

DIGIGOV

24-25 SEPTEMBER
ExCeL LONDON

EXPO'24

Exhibitor Manual

Space Only Stands

VENUE:

ExCeL Royal Victoria Dock,
1 Western Gateway,
London E16 1XL

We are delighted that you have chosen to exhibit with us at **The Digital Government Expo** this year and cannot wait to see you! To make your planning easier we have created this manual for you, however, please note that some of our preferred suppliers use an online portal for their services.

They will provide you with the relevant login details directly.

We understand that you may need information at different times during the planning process.

To assist you, we've created a handy checklist to guide you through each step.

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YOUR EXHIBITOR CHECKLIST

Build a budget covering typical costs such as travel, registration, exhibit space rental, stand design/activations, show services (carpet/flooring, furniture, audio-visual, electrical etc.), shipping/transportation, marketing, giveaways, and sponsorships.

Define your audience, their interests, and needs from you – highlight how your product or service offers solutions and showcase these in your stand.

Ensure you and your team have registered for your event badges, clicking on the drop down “**Exhibitor**” every single team member must be **registered** before arrival.

Thoroughly read this manual to understand event information, rules, regulations (which vary by venue), Important deadlines, and necessary order forms (which are located to the rear of this document)

Identify the show’s official contractors, as they provide booth services and can help ensure a smooth event experience (these are detailed to the rear of this document)

Our Safety Partner KRM will be in touch with you to provide you links to the portal where you will upload all of your safety documentation for review. The email address they will contact is the primary operational contact we have on file.

Align event goals with your organisation’s objectives and use these goals to outline success metrics for the show.

Choose a logistics provider to aid you in getting items to and from your stand. We recommend **Exhibit 3Sixty** as our preferred partner (their details can be found to the rear of this document)

Schedule a pre-show meeting with your stand staff and other company representatives to review show priorities, activations, and success measures.

DURING THE SHOW:

Check your space to ensure all shipments have arrived and confirm all orders are complete or in process.

Pick up your badge (s) before it gets busy and beat the queues, by scanning your QR code.

Test all your stand equipment and if you need help visit the help desk.

Get comfortable with you and your team using your **GovNet Event App**

Label all empty boxes and containers needed for breakdown before they are taken to the warehouse.

Have a coffee with your Account Manager at the Sales Lounge onsite.

POST SHOW:

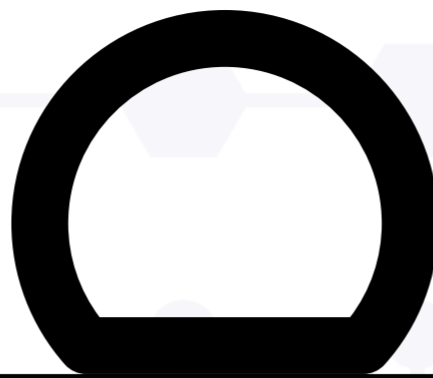
Collect all final leads, and notes gathered from staff during the show in the GovNet Event App.

Apply labels to every container and/or box you plan to ship.

Check with the service desk and hired vendors for all final invoices.



BADGES & PASSES



EXHIBITOR BADGES

To register your Exhibitor Badges, please visit the registration page:

<https://registration.digital-government.co.uk/2024/registrations/other>

Once registered you will receive an email confirmation and access to the badge in your GovNet app.

Please bring the confirmation with you to collect your Exhibitor Badge onsite from registration.

Exhibitor badges can be collected on-site during build-up from **2pm on 23rd September 2024** within the registration area or from 8am on 24th September when the show opens. This must be worn for the duration of the show's open period.

Please Note: Exhibitor badges are for stand personnel only i.e. those working on your exhibition stand and not members of staff attending as visitors.

BUILD-UP & BREAKDOWN PASSES

Contractor and non-stand personnel needing to access the venue during build-up and breakdown will need to **register for a contractor badge**.

Please register online for your contractor badge using the dropdown Contractor:

<https://registration.digital-government.co.uk/2024/registrations/other>

Contractors who are completing physical works will be issued with a wristband rather than a badge due to safety reasons.

