



EUROPE

02-04 JUNE 2020 OLYMPIA LONDON

Exhibitors and Contractor Manual

Welcome to the Infosecurity Europe 2020 Exhibitor Manual.

This manual is designed to provide you with simple, step by step information to help you effectively plan your participation at Infosecurity 2020. This manual is not designed to replace our personal service, our team will be happy to assist you with any queries that you may have.

Contact the team

- **Checklist** - A list of all the order forms and deadlines dates to help you complete these in a timely manner.
- **Exhibition Timetable** – Provides information of the build-up, show open and breakdown dates and times.
- **Badges & Passes** - Information on how to order and collect your badges and passes for onsite.
- **Shell Scheme Stand and Package Information** - We advise that you to give this section a couple of minutes of your time, as it provides you with a quick and simple overview of what you need to do to have a successful exhibition.
- **Space Only Stand Information**- We advise that you to give this section a couple of minutes of your time, as it provides you with a quick and simple overview of what you need to do to have a successful exhibition.
- **Deliveries** - Information regarding delivery dates and contact details for the venue.
- **Lifting & Storage** - Information and contact details for any lifting or storage requirements regarding the show.
- **Venue & General Information** - Detailed information on the venue including the address and other specific details you may find useful.
- **Stand Build Regulations** – This section contains information about the rules and regulations for designing your stand and participating at the event
- **SmartSpace** - Our in-house stand build team, providing an innovative approach to stand design
- **Health & Safety** - Please ensure you read this section so that you understand all of the risks and safety procedures involved in anything you plan to do onsite.

- **Emergency Procedures**
- **Security** - Tips on how to keep your stand safe during the build-up, show open and breakdown.
- **Official Suppliers** - Contact details of the official contractors.

Checklist

This is the list of services and suppliers for the show.

To submit a form or order a service, click on its name and fill out the information required.

Please be mindful of the deadlines.

Services	Supplier	Early Bird Deadline	Final Deadline
<u>Audio Visual</u>	Aztec Event Services		Immediate
	DB Pixel House	19 th May 2020	19 th May 2020
<u>Catering</u>	Levy Restaurants	26 th May 2020	5% Surcharge after Early Bird
<u>Electrics</u>	GES	1 st May 2020	23 rd May 2020
<u>Floral</u>	OldAcre		
<u>Floor Covering</u>	GES	1 st May 2020	23 rd May 2020
<u>Furniture</u>	GES	1 st May 2020	23 rd May 2020
	Concept Furniture		
	Thorns	2 nd May 2020	28 th May 2020
<u>Graphics</u>	Insite Graphics	1 st of May 2020	15 th May 2020
	GES	1 st May 2020	23 rd May 2020
<u>Internet & Communications</u>	EForce	16 th May 2020	29 th May 2020
<u>Lifting & Handling</u>	Agility Fairs &Event		Immediate
<u>Rigging</u>	Outback Rigging		Immediate
<u>Shell Scheme Extras</u>	GES		1 st May 2020
<u>Shell Furniture Package</u>			15 th May 2020
<u>Space only – Health & Safety Documents</u>	Reed Exhibitions		6 th April 2020
<u>Space Only- Stand Plan Submission</u>	Reed Exhibitions		6 th April 2020
<u>Stand Presentation Form</u>	Reed Exhibitions		6 th April 2020

Exhibition Timetable

Build, Show Times & Breakdown Timetable

Build Dates & times

Saturday 30 th May	08.00- 18.00	Space only Stand Construction
Sunday 31 st May	08.00- 20.00	Space only Stand Construction
Monday 1 st June	08.00- 22.00	Space only & shell scheme stand dressing

Open dates & times

No functions are permitted outside these hours

Tuesday 2 nd June	09.30- 17.30
Wednesday 3 rd June	09.30- 17.30
Thursday 4 th June	09.30- 16.00

Breakdown dates & times

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

Friday 5 th June	16.15- 18.00	Removal of portable, exhibits and displays
	17.00- 22.00	General dismantling of standfitting
Saturday 6 th June	08.00- 12.00	General dismantling of standfitting

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 Friday 5th June 2020 as dismantling of shell scheme stands will begin at this time.
- All exhibits, stand fitting waste etc. must be removed by 12:00hrs on Saturday 6th June 2020. Any waste or materials left for the Organizers disposal will be charged back to the exhibitor/contractor.
- If you have hired a **private venue room** you will gain access to this on **Monday 1st June**. If you require access beforehand please contact the [Sales team](#) for a quote.
- All vehicles requiring access to site need to ensure they register their details through the Olympia Traffic Marshalling System.

