

DIGI GOV EXPO '24

8-9 MAY ExCeL LONDON

EXHIBITOR MANUAL

This document has been created to answer any questions that you may have regarding your stand space at Digi Gov Expo 2024. There are some required forms to complete and some useful information to help you maximise your stand space.

This Guide Contains

- Event Overview
- Marketing Frequently Asked Questions
- Access Information
- Directions and Travel
- Official Contractors and Order Forms
- - TechConnect
- - Your Official Show App
- Show Information
- Frequently Asked Questions

Event Overview

Venue:

ExCel London
Halls S14-S17
(S7 Boulevard Entrance)
Royal Victoria Dock
1 Western Gateway
London E16 1XL

Event Timetable

Build Up

Space Only Exhibitors	7th May 10:00 - 20:00
Shell Scheme Exhibitors	7th May 14:00 - 20:00
Access for deliveries – ALL Exhibitors	7th May 10:00 - 20:00

PLEASE NOTE: All deliveries must be made when a member of your team is onsite to accept and sign for the package. The organiser and the venue will not sign for any exhibitor deliveries and your delivery may be turned away.

Show Open

Access for Exhibitors Only	8th and 9th May 08:00
Access for Visitors	8th May 09:00 - 17:00 9th May 09:00 - 16:30

Breakdown

ALL Exhibitors	9th May 17:00 - 21:00
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PLEASE NOTE: All courier collections MUST be arranged between the hours of 17:00 and 21:00 on 9th May. Any items left in the hall past 21:00 on the 9th May will be deemed as rubbish, disposed of and any charges incurred for the removal will be passed on to the exhibitor.

Access Information

EXHIBITOR BADGES (Show Open Period)

Please [register online](#) for your exhibitor badge. When accessing the form, please select 'Exhibitor' as your Attendee Type from the drop down menu. You can collect exhibitor badges onsite from the registration area at the entrance from 14:00 on 7th May 2024 (build up day) or from 08:00 on 8th May 2024 (show open day).

BUILD UP & BREAKDOWN PASSES (Build Up and Breakdown Period)

Please [register online](#) for your Build Up & Breakdown Pass. Build Up and Breakdown Pass confirmation email need to be printed before coming onsite. Your confirmation email will be exchanged for a wristband onsite at one of the checkpoints upon agreeing to onsite safety rules.

Please note that the build up and breakdown pass is not the same as the exhibitor badge for the show open period.

VEHICLE ACCESS FOR BUILD-UP AND BREAKDOWN

Please ensure all vehicle access bookings are made in advance via the ExCel London's official system [Voyage Control](#).

Access to the site for build up and breakdown vehicles is strictly through the east entrance on Sandstone Lane (postcode: E16 1FR). Arrive at your designated time to avoid disruption. A traffic marshal will verify bookings upon arrival.

Once parked in your allocated coloured zone, please switch off your engine and await for further instructions.

Unloading times are as follows:

Cars: 30 minutes

Transit Sized Vehicles: 60 minutes.

7.5 Tonnes Vehicles: 60 minutes

Articulated Vehicles: 90 minutes

Please note that extensions beyond allocated unloading times must be approved by a Traffic Supervisor on site. The lorry way is designated for operational use only; parking is prohibited.

Click below link to view the [ExCel Traffic Marshalling Guide](#)

Directions and Travel



LONDON UNDERGROUND:

The Jubilee Line and the DLR are the quickest routes to ExCeL London. Alight at Canning Town on the Jubilee Line and change onto a Beckton-bound DLR train for the quick two-stop journey to ExCel: Custom House for the west entrance.



LONDON OVERGROUND:

London Overground The DLR and Jubilee Line can be connected from multiple Overground lines such as Stratford, Canada Water, and Shadwell. It's also possible to join the Overground and travel to ExCeL London from Euston station.



DLR (Docklands Light Railway):

If you are taking the DLR you can alight at Custom House or Prince Regent. Trains pull up at a covered walkway leaving visitors with less than a two minutes' walk to the entrance.



CAR:

When driving to ExCeL London, follow signs for Royal Docks, City Airport and ExCeL.

Please see the Driving to ExCeL information on their [website](#) to find out more about onsite parking facilities.

