



EUROPE

04-06 JUNE 2019 OLYMPIA LONDON

Contractor Manual

Contents:

- [Exhibition Timetable](#)
- [Deliveries, Storage and Lifting](#)
- [Stand Build Regulations](#)
- [Smartspace](#)
- [Health & Safety](#)
- [Venue & General Information](#)
- [Badges and Passes](#)
- [Emergency Procedures](#)
- [Security](#)
- [Official Suppliers – Contact Page](#)

Exhibition Timetable

Build, Show Times & Breakdown Timetable

Build dates & times

Saturday 1 st June	08.00 – 18.00	Space only stand construction
Sunday 2 nd June	08.00 – 20.00	Space only stand construction
Monday 3 rd 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

No functions are permitted outside these hours.

Tuesday 4 th June	08.00 – 17.30
Wednesday 5 th June	08.00 – 17.30
Thursday 6 th June	08.00 – 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 6 th June	16.15 – 18.00	Removal of portable, exhibits and displays
Thursday 6 th June	17.00 – 22.00	General dismantling of standfitting
Friday 7 th 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 6th June 2019 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 7th June 2019. Any waste or materials left for the Organizers 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.

Deliveries, Storage & Lifting

This section contains information on how to get items delivered to Infosecurity Europe 2019, 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

Traffic procedures and an online booking system will be introduced for Infosecurity 2019. Kindly proceed to the online booking portal to confirm your deliver/collection.

<http://www.olympia.co.uk/traffic>

If you have any specific queries please contact the Operations Team;

infosec.operations@reedexpo.co.uk

Delivery Address

All deliveries to the show, must be addressed to:

Contact Name
Company Name & Stand Number
Contact Number
Infosecurity Europe 2019
Olympia Exhibition Centre
Hammersmith Road
London
W14 8UX

Accessing the Venue

The Olympia vehicle booking system, Voyage will go live on Wednesday 1st 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 <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.

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 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 1st June 2019.

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 2019 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 josmith@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: Josie Smith
Tel: +44 (0) 121 780 2627
Email: josmith@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 6th June 2019. All materials, packaging and waste must be removed by 12.00 on Friday 7th June 2019. 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 logisitics 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. Please refer to the [Security Section](#) for further information.

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 [Health & Safety section](#) or the [e-guide](#) for some further guidance.

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](#).

Chipboard

Please note that chipboard, particle board and low-density fibreboard (LDF) is not suitable for construction and in particular of weight bearing structures. The H&S Manager and Structural Engineer will identify stands which do not comply during the build process and all necessary remedial work must be completed before the stand will be permitted to open.

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: 8th April double deck stand and single storey stand

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 2019 we would like to make you aware of a recent change in UK law that is now compulsory for all events in the UK.

Please [click here](#) for more details.

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.

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 **Monday 8th April 2019**. 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

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

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 order 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 electricians 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 electricians 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](#).

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 Regulations

Please see [Venue & General Information](#) for further details about this regulation.

Flooring

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 1	410kg 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 2018 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 8th April 2019 .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 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. Please contact [Infosec Operations](#) for more information.

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.

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](#)

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

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 [click here](#) to download or email 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 2019 then you are required to submit stand plans showing dimensions and height, visuals, risk assessment and method statement to us by **8th April 2019 for single storey, double deck and complex stands**. 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 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.

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 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 online 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 and we can add them into the system.

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

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

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](#).

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.

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.

Freeman Venue Services

Olivia Smith

Tel +44(0)207 598 5500

Email: Olivia.Smith@freemanco.com

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 fotted 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](#).



SmartSpace is Reed Exhibitions' in-house Stand Design & Build Service for Exhibitors with Space-Only stands of 12m² or more. Fully customised, Bespoke or modular System Stands can be altered to your preferences and are tailor-made to meet your needs.

Benefits of SmartSpace:

- 'Turnkey' Service – saving you time and hassle!
- Bespoke packages, tailored to your requirements and budget
- Single invoice for all stand services
- Stand plans and order forms completed and submitted on your behalf
- In-depth knowledge of Reed Exhibitions shows
- Dedicated Account Manager during pre-show and onsite

SMARTSPACE | Stand Design & Build Services

Operations Department

Reed Exhibitions UK

Gateway House

28 The Quadrant

Richmond

Surrey, TW9 1DN

Tel: +44 (0)208 910 5682

Email: smartspace@reedexpo.co.uk

Web: www.reedsmartspace.co.uk

Health & Safety

Please do not leave health and safety issues to the last minute. The earlier we have your information the better the support we can give you. If you would like to view the general Health and Safety site rules with regards to safe working then click [here](#). For Emergency Procedures then click [here](#).

