



Thursday 19 - Sunday 22 May 2011
Halls 2, 3 & 4, Darling Harbour Exhibition Centre

EXHIBITOR MANUAL

Welcome to the 2011 HIA Sydney Home Show!

This manual contains important information for exhibitors, which will help to ensure your participation in the show will be a happy and successful experience.

Please ensure that this manual is made available to all staff working on your stand throughout the exhibition.

If you have any queries regarding the HIA Sydney Home Show, please contact:

Event Coordinator	<i>Angela Parker</i>	03 9276 5518	angelaparker@eea.net.au
Sales Manager	<i>Michelle Blyth</i>	03 9276 5514	michelleblyth@eea.net.au
Sales Manager	<i>Simone Walsh</i>	03 9276 5526	simonewalsh@eea.net.au
Accounts	<i>Danielle Mastertoun</i>	03 9276 5524	daniellemastertoun@eea.net.au
Marketing Manager	<i>Shelley Tilbrook</i>	03 9276 5520	shelleytilbrook@eea.net.au

Enjoy the show!

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Contact Details - Prior to the Exhibition

Exhibitions and Events Australia Pty Ltd (EEA)

Level 1

1-9 Derrick Street

Kew VIC 3101

Phone: (03) 9276 5555

Fax: (03) 9855 2916

Email: homeshows@eea.net.au

Website: www.sydneyhomeshow.com.au

Contacts:

Jane Ford	Managing Director	janeford@eea.net.au
Mark Stephens	Home Show Director	markstephens@eea.net.au
Angela Parker	Event Coordinator, HIA Sydney Home Show	angelaparker@eea.net.au
Shane Kenealy	Group Sales Manager	shanekenealy@eea.net.au
Michelle Blyth	Sales Manager, HIA Sydney Home Show	michelleblyth@eea.net.au
Simone Walsh	Sales Manager, HIA Sydney Home Show	simonewalsh@eea.net.au
Danielle Mastertoun	Accounts	daniellemastertoun@eea.net.au
Shelley Tilbrook	Marketing Manager	shelleytilbrook@eea.net.au

Contact Details - During the Exhibition

Organisers Office (located on the show floor, inside Entry Door 2)

Phone: (02) 9282 5510

Exhibitions and Events Australia Pty Ltd (EEA)

C/- Sydney Convention and Exhibition Centre

Darling Drive

PYRMONT NSW 2009

Exhibition Hours

Thursday 19 May	10:00am – 7:00pm
Friday 20 May	10:00am – 7:00pm
Saturday 21 May	10:00am – 7:00pm
Sunday 22 May	10:00am – 7:00pm

Venue

Water / Phone & Internet / Cleaning

Sydney Convention and Exhibition Centre

Darling Drive
DARLING HARBOUR NSW 2000
Tel: 02 9282 5499
Fax: 02 9288 6463
Contact: Exhibitor Services
Email: exhibitorservices@scec.com.au

Official Shell Scheme Stand Builder

ExpoNet (formerly Exhibition Hire)

PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 7089
Email: peter@exponet.com.au
Web: www.exponet.com.au
Contact: Peter May

Power & Lighting

ExpoNet (formerly Exhibition Hire)

PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 5300
Email: wendy@exponet.com.au
Website: www.exponet.com.au
Contact: Wendy Barrell

Audio Visual

Furniture

Plants / Flowers Hire

ExpoNet (formerly Exhibition Hire)

PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 5300
Email: maria@exponet.com.au
Website: www.exponet.com.au
Contact: Maria Harris

Freight

Agility Fairs & Events

11-15 Gould Street
SOUTH STRATHFIELD NSW 2136
Tel: 03 9330 3303
Fax: 03 9330 3337
Email: kcurran@agilitylogistics.com
Website: www.agilitylogistics.com
Contact: Kylie Curran

Rigging

Clifton Productions

Unit 2, 151 Beauchamp Road
MATRAVILLE NSW 2036
Tel: 1300 254 386
Fax: 1300 454 442
Email: heldi@cprig.com.au
Contact: Heldi Pilli

Security

Australian Security Services

PO Box 128
BORONIA VIC 3155
Tel: 1300 735 755
Fax: 1300 735 707
Email: info@aussecurity.com.au
Contact: Garry Price

Accommodation & Travel

The Lido Group


PO Box 906
ROZELLE NSW 2039
Tel: 02 8585 0808
Fax: 02 8585 0802
Toll Free: 1800 817 339
Email: exhibitions@lido.com.au
Website: www.lido.com.au

Placing an Order

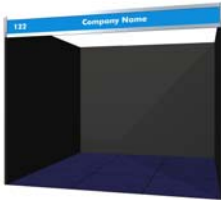
To place an order with any of the above suppliers, please download the relevant form and **return directly to the supplier** by their due date. All supplier forms can be downloaded from the Online Exhibitor Manual.

Move In Dates & Times

SPACE ONLY STANDS

	Monday 16th May	Hall 2 Stands Only Hall 3 Stands Only Hall 4 Stands Only	12.00pm - 9.00pm 3.00pm - 9.00pm 6.00pm - 9.00pm
	Tuesday 17th May	All Halls	7.00am - 9.00pm
	Wednesday 18th May	All Halls	7.00am - 9.00pm

PRE BUILT STANDS (Shell Scheme)



Tuesday 17th May	All Halls	12.00pm - 9.00pm
Wednesday 18th May	All Halls	7.00am - 9.00pm

*** New in 2011 – 1 hour's FREE parking for Exhibitors during Move In & Move Out**

Due to the loading dock experiencing high volumes of traffic during Move In and Move Out, EEA has organised for Home Show Exhibitors to receive **1 hour's FREE car parking** in the Sydney Convention & Exhibition Centre car park. **If you do not require access through the loading dock & the height of your vehicle is less than 1.8m**, we strongly recommend parking underneath the venue and hand carrying your items into the halls to avoid queuing. To access the car park, please enter off Darling Drive, underneath the Centre's five exhibition halls.

To receive your **1 hour's FREE car parking**, simply show your **exhibitor badge** to the Attendant at the Payment Booth upon exit. Please note – hourly charges will apply after your first hour, which can be very expensive. We recommend moving your vehicle after unloading to either the **Entertainment Centre** or **Harbourside Car Parks**, where you can use your discount parking vouchers. Please refer to "Car Parking" in this manual for further details.

***Please note: the SCEC car park ceiling height is 1.8m**

Important Information for Move In

- ♦ If you require the use of the loading dock to unload your goods, you must complete the **Move In Details form online** to indicate your expected arrival time and book in any fork-lifting services required. If you are using a Stand Builder, they must also complete this form.
- ♦ **Safety vests** and **covered shoes** must be worn at all times during Move In and Move Out when inside the Halls and on the Loading Dock. Safety vests are available to purchase at the Loading Dock vending machine, or the Organiser's Office inside Hall 2.
- ♦ Strictly no children under the age of 15 are permitted inside the Exhibition Halls during Move In and Move Out.
- ♦ No alcohol is to be consumed in the Halls or on the Loading Dock during Move In and Move Out.
- ♦ The Organiser's Office will close at **7.00pm** each evening during Move In, however, stand construction may continue throughout the night with prior arrangement. Please advise staff in the Organiser's Office if you will be working past 7.00pm.
- ♦ All stand construction must be completed by **8.00pm Wednesday 18th May**, and must be ready for opening on Thursday morning. All aisles and stands must be cleaned thoroughly before the show opens.

Loading Dock Access

- ♦ Move In through the loading dock will be co-ordinated by Kylie Curran at Agility Fairs & Events. Please complete the **Move In Details Form** online to indicate your expected move in time and book any forklift services required.
- ♦ If your items can be hand carried into the venue, and you do not require access through the loading dock, you may park in the Sydney Convention and Exhibition Centre car park for up to 1 hour free of charge. Please see details at the top of page 5.
- ♦ During peak times, a holding lane will be in effect along Darling Drive to manage the queue of vehicles accessing the loading dock. All new vehicles must join this queue, and anyone found to be avoiding the queue will be sent to the end of the line.
- ♦ Please provide Agility with details of all machinery and product that will be brought onsite.
- ♦ It would be appreciated if exhibitors and contractors arriving at the loading dock would respect and listen to Dock Controllers and Agility. They are there to assist the smooth flow of traffic and get everyone up on to the loading dock as quickly as possible.
- ♦ Agility will also take care of your forklift, storage and freight requirements should you require these services.

Clearway Aisles

- ♦ Certain aisles throughout the hall, which will be indicated by signage; are nominated clearways.
- ♦ These aisles must be kept clear of all product and rubbish, including stand building materials, to allow easy access for forklift, emergency vehicles and traffic at all times.
- ♦ Keep your product, packaging & other items on your stand or in adjacent non-clearway aisles. Items left in the aisles overnight during move-in will be deemed as rubbish and removed from the venue.
- ♦ Please do not place product or building materials on neighbouring stands. For more information, please refer to **OH&S in Section 2**.