For further directions and routes please [view here](#).



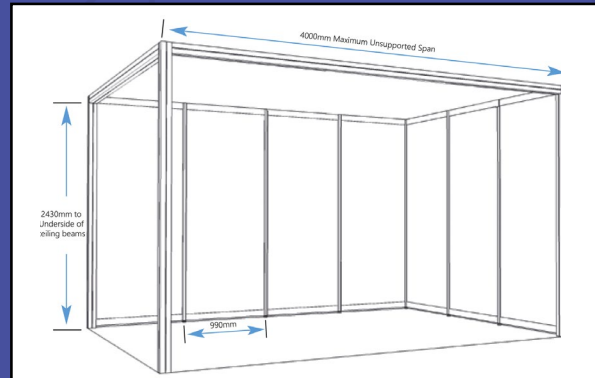
Show Information

WHAT IS A SHELL SCHEME STAND?

Shell scheme is an aluminium frame system, where lightweight white infill panels slide in place to create a stand.

Your Shell Scheme stand will include the following;

- Grey Carpet
- White shell scheme walling
- 1 x 500w socket
- 2 x spotlights
- Nameboard with exhibitor company name and stand number



PLEASE NOTE: This example is based on a 3m x 3m stand.

Shell Scheme Panel Specifications

WHAT IS A SPACE ONLY STAND

A Space Only stand is a marked out floor space only which does not include any pre-existing structure to segment the stand space or any other extras. Space Only exhibitors will be required to create their own structure and dividing walls.

Please contact our recommended official suppliers who can help you with your stand planning.

WHAT ARE THE COLOURS OF THE SHOW CARPET?

Gangway carpets will be purple.

I WOULD LIKE TO BOOST MY STAND AND IMPROVE THE LOOK AND FEEL – WHO CAN I CONTACT TO DISCUSS OPTIONS?

An exhibition stand isn't just about the walls that you create or the space that you cover.

There are lots of ways to boost your stand and increase visitor numbers and their experience.

Take all of the stress out of managing your exhibition stand - Look no further and select one of the all-inclusive packages from our preferred supplier.

Expositionists can help maximise your budget for any size stand to make an impact at the show and give you one trusted partner to rely on to take care of every detail. You can either choose a turnkey package or a project manager will help you select from a wide range of options so you get a stand that exactly fits your needs.

[Click here for more information on the turnkey packages.](#)

Expositionists International

T: +44 (0) 1707 390 122

E: charlie@teamexpos.co.uk | teddi@teamexpos.co.uk

DOES MY STAND INCLUDE ELECTRICITY?

1 x 500W socket will be provided with your stand if you have a shell scheme stand. This is suitable for a mobile phone charger, laptop charger or small television for example, however please check your device power needs. Additional orders for electricity can be placed by contacting our supplier Full Circle directly via:

Full Circle

T: +44 (0)161 393 3949

E: exhibitors@exhibitconnect.co.uk

W: www.fullcircleeventsltd.co.uk

IS FURNITURE PROVIDED FOR MY STAND SPACE?

No furniture is included in the shell scheme or space only packages. To order furniture, please contact our recommended supplier Creative Hire via:

Creative Hire

W: www.creativehire.co.uk/event/digi-gov-expo-2024

[Order Form](#)

IS WIFI AVIALABLE INSITE THE HALL?

Free public Wi-Fi is available across ExCeL. This free service is suitable for very basic internet requirements only. Sign in to ‘_ExCeL free Wi-Fi’ using a standard log in, or via LinkedIn, Facebook, or Twitter. Please note that the wireless network is not secure, and not supported. If you require a dedicated line for a reliable internet connection then we recommend ordering internet, please contact ExCeL directly via:

ExCeL

T: 44 (0) 20 7069 4400

E: exhibitororders@excel.london

W: <https://www.excel.london/webshop>

IS SECURITY PROVIDED FOR MY STAND?

We will, in conjunction with the venue provide adequate security for the facility only during build, breakdown and show days. Please note: you are responsible for insuring your own goods whilst they are on-site. To help ensure good security at the show, please follow below guidance:

- Do not leave cash, handbags, valuables etc in unlocked drawers, cupboards or on exhibits.
- Laptops or mobile phones should not be left unattended at any time.
- You are recommended to ensure your stand is manned at all times
- Make sure you arrive prior to the official opening time and do not leave your stand before the hall is clear of visitors.
- Should you have small valuables that you wish to leave on your stand, you are advised to arrange hire of lockable storage solutions or other safe storage areas.