APP

GovNet is a complimentary, premium networking tool available to exhibitors & visitors alike, enabling you to search for, connect with & arrange 1-2-1 meetings with your target market ahead of the event whilst on-site, the Meetings Team helps facilitate confirmed meetings located in the dedicated Lounge. All meeting participants will receive a text message* reminder 10 minutes prior to their meeting with the time, location & who they're meeting with included in the message. Meetings can also take place on the Exhibitor Stands.

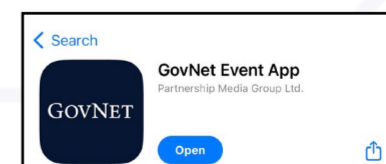
**Users must have added their mobile phone number to their personal profile to receive reminder texts*

APP - LEAD GENERATION SCANNERS

Badge scanning is done through the GovNet Mobile App. We do not provide physical scanners. You will receive your App login details before the event and we recommend you download the app as early as convenient to maximise your experience and return.

The Event App (either Desktop or Mobile) can also be used to network with prospects and book meetings at the event. Contacts made during the event are available for immediate download from the 'My Team' section of the DESKTOP version of the GovNet App. Please contact Client Relations via email:

client.relations@digital-government.co.uk



BUILD-UP & BREAKDOWN INSTRUCTIONS

HEALTH & SAFETY

Everybody onsite at this event is expected to comply with UK Health & Safety law to achieve best practice and the safest possible environment.

KNOWLEDGE SHARING

Everyone who is coming onsite to work on your project must fully understand this induction & share the information.

RISK PLANNING

Share the Risk Assessment and Construction Phase Plan with all teams. This includes your team, contractors and/or subcontractors that you are engaging with.

CONSIDER OTHERS

It is vital that you plan and are prepared to work in such a way to consider those working around you within the hall and on neighbouring sites so that your actions do not endanger others.

HIGH VIS JACKETS: If your teams are operating in loading areas they should be aware of the movement of the traffic and should wear hi-visibility clothing as a minimum.

PERSONAL PROTECTIVE EQUIPMENT: Ensure your PPE is suitable and sufficient for the tasks you are carrying out and protective footwear must be worn. Hard hats must be worn in areas of high construction or as directed by H&S manager or GovNet team.

EMERGENCY GANGWAYS: These must be maintained at all times for the safety of all within the halls, especially for emergency access and egress but also show related vehicle movements.

ACCESS & BADGES: Only authorised access is permitted into the exhibition halls. Everyone working within the halls must wear the appropriate badge and/or wristband.

WORKING HEIGHT: Appropriate management and safe methods of working at height is required at all times to comply with the Working Height Regulations 2005.

HOT WORK RULES: All hot work requires a hot work permit from the organiser.

ACCIDENTS: All contractor accidents, incidents & near misses must be reported immediately to the organiser.

WORK TIDY: Maintain good housekeeping at all times and remove all waste from site.

SMOKING: Including e-cigarettes & vapes is only allowed in designated smoking areas.

ALCOHOL/DRUGS: Anyone suspected of being under the influence of drugs or alcohol will be ejected.

LADDERS & STEPLADDERS: Where ladders are used and it is not practical to use a working platform or the activity is low risk these need to be industrial, not domestic quality. Ladders must be used in accordance with manufacturer's instructions. Please ensure you don't work off the top three rungs and try to make sure the ladder extends at least 1m (three rungs) above where you are working. Under no circumstances use or stand ladders on moveable objects, such as pallets, bricks or lifts.

SITE RULES

- You must comply with venue traffic rules at all times
- Please observe the 5mph speed limit at all times when in the inner area
- Do not use your mobile phone while driving unless it's handsfree
- Do not park your vehicle on hatched areas when unloading
- Do not obstruct points of access and egress

EVENT INFORMATION & TIMETABLE



Local Information:

- 1) Venue address - ExCeL Royal Victoria Dock, 1 Western Gateway, London E16 1XL
- 2) The show is accessible via the **N6 Entrance** on the **Main ExCeL Boulevard**
- 3) The show is located within hall modules **N12 – N14**
- 4) Travel information for getting to the venue:
<https://www.excel.london/visitor/getting-here>

Access times - Event Build Period:

- o Space Only Exhibitors: **23rd September 2024: 10:00 – 20:00**
- o Shell Scheme Exhibitors: **23rd September 2024: 14:00 – 20:00**
- o Access for deliveries – All Exhibitors **23rd September 2024: 12:00 – 20:00**

Please Note: All deliveries must be made when a member of your team is onsite to accept and sign for the package where possible. The organiser and the venue are not permitted to sign for exhibitor deliveries and your delivery may be turned away.