Safety Vests

- ♦ Safety Vests and covered shoes must be worn at all times during move-in and move-out on the loading dock and inside the halls.
- ♦ Exhibitors are strongly encouraged to bring along their **own Safety Vests**.
- ♦ If you don't have a safety vest of your own, they will be available to purchase from the vending machine located at the Loading Dock Entrance, or from the Organiser's Office inside Hall 2.

Stand Construction

To avoid excessive dust; power saws, grinders and sanders must be fitted with dust bags. Stand builders are required to use pre-cut materials or cut outside the wash bay on the loading dock opposite roller door 4. Note that protective covers must be laid over the carpet tiles if cutting is required within the building.

Rubbish Removal

Items placed in the aisles overnight, during Move In or during the exhibition, will be deemed as rubbish and removed from the venue. Excess rubbish has become a problem. General rubbish that can be placed in normal bins is permitted, however, bricks and other building materials including parts of stands will not be cleared and should be disposed of by breaking down and placing in the aisles at the end of each day. If rubbish is left on the stands it will **not** be assumed it is rubbish.

Trolleys

Trolleys will be available (subject to availability) from the Agility desk located at the rear of the halls at the loading dock. You will be required to leave a security deposit, which will be refunded upon the return of trolley.

Move Out Dates & Times

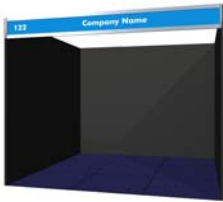
Please note: Move out will only commence once all halls have been **cleared of visitors**, and **all exhibitors are wearing safety vests**.

SPACE ONLY STANDS



Sunday 22nd May 7.30pm – 12.00am
Monday 23rd May 7.00am – 12.00pm

PRE BUILT STANDS



Sunday 22nd May 7.30pm – 12.00am

**Please note: All Pre Built Stands must move out on Sunday night*

Important Information for Move Out

- ♦ **All exhibitors** are encouraged to move out on Sunday night to help the last minute rush and any delays on Monday 23rd May.
- ♦ **All Pre Built Stands** must move out on Sunday night, unless prior approval has been given by EEA. To discuss, please contact Angela Parker, Event Coordinator, on 03 9276 5518.
- ♦ **Pre Built Stands will be taken down on Sunday night**, as such, all Pre Built Stand exhibitors must move out on Sunday night. You should remove any signage or posters from the walls; pamphlets, paperwork and stock should also be removed from any hired cabinets. If you have arranged for a courier to collect your goods on Monday 23rd May, please ensure your items are boxed, clearly labelled and placed in the middle of the stand. Any signage or posters left on the walls will be deemed as rubbish and discarded.
- ♦ All goods and stand materials **MUST** be removed by **12pm on Monday 23rd May**. Display goods and/or stands remaining after 12pm will be deemed as rubbish and dumped. Should you have any questions regarding this information, please contact Angela Parker, Event Coordinator, on 03 9276 5518.



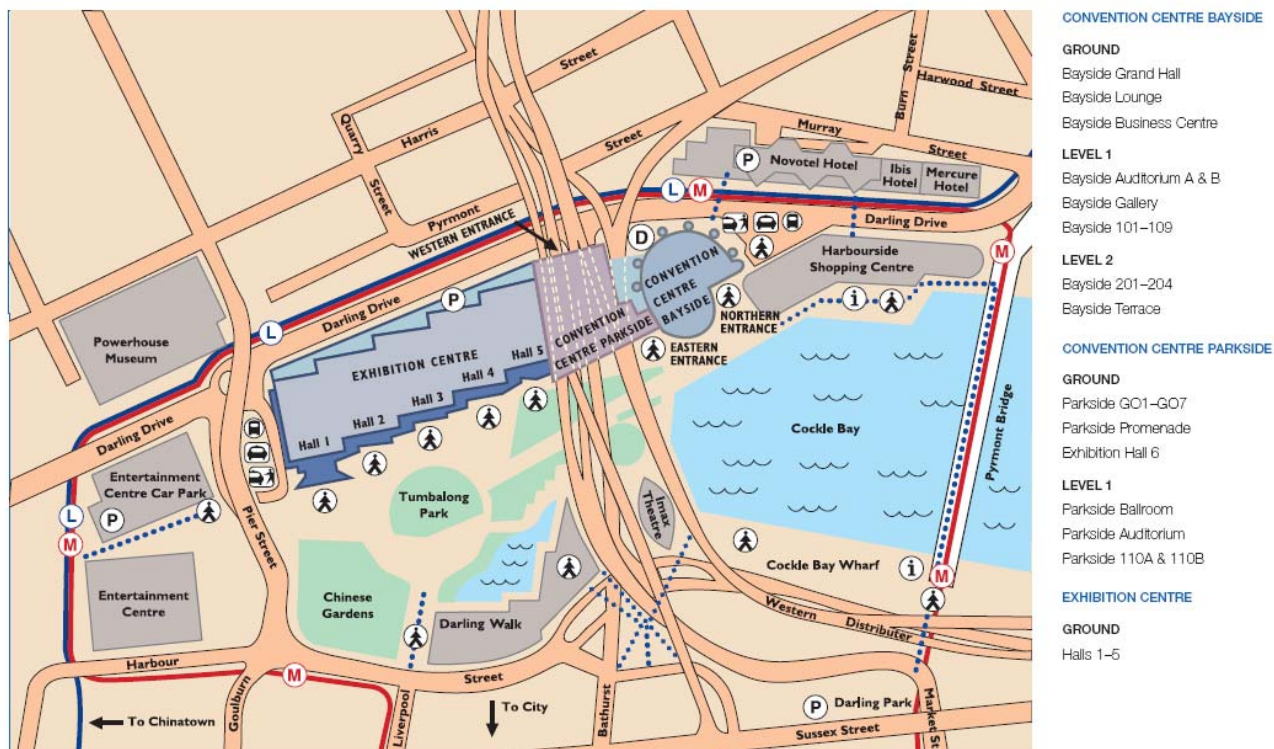
Thursday 19 - Sunday 22 May 2011
Darling Harbour Exhibition Centre



ENTRY

ENTRY

Sydney Convention and Exhibition Centre, Darling Harbour, Australia.



Public Transport Options

The Sydney HIA Home Show is located in Halls 2, 3 & 4 at the Sydney Convention and Exhibition Centre, Darling Harbour. Please see below for information on how to get to the venue via public transport:

By Bus

Catch Bus 443 from Queen Victoria Building to the Exhibition Centre. Timetable available on www.sydneybuses.nsw.gov.au

By Ferry

Regular ferry and water taxi services operate between Darling Harbour, Circular Quay and King Street Wharf. For ferry timetables please visit www.sydneyferries.nsw.gov.au

By Taxi

A taxi rank is located outside Hall 1, opposite the Chinese Gardens.

By Train

The nearest railway stations are Town Hall, George Street and Central stations. For more information and timetables, please visit www.cityrail.nsw.gov.au

By Monorail / Light Rail

Monorail and Light Rail services operate 7 days per week. The stations closest to the Sydney Convention and Exhibition Centre are:

Monorail: Convention Station, depart every 3-5 minutes

Light Rail: Exhibition Station, depart every 10-15 minutes

Please refer to the Metro Monorail and Light Rail website www.metrotransport.com.au for further information, including timetables and maps.

Accommodation

The Lido Group, our preferred travel agent, is able to offer discount airfares and accommodation to exhibitors. For more information or to make a booking, visit the Lido Group website www.lido.com.au or email exhibitions@lido.com.au. Alternatively, click on the link in the **Supplier Forms** section of the **Online Exhibitor Manual**.

Aisle Clearways

The aisles are public walkways, and therefore must not be used to display goods or to approach visitors. If you are demonstrating your product, you must place your display counter **at least one metre back** from the front of your stand to avoid crowds obstructing aisles.

Please note: There must be 3-metre clearance in all aisles, at all times. Exits and emergency equipment must not be obstructed.

Amplification

- Please note that no microphones are permitted on your stand.
- Any amplification or AV equipment must not interfere or disturb other exhibitors. Refer to noise emittance in the OH&S section of this manual from page 22.
- For further clarification, please contact your Sales Manager.

Animals

Animals and pets are not permitted on stands or within the venue without prior permission in writing from the Sydney Convention and Exhibition Centre. Please contact Angela Parker, Event Coordinator, on 03 9276 5518 or angelaparker@eea.net.au to obtain the relevant form.

Audio Visual

ExpoNet stocks an excellent range of audiovisual hire equipment. Please refer to page 4 of this manual for contact details.

Cancellation of Stand

A cancellation fee will apply to all companies that cancel following issued and signed contracts. Cancellation fees will apply as per the terms and conditions stated within your contract.

Car Parking

There are several parking options in the vicinity of the Sydney Convention and Exhibition Centre, including Harbourside Car Park, Entertainment Centre Car Park and Secure Parking on Harris Street.