Badges & 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, 1st June 2020 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 online up to **1pm on Monday 1st June**. Exhibitor badges will be emailed to you up until the online system closes, after that time - you can pick up and print badges from 13.00 - 19.00 on Monday 1st 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.

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

Contractor Badges:

Contractor passes are required by any personnel that will be entering the exhibition during the build up and/or breakdown only e.g. delivery men, stand contractors etc and these will be issued upon entering the hall by security staff or from the organisers office.

Please ensure your team received, read and understood the site rules - a copy can be downloaded [here](#).

Visitor Scanner Devices (Lead Scanner)

You can download a dedicated lead scanner app or 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.

Order your badges and lead scanners in the section labelled SETUP CO-BRANDED REG FORMS AND ORDER BADGES in your exhibitor portal.

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 COBRANDED REG FORMS AND ORDER BADGES in your exhibitor portal.

Shell Scheme stand and package Information

Please refer to your Exhibition Agreement, for your stand details, dimensions and number of corners. If you are unsure of what you have booked or would like to amend type of stand please contact the [Sales team](#).

Stand Information – Shell scheme

If you have booked a shell scheme stand you can find further information about what is included on the links below;

Standard Shell Includes:

- Shell Scheme walls
- **Name board**- Please fill out this [form](#) with the name you would like to appear on your fascia. The deadline for submissions is **1st May**. If you do not meet this deadline your company name will be taken from the exhibitor list (as it appears on your contract).
- Ceiling grid
- Venue carpet
- Stand number board

Please [click here](#) to view full Shell Scheme specifications.

Premium Shell Includes:

Additional to standard shell scheme - 1 x name board per open side, 2 x full height panel graphics and extended thicker fascia board with 500mm high seamless graphic fascia.

Please [click here](#) for Premium Shell Scheme Specifications.

Discovery Zone Packages

The Discovery Zone is a dedicated turnkey solution to assist exhibitors that are new, or in their second year of exhibiting at Infosecurity Europe. Please [click here](#) to see what's included on your package.

Please [click here](#) to view the Discovery Zone Shell Scheme panel dimensions.

Furniture Package

Following furniture packages are available to furnish your stand, which you can choose according to your stand size. Visit this [link](#) for package inclusions.

Please contact your sales agent to purchase a package or to request more information.

If you have ordered a **furniture package** (A, B or C) please fill out this [form](#) to make your furniture style and colour choices. Please use this [brochure](#) for more information on the package inclusions and styles available.

If you have Shell stand within the Discovery Zone you, Start-Up Zone or Cyber Innovation Zone will receive furniture as part of this, please also fill out the [form](#) with your style and colour choices.

Please use this [brochure](#) for more information on the package inclusions and styles available.

REMINDER: If you do not fill out this form by **Friday 15th May** then you will be allocated the style/colour furniture still available. Any packages purchased after this date will also be allocated styles/colours depending on availability.

Space only stand and package Information

Please refer to your Exhibition Agreement, for your stand details, dimensions and number of open sides. If you are unsure of what you have booked or would like to upgrade your stand please contact the [Sales Team](#).

Stand Information – Space Only

If you have booked a Space only stand this means you are will be allocated an empty space on the show floor and you will be responsible for providing everything else.

As a space only stand you are required to submit certain documents in advance of build. For more information on this please [click here](#).

Deadline date for submission of ALL stand designs is: Monday 6th April 2020

An alternative to your current space only would be to upgrade to a SmartSpace Stand - which will be less costly than creating your own stand from scratch and also far less hassle, as the SmartSpace team will manage the whole build process for you. Please [click here](#) more information about SmartSpace.

Stand Design Submission

As you have booked a space only stand you are required to submit stand plans us by:

Monday 6th April 2020

Stand design submissions must include plans and elevations showing heights, visuals, risk assessment, method statement and construction and dismantle phase plan.

In order to help our exhibitors and contractors, Reed Exhibitions have set up an online Stand Check System (SCS) for the submission and management of stand plans. This system is an online tool which you and your contractor can access to upload documents and see the status of your stand plan submission.

Please [click here](#) to login in to your account or set up a new account. Please note that your username is your email address. If you have forgotten your log in details, you can select the '[Forgotten Password/New User](#)' option.

The contact set up against your stand is the main contact i.e the person that booked the stand so if your email is not found within the system then please email reedexhibitions@standplans.co.uk and we can add you against the stand.

You are also able to upload files by replying to any emails received from reedexhibitions@standplans.co.uk.

IMPORTANT: 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.

