rachel Hall on Tel: 024 7657 1048 in order to ensure that all relevant regulations are adhered to. If permission is granted, only bite sized portions, individually wrapped items or 85 ml (3 fl oz) of drink or in the case of spirits 35 ml (0.9 fl oz) may be offered. Food hygiene regulations must be adhered to and are available online at www.aeo.org/eguide.

Gambling / Gaming

Gaming activities include raffles, lotteries, prize draws and some charity collections, where profit-making occurs. Licences are required for such activities, so it is vital that you contact the organiser at least 6 weeks before the event to inform them of any intention to hold gaming activities on your stand.

Gangways

In order to help us ensure that we comply with the licensing authority and venue regulations, all gangways at the show must be kept clear at all times, including during build up, the open period and breakdown.

Exhibits, furniture and other items belonging to your stand must not encroach beyond the boundary of your stand space. This is to ensure that escape routes are unobstructed in case of emergency evacuation.

If you have any displays or activities which are likely to attract an audience, please ensure that you plan your stand layout to allow people to gather within the stand area and not in the gangways.

Hands On Treatments – e.g. Massage, Aromatherapy etc.

Licences are required for this practise from the local authority – these need to be applied for by Olympia and the deadline for submission of information (Risk assessment, insurance and qualification certificates) is 35 days prior to tenancy.

Hotel Reservations

K West Hotel & Spa is The Event Production Show 2012 Headquarters Hotel.

Preferential rates have been negotiated at this hotel. The daily rates are £145 for a single occupancy room and £160 for a twin / double occupancy room including a Continental Breakfast and VAT, which represents a significant saving. If you wish to reserve accommodation please complete the booking form located in the **Contractor Forms & Information Section** or Email: ga@k-west.co.uk, please quote "The Event Production Show 2012". Please note that all rates are subject to availability so please book early.

Insurance

Exhibitors should ensure they have adequate insurance protection when attending one of our Exhibitions. As a minimum, we require you to have £2 million Public Liability cover against personal injury, damage to or loss of exhibits etc.

It is now compulsory that we have proof of your insurance before you arrive on site and set up of your stand can commence.

Internet Connections & Telephone Services

Internet Connections and Telephones for stands may be obtained from EFORCE. Details of your requirements should be sent to them by 5 January 2012 to claim a 3% discount, please click on the link below: -

<http://212.85.11.64/eforce/SOPS.nsf/WebOrder?OpenForm&eid=A17F98392851DBBB80257893004ECA7A>

We strongly advise exhibitors to order a telephone as tannoy messages will not be given out during show open times.

National Radio Bank are our recommended supplier of mobile telephones or pagers. Please contact them direct on Tel: 01778 393938.

Lead Recording Services

To assist exhibitors in monitoring the business leads they make at the show, The SO Group, the contractor handling visitor registration, are offering the option to hire an exhibitor lead retrieval system. If you require any of these services please order online at:-

<http://www.exporeg.co.uk/reg/visitconnect/regform.asp?showname=235&tts=D04>

Lifting

Fishers have been appointed as the recommended contractor for this service. If you require lifting within the build up or breakdown period please refer to their form located in the **Contractors Forms & Information Section** and contact them on Tel: 0800 197 0296 before Friday 6 January 2012.

Lost Property

During the show tenancy any items found will be handed to our security staff who can be contacted through the Organisers Office. At the end of the show our security will hand them over to the venue staff and they can be contacted on Tel: 0207 598 2484.

Medical Centre

There is a fully equipped medical centre accessible from the gallery level. Fully trained nurses staff this facility.

If an ambulance is required please do not contact them directly, all requests should go via the medical centre on Tel: 0207 598 2666.

Please do not call emergency services direct.

Mobile Unit Installation

The organisers must be notified of any mobile units being brought into the Exhibition, e.g. caravans, motor vehicles etc A.S.A.P. (Form 1), located in the **Organisers Requirements & Request Forms Section**, in order that we can arrange an appropriate delivery time. All mobile vehicles must contain either no or minimum fuel and oil. All petrol caps must be lockable and the battery must be disconnected. A drip tray must be placed underneath the vehicle. All mobile units and vehicles must be installed by 13:00 Monday 30 January.

Music Licences

If you intend to play music on your stand during the course of the exhibition you are required by law to obtain music licences. Please complete Form 5, located in the **Organisers Requirements & Request Forms Section**. You will in due course be invoiced for a cost of your licence.

Nightsheets

If you are intending to use a night sheet on your stand, this must consist of non-flammable material, or be treated to render it non-flammable. Please also ensure that you leave a duplicate key at the organiser's office, so that the cleaners may gain access to your stand.