Discount parking tickets are available for the **Entertainment Centre Car Park** and **Harbourside Car Parks only**, and are available to collect from the Organisers Office. If you have any questions please contact Angela Parker on 03 9276 5518.

Please note: there is no **high-vehicle parking** available on-site. Vehicles over 1.8m in height are advised to park in the open air carpark on the corner of Quay and Ultimo Streets.

Care of Building

- You are not permitted to paint, nail, staple, screw or glue to any floor, pillar, ceiling or wall within the Sydney Convention and Exhibition Centre.
- Materials used in stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur.
- Crepe paper, corrugated cardboard, straw, hay bales, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) is strictly forbidden without the express approval of the Licensor.
- Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times.
- Protective sheeting must first be placed on the floor where turf, woodchips etc are used in the display.
- Heavy-duty ground sheets must be used if sand, soil or woodchips are to be unloaded on the dock area.
- Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. SCEC management will require proof of treatment.

Carpet

The aisles will be carpeted prior to move in. During stand construction and dismantling you must supply plastic to protect the aisle carpet tiles abutting your stand. You will be charged for the replacement of any damaged carpet tiles, including paint or oil spillage.

Catering

Cafes are located at the rear of **Halls 2 and 4**. These Cafes will be operational on show days from Thursday 19th May until Sunday 22nd May.

During Move In, the café in Hall 2 will be open from 11.00am – 3.00pm, on Wednesday 18th May only.

Sydney Convention and Exhibition Centre has a range of on stand catering available, please download and refer to the **Onstand Catering Order Form** within the Online Exhibitor Manual. Please keep in mind that no food or beverages can be brought into the venue except in the case of permitted sampling, which must be approved in advance by the Sydney Convention and Exhibition Centre and the City of Sydney. For further information, please refer to the **Food and Beverage Samples** section of this manual, or contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au.

Cleaning of Stand

Each stand will be vacuumed prior to the opening of the show and also at the end of each show day. Cleaning staff will be permitted into the exhibition halls under security supervision at the close of each show day. The Centre will only dispose of rubbish left in the aisles (nothing will be removed from the stand).

Cleaning of actual items on display is the responsibility of each exhibitor. If you require additional cleaning services, please download and complete the **Cleaning Services and Waste Removal Order Form** from the Online Exhibitor Manual, and return to Exhibitor Services.

Deliveries to the Exhibition

EEA nor the Sydney Convention and Exhibition Centre will take delivery of, or sign for any goods or packages or other materials on behalf of an exhibitor. No responsibility for safety or well being of any such items delivered to the site or awaiting collection in the absence of the exhibitor, their agent or their contractor, will be accepted by EEA.

When addressing parcels or goods to the exhibition (you must be onsite to take delivery personally) please note all information as per the example below:

Deliver to: Sydney Convention and Exhibition Centre
Darling Drive, Darling Harbour NSW 2000

Via the: Exhibition Centre Loading Dock

Event Name: Sydney HIA Home Show

Date:

Company Name: (if your stand name is different to your company name, please include both)

Stand Number:

Stand Contact Name:

Stand Contact Mobile Number:

Display Height

Exhibitors with structures exceeding the height of 2.4 metres (including walls) will need to submit plans for preliminary approval at least six weeks prior to Move In. The structures will be checked onsite by the venue for stability prior to exhibition opening. Structures deemed as unstable will need to be modified or removed from the exhibition. There are no height restrictions for displays within one metre of the confines of your stand provided that your stand is not situated under an overhead walkway. To avoid unpleasantness on site, please consider the effect your display will have on neighbouring stands.

Exhibitors with **Space Only Stands** must gain prior approval by completing the Custom Build Stand Design form within the Online Compulsory Exhibitor Forms. Detailed plans must be submitted to the organisers showing fixing points, measurements, materials used, raised floor and bevelled edges, floor plates, bracing and/or ballast, at least six weeks prior to the exhibition. This will be forwarded to the venue for approval.

If you have any questions please contact Angela Parker, Event Coordinator, on 03 9276 5518 or angelaparker@eea.net.au.

Exhibition Hours

Thursday	19 th May 2011	10am - 7pm
Friday	20 th May 2011	10am - 7pm
Saturday	21 st May 2011	10am - 7pm
Sunday	22 nd May 2011	10am - 7pm

Exhibitor Admittance

To assist exhibitor access in and out of the show, **Entry Door 2** will be the exhibitor entrance and exit on Move In and show days. Exhibitors may enter 30 minutes prior to show opening each day, or earlier with approval from the Organiser. It is requested that early exhibitor arrivals go directly to their stand and do not move around the exhibition hall. Exhibitors must wear their badges at all times.

- ♦ You are requested to order the correct number of exhibitor badges required and provide names of all persons manning your stand via the **Online Compulsory Exhibitor Forms**. Blank badges will not be issued.
- ♦ Exhibitor Badges will be available for your company representative to **collect during Move In** from the **Organiser's Office**, located on the show floor in Hall 2.
- ♦ During **show days**, any exhibitor arriving at Entry Door 2 without an exhibitor badge will be directed to the **Organiser's Office** inside Door 2 to collect their badge.
- ♦ Any person arriving at Entry Door 2 without being listed as an exhibitor will be required to pay a **\$5.00 administration fee** to receive a new badge.
- ♦ Exhibitor badges will display the company and employee name and are **not** transferable as they are only provided for those **exhibitors actually manning a stand** on the day. These will be checked against the list provided by your company.
- ♦ Any person requesting entry and **not staffing a stand** will be directed to the public entrance and will be **charged at full ticket price** from the ticket booths on the concourse.

BADGE ENFORCEMENT – the abuse of handing out badges to non-working staff will be enforced in 2011, with security running spot checks at key entry points. Badges to non-working staff will be confiscated and the exhibiting company banned from exhibiting in future events.

Exhibitor Badges

All queries regarding the EEA exhibitor badge policy are to be directed to the Organiser's Office only. Please refer to the compulsory forms section in the online exhibitor manual to order exhibitor badges. The total stand area for your company determines the number of exhibitor badges. Please refer to your contract to check your stand size.

Area of Stand	Number of Badges Issued
Up to 20m ²	6 Badges
21m ² - 50m ²	10 Badges
51m ² - 100m ²	12 Badges
Over 100m ²	18 Badges

If the number of badges is not sufficient for your needs, please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au before **Friday 8 April 2011**. Extra badges will not be issued without authorisation of the Exhibition Manager.

All badges should be collected from the **Organisers Office**, inside Hall 2 from **12 noon Tuesday 17th May 2011**. Exhibitor Badges will not be mailed out.

Please Note: Exhibitor badges cannot be collected until **all outstanding monies have been paid** to EEA. This includes stand payments, sponsorship and concession passes etc.

Exhibitor Services Desk

A Business Centre is located within the Sydney Convention and Exhibition Centre in the foyer outside **Hall 5**. The Business Centre provides exhibitor services such as photocopying, fax transmission and receipts.

Exhibits in Passageways/Aisleways

During move-in/move-out and show days, exhibitors are not permitted to place exhibits outside their stand area. The passageway must be kept clear at all times. All displays must be within the boundary of the space reserved. Exhibitors are not permitted to place any printed matter in any other part of the Centre, other than their own stand, and are not permitted to hand out literature in the aisles or at the entrance without the prior approval of the organisers.

Staff are not permitted to stand in the passageways, in front of their stand or in any other part of the Exhibition Halls to conduct sales activity of any kind.

Exhibitors are not permitted to leave stock at any of the doorways, as doors must be kept clear at all times. Exhibitors not abiding by these rules may have their goods confiscated as Sydney Convention and Exhibition Centre is very strict regarding passageways and doorways being left clear at all times.

Fire Risk

The use of readily flammable material in stand construction, such as crepe paper, corrugated cardboard, straw, untreated hessian, polystyrene or PVC sheet (except on floors as a protective membrane), is strictly prohibited without the express approval of the Sydney Convention and Exhibition Centre. Likewise, fabric will not be allowed unless a fire retardant has been applied and is approved by the organiser and venue.

Flame retardant can be purchased from the **Exhibitors Services Desk**, located in the foyer outside **Hall 5**.