To help you navigate the system please find below a summary of the pages you will find within the website:-

My Stands - This lists all the stands that you are associated with. To manage a specific stand please select it from the list.

Status - Summary of the status of the stand checking process. The checks are colour coded as follows:-

Red - Either no information received or information submitted is not sufficient

Amber - Information received but not sufficient or forwarded for checking or subject to an onsite check.

Green - Check completed.

We will only issue permission to commence build once we are happy with the level of information received.

History - View all documents uploaded and emails sent

Upload (new file) - Upload new documents relating to the stand design. Complete the description and select the file. If there is any important information to go with the document please include this in the message section. Once the file is uploaded this will be displayed in the history section.

Contact - All stand contact details. Please note that the Primary Contact will receive all the direct communications from the Stand Check System. If you know who your stand contractor is then add their details here and change them to the Primary Contact

If you have any questions or queries then please do not hesitate to contact the [Operations Team](#).

Deliveries

This section contains information on how to get items delivered to Infosecurity Europe2020.

All deliveries to the show, must be addressed to:

Contact Name and Mobile Number

Company Name & Stand Number
Infosecurity Europe 2020
Olympia Exhibition Centre
Hammersmith Road
London W14 8UX

PLEASE NOTE that the Venue nor the show Organisers will accept or sign for any deliveries. Please make sure that there is someone present on your stand to accept deliveries. Alternatively you can contact our official courier contractor Agility Fairs & Events, who can accept your deliveries and deliver them to your stand once you arrive onsite at an additional charge.

Please [click here](#) for the deliveries Official Contractor website.

If you are sending deliveries through another courier company please ensure they have the correct delivery details on the order as listed above). **Direct deliveries** must not arrive at the venue before Saturday 30th May - they will be returned to your local logistics/carriers depot. If there is no one at your stand to receive your delivery, and the delivery is accepted at the Venue then please be aware that there may be an additional handling fee from.

If it is necessary for you to have a delivery made during the show open period, please ensure that this is made prior to the show opening, [click here](#) to view opening hours.

Trolleys are not permitted on the show floor once the show is open and therefore any deliveries will have to be hand carried.

We recommend using our official freight contractor Agility Fairs & Events to avoid delays and risk of courier not wanting to wait. Another benefit if you are sending from overseas, they can assist with any customs clearance.

Lifting & Storage

Lifting

This section contains information on how heavy items can be unloaded and moved around the exhibition and, how you can store them (if you don't have enough room on your stand).

Agility Fairs & Events have been appointed as the official lifting contractor for Infosecurity Europe 2020. No other company may operate any lifting equipment inside the hall and around the perimeter of the venue.

To order a forklift for unloading or loading for stand materials and exhibits please contact Agility Fairs & Events to discuss your lifting requirements and to request a quote for their services.

Please contact Agility Fairs & Events at the earliest opportunity with details of large or heavy exhibits. These may need to be positioned in the early part of build-up and may require special handling.

Agility Fairs & Events
Contact: Josie Smith
Tel: +44 (0) 121 780 2627
Email: josmith@agility.com

Storage

If you require storage and 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.

Do not store excess stock, literature or packing cases 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.

Venue & General Information

Venue Address and Access

Infosecurity 2020 will take places at Olympia London

Olympia Grand
Hammersmith Road
London
W14 8UX

For travel information, please [click here](#)

Accessing the Venue

The Olympia Vehicle Booking System, Voyage, will go live on TBC.

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.

Please use the [zone plan](#) (attached to map) to plan the best access location for your stand.

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](#) 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 leave 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 of the emergency gangways can be found in the on-site Organisers' office. Please ensure you adhere to these rules to ensure a safe & accessible build-up and you must co-operate with our Aisle Marshals.

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 Equipment

See [official suppliers](#) for details

Catering - See separate section

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 & Waste

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

See [official suppliers](#) for details

Copyright Music/PPL/RS

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](#).

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

See [official suppliers](#) for 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.

Disabled Access and Parking

Please [click here](#) for information regarding disabled access and parking at the venue.

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.

First Aid

First Aid will be available onsite, details of which will be provided prior to the show.

Floral

See [official suppliers](#) for details.

Furniture & Floorcoverings

See [official suppliers](#) for details

H M Revenue & Customs

Exhibitors requiring customs clearance should employ the services of the official freight forwarding agents in advance of the freight arriving in the UK. All goods must be customs cleared at the point of entry into the UK as HM Customs & Excise no longer attends UK exhibition sites.

Internet Access & Communication Services

See [official suppliers](#) for details

[eForce Internet Connectivity Guidelines](#)

[eForce Terms & Conditions](#)

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.