IS THERE A CLOAKROOM AT THE SHOW?

Should you like to look at storage facilities for small items, please contact Creative Hire via:

Creative Hire

W: www.creativehire.co.uk/event/digi-gov-expo-2024/

[Order Form](#)

IS THERE AN AGE REQUIREMENT FOR EXHIBITORS AND ATTENDEES?

For insurance reasons, all personnel involved in the event are required to be over 18 years of age.

H&S Documents

WHY DO I NEED TO COMPLETE A RISK ASSESSMENT?

A risk assessment is an important step in protecting your workers and your business, as well as complying with the law. It is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. The law does not expect you to eliminate all risk, but you are required to protect people as far as reasonably practicable.

Please refer to the official eGuide guidance on Risk Assessments [here](#).

DO I NEED INSURANCE?

All Exhibitors shall take out and maintain, at all times, public liability insurance against personal injury, death and damage to or loss of property for a limit of indemnity not less than £2,000,000 sterling (or its equivalent), the organiser shall be entitled to inspect the exhibitor's public liability policy. Be sure your materials are insured during transit to and from the premises, as well as during build, open and breakdown. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding "riders" to your existing policies.

WHAT IS CDM AND WHAT REGULATIONS APPLY?

CDM is short for Construction, Design and Management. In April 2015 the HSE introduced the CDM Regulations to the exhibition industry. These regulations are now in place to provide a framework to help you ensure that your participation at this event is carried out safely.

Shell Scheme exhibitor

Please submit your stand plan and relevant documentation including the risk assessment via the [online form](#).

Space Only exhibitor

Please submit your stand plan and relevant documentation including the risk assessment via our official Health and Safety consultant, via KRM Safety Management who will be in touch with you soon. Please note that failure to submit relevant documentation may result in denied access to building your stand.

WHAT IS A HEALTH & SAFETY DECLARATION?

Every exhibitor, contractor, supplier and agent must comply with the Management of Health & Safety at Work Act 1999 and its subordinate legislation. Should you appoint any contractors or suppliers, it is the responsibility of the exhibitor to ensure that they are aware of the Health & Safety issues applicable to this exhibition. Please complete the Health and Safety Declaration via the [online form](#).

Deliveries

HOW DO I GET MY GOODS DELIVERED TO THE VENUE?

Deliveries for the May event can only arrive on the 7th May due to our tenancy times. Please ensure a representative from your company is available onsite to sign for your delivery as the organisers and the venue will not be able to sign for any deliveries on your behalf.

To arrange delivery of your stand materials or exhibits, we recommend that you contact our logistics supplier Exhibit 3Sixty who can accept and store your deliveries on your behalf via:

Exhibit 3Sixty

T: +44 (0)24 76473663

W: www.exhibit3sixty.co.uk

HOW SHOULD I LABEL MY DELIVERIES IF I AM USING MY OWN COURIERS

The label should contain the following:

Stand Contact Name (Person accepting your deliveries onsite)

Stand Contact Number (Person accepting your deliveries onsite)

Exhibiting Stand Name

Exhibiting Stand Number

Digi Gov Expo 2024

Halls S14-S17

ExCeL London

One Western Gateway

Royal Victoria Dock

London, E16 1XL

United Kingdom

HOW CAN I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW

We recommend that you arrange for a representative to stay with your materials or discuss storage options with our logistics and storage supplier Exhibit 3Sixty who can look after your materials

HOW CAN I GET MY GOODS DELIVERED DURING OPENING HOURS?

Large deliveries during the opening period will be possible only between 08:00 - 08:30. Please note that any re-stocking done during show open hours will be strictly limited to hand carryable goods only. You must register with the venue's traffic control system if you require access to the lorry way. More information can be found on Page 3

FAQ's

HOW HIGH CAN I BUILD WITHIN MY STAND?

Shell scheme exhibitors cannot build anything higher than the shell scheme walls within their stand. Please note that stands will be 2.5m high.