- ♦ Any material used for **stand construction** or **display purposes** must conform to the **Building Code of Australia** and be:
 - Non combustible materials
 - Inherently non flammable materials
 - Flame-proof fabrics (documented proof of such must be provided)
- ♦ Where your stand has a **ceiling** or **canopy**:
 - The material used must be flame-proof (documented proof of such must be provided)
 - You must have a fire extinguisher **and** smoke detector on your stand
 - You must have prior approval from the organiser
- ♦ Where your display features a **naked flame** (i.e. gas appliance, candles etc.)
 - You must complete a **Naked Flames Permit Form** (download online) and return directly to the venue.
 - Proposals for the use of naked flames on stands must be submitted to EEA by **8 April 2011**
 - A safety barrier must be provided and a stand attendant must be present on the stand at all times
 - A clearly **visible** and **accessible** fire extinguisher must be on your stand at all times
 - No flammable material shall be within one metre of the flame
 - Flames must be extinguished **15 minutes** prior to the stand being vacated at the end of each day
- ♦ Where you are involved in **cooking demonstrations**:
 - You are required to have a fire extinguisher and fire blanket, clearly visible, on your stand at all times
 - If your stand (and therefore your cooking equipment/flames/heat) is within reach of visitors, you must satisfy the organiser and venue that visitors are safe and without risk to their health and safety (i.e. consider using Perspex shields)
- ♦ Where you are using **LP Gas bottles**:
 - You must advise EEA the size and number of LPG Cylinders to be used prior to the show.
 - You must complete the **LPG Cylinder Permit Form** and return to Exhibitor Services at the Sydney Convention and Exhibition Centre.
 - LPG Cylinder installations must be performed by a **licensed gas fitter**, tested for leaks before use and a certificate provided.
 - All fittings must be joined with a solid form of tubing (eg copper), not rubber.
 - Exposed gas pipes must be adequately protected from damage.
 - Cylinders and all connections to the cylinder must be protected at all times.

- Cylinders must be protected by **fire-proof covering** at all times (fire blanket).
 - Gas bottles must be **removed from your stand** outside of exhibition hours and stored in the **Gas Cylinder Cages** located at the rear of Halls 2, 3 or 4. Please advise EEA to organise this.
 - Gas cylinders are not to exceed **2 x 25kg** gas cylinders per exhibit. Any additional gas required must be approved by the Sydney Convention & Exhibition Centre.
- ◆ **Lighting** on stands:
 - All lighting must be at least 2.2m above floor level (or barricaded/mechanically protected, to prevent accidental burning by visitors – due to venue regulations)
 - Must have appropriate certificate of approval (meet Australian Standards for use inside an exhibition hall)
 - Must be covered with toughened glass lens (this is to stop lights exploding and starting fires (eg Halogen tubes)
- ◆ Where you have any **electrical equipment** on your stand:
 - Double adaptors are **not permitted**, however, power boards may be used
 - All portable electrical equipment, appliances and leads must be tested & tagged in accordance with Australian Standard 3760-1990. Any electrical equipment found to be untagged **must** be tested and tagged or removed.
 - EEA has organised FREE Testing & Tagging for all exhibitors, conducted by Tag It Safe. A representative from Tag It Safe will be on the show floor during Move In. For further details, please visit the Organiser's Office in Hall 2.

Floor Coverings

The exhibition floor is concrete, and all Space Only exhibitors must cover their entire stand with good quality floor covering (Pre Built Stand packages include carpet). Carpet and other floor coverings can be fixed to the concrete with **approved double sided tape** only, for example, Tessa-4974, Styllis 720 or Qualtape AT326.

It is the responsibility of each exhibitor to **remove all tape** at the close of the show and leave the area free of any markings and rubbish.

Food & Beverage Samples

Exhibitors must **not** distribute or give-away any sample items of food or drink to visitors without prior written approval from the Sydney Convention & Exhibition Centre. Please complete the **Food & Beverage Sampling Permit Form** and return to Exhibitor Services. This form is available to download from the Supplier Forms section of the Exhibitor Manual & Forms page on the event website.

Please note that strict guidelines are now being enforced by the City of Sydney, and as a result, all exhibitors sampling food & beverages are now required to obtain a Food Licence for the duration of the show. Please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au to obtain the relevant information.

Requirements

Samples to be given away free of cost to the patron must be:

- ◆ Items which exhibitors sell wholesale in the normal conduct of their business, OR
- ◆ Items which are produced by equipment used in the normal conduct of their business

Portions to be of normal tasting size only:

- ◆ Non alcoholic beverage samples should be no larger than 100ml
- ◆ Spirit samples are to be no larger than 20ml
- ◆ Wine and beer samples are to be no larger than 50ml
- ◆ Solid food samples should be no larger than bite size (50g)

Permits and Licenses

- ◆ Copies of NSW RSA Certification are required for all staff on stand serving alcohol – please fax to EEA prior to the show on 03 9855 2916
- ◆ It is the exhibitor's responsibility to arrange appropriate permits and approvals – please fax to EEA prior to the show on 03 9855 2916

Please refer to the NSW Health Department for instructions on food handling: www.health.nsw.gov.au

The Centre operates under the Food Safety Act 2000 and complies with legislative standards under HACCP (Health Analysis Critical Control Points). These regulations apply in relation to all food and beverage storage and distribution. Exhibitors must comply and adhere to these standards.

For further clarification on Food & Beverage Sampling requirements, please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au

Furniture Hire

An extensive range of furniture and shelving is available for hire through ExpoNet. Furniture hire must be arranged prior to Friday 8 April 2011. Contact Maria Harris at ExpoNet on 02 9645 7000 or visit www.exponet.com.au.

Goods for Sale

Exhibitors selling goods during the exhibition must issue a receipt to the buyer to enable the goods to be taken out of the building. The receipt must state the exhibitor's name stand number and the value of the item/s purchased, and will be presented to security guards at exit doors upon leaving. This is your protection against theft.

Gas Cylinders & Regulations

Exhibitors requiring a gas supply must organise their own LPG Cylinders, as there are no gas pits at the Sydney Convention and Exhibition Centre to draw from.

You must notify both EEA and the Sydney Convention and Exhibition Centre if you intend to have an LPG Cylinder on your stand. To do this, please ensure you submit the following:

- **LPG Cylinder Permit Form** – download from the Online Exhibitor Manual and return to Exhibitor Services at the Sydney Convention and Exhibition Centre.
- **Size and number of LPG Cylinders** – Notify Angela Parker by email at angelaparker@eea.net.au.

Important information regarding LPG Cylinder installations

- ♦ LPG Cylinder installations must be performed by a **licensed gas fitter**, tested for leaks before use and a certificate provided.
- ♦ All fittings must be joined with a solid form of tubing (eg copper), not rubber.
- ♦ Exposed gas pipes must be adequately protected from damage.
- ♦ Cylinders and all connections to the cylinder must be protected at all times.
- ♦ Cylinders must be protected by **fire-proof covering** at all times (fire blanket).
- ♦ Gas bottles must be **removed from your stand** outside of exhibition hours and stored in the **Gas Cylinder Cages** located at the rear of Halls 2, 3 or 4. Please advise EEA to organise this.
- ♦ Gas cylinders are not to exceed **2 x 25kg** gas cylinders per exhibit. Any additional gas required must be approved by the Sydney Convention & Exhibition Centre.

Insurance

Goods Insurance

EEA does not have an insurance policy which covers exhibitors' goods. You are therefore advised to extend your existing Property Insurance Policy to cover loss of stock and display equipment due to theft or damage.

Public Liability Insurance

As an exhibitor of the HIA Sydney Home Show, your stand contract includes Public Liability Insurance for the duration of the show, covered through QBE Insurance.

For further information on this cover, please contact EEA on telephone 03 9276 5555.

Please Note: This cover protects you against Public Liability ONLY. It does not provide insurance for your products or stock. If you require additional cover, this must be arranged by each individual exhibitor by contacting your insurance broker.

Lighting

Pre Built Stands

Pre Built Stand packages include 2 x 120-watt track mounted spotlights per 9 square metres, which are fixed to the inside of the stand fascia. If you choose to have your fascia removed, the standard track spot light allocation will be replaced with 1 x 300W on-arm light which clamps to the booth wall.

If you require additional lighting over and above the standard Pre Built Stand allocation, please download and complete the **Power & Lighting Form** and return directly to ExpoNet. This form is available to download from the Supplier Forms section of the Online Exhibitor Manual.

Space Only Stands

Your stand may require lighting, in addition to house lighting, to highlight special features within your stand area. The rule of thumb is one spotlight per 5m².

All lighting must be at least 2.2 metres above floor level, for public safety, and any variations must have prior approval from the venue. Please note there are no overhead catenary wires, and you will need to consider how to incorporate lighting in your stand display. Lighting poles are a cheaper alternative, and are available from ExpoNet.

To place an order, please download and complete the **Power & Lighting Form** and return directly to ExpoNet. This form is available to download from the Supplier Forms section of the Online Exhibitor Manual.

Important

Stand lighting will be wired separately to stand power. All stand lighting will be switched off at the close of each show day and turned on prior to the show opening each day. All portable light fittings used in the Centre are required to have a Certificate of Approval or Suitability from an Australian or New Zealand Electrical Safety Regulator. For more information, please contact Wendy Barrell of ExpoNet Electrical on 02 9645 7000.

Power Boxes

Lighting and power to your site may mean there is a power box located on your stand and thought should be given to its concealment. There are several options for concealment, which can be discussed with ExpoNet, our official electrical contractor.