Show Open Period:

Access for Exhibitors ahead of the show opening is from **08:00 on both the 24th & 25th September 2024**

- o Access for Visitors: **24th September 08:45 – 17:00**
- o Access for Visitors: **25th September 08:45 – 16:30**

Event Breakdown:

All Exhibitors and stands: **25th September 17:00 – 21:00**

Kindly Note: All courier collections must be arranged between the hours of **17:00hrs and 21:00hrs on 25th September**. Any items left in the hall past **21:00hrs on the 25th September** will be deemed as rubbish, disposed of and any charges incurred for the removal, will have to be passed on to the exhibitor.




SPACE ONLY STAND INFORMATION

A space only stand is rented floor space for a custom-built stand with no walls, carpet, electricity, or furniture.


REQUIREMENTS FOR SPACE ONLY STANDS:

- **Plans:** Elevation and plan views with measurements, including maximum height.
- **Risk Assessment:** Covering build and breakdown.
- **Method Statement:** Covering build and breakdown.
- **Construction Phase Plan:** As the stand area is a construction site.
- **Public Liability Insurance:** Covering the company building and dismantling the stand.

Our Safety Partner KRM will be in touch with you to provide you links to the portal where you will upload all of your safety documentation for review. All information must be submitted by Friday 30th August 2024. 

KRM Safety Team: sam@krmsafety.management

COMPLEX STANDS:

- **Definition:** Structures requiring calculations, multi-storey, exceeding 4m in height, bespoke suspended structures, sound/lighting towers, temporary tiered seating, platforms/stages over 0.6m in height.
- **Requirements:** Structural calculations with stand plans.
- **Additional Fees:** 'For structural review and legal sign off, these fees will be shared with you post event for payment.
- **Stand Plan Deadline:** Friday 30th August 2024. 

NON-COMPLEX STANDS:

- **Height Limit:** Up to 4m (including platforms).
- **Minimum Build Height:** 2.5m.
- **Walling:** Must supply your own walls.

Stand Plan Deadline: Friday 30th August 2024. 

CARPET & FLOOR COVERINGS:

- **Not Included:** Must be ordered separately.
- **Supplier Removal:** Ensure supplier removes carpet after the show to avoid disposal fees.
- **Carpet Tape:** Must be venue-approved and low tac.

CLEANING:

- **Pre-Show:** Stands, gangways, and public areas will be cleaned and vacuumed.
- **Post-Show:** Place rubbish bags or empty boxes in the gangways for disposal.
- During build up and breakdown **please take all** waste and materials with you. Any waste left behind and a skip fee will be charged straight back to the exhibitor.

FURNITURE

- A space only stand is rented floor space and **does not include** furniture.
- Please order via our preferred suppliers [Creative Hire](#).

GANGWAYS

- During the build-up and breakdown periods, materials may be placed in gangways, as long as they **do not cause obstruction**. Approaches to emergency exits **must be kept clear** at all times. If requested, the gangways must be cleared immediately.
- Throughout the exhibition, all gangways **must remain unobstructed** and accessible at all times. Parts of your stand, furniture or exhibits etc. must not project beyond the boundary of your stand.
- Emergency gangways **must** be kept clear.

SPACE ONLY STAND INFORMATION

ELECTRICS

- Space only stands **do not include any electrics**.
- Our official contractor is responsible for and will carry out, all electrical work on all stands. Pre-fabrication will be permitted but a connection to the mains and on-site wiring **MUST** be carried out by the official electrics contractor, it is necessary for a fuse box to be fitted to every stand. **This is now** an industry standard and unavoidable.
- Below are examples of loading's for items plugged into socket outlets.