Overview - It is very important that you read this section

We appreciate that some of you may have limited experience with regards to the legal and practical aspects of health and safety management. This section is designed to give you sufficient guidance to discharge your responsibilities. Guidance, however, can only go so far and you have a legal duty to ensure that your operations do not compromise health and safety.

Failing to do so can lead to prosecution and other legal sanctions. If you are unsure you are urged to contact the [Operations Manager](#). Please do not leave health and safety issues to the last minute.

Policy Statement

Reed Exhibitions aims to set the benchmark standard for managing health and safety in exhibitions. This is not only our moral and legal duty, but it is commercially important for the success of every event. We recognise that our exhibitors rely on us to provide a trading environment on the exhibition floor that is safe and without risks to health. We also recognise that running a public event places a special responsibility on Reed Exhibitions and extends our duty of care not only to our staff but also to exhibitors, contractors, venue staff and visitors. The Exhibition Director is ultimately responsible for health and safety at the Show. To ensure that all Reed's health and safety obligations are met, the Exhibition Director supported by the operations team will:

- Allocate sufficient resources to meet health and safety objectives
- Provide adequate control of health and safety risks arising from our work activities
- Consult with the venue, exhibitors and contractors on matters affecting health and safety
- Provide relevant health and safety information to employees and others
- Ensure all employees are competent to do their tasks particularly with regard to health and safety training
- Ensure so far as is reasonable that the contractors we engage for the show are competent
- So far as is reasonably practicable prevent accidents and cases of work related ill health and maintain safe and healthy working conditions.

Risk Assessment

Reed Exhibitions has carried out suitable and sufficient event Risk Assessment, details of which can be obtained from the Organiser's Office if you so require. However, general risks associated with any exhibition are as follows:

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Structural collapse of seating or an exhibition stand
- Outbreak of legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire
- Major incident and civil emergency
- Excessive working hours

Exhibitors are required to complete a RA covering the activities of your staff and customers on the stand during show open periods and must take into account the activities of your staff during build up and breakdown.

Risk Assessment Guide

There is a template available for your convenience that you can [download here](#) or feel free to contact the Operations Executive on the show. There's also extra reading material from the HSE website in the form of the [5 Steps to Risk Assessment](#)

Exhibitors' and Contractors' Legal Duties

As an exhibitor or contractor you have a legal duty of care for the safety of anyone who may be affected by your activities. You are ultimately responsible for all aspects of safety on your stand or work area during the build up, the open period of the show and during the break down. Where exhibitors contract out the building and finishing of stands you are still vicariously responsible for the activities of your contractors.

You can discharge your duties by ensuring that you do the following:

- Appoint a competent person to be responsible for health and safety on site.
- You MUST carry out suitable and sufficient risk assessment of all your activities and obtain relevant risk assessments from your contractors or sub contractors. Exhibitors must obtain supporting method statements for the building and demounting of your stand. If you have a shell scheme stand the organiser has obtained the shell scheme contractor's risk assessment so you don't need to worry about this.

- Ensuring that your staff and sub contractors? staff working on site are informed of the site rules and health and safety arrangements which are detailed below and you must ensure so far as you reasonably can that they follow them.
- Ensuring that your staff and sub contractors? staff working on site are informed of the site rules and health and safety arrangements which are detailed below and you must ensure so far as you reasonably can that they follow them.

Stand Designer's Legal Duties

Stand designers have a legal duty to ensure that the stands are designed to be fit for the purpose intended, structurally sound and safe to build, use and demount without any undue risks.

Items to be submitted to Reed Exhibitions by Exhibitors' Contractors

- The name of your nominated health and safety representative on site
- A copy of risk assessments and method statements covering the build up and breakdown of your stands
- A copy of your stand plans (not shell scheme)
- Notification and supporting risk assessments for any activity on your stand that represents a significant risk. This includes but is not limited to the following:
 - Flammable substances or naked flame
 - Pressurised gases such as LPG
 - Hazardous chemicals and substances
 - Ionising radiation
 - Water features
 - Demonstrations
 - Visitor treatments - e.g. massage

Venue & General Information

Accessing the Venue

The Olympia Vehicle Booking System, Voyage, will go live on Wednesday 1st May 2019.

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 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

The Natwest cash machine is located opposite Kensington Olympia Station on Olympia Way. There are ATM's inside the foyers of both the Grand, West and National Halls – there is a charge for withdrawals from these machines.

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. [Click here for AV contractor.](#)

AV Presentations, Demonstrations & Seated Audiences

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.