Multi Storey Stands

If you plan to build a stand that is greater than a single story, you must have prior certification and provide to both EEA and the Sydney Convention and Exhibition Centre for approval. Certification from an engineer or the stand builder is still no guarantee, so please make sure both the organisers and the Centre are aware early to avoid disappointment. Please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au for further information.

Naked Flames

Proposals for the use of naked flames on stands must be submitted to the Sydney Convention and Exhibition Centre 30 days prior to the exhibition. Please complete the **Naked Flames Permit Form**, which can be downloaded from the Supplier Forms section of the Online Exhibitor Manual.

Requirements

- A safety barrier must be provided and a stand attendant must be present on the stand at all times
- A clearly **visible** and **accessible** fire extinguisher must be on your stand at all times
- No flammable material shall be within one metre of the flame
- Flames must be situated so that members of the public cannot come into contact with the flame, or any surface to burn the person or ignite their clothing
- Flames must be extinguished **15 minutes** prior to the stand being vacated at the end of each day

Occupational Health & Safety

Exhibition venues throughout Australia are becoming increasingly mindful of Occupational Health & Safety issues, especially those involving the move in and out of an exhibition. EEA is also an OH&S conscious company. We are working with venues, suppliers and exhibitors to ensure a safe workplace for us all.

An **Exhibitor Risk & Safety Plan** is included in this manual in **Section 2**. Please ensure that all staff working on your stand read through and understand the information contained in the plan.

It is the responsibility of all exhibitors to ensure that their employees, suppliers and sub-contractors comply with all relevant health and safety regulations and have a current Occupational Health and Safety policy. It is therefore important that both you and your contractors have in place:

1. Current Work Cover Policy
2. Current Public Liability Policy
3. Occupational Health and Safety Policy
4. Safe Work Procedures for all work to be undertaken at the Sydney Convention and Exhibition Centre

To ensure a safe and smooth Move In/Move Out, EEA requires emergency contact details for your company and your stand builder. Please complete all details in the Online Compulsory Exhibitor Forms.

Should you have any queries regarding OH&S, please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au.

Organisers Office

The EEA Organisers Office will be located on the show floor, inside **Entry Door 2**, and will be clearly signposted. It is essential that exhibitors, display contractors and carriers check-in at this office prior to commencing work on their stand to confirm stand locations.

Painting on your Stand

Drop sheets or plastic sheeting must be used on the stand to avoid paint marking the carpet and concrete floor. Exhibitors will be charged for any damage. All painting must be completed by **7.00pm, Wednesday 18th May**.

Plant Hire

ExpoNet have a large range of indoor plants available for hire. For further information, please contact Maria Harris on 02 9645 7000 or visit www.exponet.com.au.

Power Points

All **Shell Scheme** stands receive 1 x 4amp power point as part of their stand package. Should you require additional power points on your stand, please download and complete the **Power & Lighting Form** and return directly to ExpoNet. This form is available to download from the Supplier Forms section of the Online Exhibitor Manual.

Space Only stands do not receive a power point as part of their space. To place an order for power, please download and complete the **Power & Lighting Form** and return directly to ExpoNet. This form is also available to download from the Supplier Forms section of the Online Exhibitor Manual.

Exhibitors should be aware that if they have their own electrical contractor, bulk power supply to the stand **must** be ordered through the official contractor ExpoNet. Exhibitors must also supply to ExpoNet contact details for their Electrical Contractor.

For more information, please contact Wendy Barrell at ExpoNet on 02 9645 7000. Please refer to the OH&S regulations in this section.

Please note: Double adaptors are **not permitted**, however, power boards may be used.

Pools & Spas - Filling

If you are exhibiting pools, spas, fountains or any other water feature, please check with the show team about water access at the venue. This may vary depending on water restrictions. Under no circumstances will exhibitors be able to use the venue's fire hoses to fill pools or spas, etc. Please complete the **Water and Compressed Air Order Form** and return directly to Exhibitor Services at SCEC. This form is available to download from the Supplier Forms section of the Online Exhibitor Manual.

Please contact Angela Parker on 03 9276 5518 or angelaparker@eea.net.au if you have any queries.

Pools & Spas - Displaying

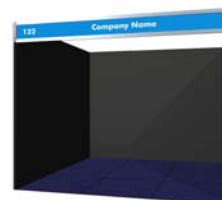
Any excavation or structure containing water to a depth greater than 300mm and used primarily for swimming, wading, paddling or the like, including a bathing or wading pool or spa **must** adhere to the following minimum requirements, when swimming pools/spas and/or water features are contained within an exhibition:

- ◆ Each pool / spa / water feature exhibit, should have a minimum of one trained personnel present on the exhibit space at all times
- ◆ The specific duty of this person is to protect the safety and well being of persons visiting the exhibition
- ◆ The designated person must be trained and competent in first aid and resuscitation techniques. Certificates must be provided
- ◆ Climbing devices (such as ladders) and footholds should not form part of the exhibit
- ◆ Where possible, stand design should limit the number of access directions to the pool/spa/water feature
- ◆ Australian standard pool signage giving supervision warnings and details of resuscitation techniques is required

Australian standard pool fences may be required in cases where the Centre feels that the minimum requirements are not sufficient.

Pre Built Stands

To determine if you have booked a Pre Built Stand package, please refer to your contract. Under 'Stand Type' the letters **PBS** will be noted. If the letters FSO (Floor Space Only) are noted, this means you have booked a Space Only stand and must organise the stand build yourself, including walls and flooring.



Pre Built Stand packages include:

- ◆ **Walls** 2.4m high Velcro compatible front runner covered walls in **black**
- ◆ **Fascia** Aluminium frame with standard **blue** fascia board and **white** lettering (30 characters max)
- ◆ **Lighting** **2 x 120 watt** track mounted spotlights **per 9 sqm**, mounted inside the fascia frame
- ◆ **Power** **1 x 4 amp** power point per stand regardless of size, located in rear corner of stand
- ◆ **Flooring** 1m x 1m carpet tiles in **blueberry**

ExpoNet will be building all Pre Built Stands in all Halls, and are the preferred electrical contractor. No unauthorised stand builders are permitted to build in the HIA Sydney Home Show.

Public Admission

Admission prices to the HIA Sydney Home Show are as follows:

Adults	\$18.00
Concession	\$15.00
Children 17 years and under	Free (must be accompanied by an adult)

Removal Authority Forms

Removal Authority Forms will be required for all exhibitors' goods taken out of the Centre for the duration of the Show. Forms can be obtained from the Organiser's Office. Goods being taken must be listed on the form before EEA will give an official signature authorising the removal. This is to prevent theft from your stand.

Rigging

There are no catenary wires within the Sydney Convention Exhibition & Centre. If you have any rigging requirements, please ensure you make a booking prior to exhibition Move In as rigging is not possible once the show has opened. Please contact our rigging contractor, **Clifton Productions** on 02 8335 9300 for further details.

If lighting is to be rigged, it is the responsibility of the exhibitor to make arrangements for the rigging of lighting, not the electrical contractor. **Please also note the location of your stand. The ceiling height varies throughout the venue due to mezzanine areas. Please contact our rigging contractor to check on the possibilities above your stand.**

To place an order, please complete the **Overhead Rigging Form**, which is available to download from the Supplier Forms section of the Online Exhibitor Manual.

Rubbish Removal

While stand cleaning is included in your contract and cleaning is carried out during move in and move out, excess rubbish has become a problem. General rubbish that can be put into normal bins is acceptable, although bricks and other building materials including parts of stands are not allowed. If you are found to be

disposing of this waste in bins or if you leave this kind of rubbish after move out, a fee will be charged. This will be dependant upon the cost of removal and be determined by the Exhibition Centre.

If you require additional cleaning services, please download and complete the **Cleaning Services and Waste Removal Order Form** from the Online Exhibitor Manual, and return to Exhibitor Services.

Safe Displays

Exhibitors are requested to check their displays to ensure they are sound, that nothing can fall over and that the public cannot trip over or be injured from any part of the exhibit.

Security

Australian Security Services will be in attendance from 7.00am Monday 16th May until 7:00pm Monday 23rd May. It is not possible for Security to keep a constant watch over individual exhibits therefore exhibitors should have at least one staff member in attendance 30 minutes prior to the daily opening time. It is important that your exhibit be manned, especially if valuables such as plasma screens are on display, until all goods have been removed.

Signage

All stands will require company signage. In fairness to adjoining exhibitors, you cannot attach or suspend signage above your stand boundary walls, where this signage then faces the back or sidewall of an abutting stand.

Pre Built Stands

Pre Built Stand packages include a fascia board with your company name. To confirm the lettering you would like printed on your fascia board, please complete the Compulsory Exhibitor Forms in the Online Exhibitor Manual.

Floor space only

Contact your stand builder for your signage requirements. All shell scheme walls must be supplied and built by the official contractor. Only accredited stand builders will be allowed in the venue. No external contractor will be admitted without an authorised contractor's badge.