ITEM	POWER TO ORDER
Hired Coffee Machine	3kw
Machinery	3kw
Kettle	2kw
Plasma Screen	1kw
Refrigerator	1kw
Lighting	1kw
More than 3 laptops	1kw
Laptop/Phone ONLY	500W

There will be **no power supply during build-up and breakdown and power will be switched on at 8am on the open day of the show**. Power to stands will be **switched off 30 minutes after the show closes**. If you wish to order temporary power during the build-up or overnight, please contact our official supplier Full Circle.

HEIGHT LIMITS

- **The height limit** for a space only stand is 4 meters from floor level (including any platforms).
- A stand **over** 4 metres high is deemed a complex stand and will require full structural calculations.
- Should your stand plans exceed 4 meters your stand will be classified as a complex stand. **Please highlight this** on your stand plans and email the organiser as further approval will be required.
- **Additional fees** for a structural engineer to assess the stand on-site will apply. **Additional documents will be required** please email the organisers.
- Please read the space only stand regulations.
- **All stand plans** which exceed 4 meters **must** be submitted to the organisers 6 weeks in advance of the show.

STAND PLANS

- Detailed below are the requirements regarding the stand plans. **All plans must be submitted and approved**.
- A plan showing the location within the exhibition; A plan view with external dimensions, indicating which sides are open onto gangways, plus the location of any hall column and its dimension to the nearest stand edge; Elevation views, indicating clearly the heights of all stand fittings. Details of all walling, platforms, demonstration areas, exhibits, graphics, etc; Details of materials and fire protection.
- Approval for a stand from a previous show will not be accepted as proof of approval and plans must be re-submitted for each show.
- When written approval has been received for the original design, no alteration may be made without the approval of the organiser.
- Exhibitor insurance **policies do not cover stand contractors**, and any subsequent sub-contractors, and as such contractors are required to **submit proof** that they have adequate insurance coverage.

WALLING

- Dividing **walls must be** built between your stand and adjoining stands, extending to the boundaries of your stand. These walls **should be** a maximum height of 4m and a minimum height of 2.5m.
- You **must supply walling** to your own stand and not use the back walls provided by other stands, whether they are space only stands or shell scheme stands.
- A minimum of two thirds of any open side is to remain open, from floor to ceiling. Long runs of solid walling on open sides (perimeters) are **not allowed**. Walls along perimeters must be decorated with graphics or display items and **not left plain**.

SPACE ONLY BUILD REGULATIONS

If you have a space only stand you have a legal obligation to build your stand to the required standards of the venue and local authority.

Our Safety Partner KRM will be in touch with you to provide you links to the portal where you will upload all of your safety documentation for review. All information must be submitted by Friday 30th August 2024, including stand plan submissions.

Stand Plan Submission Deadline: Friday 30th August 2024

The regulations below are supported by and should be followed in conjunction with the current **eGuide**.

QUICK OVERVIEW

- Refer to the Space Only Specifications page for required stand plans.
- Stand design must be erected and dismantled within the Event Timetable hours.
- Official contractors must carry out all mains electrical works.
- Be considerate to others during construction; do not work or paint in others' stand areas or emergency gangways.
- You are responsible for your contractors' actions and any damage they cause.
- Share Site Rules with all contractors and staff on-site during build-up and breakdown.
- Display your stand number clearly for better visitor navigation.
- Submit professional scale drawings with construction details, Method Statement, Risk Assessment, Public Liability Insurance, Stand Plan Submission Form, and Health & Safety Declaration.
- Ensure presentations/demonstrations for large groups are located centrally on the stand and shown on drawings.
- Use fireproof materials for stand construction as per eGuide standards.
- Check for venue restrictions on headroom, loading bay space, and floor loadings if bringing large or heavy items.
- Use venue-approved, low-tac carpet tape and ensure contractors remove it during breakdown.

IMPORTANT INFORMATION

STAND DESIGN – INCLUSION FOR ALL

- Exhibitors and stand designers must comply with the Equality Act, ensuring stands are accessible to all.
- Review your responsibilities under the Equality Act in the AEV eGuide. Consider the following:
 1. Design stands without platforms where possible; incorporate ramps if platforms are used.
 2. Provide equal service on all levels for multi-level stands without ramped access.
 3. Ensure ramps are used for platforms over 13mm in height.
 4. Adjust door sizes and include lower vision panels for wheelchair access.
 5. Provide literature in larger print or audio formats for the visually impaired.
 6. Consider lower terminals for wheelchair-accessible product demonstrations.
 7. Ensure staff are aware of their responsibilities under the Equality Act.