Night sheets must be firmly rolled up and secured, if left on the stand during the day, so as not to cause any obstruction.

Night sheets can be ordered through the official shell scheme contractor. please refer to their form located in the **Contractors Forms & Information Section**

Noise Controls

Exhibitors and contractors are obliged by law to reduce the risk of hearing damage to employees to the lowest level reasonably practicable. Hearing protection is required for staff working at noise levels in excess of 80 dB.

Organisers Office

The Organisers' Office is located on the gallery and will be manned from the start of build on Monday 30 January until 22:00 on Thursday 2 February.

Overseas Exhibits

Fishers have been appointed as the recommended forwarding agents for the Exhibition. If you require this service please refer to their form located in the **Contractors Forms & Information Section** and contact them on Tel: 0800 197 0296 before Friday 6 January 2012.

Pallets

You are reminded that you are responsible for the removal of any pallets used to deliver goods to your stand. A charge will be made to you for the disposal of any pallets which are not removed.

Press Packs

Exhibitors are strongly advised to prepare at least 40 press packs for distribution in the Press Room by 16:00 on Tuesday 31 January. Press packs should be taken to the Press Room which is located on the gallery level. Excess packs must be collected by 17:30 on Thursday 2 February, otherwise they will be disposed of. Exhibitors wishing to save on printing costs can send all their press, marketing and brochure material to Richard@triggerfish.co.uk for inclusion in the electronic press packs.

Pressurised Gas Equipment and Cylinders

LPG is only allowed for the demo of equipment (e.g. Patio Heaters) that cannot be converted to mains gas. Please contact Rachel Hall, Tel: 024 7657 1048 to discuss your requirements. Equipment can only be bought onto site with the written permission of the venue.

Rigging

Due to the nature of this exhibition we are keen to make it look as exciting and imaginative as possible. Therefore we would welcome any ideas you may have for presenting your exhibits, such as lighting spectaculars, inflatables, blimp rigging etc.

Should you wish to discuss this further please contact Outback Rigging and complete and return Form 2, located in the **Organisers Requirements & Request Forms Section**, A.S.A.P. The organisers will allocate time slots for rigging and installation of large exhibits. All rigging and large exhibit installation must be complete by 13:00 Monday 30 January.

Risk Assessment

Please note that all exhibitors with Space Only stands are required under the Exhibition Regulations to submit a scale plan of their stand accompanied by a risk assessment which covers the construction and dismantling of the stand and operating from the stand during the open period, a copy of your public liability insurance certificate and where necessary a method statement.

Whilst we recommend that these are also supplied by exhibitors taking Shell Scheme stands, we understand that this may not always be practical. Therefore, exhibitors with Shell Scheme may obtain exemption from the above by completing and returning Form 4, located in the **Organisers Requirements & Request Forms Section**. Please complete and return A.S.A.P. Please note that the Organisers do retain the right to demand a full risk assessment if deemed necessary.

Rules & Regulations

It is essential that you ensure that you comply with the venue's regulations in all aspects of your participation at the event. These are contained in the eGuide, which can be viewed at www.aeo.org.uk/eguide. These regulations are common to the main UK venues.

Safe Working

The venue has produced a floor safety booklet for contractors in various languages to highlight the key issues to be considered during build up and breakdown. A copy can be obtained via the organiser.

Security

Security is provided for the show from 08:00 Monday 30 January until 22:00 Thursday 2 February. Please do not arrange for goods to be delivered to the hall before this time. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Make contact with the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- Take home any valuable items each night if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build up, the open period or the pull-out of the show. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.

- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember that the hall is open from 08:00.
- Use a lockable cabinet to store your personal possessions during the show open hours.
- Use a night sheet.
- Hire an alarm for your stand if you are exhibiting valuable or portable items.
- If you are a victim of theft please report it immediately to the show security company.

The organisers cannot be held responsible for the loss or damage to exhibitors' property.

Exhibitors should note that on show open days there will be no access to the Exhibition Hall after 18:00. Exhibitors can gain access at 08:00 on the following morning.

Shell Scheme Extras

The SO Group, the shell scheme contractor, will be pleased to quote you for all your internal requirements, i.e. structure, shelves and accessories, display and graphic work. If you require any of these services please complete the order form, located in the **Contractors Forms & Information Section**, and sketch the positions of these requirements (if any).

Shell Scheme Interiors

Construction of interior stand displays in shell scheme stands must not go over the height of the shell scheme walls, which is 2.4m. Should exhibitors wish to exceed this height or use any special effects on their stand, they must consult the Organisers prior to the show.