Spas & Air Conditioners

Exhibitors are required by The Department of Human Services to maintain proper disinfection of spas and air conditioners on display. This is necessary due to the recent occurrences of Legionnaire's disease associated with these products. Please take the necessary precautions to ensure public health and safety is not compromised. Further details can be found at www.health.nsw.gov.au

Stand Awards & Exhibitor Drinks

An Exhibitor Stand Awards & Drinks evening will be held at the **Building & Renovation Showroom** feature on **Thursday 19th May** from 7:15pm to 8:15pm, after the show closes. All HIA Sydney Home Show exhibitors are invited to attend. Please refer to the exhibitor newsletter distributed on site, for more information.

Winners of the 2011 Stand Awards will be announced during the Exhibitor Drinks. Judges will consider the following:

- ◆ Visual Impact and Design Innovation
- ◆ Stand Layout
- ◆ Staff Presentation
- ◆ Lead Gathering

Stand Construction

To determine your stand type, please refer to your contract. Under 'Stand Type' if the letters **FSO** (Floor Space Only) are noted, this means you have booked a Space Only stand.

Floor Space Only

Your package **does not** include walls, carpet, lighting, power points or signage, unless otherwise stated on your contract.



All Floor Space Only stands **must** submit plans for approval and contractor details to Angela Parker at EEA no later than **Friday 8th April 2011**. If you have difficulty in producing plans before this date please do not hesitate to contact Angela Parker on 03 9276 5518 to discuss. The plans will be forwarded to the venue for approval.

You are required to provide/order:

- ♦ Flooring
- ♦ Lighting
- ♦ Power points
- ♦ Signage
- ♦ Walls - must be to a height of 2.4m, unless prior approval has been obtained.

Flooring

Floor coverings **must not** be nailed or stapled to the concrete floor. Only approved adhesive cloth tape can be used and it must be completely removed by the exhibitor/stand builder upon move out. Approved tape includes Shafco AT 320 & 326, which are available from ExpoNet. Carpet and flooring is also available from ExpoNet, for further information please call 02 9645 7000 or visit www.exponet.com.au.

Storage

There are no storage facilities available in the Centre. Agility Fairs & Events can arrange storage of your goods, please contact Kylie Curran on 03 9330 3303 or via email kcurran@agilitylogistics.com.

Telephone & Internet

The Sydney Convention and Exhibition Centre offer a wide range of telephone and internet connection services. To place an order, please complete the **Phone Services Order Form** or the **Internet Services Order Form** and return directly to Exhibitor Services. These can be found under Supplier Forms in the Online Exhibitor Manual.

For further information, please contact Exhibitor Services at the Sydney Convention and Exhibition Centre on 02 9282 5499.

Testing & Tagging

All portable electrical equipment, appliances and leads must be tested & tagged in accordance with Australian Standard 3760-1990. Any electrical equipment found to be untagged **must** be tested and tagged or removed.

EEA has organised FREE Testing & Tagging for all exhibitors, conducted by Tag It Safe. A representative from Tag It Safe will be on the show floor during Move In. For further details, please visit the Organiser's Office in Hall 2.

Please note, double adaptors are **not permitted**, however, power boards may be used

Transportation & Handling

Agility Fairs & Events are the official freight carrier and will arrange all international, interstate and local transportation services including delivery to each exhibitor's stand at the exhibition venue. Storage of early consignments, packaging materials and excess stock during the exhibition, as well as storage after the exhibition can be arranged.

Agility Fairs & Events will operate all forklifts and other materials handling equipment on a user pay basis. Forklift and special materials handling equipment must be booked with Agility at least 3 - 4 weeks prior to move in. Agility Fairs & Events will invoice exhibitors direct. Please refer to the Supplier Forms section of the Online Exhibitor Manual.

Please direct all enquiries to Kylie Curran by phone 03 9330 3303 or email kcurran@agilitylogistics.com.

Vehicles on Display

No motor vehicle will be allowed on the Show floor without the prior permission of the show team & Venue. Exhibitors without prior approval will not gain access to the venue.

Upon approval of your vehicle request, you must ensure the following:

- ♦ Flammable liquid-powered motor vehicles must have a **full** tank of petrol
- ♦ The motor vehicle fuel filler cap must be either sealed or secured to prevent the easy removal of the fuel cap by unauthorised persons
- ♦ Fuel must not be decanted or vehicles filled on loading dock
- ♦ LPG-powered motor vehicles – must have their systems fitted in accordance with AS1425-1989 LPG Gas Fuel Systems for Vehicle Engines

- ♦ The LPG fuel tank must be isolated from the engine mechanically by closing the 'Service Tap' on the fitted fuel tank
- ♦ The LPG motor vehicle's engine is to be run until all fuel in the fuel line and converter is exhausted
- ♦ Vehicles in the exhibition will not be started and run without the prior permission of the Venue
- ♦ Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition
- ♦ Drip trays must be provided
- ♦ A spare set of keys must be left with Sydney Exhibition Centre Security for the duration of the Show

Walls

Walls are **compulsory**, and **must** be built to a minimum height of 2.4 metres. Island stands need not have walls as they have no abutting neighbours.

If you intend on building walls higher than 2.4m please contact the show team immediately. Your neighbours must be made aware of your plans. To obtain the contact details of your neighbours, please contact Angela Parker at EEA on 03 9276 5518.

Please keep in mind that all custom built stands need to be approved by the show team and venue.

Waste and Water Connection

Exhibitors requiring water connection on their stand are requested to download and complete the **Water & Compressed Air Order Form** and return directly to Exhibitor Services. Exhibitors requiring waste removal from their stand must download and complete the **Cleaning Services and Waste Removal Order Form** and return to Exhibitor Services. Both forms can be found under the Supplier Forms section of the Online Exhibitor Manual.

Exhibitor Risk and Safety Plan

Inclusions:

- 1.0 General Overview**
- 2.0 Safety Policy**
- 3.0 Responsibilities**
- 4.0 Exhibitor Special Conditions**
- 5.0 Specific Work Practices**
- 6.0 Insurances**

1.0 General Overview

Exhibitors are a valued member within the Exhibitions & Events Australia Event Management Program and therefore we are committed to ensuring that our exhibitions are a safe environment for our exhibitors, their staff and contractors throughout the move in - move out stages of the exhibition.

Exhibitions & Events Australia considers that accidents, injuries and incidents can be prevented through appropriate management and planning and accordingly we have developed policies and procedures that aim to protect the health and safety of all.

To ensure that risks at Exhibitions & Events Australia events are controlled it is a requirement for Exhibitors to read the contents of the Exhibitor Risk and Safety Plan and induct their staff and contractors on the requirements prior to commencement of the move in stage.

These guidelines are not intended to be exhaustive nor are they a substitute for or a replacement of exhibitors or contractors own safety policies and procedures.

It is the responsibility of the exhibitor, contractor and/or agent to comply with the requirements of Occupational Health and Safety Legislation, Health and Safety Regulations, other applicable rules and regulations and work practices.

2.0 Safety Policy

The Safety Policy at Exhibitions & Events Australia shall ensure a workplace that is safe and without risk to the health and welfare of our employees, exhibition suppliers and to the people affected by our undertakings, including visitors and exhibitors. The well being of people employed at work, or people affected by our work, is of paramount concern.

Exhibitions & Events Australia will seek to undertake continuous improvement in safety performance, taking into account staff needs and liabilities, and management business practices.

The objectives of Exhibitions & Events Australia 's safety policy are to:

- Achieve an accident free workplace;
- Comply with the requirements of safety Acts, Regulations, Codes and relevant industry standards;
- Make safety an integral part of every position;
- Ensure safety is considered in all planning and work activities;
- Involve employees in the decision making process through a continuous program of communication, consultation and training;
- Manage hazards in the workplace through the implementation of a risk management program; and
- Provide effective injury management and return to work for all employees.

The success of Exhibitions & Events Australia's safety management can be measured through the following performance indicators:

- Activities are planned and analysed with due consideration given to implementing appropriate safety controls;
- Open and honest communication occurs between management and employees and is recorded;
- Regular workplace inspections are undertaken and any unsafe hazards are investigated and dealt with;
- Contractors, suppliers, exhibitors and visitors are informed of the company's safety requirements; and
- Contractors, supplier, exhibitors and visitors undertake to report all incidents or hazards they become aware of.

Management

Management will actively pursue the objectives of this policy through:

- The development and maintenance of a comprehensive safety program that extends to our Events and Exhibitions;
- Regularly reviewing the safety performance in consultation with employees, venues and suppliers;
- Effective actions that provide and maintain a safe and healthy working environment for all employees, suppliers, exhibitors and contractors.

Employees/Contractors/Visitors

Every employee is required to:

- Comply with safe work practices and instructions;
- Perform all duties in a manner that is without risk to themselves or to others;
- Report work environments, procedures or practices they consider to be unsafe; and
- Co-operate with management to ensure that they meet their legal obligations relating to safety.