CONTRACTORS

- All stand builders and contractors **must complete the Build-Up and Breakdown Pass by clicking on contractor in the drop down menu**. This is a requirement in order for contractors to access the halls during those periods. Upon arrival a wristband will then be given upon showing the QR code.
- **You are responsible** for the actions of any contractor you employ to work for you and will be **held responsible** for misconduct by them. Any damage caused by your contractors will be charged directly back to you.
- Ensure you share this manual with any contractor or staff.

DOORS & WINDOWS

- Ensure all gangway doors and windows open inwards to prevent accidents. Doors that open outwards should not extend beyond site boundaries.
- Include clear-glazed vision panels in all doors at sight level, accommodating wheelchair visibility between 900mm and 1500mm above floor level.
- Doors must not open directly onto gangways.
- Enclosed rooms within stands must have a means to alert inner room occupants to fires originating in access areas. Rooms can host a maximum of 50 people and staircases should not terminate in enclosed rooms. Stands must be fully lined with non-combustible, fire-resistant materials throughout. Order carpet through our official supplier via the checklist tab.

EXHIBITOR RESPONSIBILITIES

HEALTH & SAFETY GUIDANCE

Exhibitions can have inherent risks, particularly during the build and breakdown phase. In 2015, the Health & Safety Executive introduced regulations to provide better safety provisions. Both we, as the Organiser, and you, as Exhibitor, have a legal obligation and duty of care to adhere to the Construction, Design, and Management (CDM) regulations. These regulations are crucial for ensuring safety and compliance during all event phases.



Ensure the health, safety, and welfare of your employees, contractors, and visitors throughout the exhibition. Your actions should prevent accidents, injuries, and unsafe conditions. Provide proper information, training, and supervision.

Complete the **health and safety declaration form**, which is mandatory for all exhibitors.

EXHIBITOR CHECKLIST FOR A SAFE EVENT

BEFORE THE EVENT

HEALTH & SAFETY POLICY

- Ensure your company has a written Health & Safety Policy if you have five or more employees.
- Verify that all contractors, suppliers, and agents have suitable Health & Safety Policies.

RISK ASSESSMENTS

- Conduct and document a Risk Assessment for your stand and attendance at the event.

SAFETY ADVISER

- Appoint at least one competent safety adviser to assist with health and safety responsibilities if your business is unsure of its responsibilities. You will also be able to seek support from **KRM Safety**, our dedicated Safety Team, details can be found to the rear of this document.

TRAINING & INFORMATION

- Provide proper information, instruction, and training to all employees and contractors.

HEALTH & SAFETY DECLARATION

- Complete and submit the mandatory health and safety declaration form.

VENUE EMERGENCY PROCEDURES

- We recommend that you read the emergency procedures document ahead of your arrival for Excel:
https://www.excel.london/uploads/a6_emergency_procedures.pdf

DURING SETUP

ESCAPE ROUTES

- Keep escape and exit routes clear at all times, do not allow waste to build-up at any point.
- Ensure doors along these routes can be easily opened from the inside.
- Do not obstruct or cover exit doors, emergency exits, or their signs.

AISLES AND CORRIDORS

- Keep hall aisles and corridors free from obstructions.
- During setup and dismantling, maintain a clear path of at least 1.5 meters in width.
- Ensure all operatives wear appropriate protective clothing (eye, ear, foot, hand protection, and hard hats when necessary).

EQUIPMENT SAFETY

- Use portable power equipment for its intended purpose with safety guards fitted.
- Minimise trailing leads and do not leave powered equipment unattended.
- Ensure forklifts are operated only by trained personnel.

GENERAL SAFETY

- Cooperating with other employers, such as Exhibition Organisers, when sharing your areas in the exhibition hall.

Minimising trailing leads when using portable electric tools and not leaving equipment unattended while powered.

