



EUROPE

●—○ **06-08** JUNE 2017 OLYMPIA. LONDON.

## CONTRACTOR MANUAL

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# EXHIBITION TIMETABLE

## Build dates & times

Saturday 3rd June	08.00 - 18.00	Space Only Stand Construction
Sunday 4th June	08.00 - 20.00	Space Only Stand Construction
Monday 5th June	08.00 - 22.00	Space Only & Shell Scheme Stand Dressing

\*\*\*\* The dates and times above can be changed at the discretion of the Infosecurity Europe Operations Team\*\*\*\*

## Open dates & times

Please note that exhibitors are permitted to access the halls from 8am on Show Open Days.

Tuesday 6th June	09.30 - 17.30
Wednesday 7th June	09.30 - 17.30
Thursday 8th June	09.30 - 16.00

## Breakdown dates & times

Trolleys and barrows are permitted on the exhibition floor once the hall is empty of visitors. We estimate that this will be 16.45 on Thursday 9th June.

Thursday 8th June	16.15 - 18.00	Removal of portable exhibits and displays
Thursday 8th June	17.00 - 22.00	General dismantling of standfitting
Friday 9th June	08.00 - 12.00	General dismantling of standfitting

\*\*\*\* The dates and times above can be changed at the discretion of the Infosecurity Europe Operations Team\*\*\*\*

## Important Information

- The dates and times above can be changed at the discretion of the Infosecurity Europe Operations Team.
- All shell scheme exhibitors should remove their displays before 18:00 on Thursday 8th June 2017 as dismantling of shell scheme stands will begin at this time.
- All exhibits, stand fitting waste etc must be removed by 12:00hrs on Friday 9th June 2017. Any waste or materials left for the Organisers disposal will be charged back to the exhibitor/contractor.
- All vehicles requiring access to site need to ensure they register their details through the Olympia Traffic Marshalling System.

## Olympia traffic procedure for Exhibitors, Contractors & Suppliers

This will go live Thursday 4th May 2017

All exhibitors and contractors who are bringing stand materials and product to Olympia and want to unload or load a vehicle onsite will need to book a time slot on the Olympia Traffic Marshalling system. Once you are registered on the system booking your space is a quick 3 step process that will ensure that when you come to site you are able to unload straight away without any delays.

Please note that failure to register your vehicle via this system is likely to result in delays and you may be turned away from site and asked to return during the next available delivery slot at that time.

To book your time slot please go to: **This will go live Thursday 4<sup>th</sup> May 2017**

Sign up to the Olympia's booking in system [www.olympia.co.uk/traffic](http://www.olympia.co.uk/traffic) select the show you want to book for and follow the instructions. It is a simple 3 step process.

Time slots will be allocated on a first come first served basis, however, shell scheme exhibitors will not be able to book until their stands are built

Time slots & unloading/loading time will vary based on availability and vehicle size as follows:- There is a time slot of 30 minutes for unloading of cars, 1 hour for vans and 1/2 tonne vehicles and 2 hours for large lorries. Once you have unloaded your vehicle you will need to remove it from the unloading space immediately.

You will require your VRN (registration plate) to complete the booking but this can be added (via a smart phone) on the day as you may not know this at the time of booking

The system will confirm via email your time slot, access gate and your vehicle pass that needs to be printed and displayed in the vehicle, once the VRN (registration plate) has been confirmed.

**If you are an official show supplier** (organiser appointed) you will still need to book in, highlight that you are a main contractor appointed by the organiser in the user type, this will be verified by the venue and approved.

Exhibitors can either book in their stand contractors, or simply email the link to the contractor for them to book their own space.

IT IS COMPULSORY THAT EVERYONE WHO REQUIRES VEHICLE ACCESS TO SITE DURING BUILD UP AND BREAKDOWN PRE-BOOKS THEIR DETAILS INTO THE TRAFFIC ONLINE SYSTEM. FAILURE TO DO THIS WILL RESULT IN DELAYS ONSITE. The only exception to this is courier vehicles such as DHL, TNT etc.

# DELIVERIES, STORAGE & LIFTING

This section contains information on how to get items delivered to Infosecurity Europe 2017, how you can store them (if you don't have enough room on your stand) and if you have any heavy items how you can get these delivered and moved around the exhibition.

## How to Deliver/Collect from Olympia

New traffic procedures and an online booking system will be introduced for Infosecurity 2017 details for which are being finalised. Details of the new system will be published in due course however if you have any specific queries please contact the Operations Team; [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk).

## Delivery Address

All deliveries to the show, must be addressed to:

Contact Name  
Company Name & Stand Number  
Infosecurity Europe 2017  
Olympia Exhibition Centre  
Hammersmith Road  
London  
W14 8UX

## Accessing the Venue

The Olympia vehicle booking system, Voyage will go live on Thursday 4th May.

All exhibitors and contractors who are bringing stand materials and product to Olympia and want to unload or load a vehicle onsite will need to book a time slot on the Olympia Traffic Marshalling system. Once you are registered on the system booking your space is a quick 3 step process that will ensure that when you come to site you are able to unload straight away without any delays.

Please note that failure to register your vehicle via this system is likely to result in delays and you may be turned away from site and asked to return during the next available delivery slot at that time.

Sign up to the Olympia booking in system [www.olympia.co.uk/traffic](http://www.olympia.co.uk/traffic) select the show you want to book for and follow the instructions. It is a simple 3 step process.

1) Time slots will be allocated on a first come first served basis, however, shell scheme exhibitors will not be able to book until their stands are built

2) Time slots & unloading/loading time will vary based on availability and vehicle size as follows:- There is a time slot of 30 minutes for unloading of cars, 1 hour for vans and 1/2 tonne vehicles and 2 hours for large lorries. Once you have unloaded your vehicle you will need to remove it from the unloading space immediately.

You will require your VRN (registration plate) to complete the booking but this can be added (via a smart phone) on the day as you may not know this at the time of booking

3) The system will confirm via email your time slot, access gate and your vehicle pass that needs to be printed and displayed in the vehicle, once the VRN (registration plate) has been confirmed.

**If you are an official show supplier** (organiser appointed) you will still need to book in, highlight that you are a main contractor appointed by the organiser in the user type, this will be verified by the venue and approved.

Exhibitors can either book in their stand contractors, or simply email the link to the contractor for them to book their own space.

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#### **Deliveries During Build-Up**

**Deliveries should not be sent to site until a representative of your company is present to sign for your delivery. The Organiser is unable to accept or sign for any deliveries on your behalf. No deliveries will be accepted before Saturday 3<sup>rd</sup> June 2017.**

For the most reliable, secure solution to ensure that your goods arrive safely and on time, we strongly recommend that you arrange shipping with the **Infosecurity Europe 2017 recommended logistics provider, Agility Fairs & Events**. They will ensure that your goods are picked up from anywhere in the world, delivered to the show, stored until you are ready to receive them, deliver them directly to your stand and make arrangements to return any goods safely.

Overseas and Non-EC Exhibitors should be aware of the custom procedures relating to duty and VAT payments. Agility Fairs & Events will prepare all paperwork on your behalf should you book their services. For further information please email [tmarchant@agility.com](mailto:tmarchant@agility.com)

From our experience, we find that build-up is a very busy period and many courier companies either refuse to deliver to a show during this time, arrive late or arrive onsite and find that they are unable to get a signature and therefore leave with your goods. For these reasons we recommend using Agility Fairs & Events as your goods will arrive onsite before you do and stored safely until you are ready to receive them. Please contact:-

Agility Fairs & Events  
Contact: Tim Marchant  
Tel: +44 (0) 121 780 2627  
Email: [tmarchant@agility.com](mailto:tmarchant@agility.com)

#### **Important Information**

**Should you decide to ship with another courier company and are not able to be present to sign for your goods, Agility Fairs & Events can accept receipt and sign for the goods on your behalf for a small fee. This will need to be booked in with Agility in advance of shipping to the venue to obtain courier receiving instructions.**

#### **Delivery of Items During the Exhibition**

If it is necessary for you to have a delivery during the show open period, please ensure that this is made 30 minutes before the show opens, [click here](#) to view opening hours. Trolleys are not allowed on the show floor once the show is open and therefore any deliveries will have to be hand carried. All deliveries must be made via the security office.

#### **Removal of Items During Breakdown**

You must not commence removing items until the show is closed and all visitors have departed. Trolleys will not be allowed on the show floor until after this time. If you have arranged transport services with Agility Fairs & Events they will deliver any boxes to your stand and collect your goods once they are packaged, labelled and ready to go.

You must not leave any goods unattended on your stand (e.g. Laptops, Plasma screens). If you have arranged for a courier to collect items, please ensure that you are on your stand to hand them over. The Organisers cannot be held responsible for any loss or damage to your goods.

All portable and valuable items must be removed as soon as possible after the exhibition, in any case by 18.00 on Thursday 8th June 2017. All materials, packaging and waste must be removed by 12.00 on Friday 9th June 2017. Any items left after this time will be treated as rubbish and you will be charged for the disposal.

### **Lifting**

Agility Fairs & Events are the official lifting contractor for the show. No other company may operate any lifting equipment inside the hall and around the perimeter of the venue. To order a forklift please contact Agility Fairs & Events, who will be happy to discuss your lifting requirements and provide you with a quote for their services. please contact Agility Fairs & Events.

Please note that no forklifts are permitted on the upper level of Olympia. For details on unloading please contact our official logistics contractor Agility to discuss your requirements.

### **Onsite Storage**

If you require storage on site, you need to contact, Agility Fairs & Events who have storage facilities available. If you need a place to store empty cartons, boxes, literature etc. please contact [Agility Fairs & Events](#), who will collect these from your stand, store them and deliver them back to you during breakdown.

No excess stock, literature or packing cases may be stored around or behind your stand.

Whilst every precaution is taken to ensure the safety and security of the storage areas, we cannot accept any responsibility whatsoever for any, loss or damage or any consequential losses which may befall on your property.

# STAND BUILD REGULATIONS

You will find below all the various stand build regulations for the space only stand that you have at Infosecurity Europe. Use the index of headings below to go to the particular section that you need.

You may also wish to refer to the [e-guide](#) for some further guidance.

## Accessing the Venue

All exhibitors and contractors who are bringing stand materials and product to site to Olympia and want to unload or load a vehicle on site will need to book a time slot on the Olympia Traffic Marshalling System. The date will be confirmed in due course when you will be able to book vehicles in to the system. Once you are registered on the system, booking your space is a quick 3 step process that will ensure that when you come to site you are able to unload straightaway and without any delays.

There is a time limit of 30 minutes for unloading for cars, 1 hour for vans and 1/2 tonne vehicles and 2 hours for large lorries. Once you have unloaded your vehicle you will need to remove it from the unloading space immediately.