Sandra Diverio

Event Coordinator

T: +44 (0)208 910 7180

E: sandra.diverio@reedexpo.co.uk

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

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 sandra.diverio@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)

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.

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.

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 exhibits and items displayed on your stand shall not infringe any trade marks 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 assist the relevant authorities and where appropriate 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 [Federation Against Copyright Theft \(FACT\)](#).

Public Address System

The Public Address system is for use of the Organiser and Authorities only. Only official and emergency messages will be broadcast, any requests for information to be announced will be refused.

Site Rules

Please [click here](#) to view the site rules for the build and breakdown of the event.

Temporary Staff

See [official suppliers](#) for details

VAT Reclaim

Overseas exhibitors can recover the VAT paid on many of their exhibition costs. Please contact [Quipsound](#) for more information.

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.

Catering

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.

UK Venue Catering Regulations

Venue regulations state that all food and drink to be consumed or given away from your stand must be purchased from the Official Exhibitions caterers **Levy Restaurants**. To view the available options or to place your order for Exhibitor stand catering and hospitality please visit [Levy Restaurant Website](#)

Exhibitors wishing to provide their own stand catering must be aware and compliant to the *Food Information Regulation EU1169/2011, adhere to any regulations within the eGuide and be aware that **concession fees will apply**. Please also note for any alcohol purchased outside of the venue caterers you will need to ensure that you have a **Personal License Holder**. We reserve the right to stop any food or drink being offered that has not been preapproved by the Organisers and venue.

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

Concession and Corkage charges

Concessions/corkage charges are incurred when providing your own beverages/food at the show including the use of coffee machines. If you are looking to provide external catering for your stand at the show please contact [Levy Restaurants](#) who will be happy to advise in more detail and confirm any relevant charges. It is the responsibility of the exhibitor to settle these fees directly with the venue.

Please see [Catering Concession Fee Guidelines](#)

Sampling

Where sampling takes place in line with the venue Catering Rules & Regs, a concession fee would not be applied. Concession fees are applied where **over-sized sampling**.

For more info on sampling please read the [eGuide catering guidance](#).

In compliance with current legislation both the sale and supply of alcohol must be licensed under The Licensing Act (2003), therefore, sampling is also a licensable activity. Any stands who wish to supply alcohol (except that provided by the official caterers), whether for on-site or off-site consumption, must follow the above requirements and supply a copy of their Personal Licence holder.

If you provide food and/or drink on your stand you have a legal responsibility to ensure that the product is safe to consume and its' preparation does not cause undue risk to the safety of anyone at the show.

Levy Restaurants Timeline:

Catering Orders (on show days)

There will also be an opportunity to order catering on the day of the event by dialling office on 0207 598 5700 (price increase of 5% will apply). Delivery time can take between 15min-1hour and all goods are subject to availability.

Link to the Stand Catering Website:

<https://levyrestaurants.standdelivery.co.uk/INFOSEC20>

This website allows exhibitors to quickly and easily order food, drink and equipment online, and have it delivered directly to their stand at their preferred time.

Payment by card via the website (bank transfers available upon request to be arranged with Levy's Sales Account Manager)

Hospitality Service

All orders must be finalised and confirmed 5 working days prior to the event, deadline for Infosec 2020 is **Tuesday, 26th of May 2020**. Please note that Levy Restaurants can only process paid orders, therefore we will require a full pre-event payment to be received within our accounts as per the deadline provided above.

Hospitality services to be booked via [email](#) with Levy's Sales Account Manager. Please find our Hospitality Planner in this [link](#). Any bespoke options are also available but upon request.

Stand Build Regulations

Below you will find both show specific and venue specific stand build regulations which must be applied to your space only stand design. We have also highlighted various general regulations which you may find helpful when designing your stand however please note that this is not a definitive list of regulations. It is the responsibility of the exhibitor and their contractor to ensure their stand design complies with all applicable stand build regulations detailed in the eGuide.

Failure to comply with the regulations laid out below may lead to your permission to build being revoked and changes to the stand build being undertaken onsite or complete removal of the stand.

The eGuide can be downloaded [here](#).

Show & Venue Specific Regulations:

Build Height Restrictions

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

Ceilings on Stands

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

Complex Structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk. Structures over 4 metres in height, multi-storey stands, raised platforms and all suspended items are considered to be complex structures.

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

Deadline: 6th 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.

Demonstrations/AV Presentations & Seated Audience

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 Arqiva (www.ofcom.org.uk/manage-yourlicence/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 Arqiva 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

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 the fee will be £690 from 1pm - 6pm. No access will be available in the morning. This would ONLY be available in the Grand Hall, no early access would be granted for National Hall.