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). 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 , 020 7803 4000) OR DB Systems (<http://www.dbsystems.co.uk/home> 08452263083)

If you are having presentation/demonstration on your stand please complete the [stand presentation permission form](#).

All special effects e.g. Smoke, Lasers, Pyrotechnics, and Strobes must be included in your risk assessment. For further assistance, please contact infosec.operations@reedexpo.co.uk

Balloons

Helium Balloons (Blimps) & Toy Balloons are not permitted at Infosecurity Europe 2019.

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)

Wider bays for wheelchair users are available on the lower ground floor of the Multistorey Car Park – these can be booked via the website.

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.

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 or alternatively [click here](#).

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.

You are required to fill out the hospitality form if you plan to serve alcohol, please click [here](#) to do so.

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 16 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 click here to order from our official supplier.

Cloakroom

There is a cloakroom located in the Grand Hall to the right hand side as you come through the main doors into the hall, in the National Hall. 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. Any items left overnight will incur a £5 per night storage charge.

Compressed Air, Gas, Water & Waste

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.

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 checklist for their full contact details and to complete their order form.

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

Customs Clearance

Please contact our official lifting, shipping & delivery contractor Agility Fairs & Events, if you have any queries regarding customs clearance. Please click here for their contact details.

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. Please click here to order from our official supplier.

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. 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.

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.

Early access availability is limited and will incur a cost (per hour).

Please contact [Infosec Operations](#) team for more information.

Electrics

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 30 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 2018 **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

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.

Global Experience Specialists (GES) Ltd

Tel: +44 (0) 2476 380 180

Email: customerservice@ges.com

Web: www.ges.com

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. Click here to view their contact details. To view their products & prices please click here.

Furniture

We have appointed 3 official contractors for the supply of furniture at Infosecurity Europe 2018. Please click here for their contact details or alternatively you can order directly through the manual checklist.

If you have ordered and paid for a furniture package please fill out this [form](#) to complete your furniture selection. Please refer to this [brochure](#) for guidance on what is included within each package. If you have not ordered a furniture package but would like to do so please contact olivia.day@reedexpo.co.uk

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. Please contact [Operations team](#) for more information.

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.

Olivia Day
Event Coordinator

T: +44 (0)208 910 7180

E: olivia.day@reedexpo.co.uk

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

Infosecurity Europe Exhibitor Helpline:

T: +44 (0)20 8271 2130

E: 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 olivia.day@reedexpo.co.uk

* N/A to U.S companies exhibiting

Lost Property

Lost property should be handed into the cloakroom.

Low Emission Zone (LEZ)

Olympia is situated within the Low Emission Zone.

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

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.

Also if you are having a presentation on your stand please ensure that you complete the [Stand Presentation Form](#) contained within the checklist.

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

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.

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. Smoking is only allowed in designated external areas.

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 by clicking here.

Traffic

Olympia traffic procedure for Exhibitors, Contractors & Suppliers
This will go live Wednesday 1st May 2019

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's booking in system <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.

To know the colour zone, please [click here.](#)

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.

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.

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.

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.**

Circdata

Tel: +44 (0)16 3558 8490

Web: www.circdata.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.

Freeman Venue Services

Olivia Smith

Tel +44(0)207 598 5500

Email: Olivia.Smith@freemanco.com

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.

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 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.

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 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](#).

Badges and Passes

Exhibitor Badges

Any person manning a stand at Infosecurity Europe will require an **Exhibitor Badge**. This includes temporary staff such as hospitality, entertainment, helping with competitions etc. If you are the main stand holder you are also responsible for ordering badges for any sharing company stand staff. Exhibitor badges will provide access to the show during build up, breakdown and the open days of the exhibition.

All exhibitors badges should be pre-ordered. You're entitled 1 exhibitor badge per 1 SQM of stand booked free of charge. After which a nominal fee of £10 per badge will be incurred. Please contact your account manager to arrange invoicing.

Please note exhibitor badge ordering closes on Monday, 3rd June 2019 at 13.00. All exhibitor badges should be pre-ordered.

If you don't order all your allocated badges before the show - you can still order onsite at the Exhibitor Entrance.

Badge Delivery/Collection

Badges can be ordered up to 5pm on Monday 3rd June. Exhibitor badges will be sent to you in the post up to week pre-show (2 weeks pre-show for overseas exhibiting companies) after that time - you can pick up badges from 13.00 - 19.00 on Monday 3rd June from the Exhibitor Badge

Desk, Exhibitor Badge Touchscreens in the registration area or the Main entrance or during the event from the National Hall entrance.

Order your badges and lead scanners in the section labelled SETUP CO-BRANDED REG FORMS AND ORDER BADGES in your exhibitor portal. Alternatively follow this [link](#).