IT IS COMPULSORY THAT EVERYONE WHO REQUIRES VEHICLE ACCESS TO SITE DURING BUILD UP AND BREAKDOWN PRE-BOOKS THEIR DETAILS INTO THE TRAFFIC ONLINE SYSTEM. FAILURE TO DO THIS WILL RESULT IN DELAYS ONSITE. The only exception to this is courier companies who are not required to book in to this system.

## Balloons

Helium Balloons (Blimps) & Toy Balloons are not permitted for use at Infosecurity Europe 2017.

## Build Height Restrictions

In certain parts of the venue there are additional build height restrictions. It is the exhibitor's responsibility to check if their stand is affected. Please contact the [Operations Team](#) for more information.

## Ceilings on Stands

Some stands are visible from the gallery edge so you must ensure that any store rooms, meeting areas, light soffits, fascia e.g any undressed stand build, is covered with a muslin ceiling and cables are kept tidy. This relates to all stands in the centre well area of the Grand Hall. If you are unsure whether this affects you then please contact the [Operations Team](#).

## Complex Structures

A complex structure is 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 provide significant risk. Structures over 4 metres in height, multi-storey stands, raised platforms and all suspended items are considered to be complex structures.

For all stands exceeding 4m in height, with 2 storeys, with a platform exceeding 600mm in height, or otherwise deemed to be complex structures, drawings must be submitted to the Operations team for onwards submission to the venue, local authority and our structural engineer by the deadline below:

### Deadline: Friday 21st April 2017

These drawings must show the form and dimension of every structural element with appropriate general arrangement plan, sections and elevations, including full details of stairways. All calculations of loading and strength must be in English, and all drawings must be to scale. A Method Statement and Risk Assessment are also required by law.

All complex structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed structural engineers.

PERMISSION TO ENTER THE EXHIBITION PREMISES AND COMMENCE CONSTRUCTION WILL NOT BE PERMITTED WITHOUT THE FULL APPROVAL OF THE STRUCTURAL ENGINEER.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with these regulations.

Please refer to the [Stand Plan Submission section](#) for details of how to send your stand plans to us.

### **Construction (Design and Management) Regulations 2015 Guidance Notes for Exhibitors and Contractors**

In preparation for Infosecurity Europe 2017 we would like to make you aware of a recent change in UK law that is now compulsory for all events in the UK.

In April 2015 the Construction (Design and Management) Regulations were revised and now apply to all 'construction' activities in the UK including all those at the event build up and break down periods of exhibitions.

The result of this is that you now need to be aware of and deliver your duties as laid out within the regulations. You will notice below the repeated use of the word "must", which means these are duties that have to be complied with under UK law and change in regulations.

There is compulsory documentation that you will have to produce for the management of your exhibition stand, these requirements are detailed below. The regulations are intended to provide a framework to help you ensure that your stand is constructed safely and help you understand your obligations.

The key principles to manage construction safely are:

- eliminate or control risks so far as is reasonably practicable
- ensure work is effectively planned
- appointing the right people and organisations at the right time
- making sure that everyone has the right information, instruction, training and supervision to carry out their work safely and without risks to health
- have systems in place to help parties cooperate and communicate with each other and coordinate their work
- consult workers with a view to securing effective health safety and welfare measures.

The organiser of the exhibition fulfils a number of duties under CDM regulations in operating the overall site. The Health and Safety Executive do also view each Space Only exhibition stand to also be a separate CDM site within the larger site that the organiser operates. Each exhibitor and their contractor therefore have direct responsibilities under CDM regulations.

#### **What are the responsibilities of an Exhibitor under CDM?**

Exhibitors must ensure that their participation at an event is carried out safely. The Construction, Design & Management (CDM) Regulations do not replace any existing law but are intended to provide a framework to help you ensure that your stand is constructed safely and help you understand your obligations.

#### **Shell Scheme Exhibitors:**

CDM will only apply to you if you intend to carry out any construction within your shell scheme stand (i.e. build within your shell scheme). Stand dressing, posters, placing display cases, freestanding furniture etc. do not constitute construction. If you are undertaking construction within your shell scheme stand you will need to follow the guidance below for Space Only stands.

#### **Space Only Exhibitors:**

Under CDM you are defined as the '**Client**' and your duties/responsibilities are:



- a. Make arrangements for managing a project. You do not need a specialised CDM co-ordinator. You do need to ensure that someone is named as responsible for ensuring all of the required roles are fulfilled. The majority of your responsibilities can be delegated to your space only stand builder (contractor), marketing agency or designer if you use one.
- b. Ensure construction work is carried out safely and that welfare requirements are complied with. This can usually be delegated to your Stand Builder or agency.
- c. Ensure a **Construction & Dismantle Phase Plan** is drawn up. The responsibility here is to ensure that there is one. Your Designer/Contractor (Principal Contractor) will do this for you and will run alongside existing Risk Assessments and Method Statements that they should be doing as part of their obligations under other legislation.
- d. Notify the project if above threshold. You will be required to [notify the HSE](#) if the construction phase exceeds 500 person days. So for example if you had a very large stand that needed in excess of one hundred workers on it daily for a five day build up then the build of the stand would need to be notified to the HSE as a separate project.

Appoint a Principal Designer, Principal Contractor & Contractors:

- a. The **Principal Designer** would be the person or company who is in control of the 'designs' of your stand.
- b. The **Principal Contractor** would be the person or company who is in control of the 'build' of your stand. The Principal designer and Principal contractor could be the same company.
- c. The role of **Contractor** is often provided by the same company who fulfil the Principle Contractor role. However, should the Principal Contractor employ a third party or other sub-contractors to actually deliver on-site, the third party or sub-contractor would take this responsibility on.
- d. The above roles may be carried out within your own business, by one external party or by two separate parties. They can also be carried out by the same person - the important thing to remember here is that you appoint parties to fulfil the below elements and the parties you appoint are competent, understand their responsibilities and liaise with each other.

The Principal Designer must:

- Ensure that all planning and design, pre-construction, is carried out in compliance with the law.
- Ensure that risks are identified, eliminated and controlled at the design stage.
- Ensure that a Construction Phase plan is drawn up and a Health & Safety file is prepared and revised where necessary.
- Ensure that pre-construction information is provided to contractors.

The **Principal Contractor** must:

- Plan, manage and co-ordinate the construction phase (build-up & breakdown).
- Ensure work is carried out without risks to Health & Safety.
- Draw up a Construction Phase plan
- Draw up site rules for the stand area (these will often mirror the Event's rules, but should not be limited to this), ensure suitable inductions and welfare facilities.
- Restrict access to your site as and when required by the work being carried out at the time.

The **Contractor** must:

- Plan, manage and monitor the way construction work is carried out. This includes ensuring it is safe to construct and remove within an event environment.
- Plan construction in such a way that it has little or no impact on the neighbouring constructions or contractors.
- Provide information, instruction and training.
- Liaise and comply onsite with event Operations team (Floor Management).

### **What are the responsibilities of the stand designer & builder?**

Stand Designers and Stand Builders need to ensure that their participation at an event is

carried out safely. **Each Space Only exhibition stand will be classed as a separate CDM site** within the larger CDM site of the event itself. Under the Construction, Design & Management (CDM) Regulations the roles fulfilled are as outlined below and the key duties/responsibilities are:

- a. Under CDM, your role is defined as that of the **Principle Designer** and/or **Principle Contractor**.
- b. Both of these roles require the Stand Builder to ensure that the CDM "Client" - ie the exhibitor - is aware of their own duties within CDM, which are effectively to provide resources to the project, appoint the other CDM roles, manage their coordination and ensure that these other organisations fulfil their duties such as producing a Construction Phase Plan, Risk Assessment and Method Statement and providing welfare.
- c. In exceptional circumstances, where a stand build exceeds 500 person days, the Client will need to notify HSE. So for example if you had a very large stand that needed in excess of one hundred workers on it daily for a five day build up then the build of the stand would need to be notified to the HSE as a separate project.
- d. As well as educating the exhibitor, as a **Principal Designer** a Stand Builder will be responsible for controlling the pre-construction information, design and planning phase of the project. They will be responsible for using and communicating exhibitor, organiser and venue provided information. They will also be responsible for coordinating in-house and external technical designers including a structural engineer where relevant, designing out fabrication and assembly risk before production starts, assembling a Health and Safety file and Principal Contractor liaison (if not taking this role on themselves).
- e. As **Principal Contractor**, the Stand Builder will then manage and monitor the construction and de-rig safely, documenting their approach in a **Construction & Dismantle Phase Plan**. They will coordinate and manage freelancers and subcontractors (identified simply as 'Contractors' under CDM), undertake an induction talk and provide relevant health and safety information, instruction, training and supervision to all personnel, including emergency and first aid arrangements. Stand Builders should also undertake due diligence on their own suppliers and also on those suppliers appointed by a venue or an organiser where required.

#### **What is the Construction & Dismantle Phase Plan?**

The Construction & Dismantle Phase Plan is a simple plan that needs to be documented and communicated before the construction work starts. Essentially it needs to demonstrate that you have thought about health and safety involved with the construction (and de-construction) of your stand.

A **Construction & Dismantle Phase Plan** (CDPP) is compulsory for all space only stands and other stands where construction activities occur. It requires you to consider and document the following:

- Who are the duty holders? (particularly Principal Contractor)
- What training/experience do they have?
- What do they need?
- How will they be monitoring progress & safety?
- How will site rules, changes of information, Construction Phase Plan, Method Statement, Risk Assessment, Accidents & Incidents be communicated?
- What consultation process is in place with your contractors?
- Who is responsible for what?
- What are the site rules?
- What are your Welfare Arrangements?
- What are the main dangers in your construction process and what controls are in place?

A template for a **Construction & Dismantle Phase Plan** can be downloaded from the exhibitor manual or stand check system. Please do note though that the style with which you provide the plan is not mandated by this template and you may submit the document

in your own format.

We require your **Construction & Dismantle Phase Plan** to be submitted as part of your stand design submission. Permission to commence build will not be issued until this plan is received. Please submit your plan using our [Stand Check System](#).

**Other key requirements to be aware of:**

Welfare Arrangements:

The majority of welfare provisions required through CDM are already in place at the venue. These requirements include:

- Access to toilets.
- Access to seating.
- Access to drinking water.
- Access to a retail food outlet or alternative source of food.

Over and above that, you should ensure that the welfare of the team carrying out the construction is planned for, please consider:

- Working hours
- Equipment required.
- What Protective equipment (PPE) is required?

Vehicles and Pedestrian routes:

It is difficult to completely separate vehicle and pedestrian routes during an event build-up and breakdown. Please be clear with any staff that you are bringing on site that care should be taken at all times. If your teams are operating in loading areas they should be aware of the movement of traffic and should wear hi-visibility clothing as a minimum. Where you are able to drive a vehicle within the event perimeter your driver should be made aware that pedestrians have right of way at all times and there will be speed restrictions in place.