Shell Scheme Package

Shell scheme stands provided will be in accordance with the specification as detailed in the information sheets and forms located in the **Contractors Forms & Information Section**. You are requested to read these carefully. No alterations can be made to the standard shell scheme. The official shell scheme contractor is:

The SO Group
Chapel Farm Industrial Estate
Cwmcarn
South Wales
NP11 7BH

Signage

If you require printing of graphics please contact AA Signs, Tel: 0800 731 7003 or Email: aasigns@theaa.com or refer to their Website: www.theaa.com/aasigns for further details.

Simulators

If you are planning to have a simulator on your stand, please notify the organisers as soon as possible. A valid ADIPS document will need to be provided, in accordance with the Fairground and Amusement Parks Code of Safe Practice at Fairs.

Site Survey

It is the exhibitors / contractors responsibility to examine the site allocated in order to avoid adjustments to stand structure or displays. Although we give stand dimensions on the plan, if precise measurements are required we strongly advise a site survey, please contact Rachel Hall, Tel: 024 7657 1048 to arrange this.

Work on Space Only Stands must be complete by 20:00 Tuesday 31 January.

Smoking

Smoking within the venue is not permitted by law, anyone wishing to smoke should use the smoking pod located outside at B gate.

Sound Levels

Exhibitors using sound equipment including video on their stand must ensure that sound levels do not exceed 80db. The organisers will strictly enforce this specification and reserve the right to require exhibitors to reduce sound levels should they exceed the specification and cause disturbance to other exhibitors.

Space Only Exhibitors – Stand Design

All stands must be contained within the space area contracted. No stand should impinge or overhang the gangway. Exhibitors choosing space only are responsible for their own stand design and construction. If stand walls exceed 2.4m the exhibitor is responsible for cladding both sides of the wall.

Exhibitors planning to build a display 4 metres high or above or who wish to rig from the ceiling must contact the organisers by 2 December 2011 to discuss details and complete Form 2, located in the **Organisers Requirements & Request Forms Section**.

Comprehensive plans and scale drawings showing dimensions, layout and materials used must be submitted to the organisers by 2 December 2011. All stands proposed to be built to a height in excess of 4 metres will also have to be submitted to Olympia for approval.

All stand and display material must be made of fire-proof materials. All stands will be inspected by the Fire Officer before the opening of the show.

Where there are adjoining space only stands, each stand must have their own dividing wall or a single wall could be constructed and the cost split between the two companies: in this instance, please contact Rachel Hall for the adjoining stands contact name and phone number as we prefer for the companies to speak directly to each other. If a space only stand adjoins a shell scheme stand, the shell scheme dividing wall will not be finished off on the side of a space only stand. If you wish to use this wall please contact the Shell Scheme Contractor, The SO Group.

All space only stands must clearly show their stand number and company name.

Regulations for Stand Construction: -

Recognised stand contractors will be fully aware of the regulations concerning stand construction. However, you can obtain full details from Rachel Hall, Tel: 024 7657 1048.

The main points which should be emphasised are:

- All material used for stand construction and stand fitting must be non-combustible, inherently non-flammable, durably flame-proofed or self-extinguishing plastic. Full definitions of any of these can be obtained from the appropriate regulations. The Local Authority and venue may wish to see certificates to this effect.
- The Local Authority and Olympia Fire Officers will carry out inspection of all stands prior to the opening of the Exhibition. They will insist that all material be either stamped to prove its Class 1 fire resistance or for a certificate to be produced to this effect. This is an extremely important aspect which must not be overlooked by exhibiting companies, particularly those who are non-resident in the UK.
- Other areas of concern include the use of regulation sized timber. Timber of any thickness must be impregnated and branded to this effect. Generally the minimum acceptable thickness is 25mm. The Local Authority also finds the use of standard PVC, acrylic sheeting and expanded polystyrene totally unacceptable.
- All complex structures should be submitted for approval to the Organisers. The submission should include 2 sets of layout plans, construction drawings and calculations and a Chartered Structural Engineer's Certificate confirming that the proposed stand will be safe. The contractor should also be prepared to provide a certificate for a qualified Structural Engineer on site to confirm that the stand has been built in accordance with the plans submitted and that no modifications have been made. Please note that a contractor has a legal obligation to conduct a risk assessment for this type of work a copy of which will be required by the Local Authority. The definition of a complex structure is as follows: -
 - (a) Any structure, regardless of its height, which requires structural calculations that visitors can access
 - (b) Any part of the stand which exceeds 4m in height
 - (c) Certain suspended items, e.g. lighting rigs or signs over 400kg
 - (d) Sound / Lighting towers
 - (e) Temporary tiered seating
 - (f) Platforms and stages over 0.6m in height and all platforms and stages for public use
 - (g) Multi-storey Stands

There are specific requirements for staircases and handrails on multi-storey stands – please refer to the regulations in the eGuide which can be accessed on the website www.eco.co.uk. All work must be carried out by operatives adhering to the terms of the working agreement issued by the National Joint Council for the Exhibition Industry and the National Exhibition Electrical Joint Industrial Council.