AFTER THE EVENT

DISMANTLING

- Briefly place materials in aisles and corridors during dismantling, ensuring a clear path of at least 1.5 meters is maintained.

WASTE DISPOSAL

- Ensure all materials and equipment are removed from the venue, leaving no hazards behind.
- Properly dispose of fluorescent lighting and other materials off-site.
- Do not place chemicals or flammable liquids in general rubbish bins.

By following this checklist, you can help ensure a safe and compliant exhibition experience.

GENERAL INFORMATION A-Z

Here you can find all information which may assist you in your preparations for the event. If you have any further questions, please contact: client.relations@digital-government.co.uk

ACCESS TO STANDS OF OTHER EXHIBITORS

Exhibitors may not access other stands outside official hours without permission from the organisers.

ACCESSIBILITY

The venue has facilities available for exhibitors and visitors. Should you have any queries, please contact the venue directly or visit their [FAQs page](#)

ACCIDENTS & NEAR MISSES

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

ACCOMMODATION

Event Express have negotiated discounted rates close the venue for exhibitors and visitors of the Digital Government Expo, our exclusive event rates are available for a limited period.

Please **book accommodation** using our official supplier, Event Express.

ANIMALS

For reasons of health and safety animals are not allowed in the exhibition halls for the duration of the tenancy except for registered assistance dogs.

AUDIO VISUAL

To order AV services please see visit our official contractor: screenhire@pspexhibitions.com

BALLOONS

Gas-filled balloons **must be** adequately secured to the stand and **not distributed**. Charges will be passed on for any costs incurred for repairing damage to the air handling units within the halls due to gas-filled balloons being drawn into the units and for removing balloons from the roof structures.

Balloons **must be** positioned at a height no greater than 4m from the hall floor to the top of the balloon.

Balloons can hang **only** over your own stand.

All helium gas cylinders **must be removed** from the halls once the balloons have been filled and the use of **flammable gases is not permitted**.

A plan **must be** submitted to the organisers detailing location, height, and method of attachment.

GENERAL INFORMATION A-Z

BREAKDOWN

During breakdown, **no dismantling** of stands or vehicles can be admitted until the hall is clear of visitors. Exhibitors and contractors **should report** to the lorry way to gain access for breakdown.

It will **not be possible** for exhibitors to exit via the main doors once the show has closed; nominated fire exits **must be** used. Trolleys and goods are not allowed in the foyer at any time.

Please review the exhibition timetable for exact timings.

BUSINESS CENTRE

There is a shop on **level 0** at the bottom of the stairs near **N4/S4** which sells a range of stationery items and **can also do photo copying**. This shop has its own Bureau de Change.

COMMERCIAL CANVASSING

All exhibitors are advised that unless they have a contractual agreement with the event organisers, all promotional activity including literature distribution is restricted to the limits of their stand. If you are approached on your stand by unwelcome visitors trying to sell their products, please take a business card and inform the Organiser's Office immediately.

For details of opportunities available in the halls, please contact your Account Manager.

CAR PARKING

Please see the Driving to ExCeL information on their website to find out more about **onsite parking facilities**. Please see the **ExCeL Parking FAQs** and **Parking Map**.

CARPETING/ FLOORING

Space only stands **do not have carpet provided**.

Shell scheme stands **will have carpet provided** on their stands.

CASH MACHINE

There are two Note ATMs near the west entrance of the venue by Costa and Panini Pronto, and another Note ATM in the centre of the boulevard between entrances S6 and N6.

There are a Barclays and a Note ATM located on **level 0** between **N4 and S4**.

GENERAL INFORMATION A-Z

CATERING & FOOD / DRINK ITEMS ON STANDS

The Food Safety Act 1990 and Regulations made under it aim to ensure that all food offered to the public is safe to eat. Part of the Environmental Health Officers role is to carry out checks on Food Safety and Hygiene to ensure compliance with the legislation

We recommend that any food or treats you wish to hand out, are ordered directly through the Excel webshop on the following link: <https://www.excel.london/webshop> simply select the show logo and log in with your stand number.