This guidance and supporting documents should be viewed as a summary for meeting minimum requirements and should at all times be used in conjunction with Health and Safety at Work Act, the [HSE's official L153 guidance](#) on CDM2015, and the HSE's exhibition specific guidance on CDM2015 (to be published in the near future).

If you have any queries please do not hesitate to contact the [Operations team](#) and thank you for taking the time to read this important information.

**Demonstrations & Seated Audiences**

Any presentation/demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand and clearly shown on stand drawings. If it causes obstruction within the gangway and/or nuisance to any other Exhibitor, we reserve the right to cancel the presentation/demonstration or restrict the frequency.

Audio Visual presentations/demonstrations must not exceed a 'reasonable volume'. If any presentation/demonstration causes obstructions in the gangways, and/or exceeds 'reasonable volume' causing a nuisance to neighbouring stands, we reserve the right to restrict the number of or cancel such presentation/demonstration.

If you are having presentation/demonstration on your stand please complete the stand presentation permission form which is available within the exhibitor manual contained within the online portal.

**Dividing Walls**

On divided sites, **you are responsible for erecting and decorating side and back walls facing onto your stand areas** to a height of 2.5m. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.4m upwards by the Exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in

a neutral plain colour only, with **no company branding**. The minimum height for dividing walls is 2.5m. The maximum height for dividing walls of single-storey stands is 4m

### **Double Deck Stands**

Written application for permission to design stands of 2 storeys must be made directly to the organisers by **Friday 21st April 2017**. Such stands may be built to a maximum height of 6m (including any name sign or trade mark).

In the interests of the exhibition as a whole we reserve the right to determine the position of any 2-storey structure within a stand. The upper area on double desks should only be 50% of the overall stand space. If you would like to exceed this please send through initial designs to the Operations Team for this to be agreed.

### **Staircases**

When designing a double deck stand, please ensure that staircases are designed and built to comply with the following regulations:

- a) A level landing must be provided at the top and bottom of each flight.
- b) Landings shall have a minimum, unobstructed length of 1.2m
- c) Flights shall have a minimum, unobstructed width of 1.1m
- d) Doors shall not swing across landings.
- e) Flights between landings shall contain no more than 12 risers where the treads are less than 350mm and no more than 18 risers where the treads are 350mm or greater.
- f) The tread and riser of each step must be consistent throughout a flight.
- g) The rise of each step must be between 150mm and 170mm.
- h) The tread of each step must be between 280mm and 425mm.
- i) Risers must not be open.
- j) All nosings must be made apparent by means of a permanently contracting material 55mm wide on both the tread and the riser
- k) The projection of a step nosing over a tread below should be avoided, but if necessary it must not exceed 25mm.
- l) A continuous handrail must be provided on each side of flights and landings.
- m) A single staircase shall not exceed 1.8 metres in width.
- n) Where a staircase is divided into more than one channel, no single channel shall be less than 1 metre wide and an additional handrail must be provided between channels.
- o) Spiral staircases are only permitted for exhibiting staff use and not for members of the public.
- p) Helical stairs are permitted where they comply with this guidance and their use is approved by the venue.
- q) Cupboards formed beneath the staircase shall be lined throughout with non-combustible material.
- r) Where the means of access to trailers, boats, caravans and other similar exhibits is manufactured as an integral part of the product, it may not comply with the above regulations. In such a case an appropriate risk assessment is required. As a minimum, it must comply with the following:-

•The headroom must be a minimum of 2m

•The width may not be less than 450mm and must be at least equal to the width of the entrance to the exhibit

•The risers must not exceed 170mm in height

•Each tread must be a minimum of 280mm in depth

•The width of landings at top and bottom must be equal to the width of the steps

•Handrails must be provided

- s) Exits - in ideal circumstances there will be a minimum of two separate staircases leading from any floor above the ground level. However in the following situation, a single

staircase is acceptable:

- ◆ No more than 60 people will occupy the level served by the staircase at any one time (public, performers and staff inclusive)
- ◆ No part of the upper storey of a stand is more than 20 metres away from the gangway. This should be reduced to 15 metres where alcohol is being served on the upper deck.

## **Handrails**

- a) The vertical height to the top of the upper handrail from the pitch line of the surface of a ramp, flight of steps or landing must be between 900mm and 1000mm.
- b) Handrails shall be continuous across flights and landings of ramped and stepped access.
- c) Handrails shall extend at least 300mm beyond the top and bottom riser of any steps.
- d) Handrails shall contrast visually with the background against which they are seen, without being highly reflective.
- e) The surface of handrails shall be slip resistant.
- f) Handrails shall be terminated in a way that reduces the risk of clothing being caught.
- g) The profile of handrails shall be either circular, with a diameter of between 40 and 45mm, or oval, preferably with a width of 50mm.
- h) The clearance between the handrail and any wall shall be between 60 and 75mm.
- i) Double-width staircases shall have a central handrail.
- j) The clearance between a cranked support and the underside of the handrail shall be at least 50mm.
- k) Handrails shall be non-climbable, i.e. with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals

## **Barriers (Balustrades)**

Barriers shall be provided to protect exposed edges of staircases, landings, balconies, galleries and other changes of level. They shall:

- a) Provide guarding to all exposed edges of stairs and ramps at a height of 900mm above the pitch line and to landings and balconies at a height of 1.1m.
- b) Be capable of resisting the forces set out in BS 6399-1.
- c) Be non-climbable, i.e., with solid infills or vertical guard rails a maximum of 100mm apart

The occupancy of the upper deck is calculated according to the use of the area. For example, if the upper deck has tables and chairs (e.g conference, sales area, bar or restaurant), the occupancy can be no more than 1 person per sqm.

For full details please email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk)

## **Early/Late Working**

If you have appointed a stand contractor to build your stand, you must be assured that the design of the stand is such that it can be built within the exhibition timetable.

Early or late working outside of the published timetable may be permitted at the Organisers discretion and will be subject to a £200+Vat per hour charge

## **Electrical Installations**

Exhibitors and contractors must comply with The Electricity at Work Regulations, the IEE Wiring Regulations, the EVA Electrical Regulations and the venue's electrical regulations.

All work must be carried out by competent and qualified electricians and all temporary installations must be protected by an RCD and inspected before power is supplied to the stand. All electrical installations should be carried out by the official contractor. During the build up and breakdown power must only be taken from the temporary supplies provided by the official electrical contractor and not from cleaners' sockets or other hall sockets. Please contact the Electrical Contractor to arrange a temporary power supply. Power will be switched

off 1/2 hour following show close on each day, particularly on the last day of show as power will not be re-connected after this time.

There should be sufficient correctly installed and rated power sockets to preclude the use of extension leads and long trailing flexes. If essential, extension leads must be correctly fused and limited to one per socket. Multi-sockets must not be used.

## **IMPORTANT CHANGES THAT AFFECT EVERY STAND AT UK EXHIBITIONS**

The regulations for temporary electrical installations in the UK have changed. This change affects your stand so please read the summary below.

Every electrical circuit in a temporary installation (such as at an exhibition) now requires additional safety testing when it is installed. This is a change that affects the whole UK and is not specific to the exhibition industry, our show or venue.

This is a significant change and the UK exhibition associations have worked together to create a new process for this testing that minimises the impact and cost on our exhibitors. The costs are solely to cover the labour involved in the testing. These changes are described below:

### **Shell Scheme Exhibitors**

Shell scheme installations are relatively simple, are installed by the official electrical contractor but there are a lot of them. Therefore we have been able to minimise the costs of testing any one installation. When shell scheme exhibitors orders any additional electrical item from the order form they will automatically be charged a one off flat fee of £15+VAT to test their stand. This contributes towards the cost of the testing, the official electrical contractor will do the test and there is nothing else the exhibitor needs to do.

### **Space Only Exhibitors who use the official electrical contractor to install their electrics**

Most exhibitors building their own stand use the official electrical contractor to do the electrical installation for them. When the official electrical contractor quotes for the installation they will also automatically include the cost of the additional testing. This cost will vary depending on the complexity of the installation but it will be no more than £150+VAT.

### **Space Only Exhibitors who buy the mains only and use their own electricians to install their circuits.**

A few large exhibitors buy only the mains supply from the official electrical contractor and their own stand builder's electricians do the installation. When they order this 'mains only' supply the official electrical contractor already do some checks and approve them as being competent to do their own installation. This process will now be more rigorous and the stand builder's electrician will now need to be approved as competent to install and test their own installation. If the stand builder's electrician cannot or does not want to do their own testing then the official electrical contractor can quote for that work.

**PLEASE NOTE:** Some electrics on stands are designed as 'plug and play' this means that often the stand builder's electrician who comes onsite is not a qualified electrician as they are only plugging items together. However these electrics now need to be tested once they are all plugged together. If you have qualified electricians on your stand they will be able to do this testing themselves and there will be no additional cost to you. However, if your electricians are not qualified then you will need to ask your stand builder to bring someone who is qualified or get a quote for the testing from the official electrical contractor.

For more information please [click here](#) to access the e-guide.

Where your stand is located in the halls will determine if the electricity will come from the floor, from the pillars and also from above your stand. For more information please contact the [Operations Team](#).

### **Enclosed Stands**

The inclusion of large enclosed areas within a stand will only be permitted with the organisers' prior written consent. Please contact the [Operations Team](#).

### **Exhibition Timetable**

Please refer to the timetable for the [build-up and breakdown schedule](#).

The design of your stand must be such that it can be erected and dismantled within the published build up and breakdown timetable

### **Equality Act**

It is the exhibitors responsibility to remove all barriers to service and comply with the Equality Act. Where there is a platform on a stand a reasonable adjustment is to incorporate a ramp into the platform on the stand. If this is not possible then a signed point should be created where disabled people can be served off the platform at ground level. The stand needs to be accessible to all. Please note the following when designing your stand:

- Ensure that your stand incorporates enough space. The Equality Act requires 1.2 metres aisle width - though only 750mm for an internal door - suggesting that 750mm would be enough
- The gradient of any ramp should be no greater than 1:12
- If a stand is a double-decker, then it is probably not practical to offer lifts. Therefore please ensure that any services - such as refreshments can be brought downstairs on a tray for those that need it
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people

### **Fire and Safety Regulations**

All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities. Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

### **Timber Used In Stand Construction & Displays**

All timber under 1 inch (25mm) thick must be impregnated (pressure process) to BS476 PART 7 CLASS 1 Standard. Boards, plywood, chipboard etc must be treated in the same way if they are under 18mm thick. Timber over 1 inch thick need not be treated & M.D.F. is acceptable in most cases. Treated boards will have BS 476 - PART 7 - CLASS 1 marked on them.