If you have any questions, please call the Exhibitor Badge Helpline +44 (0)16 3558 8491.

Contractor Badges

Contractor Badges are required by any personnel that will be entering the exhibition hall during the build up and/or breakdown only.

Please note: Exhibitor Badge Holders do not need a separate Contractor Badge.

Contractor Badges will be issued by security when you arrive onsite.

If they need to be onsite during the event. Please contact [operations team](#) for approval of maintenance pass for contractor. This can be collected at registration (National Hall).

Deadline of request is 24th May 2019.

Visitor Scanner Devices

You can rent a lightweight laser scanner to scan visitor badges of visitors to your stand. Spend more time talking to visitors and let the scanner do the hard work.

To order your visitor scanner device please go to the section labelled SETUP CO-BRANDED REG FORMS AND ORDER BADGES in your exhibitor portal. Alternatively follow this [link](#).

Company Branded Visitor Registration

Add your company logo to the Infosecurity Europe Visitor registration form, and start including your own company registration page link on your marketing communications now and ensure that your prospects and customers are invited to the show as your guests.

To create your personalised registration link please go to the section labelled SETUP CO-BRANDED REG FORMS AND ORDER BADGES in your exhibitor portal.

Emergency Procedures

Evacuation or partial evacuation is on the advice of the Venue. Should an emergency occur that necessitates an evacuation, an announcement will be made over the PA system. Exit the building immediately via the nearest exit point and make your way on foot to your closest Assembly Point. Please refrain from using mobile phones at this time.

Whilst at the Assembly Point you will be kept informed of developments. When the emergency has ceased you will either be invited to return to the exhibition to resume normal business or advised to return the next day - in which case you will not be permitted to return to the exhibition to collect vehicles, bags, briefcases etc.

Please find below some tips for your pre-show team briefings (you will get a reminder on site by means of a stand drop).

Accidents & Medical Centre

If you are involved in or witness an accident, however small, at any point during your time on-site, it is your responsibility to report it to the Organiser's Office.

In an emergency please do not call 999 direct, all medical emergencies must be reported to Security Control direct from an internal phone on ext 2666 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 and co-ordinate the emergency services on your behalf.

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.

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

Fire

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.

Suspect Packages

It is important to make constant checks to your stand to ensure that no unidentifiable packages, cases or bags have been deposited. If you discover a suspect package you should:

- Phone Control
- Give a full description of the package and its location
- DO NOT approach, touch or move the package
- DO NOT use a mobile phone within 10 metre radius of the package

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

Venue Search

If duty personnel initiate a venue search you will hear: "Attention please. Attention please. STAFF CALL 100"

The message will then be followed by continuous chimes and broadcast at half minute intervals.

The cancellation of this message will be:
"Attention please. Attention please. STAFF CALL 100 is cancelled"

Security

Whilst every precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall on your personnel and their property.

We recommend that valuables, particularly those of a portable nature such as Laptops, DVD players etc, are not left unattended on your stand at any time. Please remember that during the breakdown evening, the exhibition hall in effect becomes a building site with contractors allowed on the site; please be extra vigilant during this time. If you think you may need storage for a particular length of time, please contact the Security Manager or the Organising office on site and we will try to accommodate your needs.

Denying access to the professional thief is obviously a primary objective and to this end the control, issue and use of exhibitor and contractors passes is an important aspect - particularly during build up - ensuring that they are only issued to people who can identify themselves as being bonafide. Static guards at points of entry checking I.D. combined with patrolling security guards in and around the halls combine to prevent and discover any unwelcome guests.

Exhibitor badges are essential for open days, unfortunately no badge no entry! During the build and break period all contractors, courier drivers, helpers etc must have a contractor badge - these can be collected when you arrive on site.

If there is an incident on your stand resulting in the loss of property, please make sure that you have reported it to the Security Manager or the Organising Office on site, unfortunately failure to do so could result in your insurance claim being made void.

In a move to stop the illegal removal of items from the halls, goods or equipment which an exhibitor may wish to remove during a show - i.e. before break down - must be accompanied by a goods pass out form. This is obtained from the Security Manager or Organising Office who would verify the ownership of the goods and the identity of the person removing them. In addition when considered desirable and practical items targeted by security as vulnerable and valuable will require a pass out form to enable their removal even during the break down, which can be obtained by the Security Manager.

SIA and You

Under the Private Security Industry Act 2001 those that provide and/or carry out the activities of a security guard, under a contract for services, will require an SIA licence (Security Industry Authority). Guarding activities that are defined as licensable under the Private Security Act 2001 are:

Guarding premises against unauthorised access or occupation, against outbreaks of disorder or against damage

Guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained

Guarding one or more individuals against assault or against injuries that might be suffered in consequence of the unlawful conduct of others.