Suppliers/Exhibitors

- Each supplier/exhibitor is required to ensure that the intent and requirements of the Exhibitions & Events Australia safety policy and risk and safety plan are effectively met and implemented in their areas of control, and to support any subordinates and hold them accountable for their specific responsibilities, including sub-contractors.

3.0 Responsibilities

Exhibitors are required to:

- ✓ Ensure that persons in their employment and others that may be affected by their actions and omissions are not at risk to their health and safety;
- ✓ Ensure that relevant risk assessments have been carried out in relation to your own stand/area during move-in and move-out;
- ✓ Co-operate/co-ordinate with the Exhibitions & Events Australia's Event Manager and contractors on-site to ensure risks are controlled, eliminated and/or isolated;
- ✓ Ensure that workman/contractors are both competent and following safe systems of work.

- ✓ Seek advice where necessary from the on-site health and safety official, this will enable you to comply with the relevant statutory provisions.

Exhibitors / Contractors are to ensure:

- ✓ Work is to be carried out by a licensed trade's person as appropriate.
- ✓ Risk assessments and work method statements are prepared detailing safe methods of work are completed.
- ✓ That risk assessments and method statements are produced in pre-show meetings.
- ✓ Compliance with Safety Legislation, during move-in and move-out and comply with all legal requirements that are relevant to their operation.
- ✓ The competence of employees and sub-contractors to carry out the designated work.

Exhibitors Stand Designers:

- ✓ Must be competent and have the necessary skills, knowledge and experience pertaining to stand design backed up by the relevant qualifications.
- ✓ Ensure that erection and maintenance of the design, has the ability to be carried out safely and in accordance with the relevant legislations by the contractors in the time available.

4.0 Exhibitor Special Conditions

- ✓ Strictly **NO CHILDREN or ANIMALS** in the halls during move-in and move-out
- ✓ Wearing a **SAFETY VEST** and **COVERED IN SHOES** is **COMPULSORY**
- ✓ Ensure your people including contractors **wear** them **during** the move-in and move-out
- ✓ Zero tolerance **ALCOHOL** during move-in and move-out
- ✓ **Report** unsafe work practices to the **Operations/Group Manager**

On-site Safety Rules

- ✓ No children under 16 years of age are allowed on the premises (either the Hall or Dock areas) during move-in or move-out.
- ✓ It is compulsory that ALL contractors, exhibitors and their staff wear safety vests and covered in shoes during move-in & move-out.
- ✓ NO ALCOHOL to be consumed during move-in or move-out.
- ✓ A person must be appointed who is responsible for health and safety matters on the stand during move-in, move-out and during the duration of the show.
- ✓ Keep clear aisle ways, as indicated on the floor plans, at all times.
- ✓ During the move-in and move-out periods, your staff and sub-contractors should be constantly reminded of the need for vigilance regarding the health and safety of themselves and those working in their vicinity.
- ✓ Any violations or concerns regarding any of the above points should be reported to our on-site Safety Officer or to the Exhibitions & Events Australia office located on-site.
- ✓ Portable electric tools must be used with the minimum length of trailing leads and such equipment should not be left unattended with a live power supply to it.
- ✓ Electrical cables must not cross aisle ways and fire exits. All portable electrical equipment should have a current inspection tag attached, and when in use, should be connected to a Residual Current Device.
- ✓ Before starting work overhead, the area directly beneath the workplace is to be cleared and cordoned off with signage displayed to indicate overhead work is in progress. **No work is to be carried out above any person.**
- ✓ Operatives should wear suitable protective clothing relevant to their job, which includes, but not limited to, eye, hearing, foot, head and hand protection.

- ✓ Work areas should be maintained free from general waste and packaging materials, which could be hazardous to operatives.
- ✓ All parking restrictions and speed limits must be adhered to.
- ✓ Fire exits and emergency equipment must not be obstructed.
- ✓ You must ensure that portable power equipment is used for the purposes for which they were designed and that re-wired units comply with regulations before they are installed on site.
- ✓ Exhibitors are responsible for the safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- ✓ Proper scaffolding must be used during the construction of any building within the halls, safety features of the scaffolding is provided as per laid down standards, and that any tower scaffold in use is properly stabilised and propped.

5.0 Specific Work Practices

Aisles and Aisle Clearways:

- ✓ Aisles are public walkways and must not be used to display goods or to approach visitors.
- ✓ When conducting product demonstrations on your stand, you must place your demonstration counter at least one meter back from the front of your stand, to avoid crowds obstructing aisles;
- ✓ Exits and emergency equipment must not be obstructed;
- ✓ Aisle ways and fire exits should be clear of general waste and packaging materials, this includes the period during move-in and move-out.

Fire Risk:

- ✓ The use of readily flammable material in stand construction, e.g. crepe paper, corrugated cardboard, straw, hay bales, untreated hessian, polystyrene or PVC sheet (except on floors as a protective membrane) is prohibited unless you have venue approval.
- ✓ Where sawdust, tan bark or wood chips (of reasonable size) is used to decorate floors, a protective membrane must be laid first and the chips kept slightly moist at all times.

Stand Construction and Design:

- ✓ Proper scaffolding must be used during the construction of any building within the venue hall.
- ✓ Please ensure that all safety features of the scaffolding are adhered to as per applicable regulations, and that any tower scaffold in use is properly stabilised and propped;
- ✓ Materials used for **stand construction** or **display purposes** must conform to the Building Code of Australia and be:
 - Of non combustible material;
 - Of inherently non flammable materials;
 - Use flame-proofed fabric – (documented evidence of such must be provided);
- ✓ Where your stand has a **'ceiling'** or **'canopy'**:
 - The material used must be flame-proof (documented proof of such must be provided);
 - You must have a current/valid fire extinguisher and smoke detector on your stand;
- ✓ The Venue requires that stands are open for visual inspection at all times. No stands are to be enclosed by any fabric or material at **any time**.

Lighting on your stand:

- ✓ Lighting must be industry-approved: HPM Series 600, 500W are available from all leading lighting and hardware suppliers.

- ✓ All lighting must be at least 2.2m above floor level or protected in an approved way to prevent accidental burning.
- ✓ High-powered lights must be 1 meter away from flammable materials;
- ✓ **Lighting and/or lighting equipment intended to be connected to the mains supply must be tested and tagged.** Further information relating to testing and tagging will be provided to you closer to the exhibition.
- ✓ Exhibitions & Events Australia electrical contractors may check lighting and/or lighting equipment on site for compliance. Exhibitors will be required to disconnect lighting and/or lighting equipment that is found to be unsafe or that is not tested or tagged.
- ✓ All lighting and/or lighting equipment must have appropriate certification of Approval (i.e. meet Australian Standards);
- ✓ All lighting and/or lighting equipment must be switched off and disconnected from the mains supply prior to leaving each night.
- ✓ All personnel working at the stand must be informed of the requirements for lighting and lighting equipment.

Electrical Equipment and Electrical Cables:

- ✓ **The use of double adaptors is prohibited** – Please use power boards.
- ✓ All cables should be routed away from pedestrian traffic, and taped down to minimise a tripping hazard;
- ✓ All electrical equipment intended to be connected to mains supply must be tested and tagged. Further information relating to testing and tagging will be provided to you closer to the exhibition.
- ✓ Exhibitions & Events Australia electrical contractors may check electrical equipment on site for compliance. Exhibitors will be required to disconnect electrical equipment found to be unsafe or that is not tested or tagged.
- ✓ Electrical equipment includes power boards, light fittings, computers, appliances, etc.
- ✓ All personnel working at the stand must be informed of the requirements for electrical equipment.

Stand Certification / Structural Integrity

- ✓ Certification is required for stands:
 - of two storeys or more - where the second or subsequent storey will be occupied; and/or
 - where the stand has a roof area greater than 18sqm & more than 3m in width;
 - where fire protection requirements are needed = a smoke detector and dry powder-type fire extinguisher;
- ✓ The onus is on the builder of a stand to prove that the stand is structurally sound, safe for occupancy, and complies with the building code.
- ✓ Detailed plans of the stand, certified by an Engineer, must be lodged with the venue 30 days prior to the opening of the show.
- ✓ The completed stand must be inspected and certified by the exhibitors qualified Engineer.

Naked Flames (i.e. candles, incense, oil burners, gas appliances, etc):

- ✓ A safety barrier is required in front of every lit gas heater;
- ✓ A vigilant stand attendant must be present on the stand at all times;
- ✓ A current/valid fire extinguisher, clearly visible and accessible to visitors, must be kept on your stand; (In addition, consider having a fire blanket on hand);
- ✓ Please ensure that flames are situated so that members of the public cannot come into direct contact with the flame or any surface which may result in burns or cause clothing to ignite;
- ✓ No flammable material shall be within one meter of the flame;
- ✓ Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day;

- ✓ Proposals for the use of naked flames on stands must be submitted to the venue 30 days prior to the exhibition.
- ✓ All personnel working at the stand must be informed of the requirements for naked flames.