### **Plastics / Stand Dressing**

All plastics must conform to BS 476 - PART 7 - CLASS 1 Fire Regulations. Lexan and Macralon are acceptable. **PERSPEX must not be used** .

Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Silk type flowers are acceptable providing they have been fireproofed to BS 476 PART 7 and are marked as such. Plastic security night-sheets must also conform to the above standard.

### **Fabrics Used In Displays**

Textile fabrics used for interior display purposes on the stand must be FLAMEPROOFED or purchased already treated by use of approved chemicals, in accordance with BS 5438 & BS 5852. Certain fabrics need not be proofed ,ie, wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (not draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings.

### **Paints**

Cellulose paints are flammable and must not be used for stand dressing. Water based paints must be used.

## **Flooring**

**The exhibition floor is NOT carpeted and therefore Space Only Stands are permitted to lay carpet directly on to the venue's concrete floor.**

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways.

No structural element may be attached to the floor of the exhibition premises without the written consent of the venue. Carpet may only be fixed to the venue floor with approved carpet tape.

All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

## **Floor Loading Restrictions**

Floor loadings vary throughout the hall and these must not be exceeded. The loading restrictions are as follows:-

Grand Hall Ground Floor 3.2 tonnes per sqm

Grand Hall Gallery Level 1410kg per sqm

West Hall Ground Floor 3.2 tonnes per sqm

West Hall Gallery Level 1 730kg per sqm

If you are exhibiting any items over this limit please inform the [Operations Team](#) as soon as possible

## **Gangways and Emergency Exits**

The gangways at Infosecurity Europe 2017 are the minimum permissible by law. **Under no circumstances will exhibits be allowed to encroach into gangways.** Please keep your exhibits inside your stands at all times.

Doors and gates forming part of an escape shall be provided with a vision panel of clear glazing at sight level and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or other escape route. Such doors shall be free from fastenings other than panic bolts in accordance with BS EN 1125.

Bridging and carpeting over gangways is not permitted

## **Height Limit**

The overall height of standfitting for single-storey stands including cladding of columns is 4m from the floor level. Requests to exceed this height will only be considered provided that they are submitted to us in writing and accompanied by full technical drawings and structural calculations by **21st April 2017**. Any construction over 4m is classified as a complex stand.

For those areas which are not structurally limited to a lower height, a restriction of 6m is imposed by the organisers.

## **PLEASE NOTE:**

There are further restrictions in some areas because of the ceiling heights, heating and ventilation systems, and being under the gallery level. There are several stands on the ground floor that include Pillars (Supporting columns for gallery level) and some stands height restrictions are limited due to their location on the floor.

Please contact [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) for approval of your particular site or to check the height limit for your stand. It is also recommended that you carry out a site visit.

## **Lifting and Logistics**

The official Lifting and Logistics contractor, [Agility Fairs & Events](#), will be the only company permitted to operate forklift trucks and cranes in the halls.

The use of vehicle mounted "HIAB" type cranes and self-drive lifting equipment and de-mountable forklift trucks will not be permitted within the halls or offloading areas.



[Agility Fair & Events](#) will be happy to provide you with advice and a quotation for your requirements. Exhibitors planning to transport their goods through an international courier are recommended to use the services of [Agility Fair & Events](#) who have special facilities in place for the event.

Please also note that no forklifts are permitted on the upper level of Olympia. For details on unloading please contact our official logistics contractor [Agility Fairs & Events](#) to discuss your requirements

#### **Liquified Petroleum Gases (LPG)**

All non-mains Flammable Gas including Compressed Gas & LPG (Propane, Butane, etc) is prohibited on the premises at all times unless the venue is satisfied that exceptional circumstances apply and its prior consent is obtained.

#### **Maintenance**

**Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.**

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the organisers by 14.00 on the same day. A late working fee may apply.

#### **Mobile Exhibition Units/Trailers**

Mobile Exhibition units, caravans or similar vehicles are not permitted without our prior written consent from the organisers.

#### **Organisers Right to Change Stands and Floorplan Layout**

In the interests of the Exhibition as a whole, it may be necessary to remove or alter anything forming part of any stand at the expense of the Exhibitor concerned.

The exhibition floorplan is subject to change at the discretion of the organisers. Please contact the organisers to obtain the latest version of the exhibition floorplan.

#### **Pillars on Stands**

Electrical power to the show is supplied via a combination of under floor ducting, pillars and overhead feeds.

If you have a pillar within your stand, you will receive an email from the Operations Team explaining the effect that this may have on your stand design as access is required at all times to the electrical boards located on the pillars. If you have concerns please do not hesitate to contact the Operations Team on [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) or call +44 (0) 208910 7142.

The Organisers will take care to indicate the exact dimensions of such elements (i.e pillars) as accurately as possible on the plans submitted to the Exhibitors. The organisers cannot be held responsible for any slight differences, which may exist between the dimensions indicated and the real dimensions of the site

#### **Pop-ups**

Pop-up stands may not be used to form dividing walls on space only sites. If you are considering a Pop-up stand display, a Shell Scheme Stand must be purchased or dividing walls constructed. For further information, please contact the [Sales Team](#)

#### **Removal of Onsite Waste**

All stand fitting material and waste is required to be removed from the venue or the removal of waste booked through FVS the appointed cleaning company please use the form in the checklist to book the removal of your waste or contact them for more information.

This year there will be a strict charging policy for any waste left by contractors/exhibitor during

build up and/or breakdown. It is the responsibility of the contractor/exhibitor to ensure all waste is removed from the exhibition hall.

### **Rigging**

Rigging of branded items i.e banners, lighting truss or truss is **no longer** permitted at Infosecurity Europe.

The only rigging permitted is structural support for stand fitting. However in many parts of the venue rigging will not be available. For more details please contact the [Operations Team](#).

Please note that the maximum height for stand fitting is 6m however please note that there are varying height restrictions throughout the hall.

All structural support rigging has to be agreed by the [Operations Team](#).

There are sponsorship opportunities for banners available. If you are interested in taking banner space please contact the [sales team](#).

For health and safety reasons, Outback Rigging are the sole riggers allowed to attach to the fabric of the building.

Please contact:

Outback Rigging Ltd

Rob Fitzgerald

Tel: 020 8993 0066

Email: [rob@outbackrigging.com](mailto:rob@outbackrigging.com)

### **Risk Assessment & Method Statement**

All contractors/exhibitors are required to submit a full risk assessment for the design, construction and arrangement of their stand. This risk assessment is to be submitted along with stand plans.

If you require help with producing a Risk Assessment, please [click here](#) to download "An Exhibitors Guide to Health and Safety & How to do a Risk Assessment"

If you require help in producing a Method Statement, please email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) requesting a template for a method statement

### **Signage & Graphics**

Signage and graphics are not permitted to overlook other stands where there is a dividing wall or to overhang gangways.

Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia which, in our opinion, is causing a nuisance to any other Exhibitor.

### **Stand Number Panel**

Please ensure that this is indicated on your stand plans where the stand number panels will be located. This is to aid visitor navigation around the show.

### **Stand Plan Submission**

If you have booked a space only stand at Infosecurity Europe 2017 then you are required to submit stand plans showing dimensions and height, visuals, risk assessment and method statement to us by **Friday 21st April 2017**. In order to help our exhibitors and contractors Infosecurity Europe and Reed Exhibitions have set up a new online system for the submission and management of stand plans.

This new system is an online tool which you and your contractor can access to upload stand plans, stand visuals, risk assessment and method statements. you are also able to obtain important show related information and see the status of your stand plan submission. When we initially set up the system the main contact that booked the stand will be assigned to the system. If another colleague or contractor needs to access the system to manage the stand then you can either add them yourselves within the system under the contact tab or alternatively email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) with their contact details (full name, company, email address & contact telephone number) and we will add them into the system.

Please [click here](#) for a guide to how to use the online Stand Check System.

You are also able to upload files by replying to any emails received from [reedexhibitions@standplans.co.uk](mailto:reedexhibitions@standplans.co.uk).

Please [click here](#) to set up your account and create a password. This is only valid for the main contact (i.e who booked the stand). If you are the main contact then please use your email address for the username. Please click on Forgotten Password under the login details which will enable you to create a password for your account. Please note that this is a unique password to you. This link will only work for the main contact.

**IMPORTANT If you are not in our system as the main contact (i.e who booked the stand) then you will either have to request that the main contact adds you against the stand through the Contacts Tab within the system or alternatively email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) with your contact details (full name, company, email address & contact telephone number) and we will add you into the system.**

Also if you have a stand contractor who is managing your stand build then please ensure once you have logged into the system you add them as primary contact under the contact section. This will then send a link directly to them to access the onlin stand check system and they can therefore manage the upload of information to us. Alternatively you can also email their details to us to [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk) and we can add them into the system.

**Stand Space and Exhibitors Responsibility**

Exhibitors are responsible for their own stand design and construction. Pop-up stands may not be used to form dividing walls on space only sites. If you are considering a Pop-up stand display, a Shell Scheme Stand must be purchased or dividing walls constructed. For further information, please contact the [Sales Team](#).

All stand plans must be submitted for approval by **Friday 21st April 2017**. For details of where to send them to, please see Stand Plan Submission section.

It is your responsibility to examine the area and site allotted to you in order to avoid costly adjustments to stand structures. Where possible the organisers will provide on request detailed stand plots indicating the position of any pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the Exhibition. If you require a stand plot, please email the [Operations Team](#).

Standfitting regulations contained within this section must be observed by you when planning your stand design and layout.

In order to achieve a smooth run up to the Exhibition, all exhibitors should provide us with details of their selected contractors. This will enable us to supply them with any additional information they may require.