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

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](#).

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

Rigging – Onsite Complex Rigging Sign Off

An onsite complex rigging sign-off is required for all stands with custom-built or bespoke suspended structures. These stands could include items that have been constructed from non-modular materials, e.g. wooden fabrications. Onsite all complex rigging or 'suspended loads' must be inspected by an Independent Structural Engineer before being hoisted or connected to any rigging points. It is the stand contractor's responsibility to inform the onsite Health & Safety team when they are ready for the structure to be inspected.

Walling on 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.

Venue Regulations:

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 reconnected after this time.

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

IMPORTANT CHANGES THAT AFFECT EVERY STAND AT UK EXHIBITIONS

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

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

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

Shell Scheme Exhibitors

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

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

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

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

A few large exhibitors buy only the mains supply from the official electrical contractor and their own stand builder's electricians do the installation. When they order this 'mains only' supply

the official electrical contractor already do some checks and approve them as being competent to do their own installation. This process will now be more rigorous and the stand builder's electrician will now need to be approved as competent to install and test their own installation.

If the stand builder's electrician cannot or does not want to do their own testing then the official electrical contractor can quote for that work.

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

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

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

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.

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.

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 **6th April 2020**.

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.

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.

General Stand Build Regulations:

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

Balloons

Helium Balloons (Blimps) & Toy Balloons are not permitted at Infosecurity Europe 2020.

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.

Construction & Dismantle Phase Plans (CDPP)

As part of the Construction (Design and Management) Regulations 2015 all space only stands, or shell scheme stands with construction, are deemed their own construction sites and the Construction & Dismantle Phase Plan (CDPP) is a compulsory document which needs to be submitted along with you stand plans, risk assessments and method statement.

A CDPP template can be found [here](#).

Guidance on completing the CDPP can be found [here](#).

Further information on CDM Regulations can be found [here](#).

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. The following are classed as complex structures;

- Stand exceeding 4m in height
- Double deck structures
- Platforms 600mm or greater in height
- Custom built suspended structures made of non-modular materials e.g. wooden structures and exhibits
- Anything deemed by the organiser to be a complex structure

All complex structures, including suspended structures, must submit technical drawings and structural calculations electronically to our online stand design submission system along with all other stand plan submission documents.

Deadline: 6thh April double deck stand and single storey stand

Late submission of complex stand details or the failure to supply sufficient detail, including structural calculations will result in permission to build over 4m in height or your suspended structure not being granted.

Technical drawings must show the form and dimensions 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.

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

Compressed Gas

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 on 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.

Dividing Walls

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

The maximum height for dividing walls of single-storey stands is **4m** where height limits allow (see Height Limits)

Please note any build height over 4m is deemed a complex structure so structural calculations are required on submission.

Doors / Vision Panels

- The required minimum effective clear width of a door is 800mm.
- Doors must have a vision panel with a zone of visibility spanning from 500mm to 1500mm above the floor. The exception to this is doors to small storerooms, where a small panel may suffice.
- Emergency exit doors must open outwards in the direction of escape and sliding doors are not acceptable as emergency exit doors.
- Doors must not open directly on to a gangway.

Double Deck Stands (inc. Staircases)

All complex structures and double deck structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed independent structural engineer. Permission to

enter the exhibition premises will not be given until permission to commence build from the structural engineers has been issued.

The deadline date for complex & double deck stand designs is **Monday 6th April 2020**

It is vitally important that you meet this deadline date – we cannot guarantee permission to build will be granted to if the design is submitted late.

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 find full double deck stand build regulations [here](#).

Dust

Sanding, the use of solvents and any other activities that creates dust must be minimised and controlled at all times. Equipment with dust extraction and non-hazardous alternatives should be used. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.

Equality Act

It is the exhibitors responsibility to remove all barriers to service and make their stand accessible to wheelchair users to comply with The Equality Act .Where exhibitors have a platform on a stand over 13mm a reasonable adjustment is to incorporate a ramp into the platform within the stand area. Whatever the content of the stand is it needs to be accessible to all. Please note the following when designing your stand:

- Stands with platforms that exceed 13mm should incorporate a ramp into their stand design.
- Ensure that your stand incorporates enough space. The DDA 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

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](#)

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 and Safety Regulations

There are strict rules governing what materials can be used to build stands and these will be covered by the venue's regulations. Exhibitors and contractors must ensure that they are followed. In general you are not permitted to build your stand with anything that is flammable or non-flame resistant unless it has been treated.

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 25mm thick must be impregnated (pressure process) to Class 1 Standard. Treated materials will have BS 476 - PART 7 - CLASS 1 marked on them.