LP Gas bottles:

- ✓ Where exhibitors intend to use or store LPG or other flammable gas bottles on site, the organisers and the venue must be advised prior to the show.
- ✓ **Exhibitors shall be limited to two (2) 9kg cylinders per exhibitor regardless of stand size.**
- ✓ LPG fuelled appliances must be installed and tested for leaks by a licensed gas fitter before they are used;
- ✓ Gas cylinders, exposed gas pipes and all connections to the cylinder must be protected from damage at all times;
- ✓ Gas cylinder must be protected by a fire-proof covering at all times (fire blanket);
- ✓ Fire extinguisher, (dry chemical) must be clearly visible at all times.
- ✓ Gas bottles are stored in cages outside the Venue when not in use.
- ✓ All personnel working at the stand must be informed of the requirements for the use and storage of gas bottles.

Heat-generating displays (i.e. steam irons, etc):

- ✓ You must ensure that heat-generating appliances are operated without risk to visitor health and safety e.g. consider using a barrier around your appliance, either within a roped-off area or operate behind a Perspex shield;
- ✓ When demonstrating heat-generating equipment, your display should not be on the perimeter of the stand. Rather it should be set back 1 meter within your stand area adjacent to the aisle e.g. when demonstrating an ironing board, place the board at right-angles to the aisle so the public can't brush past the hot iron and burn themselves;
- ✓ EEA's Health & Safety Officer will visit your stand to satisfy themselves that your exhibit complies with basic OH&S principles. You may be asked to provide safety barriers for your display. If you do not have any available, you may be required to hire them on-site.
- ✓ All personnel working at the stand must be informed of the requirements for the use operation of heat generating equipment.

Raised floors greater than 32mm high:

- ✓ Flooring that is between 32mm and 115mm high must have a bevelled edge to prevent a 'tripping' hazard. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle way.
- ✓ The 'bevelled edge' must not exceed 30 degrees, or a grading of 1:1:4. In addition, you should consider signage, i.e., Mind The Step, or different coloured edging for more visibility.
- ✓ All flooring that exceeds 115mm in height is deemed to be a step and must provide suitable disabled access via a suitable ramp if it is to be occupied by the general public.

Cooking demonstrations:

- ✓ Demonstrators are required to have a current/valid fire extinguisher and fire blanket, clearly visible, on the exhibition stand;
- ✓ Where cooking equipment/flames/heat is within reach of visitors you must ensure that this equipment is operated without risk to visitor health and safety (e.g. consider roping off or using a Perspex shield around your appliance);
- ✓ Cooking equipment must not be operated within 1 meter of flammable materials;
- ✓ Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day; Refer point 1.7 above - use of naked flames;

Food Handling and Food Hygiene

Food handling and food-service regulations are a complex area and are not covered in detail here due to the differing requirements of the various local Councils. It is the responsibility of the exhibitor, contractor or agent to ensure that food handling and food hygiene procedures comply with local council rules and regulations.

- ✓ Hand washing facilities must be provided for the exclusive use of food-handlers.
- ✓ Utensil washing facilities – a hot water urn or other heating device for hot water, towels and detergents must be provided.
- ✓ Please ensure that the manufacturers food storage requirements are satisfied i.e. industry standards suggest:
 - 5 degrees C is appropriate for food requiring refrigeration.
 - Frozen food must be kept frozen below –15 degrees C.
 - Hot food must be kept at a temperature of at least 60 degrees C.
- ✓ Ensure adequate storage is provided for food scraps;
- ✓ All surfaces washable and free of cracks and crevices;
- ✓ Provide disposable containers for samples of food offered to visitors;
- ✓ All food-handling personnel must be adequately trained in accordance with food legislation and informed of food hygiene requirements.
- ✓ Any Exhibitor wishing to cook on their stand can only do so with prior approval of the venue.

Motor vehicles on display:

- ✓ Fire extinguishers (dry powder) must be mounted in a prominent position.
- ✓ Where flammable liquid-powered motor vehicles are on display, the fuel tank is to contain more than 80% **OR** less than 5% of the tank capacity;
- ✓ Please disconnect the battery prior to the show opening.
- ✓ Please provide a protective floor tray.
- ✓ Ensure that the motor vehicle fuel filler cap is sealed or secured to prevent the unauthorised removal of the fuel cap;
- ✓ Fuel must not be decanted or vehicles filled on the loading dock or in or around the Venue Halls;
- ✓ LPG-powered motor vehicles must have their systems fitted in accordance with AS1425-1989 LPG Gas Fuel Systems for Vehicle Engines.
- ✓ The LPG fuel tank must be isolated from the engine mechanically by closing the 'Service Tap' on the fitted fuel tank.
- ✓ The LPG motor vehicle's engine is to be run until all fuel in the fuel line and converter is exhausted.
- ✓ Vehicles in the exhibition must not be started and run without the prior permission of the Venue.
- ✓ Ignition keys must be secured and strictly controlled by the exhibitor during the exhibition.

Other:

- ✓ Standing on chairs, tables and other rental furniture is prohibited. Use purpose-designed equipment such as ladders and steps etc. EEA cannot be held responsible for injuries, falls or damage caused by the improper use of this equipment.
- ✓ Please look out and listen for forklifts;
- ✓ Please be aware of overhead works;
- ✓ Please do not obstruct any plant machinery;
- ✓ Please keep the loading dock doors clear at all times;

- ✓ Please maintain clear aisles at all times, keeping product on your stand, and removing packaging and vehicles as soon as is practicable;
- ✓ It is compulsory that **ALL contractors, exhibitors and their staff wear safety vests and covered in shoes** during move-in & move-out.
- ✓ Appropriate footwear is essential;
- ✓ **NO CHILDREN** are allowed in the hall during Move-in and Move-out. For the purpose of OH&S, children are under 16 years of age;
- ✓ **Do not smoke** in Exhibition Halls.
- ✓ **NO ALCOHOL** to be consumed during move-in and move-out.

Emergency Procedures

- ✓ In the event of a partial or complete evacuation of the exhibition halls, exhibitors, staff, contractors and agents are requested to muster in the areas as directed by the venue security staff.
- ✓ The venue public address system will be used to convey evacuation and 'all-clear' instructions.
- ✓ Exhibitors are asked to be constantly aware of unidentified packages, cases or bags left on stands. In any case of doubt the article should not be touched, but security informed, via the Organiser's Office.

Department of Health

- ✓ Contact local council/Dept of Health offices for up-to-date and fully comprehensive guidelines/regulations on the following topics:
 - Food Handling demonstrations;
 - Personal grooming exhibits *i.e., body piercing, make-up application, etc;*
 - Pool/spa water hygiene.

Working at Heights

- ✓ A fall from almost any height can result in injury. Exhibitors are required to conduct a risk assessment on the proposed task, and to put in place control measures to prevent injuries caused by falling from heights. Please note the following:
 - The task to be performed must be reviewed to ensure suitable access equipment is used.
 - For all tasks involving works from heights, preference should be given to the use of scissor lifts, scaffolding or elevated work platforms.
 - Wherever possible ladders should only be used as a means of access or egress.
 - Only use ladders for light work of short duration if there is no safer alternative.
 - Angle and secure the ladder to prevent slipping (1 out for 4 up).
 - Always make sure ladders are properly maintained.
 - Do not climb past the third top rung.
 - **NEVER** over-reach.

ELEVATED WORK PLATFORMS ARE AVAILABLE FOR HIRE FOR WORKING AT HEIGHTS. CONTACT CLIFTON PRODUCTIONS FOR DETAILS. PHONE 1300 254 386

6.0 Insurance

Exhibitors please note:

- ✓ Neither EEA, the venue or any staff, employees, agents or other representatives of EEA or the venue shall be held accountable or liable for any damage, loss (including consequential loss), harm or injury to the supplier, employees, agents or other representatives of the supplier (howsoever caused) or for goods sent to the venue before or remaining after the exhibition, or whilst in transit to or from, or during the exhibition.

- ✓ Exhibitors should consult their own insurance companies and/or broker for proper coverage of their exhibits and display area.
- ✓ It is a requirement that exhibitors have appropriate insurance cover for their stand area, including public liability.
- ✓ If you have this cover please send a Certificate of Currency detailing the following:

CERTIFICATE OF CURRENCY

(On Insurance Broker's letterhead)

Details required:

Insured: ABC Company Pty Ltd *(the exhibitor)*
Type of Policy: Combined Public and Product Liability *(for example)*
Situation: Australia-wide or Worldwide *(for example)*
Sum Insured: **(minimum) \$10,000,000** *(e.g.: limit of indemnity)*
Period of Cover: 30/06/2009 until 30/06/2010 *(for example)*
Insurer: XYZ Insurance Company
Policy Number: XX-YY-123123
Signed: *Insurer's signature*