We will be pleased to offer advice and guidance where required

### **Staircases**

When designing a double deck stand, please ensure that staircases are designed and built to comply with the following regulations:

- a) A level landing must be provided at the top and bottom of each flight.
- b) Landings shall have a minimum, unobstructed length of 1.2m

- c) Flights shall have a minimum, unobstructed width of 1.1m
- d) Doors shall not swing across landings.
- e) Flights between landings shall contain no more than 12 risers where the treads are less than 350mm and no more than 18 risers where the treads are 350mm or greater.
- f) The tread and riser of each step must be consistent throughout a flight.
- g) The rise of each step must be between 150mm and 170mm.
- h) The tread of each step must be between 280mm and 425mm.
- i) Risers must not be open.
- j) All nosings must be made apparent by means of a permanently contracting material 55mm wide on both the tread and the riser
- k) The projection of a step nosing over a tread below should be avoided, but if necessary it must not exceed 25mm.
- l) A continuous handrail must be provided on each side of flights and landings.
- m) A single staircase shall not exceed 1.8 metres in width.
- n) Where a staircase is divided into more than one channel, no single channel shall be less than 1 metre wide and an additional handrail must be provided between channels.
- o) Spiral staircases are only permitted for exhibiting staff use and not for members of the public.
- p) Helical stairs are permitted where they comply with this guidance and their use is approved by the venue.
- q) Cupboards formed beneath the staircase shall be lined throughout with non-combustible material.
- r) Where the means of access to trailers, boats, caravans and other similar exhibits is manufactured as an integral part of the product, it may not comply with the above regulations. In such a case an appropriate risk assessment is required. As a minimum, it must comply with the following:-
  - The headroom must be a minimum of 2m.
  - The width may not be less than 450mm and must be at least equal to the width of the entrance to the exhibit
  - The risers must not exceed 170mm in height
  - Each tread must be a minimum of 280mm in depth
  - The width of landings at top and bottom must be equal to the width of the steps
  - Handrails must be provided
- s) Exits - in ideal circumstances there will be a minimum of two separate staircases leading from any floor above the ground level. However in the following situation, a single staircase is acceptable:
  - No more than 60 people will occupy the level served by the staircase at any one time (public, performers and staff inclusive)
  - No part of the upper storey of the upper storey of a stand is more than 20 metres away from the gangway. This should be reduced to 15 metres where alcohol is being served on the upper deck.

### **Handrails**

- a) The vertical height to the top of the upper handrail from the pitch line of the surface of a ramp, flight of steps or landing must be between 900mm and 1000mm.
- b) Handrails shall be continuous across flights and landings of ramped and stepped access.
- c) Handrails shall extend at least 300mm beyond the top and bottom riser of any steps.
- d) Handrails shall contrast visually with the background against which they are seen, without being highly reflective.
- e) The surface of handrails shall be slip resistant.
- f) Handrails shall be terminated in a way that reduces the risk of clothing being caught.
- g) The profile of handrails shall be either circular, with a diameter of between 40 and 45mm, or oval, preferably with a width of 50mm.
- h) The clearance between the handrail and any wall shall be between 60 and 75mm.
- i) Double-width staircases shall have a central handrail.
- j) The clearance between a cranked support and the underside of the handrail shall be at least 50mm.

- k) Handrails shall be non-climbable, i.e. with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals

### **Barriers (Balustrades)**

Barriers shall be provided to protect exposed edges of staircases, landings, balconies, galleries and other changes of level. They shall:

- a) Provide guarding to all exposed edges of stairs and ramps at a height of 900mm above the pitch line and to landings and balconies at a height of 1.1m.
- b) Be capable of resisting the forces set out in BS 6399-1.
- c) Be non-climbable, i.e., with solid infills or vertical guard rails a maximum of 100mm apart

The occupancy of the upper deck is calculated according to the use of the area. For example, if the upper deck has tables and chairs (e.g conference, sales area, bar or restaurant), the occupancy can be no more than 1 person per sqm.

For full details please email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk)

### **Storage**

No excess stock, literature or packing cases may be stored around or behind your stand. If you need help with storing freight cases or large quantities of packing materials, please contact the official Freight and Storage contractor, Agility Fair & Events, details of which can be found within the [Deliveries, Storage & Lifting](#) section of this manual.

### **Store Rooms on Stands**

Doors should not open in to the gangway. Doors that leads into enclosed areas must also contain a vision panel of clear glazing.

Also for stands that are positioned in the centre well area of the Grand Hall you will need to ensure that any store room ceilings are covered with a muslin ceiling. If you are unsure whether this affects your stand then please contact the [Operations Team](#).

### **Venue and Local Authority Regulations**

All work must be carried out in compliance with the regulations of the Venue and Local Authority.

If an exhibitor erects a stand which does not conform fully and in all respects to the requirements of the organiser, Venue and Local Authorities, the organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitor's expense to ensure conformity. Local Authority decisions are final.

### **Walling in Open Sides**

Long runs of walling along open perimeters of stands are not permitted. Just 1/3 of any open side is permitted to be a solid wall. Where long runs of walling are present along open sides they must be relieved by display items. Any walling exceeding 1/3 of any open side should be set back 0.5m from the open perimeter of the site.

### **Water & Waste**

In some areas within Olympia it will not be possible to have water and waste. Please contact the [Operations Team](#) for more information.

### **Water Features**

In some areas within Olympia it will not be possible to have water and waste. Please [click here](#) to contact the Operations Team for more information.

The filling and draining of water features and exhibits must be carried out by the venue's official contractor for piped services. Fire hoses must not be used for this purpose. Under no circumstances may water be discharged onto the floors, into ducts or any other unauthorised part of the premises, as serious damage may be caused to the electrical mains and services.

The approved code of practice "Legionnaires Disease: The Control of Legionella Bacteria in Water Systems" must be complied with.

Written permission must be obtained from the Organisers/Venue for the use of water in any stand display or exhibit and must be subject of a separate Risk Assessment detailing how the risk is controlled through water treatment and testing.

### **Work Equipment & Tools**

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Power tools are to take power from 110v centre tapped earths provided and not from cleaners sockets which are 240v. Those using mains powered tools must ensure that cables are not trailed across aisles.

All portable electrical equipment must be subject to a suitable portable equipment testing regime.

### **Working at Height**

Exhibitors and contractors should familiarise themselves with and adhere to the new Working at Height Regulations 2005. A simple rule of thumb would be:-

- Avoid working at height wherever possible.
- Use work equipment or other measures to prevent falls where this cannot be avoided and
- if working at height cannot be avoided, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

Any work at height should:-

- Be properly planned and organised
- Take account of weather conditions that could endanger health & safety
- Be undertaken by staff who are trained and competent
- Carried out in an area that is safe - Utilise equipment that has been appropriately inspected
- Ensure that fragile surfaces and falling objects are properly controlled.

**General Regulations** All working platforms are to have a guardrail, mid rail and toe board. Tools are to be kept on lanyards so far as is reasonably practicable.

- Static and mobile platforms must be fit for purpose (see working platforms)
- Separate risk assessments are required for working on a live edge (before rails are in place). In such cases fall arrest equipment must always be used
- Operatives working at height other than on static working platform designed for that purpose (e.g scaffold) must be clipped on
- Operatives working at height must have suitable head protection e.g bump caps
- Ground access to the areas in the vicinity must be controlled to prevent persons accidentally walking directly under high works.
- Ground workers in the vicinity must not work directly under high works and wear suitable head protection e.g hard hats.
- Ladders must be footed or tied off and used in accordance with construction (Health, Safety & Welfare Regulations
- Use of domestic ladders is strictly forbidden.

### **Working Platforms**

All Mobile Elevated Work Platforms (MEWPS) must comply with LOLER and have had a thorough inspection (TI) in the previous 6 months.

Motorised platforms are to have a guardrail, mid rail and toe board. Mobile access towers must be correctly constructed.

Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors).

Mobile access towers may not be moved whilst in use and wheels must be locked.

Ladders must be footed or tied off and used in accordance with Construction (Health Safety and Welfare) Regs. The use of domestic ladders and steps is strictly forbidden.

All of the above are a summarised guide. For full details on any particular aspect you must seek professional advice for instance look at the [HSE website](#) or feel free to seek advice from the [Operations Team](#).

# VENUE & GENERAL INFORMATION

## **Olympia Exhibition Centre**

Infosecurity Europe 2017 will be held at Olympia in Grand & West Halls. The full contact details are:

Olympia Exhibition Centre  
Hammersmith Road  
London  
W14 8UX

Phone: +44 (0) 207 385 1200

Website: [www.olympia.co.uk](http://www.olympia.co.uk)

**The Infosecurity Europe Organiser's Office** will be open from 08.00 on Saturday 3rd June 2017 to 12.00 on Friday 9th June 2017.

The direct telephone number for the Organiser's Office will be **published at a later date** and will be operational from 08.00hrs on Saturday 3rd June 2017.

For more comprehensive information regarding the venue itself as well as how to get there by various means (car, train, plane etc) please [click here](#) to be taken to Olympia's website.

## **Accessing the Venue**

The Olympia Vehicle Booking System, Voyage, will go live on Thursday 4th May 2017.

All exhibitors and contractors who are bringing stand materials and product to Olympia and want to unload or load a vehicle onsite will need to book a time slot on the Olympia Traffic Marshalling system. Once you are registered on the system booking your space is a quick 3 step process that will ensure that when you come to site you are able to unload straight away without any delays.

Please note that failure to register your vehicle via this system is likely to result in delays and you may be turned away from site and asked to return during the next available delivery slot at that time.

To book your time slot please go to: **This section will be updated in due course and you will receive a separate email with a link to book your slot once the online booking system is open.**

Sign up to the Olympia booking in system [www.olympia.co.uk/traffic](http://www.olympia.co.uk/traffic) select the show you want to book for and follow the instructions. It is a simple 3 step process.

- Time slots will be allocated on a first come first served basis, however, shell scheme exhibitors will not be able to book until their stands are built
- Time slots & unloading/loading time will vary based on availability and vehicle size as follows:- There is a time slot of 30 minutes for unloading of cars, 1 hour for vans and 1/2 tonne vehicles and 2 hours for large lorries. Once you have unloaded your vehicle you will need to remove it from the unloading space immediately.

You will require your VRN (registration plate) to complete the booking but this can be added (via a smart phone) on the day as you may not know this at the time of booking

- The system will confirm via email your time slot, access gate and your vehicle pass that needs to be printed and displayed in the vehicle, once the VRN (registration plate) has been confirmed.

**If you are an official show supplier** (organiser appointed) you will still need to book in, highlight that you are a main contractor appointed by the organiser in the user type, this will



be verified by the venue and approved.

Exhibitors can either book in their stand contractors, or simply email the link to the contractor for them to book their own space.

IT IS COMPULSORY THAT EVERYONE WHO REQUIRES VEHICLE ACCESS TO SITE DURING BUILD UP AND BREAKDOWN PRE-BOOKS THEIR DETAILS INTO THE TRAFFIC ONLINE SYSTEM. FAILURE TO DO THIS WILL RESULT IN DELAYS ONSITE. The only exception to this is courier vehicles such as DHL, TNT etc.

### **Accidents**

If you are involved in or witness an accident, however small, at any point during your time onsite, it is your responsibility to report it to the Organisers Office.

The Olympia London Medical Room will now be unmanned and if you require First Aid assistance please contact the Olympia London control room on ext 2411 or 0207 598 2411 (ext 2666 or 0207 598 2666 for all First Aid Emergencies) or the Organisers Office. A qualified First Aider will be either dispatched to the First Aid room or directly to any accident area if required.

In an emergency please do not call 999 direct, all medical emergencies must be reported to ext 2266 or externally on +44 (0) 207 598 2666 or via a member of the security team or the Organisers office who will contact the relevant authorities.