You are **not permitted** to retail food or drink for the public to consume at the show unless written permission is obtained from the venues appointed catering contractor. Non-compliance will result in your food and/or drink items being removed from the site.

You **may** sample food and drink to visitors provided it is your product and it is free of charge. The standard acceptable sampling sizes are:

- Unwrapped food – bite-size proportions
- Individually wrapped items
- Drinks (Hot, Soft, Beer & Cider) – 50ml container
- Wines/Fortified Wines/Champagne/Alcopops – Up to 25ml measures
- Spirits and Similar – Up to 5ml measures

Please ensure that the organiser is aware of any catering that you are having on your stand by emailing client.relations@digital-government.co.uk

CLEANING

All stands will be cleaned daily, but this **does not include** the cleaning of exhibits or other stand surfaces.

Where stands are constructed with offices or interiors, duplicate keys clearly labelled should be left with the Organisers Office to allow access for cleaners.

Exhibitors requiring emergency cleaning during the exhibition should contact the Organisers office (although only light cleaning will be possible during show opening hours, vacuuming will not be possible until the close of the show).

Please dispose of any liquids to avoid spillage and damage to the carpets.

Excessive waste left on-site is chargeable back to the exhibitor concerned.

CLOAKROOM

There will be a cloakroom available on the boulevard which will open 30 minutes before the show opens and 30 minutes after the show closes.

The complimentary cloakroom at ExCeL is situated on level 0 by N4/S4 and one in the east end on level 0.

COLLECTIONS

Please ensure collections are clearly labelled with return address, name and mobile number.

Collection Form.

COLUMNS

There are no columns on the show floor at Excel.

GENERAL INFORMATION A-Z

DELIVERIES & COLLECTIONS

We recommend using the official freight forwarding courier **Exhibit 3Sixty** as they can offer a first-class service onsite, giving you the peace of mind that your delivery, no matter how big or small, will arrive safely at the venue and on your stand. The organisers are not responsible for any exhibitor deliveries.

A representative of your company must be present to sign for any deliveries to the venue should you not use Exhibit 3Sixty. For security reasons, the organisers **are not able to sign** for deliveries on your behalf.

You will **also not be able to** deliver in advance of the event.

Deliveries can only be made between during your build time or from 0800-0830 on show open mornings.

All deliveries must be labelled correctly to ensure they are delivered to the correct hall and stand.

→ **COLLECTION NOTE**

→ **DELIVERY NOTE**

DILAPIDATIONS / DAMAGE CAUSED BY THE EXHIBITOR

Exhibitors are responsible for panels, walls, flooring, shell scheme stands, hired accessories, etc. within their stands area and any damages will be made good at the exhibitor's own expense.

All exhibits and stand-fitting materials **must be** cleared from the venue and charges will be levied for the removal of any abandoned articles, including carpet tape.

Exhibitors are required to leave their stand space, decorations, walls, columns, flooring, shell scheme stands, hired accessories, equipment, etc. in the condition in which they found them.

The exhibitor is liable for any damages caused and is responsible for ensuring these will be made good or alternatively, damages will be assessed and charged to the exhibitors concerned.

Contractors or exhibitors using adhesive tape to fix carpets or other materials to the floor will be held responsible for removing the tape after use without damage to the floor. If the floor surface is damaged, the exhibitor will be charged for the full cost of repair.

All exhibits and stand-fitting materials **must be** cleared from the venue and charges will be levied for the removal of any abandoned articles, including literature.

EQUALITY & INCLUSION

Exhibitors and stand designers are reminded of their obligations under the **Equality Acts** and must design their stands with accessibility and impairments in mind.

Please see the following link regarding your responsibilities under the Equality Act:

[AEO eGuide.](#)

FIRST AID

Should you require any first aid onsite, please contact the Organisers Office immediately.

FOOD HYGIENE & SAFETY

All food and safety and hygiene regulations **must be** complied with. It is your responsibility to make sure that you are operating in compliance with the Food Safety Act 1990, the Food Hygiene Regulations 1990, and Food Safety Regulations 1995 as enforced by the Environmental Health Officer such other authority is appropriate.

You **must ensure** that you have copies of the relevant food safety documentation onsite to present to the local authorities or venue management if requested.