Boards, plywood, chipboard etc must be treated in the same way if they are under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.

- **Plastics / Stand Dressing**

All plastics must conform to BS 476 - PART 7 - CLASS 1. Polycarbonate materials such as Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED.

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

- **Fabrics Used in Displays**

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

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

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

- **Glazing**

All glazing used in the construction of stands must consist of laminated safety glass with a minimum thickness of 6mm. Areas of glazing within 800mm of floor level and over 0.5m², where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below:

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

Flooring

Open space sites are not carpeted - exhibitors must provide their own floor covering.

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the organisers.

Nothing may be structurally attached to the floor of the Exhibition premises. 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.

Hazardous Substances

Hazardous substances are not 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.

Health & Safety

Please refer to the separate [Health & Safety section](#) for full details of Health and Safety regulations that need to be adhered to.

Hot Works / Permits

A hot work permit must be obtained from the organisers office prior to any work being carried out and required the submission of a suitable and sufficient risk assessment and method statement for the activity, with evidence of competency for the use of any specialist equipment.

Kitchens

If you intend to have a kitchen or catering area on your stand please review the catering section of the [Catering Section](#) of the eGuide for further information on how these should be designed.

Lifting & Logistics

Please refer to the following sections:

[Deliveries & Shipping](#)

[Lifting & Storage](#)

Live Edge Working Procedure

A Live Edge Working Procedure will be enforced for the construction and dismantling phases where applicable. Live Edge Working will be permitted onsite by the Safety Officer once the control measures described in the risk assessment and method statement and been verified with the construction team when they arrive onsite. Work will be stopped if the construction team are working without permission or if the construction team are found working unsafely and not following the procedures identified in the risk assessment and method statement. Any additional working hours required to make up lost time will be charged at the exhibitors / contractors own expense.

Mains Water and Waste

If you require water or waste on your stand please order this with the official [Water and Waste Contractor](#).

Mobile Exhibition Units / Trailers

Mobile Exhibition Units, Caravans or Trailer exhibits are not permitted without 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 in - or forming part of - any stand. If we feel this action must be taken this would have to be 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.

Pop-Up Stands

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](#).

Ramps

It is recommended that all stands with a platform that exceeds 13mm in height should incorporate a ramp for disable access with a minimum unobstructed width of 1m.

Risk Assessment & Method Statement

All contractors/exhibitors are required to submit a full risk assessment and method statement for the design, construction and arrangement of their stand with both documents being submitted along with stand plans.

Click here for risk assessment [guidance](#) and [template](#).

Click here for method statement [guidance](#) and [template](#).
For further information please contact the [Operations Team](#).

Signage & Graphics

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

A stand number panel must be displayed on every open side of the stand to aid visitor navigation. This is the responsibility of the Stand Space/Exhibitors.

Vehicles for Display

All petrol-fuelled motor vehicles or other petrol engine equipment fitted with a fuel tank, including boats, plant 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.
- The running of engines during the open period of an exhibition is strictly prohibited.
- For vehicles required to operate as part of a moving demonstration, "pit" positions must be clearly defined and agreed with the venue. Suitable fire extinguisher(s) must be provided
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.

If you wish to display a vehicle please contact the [Operations Team](#) 6 weeks prior to the show.

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 exhibitors expense and to make it conform to the regulations and requirements. Local Authority decisions are final.

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.

Working at Height

Working at Height is a high risk activity and close attention will be taken on working practices during the build and dismantling of stands. Where possible working at height should be avoided and if unavoidable should use work equipment or other measures to minimise the distance and consequences of a fall should one occur. Working at height is to be in accordance with LOLER and the Working at Heights Regulations. As such, all working at height is subject to risk assessment.

General Guidance:

- All rigging is to be carried out by the official [Rigging Contractor](#).
- 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 access working platforms must be fit for purpose (see [Working Platforms](#))
- A Live Edge Working Procedure will be enforced for the construction and dismantling phases where live edges are present.
- 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 a 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 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.

For further advice on working at height safety please visit the [Stop the Drop website](#) or contact the [Operations Team](#).

Work Equipment & Tools

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations (PUWER) 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 cleaner's 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 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](#).

Sustainability

The Organisers of Infosecurity Europe 2020 is committed to promoting sustainability in exhibitions and we work with venues, suppliers and contractors to reduce the impact our activities have on the environment.

We follow **eGuide**'s sustainability guidelines, to give greater considerations for the ways in which Infosecurity Europe is organised, to reduce impacts our activities have on the environment.