For all other medical requirements (non-emergency) be advised that the nearest pharmacist is located at:

382 Kensington High St, W14 8NL (adjacent to Costa Coffee/Hilton Hotel) - Tel: 020 7603 4761

Opening times:

Monday 9am-6:30pm

Tuesday 9am-6:30pm

Wednesday 9am-6:30pm

Thursday 9am-6:30pm

Friday 9am-6:30pm

Saturday 10am-5pm

Sunday Closed

The nearest medical NHS walk-in centre is located at:

Charing Cross Hospital, Fulham Palace Rd, W6 8RF - Tel: 020 3313 3833

Open 24hrs

### **Aisles**

Exhibitors and contractors are not to dump items in the aisles. Exhibitors/contractors must remove all waste materials other than small items. Designated emergency aisles must be kept clear at all times - a floorplan for the emergency gangways can be found in the onsite Organisers Office.

During the open period no objects must protrude from the stands into the aisles nor must furniture or displays or part of displays be placed in the aisles.

### **Alcohol & Drugs**

The consumption of alcohol onsite during build up and breakdown phase is forbidden. The taking of illicit drugs is also strictly forbidden at all times during the build up, breakdown and open period.

### **Animals**

Animals with the exception of guide dogs are not allowed onsite unless they are part of the event and written confirmation has been received from the Organisers 6 weeks before coming onsite, as approval needs to be gained from the Local Authorities

### **ATM - Banking Services**

There is a Natwest Bank cash point in the main foyer and an ATM machine at the front of the show

### **Audio Visual & IT Equipment**

We have appointed two official contractors to provide Audio Visual & IT equipment for the exhibition, Aztec Communications and DB Systems Ltd.

### **AV Presentations & Demonstrations**

We advise that if you have a demo area on your stand to incorporate a seating/viewing area to visitors within your stand design to avoid blocking of gangways. If any presentation/demonstration cause obstructions within gangways, and / or exceeds 'reasonable volume' causing a nuisance to neighbouring stands, the organisers reserve the right to restrict the number of or cancel any further presentation/demonstration for the remainder of the show. The sound limit for speakers is 70db+/-3db over ambient on any one stand.

Speakers must be positioned to face inwards your stand.

If you are having presentation/demonstration on your stand please complete the stand presentation permission form available within the online manual.

### **Balloons**

Helium Balloons (Blimps) & Toy Balloons are not permitted at Infosecurity Europe 2017

### **Business Centre**

The Business Centre is situated in the Venue Event Management offices on the gallery level in the Grand Hall. It offers a comprehensive range of business services, including:-

- Fax & Telephone Calls
- Photocopying and printing
- Internet Access
- Telephone points for laptops
- PC Workstations with standard office software
- Incoming messaging service.

### **Car Parking**

Olympia has two public car parks. P3 is a multi-storey car park with 380 spaces (height restriction of 2metres) P4 is a flat surface car park with 175 spaces (height restriction of 4 metres)

PLEASE NOTE that these are shared public car parks.

Please inform car parking staff on arrival if you require a disabled space. The multi-storey car park (P3) has disabled parking facilities. Specific disabled bays are also available close to the venue, on a first come, first served basis.

We recommend that you pre-book your parking for the show open period to ensure availability.

T: +44 (0) 207 598 2515

Please [click here](#) to go to their website.

Bookings are subject to a £1.50 booking fee. Bookings are valid from 07.00 until car parking closing time (closing times vary so please check information at entrance to car park).

**It is important that customers bring the credit card used to book when collecting parking tickets.**

### **Catering (General & Stand)**

Situated within the Exhibitions halls are a number of catering outlets - some of which will also be open during the build up and breakdown periods.

The venue regulations state that all food and beverages (including alcohol) to be consumed or given away from stands MUST be purchased from the in-house caterer who will be more than happy to help and advise you on the wide range of items available. Please contact Levy Restaurants on +44 (0) 207 598 5707

if you would like to provide your own food and drink (including alcohol) on your stand, for your staff or visitors, then you will be charged a concession and/or corkage fee. Please also note with alcohol if not purchased through Levy Restaurants you will need to ensure that you have the necessary licences for this and a copy of this would need to be provided to Levy Restaurants. We reserve the right to stop any food or drink (including beverages) being offered this has not been preapproved by the Organisers and Levy Restaurants and has not been provided by Levy Restaurants.

Please contact Levy's to discuss your requirements in full.

### **Children**

No one under the age of 18 will be able to attend Infosecurity Europe unless they have obtained the prior written consent of the Organisers and may be required by the Organisers to be accompanied by a parent or guardian. Visitors with children will be responsible for their children and will be asked to put their mobile number on a wristband to be worn by the child.

Please note that as the exhibition is a trade event and as such no creche facilities will be provided.

Student groups will only be accepted by the prior arrangement with the Show Team.

### **Cleaning**

It is your responsibility to maintain your stand in a clean condition at all times. We have made arrangements for basic stand cleaning to be carried out on your stand. This does not apply to the upper level of two-storey stands, where a charge will be made. As is usual, the cleaning of exhibits will remain your responsibility as will any special services that may be required such as the removal of bulk rubbish.

Rubbish should be placed in gangways so that it can be cleared away prior to show opening the following morning. Anything left in the gangways overnight will be construed as rubbish and will be cleared away.

Any excessive waste i.e. stand fitting materials, wood, carpet, pallets etc. should be removed from the halls by the exhibitor or contractor. If any excessive waste is left during build up and breakdown the removal of this will be charged to the contractor/exhibitor.

Please contact FVS the appointed cleaning company on T: +44 (0) 207 598 2711 to discuss your waste requirements.

### **Cloakroom**

There is a cloakroom located in the West Hall Lower. This will be open daily from half an hour prior to the show opening until 30 minutes after the close of the exhibition. A charge per item is payable of £1 per coat and £2 for bags.

### **Compressed Air, Gas, Water & Waste**

The official contractor FVS is solely responsible for the supply and connection of natural gas, compressed air, waste and waste services.

Please go to the official contractor page for their full contact details and to complete their order form.

### **Compressed Gases (e.g LPG)**

The use of all non-mains Flammable Gas including Compressed Gas and LPG (Liquid Petroleum Gases - Propane, Butane etc) is not permitted at Olympia Exhibition Centre, except where it is essential in the demonstration of an appliance specifically designed to operate an LPG and all LPG connections must be made by a Gas Safe Register installer with ACS certification. Written permission must be obtained from the Organisers, Venue and Local Authorities at least 25 days prior to the exhibition.

### **Congestion Charging Zone**

Whilst Olympia Exhibition Centre is not situated within the Congestion Charging Zone, you are advised to take care when navigating through the surrounding roads. Traffic signs will make it very clear exactly where the charging zone begins.

The Congestion Charge operating hours are 07.00-18.00 Monday-Friday. For further information, details of charges and to view a map of the Congestion Charging Zone, please visit [www.cclondon.com](http://www.cclondon.com)

### **Customs Clearance**

Please contact our official lifting, shipping & delivery contractor Agility Fairs & Events, if you have any queries regarding customs clearance. Please go to the official contractors page for their contact details

### **Demonstrations & Seated Audiences**

Any presentation/demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand and clearly shown on stand drawings. If it causes obstruction within the gangways and/or nuisance to any other Exhibitor, we reserve the right to cancel the presentation/demonstration or restrict the frequency.

Audio Visual presentations/demonstrations must not exceed a 'reasonable volume'. If any presentation/demonstration causes obstructions in the gangways, and/or exceeds 'reasonable volume' causing a nuisance to neighbouring stands, we reserve the right to restrict the number of or cancel further presentation/demonstration for the remainder of the show.

If you are having a presentation/demonstration on your stand please complete the Stand Presentation Form contained within the online manual.

### **Dilapidations**

Please remember that you are responsible for making good any damage caused to the fabric of the Exhibition buildings, by you, your agents or contractors. In your own interests you should satisfy yourselves as to the condition of your stand site before the building of your stand and after its clearance.

Exhibitors are not permitted to repair any damage, and will receive a dilapidations bill after the event via Reed Exhibitions.

Under no circumstance are you permitted to drill or affix items to the fabric of the building.

**Any charges incurred by the organiser as a result of failure to remove carpet and/or carpet tape will be passed on to the exhibitor.**

### **Disabled Access and Parking**

In compliance with the Equality Act, Olympia Exhibition Centre provides full access to all the facilities within the venue and recognise that disabled visitors may require extra equipment, facilities and assistance, both routinely and in an emergency.

There are disabled bays available in the multi-storey car park. Please note that Olympia's parking tariff is applicable to all visitors and unfortunately no discounts are available, other than the daily pre-booked rate. Book online at any time, or call their advance booking line on

+44 (0) 207 598 2515. As a matter of policy Olympia will always try to accommodate Blue Badge Holders if practically possible.

For any special access requirements or requests please contact Olympia Switchboard directly on +44 (0) 207 385 1200.

### **Distribution of Promotional Material**

No exhibitor (or staff member working on behalf of exhibitors) is allowed to distribute any promotional material at any point within the exhibition centre other than on their allocated stand space.

The distribution of promotional material is only permitted within exhibitor's stand space. Under no circumstances are exhibitor's permitted to distribute promotional material in public areas.

### **Dust**

Dust must be kept to a minimum. Dust Extraction must be used, where fitted on power tools.

### **Early/Late Working**

If you have appointed a stand contractor to build your stand, you must be assured that the design of the stand is such that it can be built within the exhibition timetable.

Early or late working outside of the published timetable may be permitted at the Organisers discretion and will be subject to a £200 +VAT per hour charge.

### **Electrics**

All electrical work must be carried out by the official contractor, GES. Please note that when ordering electrics you need to complete the electrical grid form to ensure that the electrics are fitted as per your requirements. Should a grid not be submitted, the items will be positioned at the discretion of the contractor and charges may be levied for onsite changes.

Stand Connections; During build up, initial connections to stands are made as early as possible but in some cases this could mean opening morning if the stand is not complete. The power to all stands will be switched off 15 minutes after close of the show each day. Please also remember to order 24hr power supply for the open period if required. On the breakdown power will be switched off 15 minutes after show close and will not be reinstated. If you require power during this time please ensure that you order this through GES.

### **Temporary Power**

Space only exhibitors and their contractors are advised to contact [GES](#) to arrange a temporary power supply for actual construction of stands if required.

### **Exhibitor Conduct**

1. All exhibitors and personnel working on the stand at Infosecurity Europe 2017 **must not take part in any canvassing, leafleting, petitioning, demonstrations, wear offensive apparel or be involved in any activity which may disrupt** the exhibition.
2. In accordance with the terms of conditions of exhibiting (clauses 5.2 & 5.4) all stand staff should be dressed in **business attire during the open period of the event**. Inappropriate, revealing and/or offensive apparel will not be permitted under any circumstances.
3. **If you plan to have any activity** on your stand then please provide details of this activity to the Operations Team: [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk)

Please note that the Organisers reserve the right to stop any activity which contravenes these regulations including the right to withhold data collected from lead retrieval devices.