All stand fittings must be constructed so as to present a clean appearance from gangways and adjoining stands.

No long runs of solid walling (i.e. in excess of 4m) are permitted.

Special Effects

If you are planning to use any special effects on your stand, you must inform the organiser as soon as possible. Special effects include lasers, strobe lights, pyrotechnics and smoke

machines. The information which will be required includes a risk assessment and full details of the operator and manufacturer. Certification from an independent specialist may also be required.

Stand Cleaning

Your stand will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection.

If there are any special cleaning requirements please contact the Organisers.

Stand Furniture

No furniture is provided for stands. Exhibitors are requested to liaise with the appropriate contractor direct. NB: Exhibitors are free to appoint a contractor of their choosing.

JMT Indisplay Ltd are the organisers recommended supplier, please see below the link to their website: -

JMT Indisplay Ltd: www.jmtindisplay.co.uk

Stand Plans

If you have a space only stand, you must supply two sets of plans, including elevations and details of materials used, to the organiser no later than 2 December 2011 so that we can ensure they meet the venue's regulations.

If you are building a complex structure, you must also supply structural calculations and written confirmation from a structural engineer that the stand is fit for its purpose.

A complex structure is defined as any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to present a significant risk. The following are always treated as complex structures:

- Structures over 4 metres in height
- Multi-storey stands
- Suspended items of 400kg or over in weight
- Platforms and stages for public use and all platforms and stages over 0.6 metres in height
- Tiered seating structures

All space only stands will be inspected and certified by an independent structural engineer on site. They will only be allowed to trade once the engineer is satisfied that the structure is safe and has provided certification.

The recommended supplier is Campbell Reith; Tel: 0207 340 1700, Contact: Steve Calder.

Stand Space Specification Changes

Any exhibitor wishing to change from shell scheme to space only or from space only to shell scheme must notify Rachel Hall on Tel: 024 7657 1048 by 2 December 2011. Exhibitors

changing from shell scheme to space only after 5 December 2011 will be charged for the shell scheme.

Storage

Fishers have been appointed as the recommended contractor for this service. If you require storage before or during the show please refer to their form located in the **Contractors Forms & Information Section** and contact them on Tel: 0800 197 0296 before Friday 6 January 2012.

Please note that storage is not permitted behind stands or in void areas.

Students Attending the Show

We are aware that most exhibitors would rather us discourage the attendance of students at the show, however at the same time we are encouraged to work with them. We are allowing them to attend from 13:00 on the last day of the show for them to have a look around for a couple of hours and if you have the time, to answer any questions they may have.

Transport & Handling

Fishers have been appointed as the recommended contractor for this service. If you require this service please refer to their form located in the **Contractors Forms & Information Section** and contact them on Tel: 0800 197 0296 before Friday 6 January 2012.

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside show open hours for the safety of visitors.

Water Features

If you are exhibiting any product or feature which requires water and is capable of producing spray or droplets, it is essential that you adhere to the regulations contained in the eGuide (www.aeo.org.uk/eguide), in order to ensure that the risk of legionella bacteria is controlled.

Under no circumstances can connections be made to fire hydrant points and water must not be discharged on to the floors or into ducts, but disposed of properly. Water and waste facilities can be ordered from the official contractor.

Water & Waste

Opex Venue Services Ltd are the official contractor for this service. If you require this service please refer to the Plumbing Prepayment Order Form located in the **Contractors Forms & Information Section**.

Working at Height

A person is working 'at height' if there is a possibility of them being injured from falling, even if they are working at or below ground level.

The Working at Height Regulations refers to 'duty holders': employers, self-employed and employees. This includes all contractors and exhibitors (for example, when accessing areas above floor level to dress stands).

Duty holders' responsibilities are to ensure that:

- no work is done at height if it is safe and reasonably practicable to do it other than at height
- ensure that the work is properly planned and organised, appropriately supervised and carried out in as safe a way as is reasonably practicable
- plans are in place for emergencies and rescue
- a suitable and sufficient risk assessment is carried out and the significant findings recorded and acted upon
- they do all that is reasonably practicable to prevent anyone falling
- all work at height takes account of conditions that could endanger health and safety
- those involved in work at height are trained and competent
- the place where work at height is done is safe
- equipment for work at height is appropriately inspected
- the risks from fragile surfaces are properly controlled
- the risks from falling objects are properly controlled

Equipment used for work at height must be suitable for the task. All equipment must be industrial quality (including ladders; domestic quality ladders are not permitted).