WHEN DO I NEED TO HAVE MY STAND SET UP?

All exhibits must be completed and in place by 20:00 on 7th May 2024.

IS POWER PROVIDED DURING BUILD UP AND BREAKDOWN?

If you require power during build up and breakdown, you will need to order temporary power. Please contact Full Circle for further advice:

Full Circle

T: +44 (0)161 393 3949

E: exhibitors@exhibitconnect.co.uk

W: www.fullcircleeventsltd.co.uk

WHEN WOULD I NEED RIGGING?

This is required for any signs/banners, overhead lighting or fittings that are to be hung from the ceiling within the stand space, please note prior approval is required from the organisers as banners are classified as a sponsorship opportunity. Please contact ops@digital-government.co.uk for further advice. You must obtain permission to rig any banners from the organiser,

WHEN WOULD I NEED A FORKLIFT?

This is for moving heavy goods. If you need any product removed from your lorry and lifted to the show floor or large items repositioned, a forklift is required. For further advice please contact Exhibit 3Sixty via:

Exhibit 3Sixty

T: +44 (0)24 76473663

W: www.exhibit3sixty.co.uk

WILL MY STAND BE CLEANED?

All stands will be cleaned on a daily basis by the venue cleaning team. Please note this is limited to floors and collection of rubbish only and does not include any of your exhibits such as furniture or TV screens. At the close of the show each evening, please ensure that any rubbish is left in the aisle for collection. Excessive waste left on-site will be charged back to the exhibitor concerned. To book additional cleaning for your stand please contact the ExCeL cleaning team directly via:

ExCeL

T: +44 (0) 207 069 4400

E: exhibitororders@excel.london

W: www.excel.london/webshop

DO I HAVE TO PAY FOR PARKING?

Please see the ExCeL Parking [FAQs](#) and [Parking Map](#).

WHEN CAN I BEGIN PACKING TO LEAVE?

Exhibitors may begin breakdown on 9th May 2024 from 17:00. No exhibits can be dismantled prior to this.

HOW CAN I STORE MY PRODUCTS?

There is no storage available in the halls. Please use the venue cloakroom or alternatively, you can contact Creative Hire to hire items such as lockable cupboards or contact Exhibit 3Sixty for storage solutions during the show.

Exhibit 3Sixty

T: +44 (0)24 76473663

W: www.exhibit3sixty.co.uk

Creative Hire

W: www.creativehire.co.uk/event/digi-gov-expo-2024/Order Form

CAN I GIVE AWAY FOOD SAMPLES ON MY STAND?

Any food or drink consumed on the stand should be purchased through ExCeL Hospitality. They hold the sole right to supply all food and beverages consumed onsite. If you would like to bring in your own food or drinks, you should speak to the organisers directly as there may be a corkage charge. If you are intending on holding a demonstration or food sampling on your stand please also inform the organiser as allergy, hygiene and food certificates will need to be provided. For more information regarding this, please contact ExCeL Hospitality via:

ExCeL Hospitality

T: 44 (0) 20 7069 4400

E: exhibitororders@excel.london

W: <https://excellondonhospitality.exhibitorcatering.co.uk/>

CAN I CHANGE THE POSITION OF MY STAND?

If for any reason you would like to re-position your stand or location, please contact your sales representative.

Marketing FAQ's

CAN I DISTRIBUTE LITERATURE, PROMOTIONAL MATERIAL & PRODUCTS AT THE SHOW?

Distribution of literature, promotional material or products is limited to your stand space only.

WHAT IS THE STANDARD EXHIBITOR MARKETING PACKAGE?

The Standard Exhibitor Marketing package is included as part of your exhibiting contract. It provides you with a web profile page that you can enhance with additional content such as Company logo; company description; social media links etc. Enhanced profiles are proven to increase buyer engagement, influence and motivation before, during and after the show.

Try to treat your online profile as you would your stand; dress it with high quality content, include different channels for buyers to engage with you, and promote your brand identity to make a positive first impression on buyers when they are planning their visit. Your online profile is likely to be the first point of contact with buyers and remains on the website for the full show cycle, so it's important to add your content as soon you can.