### **Fire Regulations**

All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities.

Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

**Timber Used in Stand Construction & Displays** All timber under 1 inch (25mm) thick must be impregnated (pressure process) to BS476 PART 7 CLASS 1 Standard. Boards, plywood, chipboard etc must be treated in the same way if they are less than 18mm thick. Timber over 1 inch thick need not be treated & MDF is acceptable in most cases due to its density. MDF may not be machined onsite as its dust is hazardous to health. Treated boards will have BS476 - PART 7 - CLASS 1 marked on them.

**Plastic/Stand Dressing** All plastics must conform to BS476 - PART 7 - CLASS 1 Fire Regulations. Lexan and Macralon are acceptable. Perspex must not be used.

Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Silk type flowers are acceptable providing they have been fireproofed to BS476 PART 7 and are marked as such. Plastic security night sheets must also conform to the above standard.

**Fabrics Used in Displays** Textile fabrics used for interior display purposes on the stand must be FLAMEPROOFED or purchased already treated by use of approved chemicals, in accordance with BS5438 & BS582. Certain fabrics need not be proofed i.e wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching any light fittings.

**Paints** Cellulose paints are flammable and must not be used for stand dressing. Water based paints must be used.

#### **Floor Conditions/Loading**

During build up and breakdown there is a significant risk of slips, trips and falls from sharp objects left on the ground. All those working in the halls during this time are strongly advised to wear appropriate safety footwear.

Floor loading limits may vary in different parts of the venue. Those using heavy equipment especially lifting equipment must consult the "Floor Loading restrictions" section in the Stand Build Regulations section.

Please contact the [Operations Team](#) if you have any queries on floor loading limits.

#### **Floorcoverings & Platform Floors**

For those exhibitors providing their own flooring you may appoint a flooring contractor of your choice. If you require platform floors and additional floor coverings these can be ordered through GES.

For all platforms that exceed 13mm a ramp should be incorporated into this for accessibility onto the stand.

#### **Floral**

Floral decorations may be ordered from the official floral contractor, Oldacre. Their contact details are available within the official contractors section.

#### **Furniture**

We have appointed 3 official contractors for the supply of furniture at Infosecurity Europe 2017. You can order directly through the online manual checklist or contact them directly. Their contact details are available within the official contractors section.

#### **Hanging Wires**

Hanging wires are not to be left hanging below head height and must be marked with hazard tape.

### **Hazardous Substances**

Hazardous substances are not to be brought into the halls unless essential. The use of hazardous substances must be subject to a COSHH assessment. Exhibitors must declare the use or display of hazardous substances as a special risk and must obtain written permission from the organisers/venue for their use inside the hall prior to the commencement of the show.

### **Hot Works**

All hot works must be subject to a hot working permit obtainable from the Organisers Office.

### **Insurance**

**Please note that possession of third party liability and cancellation and abandonment insurance is compulsory for every Company or Association participating in this event.**

Insurance is automatically added to your 'Contract to Exhibit'. \* However if you hold your own insurance through your company insurance, please return the insurance waiver form sent with your contract to the event coordinator at the address below. If Reed Exhibitions is happy with the amount of cover held, we will delete the insurance from your contract.

Tashika-Jade (TJ) Udi-Thomas

Event Coordinator

T: +44 (0)20 8910 7729

E: [tashika-jade.udi-thomas@reedexpo.co.uk](mailto:tashika-jade.udi-thomas@reedexpo.co.uk)

Reed Exhibitions, Gateway House, 28 The Quadrant, Richmond, Surrey TW9 1DN

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Infosecurity Europe Exhibitor Helpline:

T: +44 (0)20 8271 2130

E: [infosecurity.helpline@reedexpo.co.uk](mailto:infosecurity.helpline@reedexpo.co.uk)

As the main contracted standholder you are responsible for all loss, damage, claims incurred during your participation in the exhibition. If there are other Companies sharing your stand, it is in your interest to ensure that they hold adequate insurance cover. They are welcome to take the Reed Exhibitions policy if they would prefer, please email [tashika-jade.udi-thomas@reedexpo.co.uk](mailto:tashika-jade.udi-thomas@reedexpo.co.uk)

\* N/A to U.S companies exhibiting

### **Lost Property**

Lost property should be handed into the cloakroom which is opened and operated by FVS. Any lost property found outside of FVS operating hours should be handed to show security onsite.

Once the show is over lost items that are unclaimed will be handed to the FVS office, who will log the items and keep them for up to 3 months.

To contact Lost Property please call the FVS Office on + 44 (0) 207 598 5518.

### **Low Emission Zone (LEZ)**

Olympia is situated within the Low Emission Zone.

Please [click here](#) for more information on the Low Emission Zone (LEZ).

### **Maintenance**

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the Organisers Office by 14:00hrs on the same day. A late working fee may apply.

## **Medical**

If you are involved in or witness an accident, however small, at any point during your time onsite, it is your responsibility to report it to the Organisers Office.

The Olympia London Medical Room will now be unmanned and if you require First Aid assistance please contact the Olympia London control room on ext 2411 or 0207 598 2411 (ext 2666 or 0207 598 2666 for all First Aid Emergencies) or the Organisers Office. A qualified First Aider will be either dispatched to the First Aid room or directly to any accident area if required.

In an emergency please do not call 999 direct, all medical emergencies must be reported to ext 2266 or externally on +44 (0) 207 598 2666 or via a member of the security team or the Organisers office who will contact the relevant authorities.

For all other medical requirements (non-emergency) be advised that the nearest pharmacist is located at:

382 Kensington High St, W14 8NL (adjacent to Costa Coffee/Hilton Hotel) - Tel: 020 7603 4761

Opening times:

Monday 9am-6:30pm

Tuesday 9am-6:30pm

Wednesday 9am-6:30pm

Thursday 9am-6:30pm

Friday 9am-6:30pm

Saturday 10am-5pm

Sunday Closed

The nearest medical NHS walk-in centre is located at:

Charing Cross Hospital, Fulham Palace Rd, W6 8RF - Tel: 020 3313 3833

Open 24hrs

## **Music Licences - PPL/PRS Copyright Music**

If you intend to play recorded background music or live music on your stand during the course of the exhibition you are required by law to obtain music licences.

Phonographic Performance Ltd (PPL) administers licencing of sound recording for most recorded music played in the UK. It issues a licence and levies a tariff on the broadcast and public performance (which included exhibition stands) on behalf of the record company.

Performing Right Society (PRS) work as PPL but on behalf of the writers and publishers of music.

Please notify the Operations Team if you require either or both licences and we will obtain these on your behalf. To order these licences please email [infosec.operations@reedexpo.co.uk](mailto:infosec.operations@reedexpo.co.uk).

Also if you are having a presentation on your stand please ensure that you complete the Stand Presentation Form contained within the online manual.

## **Patents and Copyrights**

By entering into an agreement to attend this exhibition you warrant to Reed Exhibitions that all designs and artwork on or relating to your stand and any items displayed on your stand shall not infringe any trade or copyright or patents or other intellectual property rights of any third party in any way.

In the event that the exhibition is under any legal obligation (whether by virtue of a court injunction or order or judgement or a recommendation or decision of a Trading Standards Officer or otherwise) to have removed either any item or items displayed on your stand or any design or artwork on or relating to your stand then (without prejudice to any other rights which



Reed Exhibitions may have) Reed Exhibitions reserves the right to have that item or items removed from your stand or to close your stand at the exhibition. No compensation or damages will be payable as a result of such removal or closure by Reed Exhibitions.

The Organisers cannot accept responsibility for any conflict of trading at the Exhibition. Please be advised that it is an offence under Section 107 (3) of the Copyright, Design and Patents Act 1998 to screen films in public without a non-theatrical licence.

For further advice on copyright please contact:

FACT  
7 Victory Business Centre  
Worton Road  
Isleworth  
Middlesex TW7 6ER  
Tel: +44 (0)20 8568 6646

### **Pop-ups**

Pop-up stands may not be used to form dividing walls on space only sites. If you are considering a Pop-up stand display, a Shell Scheme Stand must be purchased or dividing walls constructed. For further information, please contact the [Sales Team](#)

### **Presentations use of microphones**

Please note that when using radio equipment at Infosecurity Europe including microphones you will need to have purchased a licence from Arquiva ([www.ofcom.org.uk/manage-your-licence/radiocommunication-licences/pmse](http://www.ofcom.org.uk/manage-your-licence/radiocommunication-licences/pmse)). The only exception is equipment which operates in the frequency range 863 – 865 MHz (TV Channel 70), 2.4GHz or 5GHz which are licenced exempt. However these ranges (channel 70 particularly) have very limited availability and due to this they are often subject to interference.

For further information please contact either Arquiva directly or our official AV suppliers Aztec Event Services ([www.aztecuk.com](http://www.aztecuk.com), 020 7803 4000) OR DB Systems ([http://www.dbsystems.co.uk/home\\_08452263083](http://www.dbsystems.co.uk/home_08452263083))

### **Public Address System (PA)**

The Public Address System is for use by the Organisers and authorities only. During the Exhibition only official and emergency messages will be broadcast.

### **Rigging**

Rigging of branded items i.e banners, lighting truss or truss is **no longer** permitted at Infosecurity Europe.

The only rigging permitted is structural support for stand fitting. However in many parts of the venue rigging will not be available. For more details please contact the [Operations Team](#).

Please note that the maximum height for stand fitting is 6m however please note that there are varying height restrictions throughout the hall.

All structural support rigging has to be agreed by the [Operations Team](#). There are sponsorship opportunities for banners available. If you are interested in taking banner space please contact the [sales team](#).

### **Smoking**

Smoking including that of electronic cigarettes is not permitted at Infosecurity Europe. Please make sure that your stand personnel and visitors adhere to this ruling and go out of the building if they wish to smoke. Exhibitors or visitors passes are required for re-entry into the exhibition.

### **Telephone & Internet**

Internet connections, phone lines and fax lines can be provided on all stands. You can order these items via the [checklist](#).