It is the responsibility of the individual and his/her employer to ensure that licences are held by those carrying out licensable activity.

It is a criminal offence for any individual to undertake licensable activity, or to supply an individual to undertake licensable activity, at an event without the appropriate licence.

There are no objections to you supplying uniformed security guards on your stands throughout the tenancy, provided we are informed in advance, as we will need details such as the company you intend on using, how many, hours, details of their insurance and SIA numbers. With this in mind we would highly recommend that you use the Official Exhibition Security Contractor, please contact the [Operations Team](#) for further information.

General Security Tips for Exhibitors

When planning your stand and briefing your staff please consider and advise them the following:

1. **Emergency Procedures** - what they should do and where their rendezvous points are.
2. In the event of an incident at the show or within London that results in your team not being able to make it home - please consider a contingency plan - have hotel numbers to hand, taxi details etc.
3. Security measures
4. Never leave your stand unattended
5. Check your valuables: Do you need them all on site or could some items be left at home
6. Laptops - please make sure they are secure and take home each evening
7. I pads or other tablets - please do not leave these unattended or put them down whilst dealing with visitors
8. Leads - keep them safe - these are your new customers!

9. Check your stand each morning that it is how you left it - making sure no strange bags or packages have appeared?

10. During the day be aware of your space - report anything or anyone suspicious to security

Official Suppliers

Audio Visual

Aztec Communications

Tel: +44 (0)20 7803 4000

Email: sales@aztecuk.com

DB Systems Ltd.

Tel: +44 (0)8 4522 63083

Email: hiredesk@dbsystems.co.uk

Catering

Levy Restaurants

Contact: Charlotte Ansell

Tel: +44 (0)207 598 5700

Web: <https://levyrestaurants.standdelivery.co.uk/INFOSEC19>

Email: charlotte.ansell@compass-group.co.uk

Cleaning

Olympia Cleaning

Tel: +44 (0) 207 598 2510

Email: Kristina.Jearrad@olympia.london

Exhibitor Badges

Circdata

Tel: +44 (0)16 3558 8490

Website: www.circdata.com

Email: exhibitors@circdata.com

Electrics

Global Experience Specialists (GES) Ltd

Tel: +44 (0)20 7069 4255

Email: electricssouth@ges.com

Floral

Oldacre Event Florist

ExCeL London

One Western Gateway

London

E16 1XL

Web: www.oldacre.co.uk

Tel: +44 (0)20 7069 4235

Mob: +44 (0)7785 266 541

Email: info@oldacre.co.uk

Contact person: Lynn Edmonds

Floorcovering

Global Experience Specialists (GES) Ltd

Tel: +44 (0) 2476 380 180

Email: customerservice@ges.com

Web: 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

Web: 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

Web: www.conceptfurniture.co.uk

Thorns Group

Tel: +44 (0)20 8801 4444

Fax: +44(0)20 8801 4445

Email: mollie@thorns.co.uk

Web: www.thorns.co.uk

Freight Forwarding (Courier Service)

Agility Fairs & Events

Contact: Josie Smith

Tel: +44 (0) 121 780 2627

Email: josmith@agility.com

Graphics

Insite Graphics

Contact: Hannah Logan

Email: hannah@insitegraphics.co.uk

Website: www.insitegraphics.co.uk/stands

Lifting

Agility Fairs & Events

Contact: Josie Smith

Tel: +44 (0) 121 780 2627

Email: josmith@agility.com

Internet

eForce

Tel: +44 (0)20 7370 8400

Email: sales@eforce.co.uk

Web: www.eforce.co.uk

Rigging

Outback Rigging Ltd

Rob Fitzgerald

Tel: (0)208 993 0066

Email: 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

Stand Build Contractor

SMARTSPACE | Stand Design & Build Services

Operations Department

Reed Exhibitions UK

Gateway House

28 The Quadrant

Richmond

Surrey, TW9 1DN

Tel: +44 (0)208 910 5682

Email: smartspace@reedexpo.co.uk

Web: www.reedsmartspace.co.uk

Storage

Agility Fairs & Events

Contact: Josie Smith

Tel: +44 (0) 121 780 2627

Email: josmith@agility.com

Temporary Staff

Bond Associates

Tel: +44 (0)8 4513 04548

Email: info@bondassociates.co.uk

Web: 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

VAT Reclaim Service - Overseas Exhibitors

Tel: +44 (0)1959 561717

Email: uk@quipsound.com

Web: www.quipsound.com