Your online profile has been designed to encourage buyers to engage with you by traditional means, via your social networks or by using our email enquiry service. More channels to engage with you means more opportunities for you to generate valuable sales leads and sales prospects before and after the show.

HOW DO I MAXIMISE THE BENEFITS FROM MY ONLINE PROFILE TO TECH CONNECT - THE OFFICIAL SHOW APP

We strongly recommend that you start to enhance your online profile as soon as you have received your login email. You can highlight a selection of the products you'll be exhibiting, new launches as well as excite and engage buyers via your social networks long before the show.

WHAT SHOULD I INCLUDE IN MY COMPANY DESCRIPTION?

Your company description should inform customers what you do and how you do it. Describe your company and products clearly and concisely, using short descriptive sentences. Avoid writing your stand number, telephone number or web address, as these are already included elsewhere on your profile.

WHAT IS TECH CONNECT?

TechConnect is the official show app. It's a complimentary premium networking tool available to exhibitors & visitors alike, enabling them to search for, connect with & arrange 1-2-1 meetings with their target market ahead of Digi Gov Expo.

Client Relations help facilitate confirmed meetings located in the dedicated TechConnect Lounge. All meeting participants will receive a text message* reminder 10 minutes prior to their meeting with the time, location & who they're meeting included in the message. Meetings can also take place on the Exhibitor Stands.

*Users must have added their mobile phone number to their personal profile to receive reminder texts.

HOW DO I LOG INTO TECH CONNECT?

TechConnect is accessible very soon. If the exhibitor badge registration is complete, you will receive a welcome email to complete your personal & company profile. Networking will begin from April 2024 when we launch TechConnect to visitors. Remember to check in regularly as visitors are uploaded continuously in the lead up to the event.

WHEN CAN I ACCESS TECH CONNECT?

You will be able to access TechConnect in due course soon and the concierge team can help you set up your account. You will be able to book meetings from April, when we launch the portal to all visitors.

HOW CAN I CONTACT THE TECH CONNECT TEAM?

If you have any questions about TechConnect - the official show app, please contact the Client Relations team: client.relations@digital-government.co.uk

Official Contractors and Order Forms

Below is a list of the show's official contractors who will be able to assist with any requirements you may have.

Accommodation Event Express E: reservations@eventexpressuk.com T: +44 (0)190 573 7737 Make a booking	Graphics Full Vision E: exhibitor@fullvision.co.uk W: https://fullvision.co.uk/exhibitor-graphics/ Order Form
Audio Visual PSPAV E: screenhire@pspexhibitions.com T: +44 (0)121 486 3288 Order Form	Logistics and Storage Exhibit 3Sixty W: https://www.exhibit3sixty.co.uk T: +44 (0)24 76473663
Catering ExCeL Hospitality W: https://excellondonhospitality.exhibitorcatering.co.uk/ T: +44 (0)20 7069 4100 Order Form	Stand Upgrades Expositionists International E: charlie@teamexpos.co.uk teddi@teamexpos.co.uk T: +44 (0) 1707 390 122
Electrics, Lighting, Shell Scheme, Accessories, Carpet Full Circle E: exhibitors@exhibitconnect.co.uk T: +44 (0)161 393 3949	Telecommunications & Internet ExCeL W: https://www.excel.london/webshop
Furniture Creative Hire W: https://www.creativehire.co.uk/event/digi-gov-expo-2024/ Order Form	Traffic / Parking ExCeL E: info@excel.london T: +44 (0)20 7069 4500 W: https://www.excel.london/exhibitor
General and event printing - brochures, roller banners and branded merchandise E: sales@firstpointsw1.co.uk T: +44 (0) 207 828 0515 W: https://firstpointprint.co.uk/contact	

The Digi Gov Expo Show Team

General Show Information

Event Operations and Logistics
E: ops@digital-government.co.uk

Client Relations / TechConnect
E: client.relations@digital-government.co.uk

Marketing
E: info@digital-government.co.uk

Sales Account Managers

Matt Styrka
E: matt.styrka@govnet.co.uk

Tracy Dale
E: tracy.dale@govnet.co.uk

Lisa Evans
E: lisa.evans@govnet.co.uk

Allan Winn
E: allan.winn@govnet.co.uk