Olympia Exhibition Centre has Wireless Internet Connectivity in certain public areas of the hall. Wireless Access is available from eforce please [click here](#) for more information. Although wireless internet is available in parts of Olympia, if it is business critical that you have an internet connection on your stand we strongly recommend you order a wired internet connection and do not rely on the wireless venue internet

During last years Infosecurity Expo we surveyed the use of our wireless networks at Olympia to ensure that users had an optimal experience. The results of the surveys were useful in gauging where improvements can be made. One of the most significant findings from the survey was the utilisation of MIMO (Multi In Multi Out) WiFi signals on exhibitor equipment. The impact of using MIMO is a reduction of total available bandwidth throughout the hall. Any stands located within close proximity to the MIMO Utilisation will particularly suffer from this impact. Both Reed and eForce are committed to ensuring that everyone has the best experience possible and we therefore advise all exhibitors to avoid utilising this feature on their own equipment.

**WARNING: Please ensure that your wireless network is secure.**

### **Temporary Staff**

Bond Associates can offer a variety of specialised services including secretarial, linguistic (all major European languages), exhibition and public relations event hostesses etc. For further information, please contact Bond Associates directly.

### **VAT Reclaim Service**

Overseas exhibitors can recover the VAT on a wide range of expenses, thereby cutting the cost of exhibiting. VAT is charged on a wide range of goods and services including exhibition costs in the UK and other EC Countries. For further information please [click here](#) to be redirected to the Quipsound website

### **Vehicles for Display**

All petrol-fuelled motor vehicles or other petrol engine equipment fitted with a fuel tank, including boats, plants or machinery, must comply with the following:-

- The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage.
- Fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel.
- Fuel tanks on all other petrol engine equipment must be empty.
- The fuel tank must be sealed, wherever possible with a lockable cap.
- Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc. do not infringe the stand perimeter.
- Running of engines during the open period of the an exhibition is strictly prohibited.
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.

Please contact the [Operations Team](#) if you plan to have a vehicle for display on your stand.

### **Visitor Scanner Devices**

Circdata Ltd., the official registration company for Infosecurity Europe offer light weight laser scanning devices for you to scan visitor badges on your stand. This will allow you to instantly capture full registration details of visitors who make enquiries on your stand.

Visitor data from your scanner will be available for you to download from the Circdata Exhibitor Microsite at the end of each show day. **You must return your scanner each day for the data to be available.**

## **Cirldata**

Tel: +44 (0)16 3558 8490

Web: [www.cirldata.com](http://www.cirldata.com)

## **Waste**

Contractors are not to discard sharp objects and to ensure that nails and screws are not left sticking out of waste wood and are either removed or hammered flat.

All waste and stand fitting material must be removed from the exhibition hall on the final day of breakdown, any waste material left will result in heavy charges being passed onto the exhibitor/contractor.

## **Water Features**

In some areas within Olympia it will not be possible to have water and waste. Please [click here](#) to contact the Operations Team.

The filling and draining of water features and exhibits must be carried out by the venue's official contractor for piped services. Fire hoses must not be used for this purpose. Under no circumstances may water be discharged onto the floors, into ducts or any other unauthorised part of the premises, as serious damage may be caused to the electrical mains and services.

The approved code of practice "Legionnaires Disease: The Control of Legionella Bacteria in Water Systems" must be complied with.

Written permission must be obtained from the Organisers/Venue for the use of water in any stand display or exhibit and must be the subject of a separate Risk Assessment detailing how the risk is controlled through water treatment and testing.

## **Working at Height**

Exhibitors and contractors should familiarise themselves with and adhere to the new Working at Height Regulations 2005. A simple rule of thumb would be:-

- Avoid working at height wherever possible
- Use work equipment or other measures to prevent falls where this cannot be avoided and
- If working at height cannot be avoided, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

Any work at height should:-

- Be properly planned and organised
- Take account of weather conditions that could endanger health & safety
- Be undertaken by staff who are trained and competent
- Carried out in an area that is safe
- Utilise equipment that has been appropriately inspected.
- Ensure that fragile surfaces and falling objects are properly controlled.

**General Regulations** - All working platforms are to have a guardrail, mid rail and toe board. Tools are to be kept on lanyards so far as is reasonably practicable.

- Static and mobile platforms must be fit for purpose (see working platforms)
- Separate risk assessments are required for working on a live edge (before rails are in place). In such cases fall arrest equipment must always be used
- Operatives working at height other than on static working platform designed for that purpose (e.g scaffold) must be clipped on.
- Operatives working at height must have suitable head protection e.g bump caps
- Ground access to the areas in the vicinity must not work directly under high works and wear suitable head protection e.g hard hats.
- Ladders must be fotted or tied off and used in accordance with construction (Health, Safety & Welfare) Regulations
- Use of domestic ladders is strictly forbidden.

### **Work Equipment & Tools**

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Power tools are to take power from the 110v centre tapped earths provided and not from cleaners sockets which are 240v. Those using mains powered tools must ensure that cables are not trailed across aisles.

All portable electrical equipment must be subject to a suitable portable equipment test regime

### **Working Platforms**

All Mobile Elevated Work Platforms (MEWPS) must comply with LOLER and have had a thorough inspection (TI) in the previous 6 months.

Motorised platforms are to have a guardrail, mid rail and toe board. Mobile access towers must be correctly constructed.

Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors).

Mobile access towers may not be moved whilst in use and wheels must be locked off.

Ladders must be footed or tied off and used in accordance with Construction (Health Safety and Welfare) Regs. The use of domestic ladders and steps is strictly forbidden.

All of the above are a summarised guide. For full details on any particular aspect you must seek professional advice for instance look at the [HSE Website](#) or feel free to seek advice from the [Operations Team](#).

# OFFICIAL SUPPLIERS

## Audio Visual

Aztec Communications  
Tel: +44 (0)20 7803 4000  
Email: [sales@aztecuk.com](mailto:sales@aztecuk.com)

DB Systems Ltd.  
Tel: +44 (0)8 4522 63083  
Email: [hiredesk@dbsystems.co.uk](mailto:hiredesk@dbsystems.co.uk)

## Catering

Catering  
Levy Restaurants  
Contact: Charlotte Ansell  
Tel: +44 (0)207 598 5707  
Web: [www.levyrestaurants.standdelivery.co.uk/infosec17](http://www.levyrestaurants.standdelivery.co.uk/infosec17)  
Email: [charlotte.ansell@compass-group.co.uk](mailto:charlotte.ansell@compass-group.co.uk)

## Cleaning

Freeman Venue Services  
Tel: +44 (0) 207 598 5511  
Email: [fvshelpdesk@freemanco.com](mailto:fvshelpdesk@freemanco.com)

## Exhibitor Badges

Circdata  
Tel: +44 (0)16 3558 8490  
Website: [www.circdata.com](http://www.circdata.com)

## Electrics

Global Experience Specialists (GES) Ltd  
Tel: +44 (0)20 7069 4255  
Email: [electricssouth@ges.com](mailto:electricssouth@ges.com)

## Floral

Oldacre Event Florist  
ExCeL London  
One Western Gateway  
London  
E16 1XL

[www.oldacre.co.uk](http://www.oldacre.co.uk)  
Tel: +44 (0)20 7069 4235  
Mob: +44 (0)7785 266 541  
Email: [info@oldacre.co.uk](mailto:info@oldacre.co.uk)  
Contact person: Lynn Edmonds

## Floorcovering

Global Experience Specialists (GES) Ltd  
Tel: +44 (0) 2476 380 180  
Email: [customerservice@ges.com](mailto:customerservice@ges.com)  
Web: [www.ges.com](http://www.ges.com)

## Furniture

Global Experience Specialists (GES) Ltd  
Tel: +44 (0)8 4487 93226  
Non-UK: +44 (0)2 47638 0180  
Email: [customerservice@ges.com](mailto:customerservice@ges.com)  
Web: [www.ges.com](http://www.ges.com)

Concept Furniture International Ltd

Contact: Tammy Greenfield  
Tel: +44 (0) 1299 254 097 / +44 (0) 844 822 1424  
Fax: +44 (0)12 99254 0910  
Email: [tammy@conceptfurniture.co.uk](mailto:tammy@conceptfurniture.co.uk)  
Web: [www.conceptfurniture.co.uk](http://www.conceptfurniture.co.uk)

Thorns Group  
Tel: +44 (0)20 8801 4444  
Fax: +44(0)20 8801 4445  
Email: [mollie@thorns.co.uk](mailto:mollie@thorns.co.uk)  
Web: [www.thorns.co.uk](http://www.thorns.co.uk)

**Freight Forwarding (Courier Service)**

Agility Fairs & Events  
Contact: Tim Marchant  
Tel: +44 (0) 121 780 2627  
Email: [tmarchant@agility.com](mailto:tmarchant@agility.com)

**Graphics**

Insite Graphics  
Contact: Hannah Logan  
Email: [hannah@insitegraphics.co.uk](mailto:hannah@insitegraphics.co.uk)  
Website: <http://www.insitegraphics.co.uk/infosec2017>

Global Experience Specialists (GES) Ltd  
Tel: +44 (0) 844 8793 226  
Email: [customerservice@ges.com](mailto:customerservice@ges.com)  
Web: [www.ges.com](http://www.ges.com)

Please note if you have booked an Enhanced Shell Scheme your graphics will be provided by GES who will contact you for artwork

**Lifting**

Agility Fairs & Events  
Contact: Tim Marchant  
Tel: +44 (0) 121 780 2627  
Email: [tmarchant@agility.com](mailto:tmarchant@agility.com)

**Internet**

eForce  
Tel: +44 (0)20 7370 8400  
Email: [sales@eforce.co.uk](mailto:sales@eforce.co.uk)  
Web: [www.eforce.co.uk](http://www.eforce.co.uk)

**Rigging**

Outback Rigging Ltd  
Rob Fitzgerald  
Tel: (0)208 993 0066  
Email: [rob@outbackrigging.com](mailto:rob@outbackrigging.com)

Please also note that there are certain restrictions in place with regard to rigging please [click here](#) to be taken to the rigging regulations section.

**Shell Scheme**

Global Experience Specialists (GES) Ltd  
Tel: +44 (0)2476 380 180  
Email: [customerservice@ges.com](mailto:customerservice@ges.com)

**Storage**

Agility Fairs & Events  
Contact: Tim Marchant

Tel: +44 (0) 121 780 2627  
Email: [tmarchant@agility.com](mailto:tmarchant@agility.com)

**Temporary Staff**

Bond Associates  
Tel: +44 (0)8 4513 04548  
Email: [info@bondassociates.co.uk](mailto:info@bondassociates.co.uk)  
Web: [www.bondassociates.co.uk](http://www.bondassociates.co.uk)

**Water, Waste, Air & Compressed Gas**

Freeman Venue Services  
Olivia Smith  
Tel +44(0)207 598 5500  
Email: [Olivia.Smith@freemanco.com](mailto:Olivia.Smith@freemanco.com)

**VAT Reclaim Service - Overseas Exhibitors**

Tel: +44 (0)1959 561717  
Email: [uk@quipsound.com](mailto:uk@quipsound.com)  
Web: [www.quipsound.com](http://www.quipsound.com)