The following are some practical measures which exhibitors are encouraged to adopt, to make their participation at Infosecurity Europe more sustainable. We are also always interested in hearing other ideas so please do not hesitate to contact us about sustainability.

Purchasing

Responsible purchasing involves considering the impact of everything you procure for your stand, including lanyards, bags and brochures, as well as the appointment of contractors.

1. Source items that are made from recycled materials and materials from sustainable sources.
2. Minimise waste by ordering only the quantities you actually need.
3. Your purchasing decisions influence the number of deliveries to the venue, and therefore emissions; consider streamlining the number of suppliers you order from, reduce the number of individual orders you place, and encourage suppliers to use low or zero-emission vehicles.
4. Appoint contractors who take sustainability seriously; ask about their sustainability policies and discuss how they can help make your event more sustainable; find out about their staff and subcontractors' employment conditions.

Transport - Use public transport to get to the venue

Venue Link

Build-up and breakdown traffic

1. Encourage your suppliers and contractors to share transport.
2. Encourage your contractors to plan their deliveries outside peak rush hours wherever possible, to avoid excess emissions and wasted time stuck in traffic.
3. Remind your drivers to switch off engines when waiting to load or unload.

Energy

1. Reduce carbon emission by design – plan your stand so it uses less electricity.
2. Encourage your contractors to use energy-efficient equipment, e.g. LED lights use approx. 80% less energy.

Waste

Work with your contractors to design a stand that is waste-free.

1. Use re-usable systems.
2. Use recycled materials.
3. Make graphics re-usable by not including specific dates on them
4. Speak with your contractor to consider materials used on your stand, how they have been produced and what will happen to them after the event.
5. Use electronic promotion rather than 'give-aways' and business cards.
6. Where it is necessary to use paper, ensure it is recycled or from sustainable sources (FSC). By using recycled paper, you reduce the carbon impact of your paper use by 28%.

If you are hosting food & drinks reception or planning other stand catering during the show, consider ways to reduce food waste.

1. Avoid wasting food by only ordering the quantities of catering needed.
2. Work with the venue's hospitality caterer to provide sustainable menus, e.g. increased plant based options; less red meat; locally and ethically sourced products.
3. Maximise the use of reusable crockery, glassware and cutlery, wherever possible.
4. Install water server and use paper cups instead of stocking bottled water, to reduce plastic waste.

Information

[**Reed Exhibitions – Our Responsibilities**](#)

[**Venue Sustainability**](#)

[**BSI-Sustainable Business Manual**](#)

SmartSpace



SMARTSPACE

What is SmartSpace?

SmartSpace is the design & build service provided by Reed Exhibitions to help exhibitors maximise their presence at the show. SmartSpace provides a full turnkey service, which means that everything you need for the stand is taken care of, so when you arrive on the stand, all you need to do is put out your products and brochures.

Benefits of SmartSpace

- Single invoice for all stand services
- Designs tailored to your specific needs
- Competitive package prices
- Saves you time
- Order forms completed on your behalf
- Project management by Reed pre-show and onsite

Contact Us

Phone: +44 (0) 20 8439 5682

Email: smartspace@reedexpo.co.uk

Website: www.reedsmartspace.co.uk

Health & Safety Information

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. The earlier we have your information the better the support we can give you.

If you would like to view the safety site rules with regards to safe working then [click here](#).

For the venue emergency procedures then [click here](#).

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 Exhibitions 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 assessment of the risks associated with this event, 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

This is an overview and by no means a comprehensive account of the risks involved at this event. It is the absolute duty of all parties to ensure that under the Management of Health and Safety at Work Regulations and other legislation suitable and sufficient risk assessments are conducted on all significant risks. The Management Regulations and associated guidance also requires that risks should be mitigated with a view to achieve maximum reduction in the level of risk within the bounds of what is reasonably practicable. In general terms, emphasis should always be placed on eliminating or reducing risk at source. It must be remembered that personal protective equipment is usually a control of last resort.

There is a template available for your convenience that you can download [here](#).

There's also extra reading material from the HSE website in the form of the A brief Guide to Controlling Risk in a Workplace.

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 on your behalf.
- 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 all your staff, contractors' and sub contractors' staff are familiar with the venue's emergency procedures which can be found [clicking here](#).

Stand Designers' 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, Exhibitor Contractors' and Organiser Contractors:

- Name and contact details (including out of office telephone details) of the nominated health and safety representative on site
- A suitable and sufficient risk assessment covering all hazards involved in the build and dismantling of the stand (not required for shell scheme stands).
- A copy of a method statement confirming the nominated health and safety representative on site plus a description of how the stand will be constructed and dismantled (not required for shell scheme stands).
- A copy of the Construction and Dismantling Phase Plan, detailing the contact details of all parties involved in the design, build and dismantling of the stand. [Delete for non UK shows]
- A copy of your stand plans, including height dimensions, any rigged items, construction and material details (not required for shell scheme stands).
- 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

Please note that all H&S documentation must be specific to the show and specific to the work activities performed by the contractor and clearly state the stand number and client name it refers to.

The method statement must include a name and mobile number of the person responsible for the management of the stand during the build and dismantling periods.

*For companies outside of the UK, please refer to the following EU Directives:

EU Framework Directive 89/391, EU Workplace 89/654, EU Workplace Equipment Directive 89/655, EU Personal Protective Equipment Directive 89/656, EU Manual Handling of Heavy Loads Directive 20/269 and EU Display Screen Equipment Directive 90/270.

CDM Regulations

In preparation for the exhibition we would like to make you aware of UK law that is compulsory for all events in the UK. In April 2015 the Construction (Design and Management) Regulations were revised and now apply to all 'construction' activities in the UK including all those at the event build up and breakdown periods of exhibitions. The result is that you now need to be aware of and deliver your duties as laid out within the regulations for the construction and dismantling of your exhibition stand.

Please **click here** for more details.

As part of these regulations it is compulsory for space only stands to complete and submit a Construction and Dismantle Phase Plan.

Please click here [click here](#) for a template that can be used by the stand designer or contractor.

Whilst every reasonable 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 your personnel and their property. We recommend that valuables are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period. During the day be aware of your space - report anything or anyone suspicious to security.

Exhibitor badges are essential for open days. No entry will be permitted without a valid badge. During the build-up and breakdown period all contractors must have a contractor wristbands - these will be issued either by security or from the Organisers' Office. If you would like specialist security for your stand please contact [Operation Team](#).

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.

To download the venue Emergency Procedures that should be distributed to all staff working onsite, please [click here](#).

Security

Whilst every reasonable 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 your personnel and their property.

We recommend that valuables are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period. During the day be aware of your space - report anything or anyone suspicious to security.

Exhibitor badges are essential for open days, unfortunately no badge no entry! During the build up and breakdown period all contractors must have a contractor badge - these will be issued either by security or from the Organisers' Office.

If you would like specialist security for your stand please contact the official [security contractor](#)

Official Suppliers

Audio Visual

Aztec Event Services

Contact Person: Tim Parker

Tel: +44 (0)20 7803 4000

Email: sales@aztecuk.com

Order form available on this [link](#)

DBpixelhouse

Contact Person: Sam Lovett

E-mail – sam.lovett@dbpixelhouse.com

Telephone No. - +44 (0) 345 226 3083

Catering

Levy Restaurants

Contact: Malcolm Monserrate

malcolmanton.monserrate@levy.co.uk

Tel: +44 (0)207 598 5703

Web: <https://levyrestaurants.standdelivery.co.uk/INFOSEC20>

Email: malcolmanton.monserrate@levy.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

Event Guide

Showtime Media

Web: <https://www.showtimemedia.com/>

Showtime Media are the Publishers of our Event Preview and Event Guide.

Please be aware if you are contacted by any other Guide production companies or Event listing pages.

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

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: Lyndsey Hill

Tel: +44 (0) 1299 254 090

Email: Lyndsey@conceptfurniture.co.uk

Web: www.conceptfurniture.co.uk

Thorns Group

Contact: Oana Vasile

Tel: +44 (0)20 8801 4444

Email: Oana@thorns.co.uk

Web: <https://thorns.co.uk/exhibitions-we-supply/infosecurity-europe-2020-olympia/>

Freight Forwarding (Courier Service)**Agility Fairs & Events**

Contact: Josie Smith

Tel: +44 (0) 121 780 2627

Email: josmith@agility.com

Graphics**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

Insite Graphics

Contact: Hannah Logan

Email: hannah@insitegraphics.co.uk

Website: www.insitegraphics.co.uk/stands

[Click here](#) for Order Form

Internet**eForce**

Tel: +44 (0)20 7370 8400

Email: sales@eforce.co.uk

Web: www.eforce.co.uk

Lifting**Agility Fairs & Events**

Contact: Josie Smith

Tel: +44 (0) 121 780 2627

Email: josmith@agility.com

PR Team

Origins Comms- appointed as the dedicated PR agency for Infosecurity Europe 2020.

Visit the [PR Opportunities page](#) for details of how they can support you.

Web: <https://origincomms.com/>

E-mail: infosec2020@origincomms.com

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