FREIGHT FORWARDING/ DELIVERY OF MACHINES/ STORAGE OF EMPTY CASES

Empty crates and boxes **must not** be stored on exhibitor's stands or within the hall.

Exhibitors requiring storage or courier facilities should contact our official supplier.

GENERAL INFORMATION A-Z

HALL FLOORS, CEILINGS AND WALLS

Floor surface in halls is **concrete**

Floor loading in halls is: **18kN/m²**

Hall floors must not be painted. It is not permitted to glue any kind of floor covering to plastic studded or natural stone floors; adhesive fixing of floor coverings to hall floors is permitted only with double-sided adhesive fabric tape.

After the end of the exhibition floor coverings and adhesive tapes must be removed again. Joints to hall walls, ceilings, and floors may under no circumstances be damaged by cutting or foundation works or similar. Drilling and the attachment of bolts or anchorages to floors, walls, or ceilings are not permitted.

INTERNET ACCESS / TELECOMMUNICATION

- The venue has **FREE Wi-Fi** which is suitable for browsing, social media, and email. When you arrive at the venue, you will need to sign in to the free Wi-Fi and follow the instructions
- To order internet for your stand, please visit the Excel webshop <https://www.excel.london/webshop> and select the event logo to log in with your stand number and order your requirements.

INSURANCE

Exhibitors are reminded that in accordance with the rules and regulations they must take out adequate insurance coverage. **Please note** that Exhibitor insurance policies **do not cover** stand contractors and any subsequent sub-contractors, and as such, contractors are now required to submit proof that they have adequate insurance coverage.

Whilst we take every precaution we are not responsible for damage or loss to stand fittings and exhibits; we **must also** draw your attention to the Public Liability cover and the increasing numbers of claims against exhibitors and service providers for trips and falls.

A specialist exhibition policy would adequately cover you for your property and Public Liability Insurance, or if your Public Liability is at a minimum of £5 million (Space Only Stands) or £2 million (Shell Scheme Stands) this will be enough to cover. This would mean in the event of any loss or claim this would not affect any business policy.

The organisers **will not be responsible** for any financial loss by theft, fire, or other cause whatsoever sustained by any exhibitor by reason of any defect in the building, fire, storm, tempest, lightning, national emergency, labour disputes, strikes, explosion, force majeure or any other cause not within the control of the organisers. This also includes the cancellation, abandonment, delay, or postponement of the opening of the show or the inability to use the venue.

Additionally, the organisers will not be responsible for the safety, loss of, damage, or destruction of any exhibits or property or injury to any exhibitor, its staff, contractors or agents, or any other person, by theft, fire, or other cause whatsoever sustained by any exhibitor by reason of any defect in the building, fire, storm, tempest, lightning, national emergency, labour disputes, strikes, explosion, force majeure or any other cause not within the control of the organisers.

As the organisers will not accept responsibility for any loss or damage suffered by any exhibitor (this includes breakdown of electrical and water supplies), we recommend that you take adequate insurance.

GENERAL INFORMATION A-Z

LIFTING AND STORAGE

To assist with any lifting or storage of materials, we have an onsite official contractor for the duration of the show. They will be onsite during build-up and breakdown to assist with any lifting or storing away spare materials.

LOST PROPERTY

During the show all lost property enquiries should report to security or the Organiser's Office. Please bring all lost property to the Organiser's Office.

MAINTENANCE

Maintenance work to stands **must be** carried out the evening prior to opening, or after the close of the show by prior arrangement with the organisers.

No maintenance will be permitted during open hours.

MANNING OF STAND

Exhibitors are obliged to be present on their stand during exhibition open hours and display registered exhibits. **Stands may not** be dismantled before the official breakdown commences.

MUSIC

If you wish to play music on your stand during the exhibition, you are required by law to obtain a music license.

A PPL/PRS license is required for all exhibitors for the use of all 'sound recordings (i.e. CD's, DVD's videos etc.) The PPL/PRS collects royalties on behalf of the record labels.

It is the responsibility of the exhibitor to apply for these licenses for the duration of the show; failure to do so will result in a fine.

Please visit the [website](#) to view a music license order form.

NOISE LEVELS

Screening videos, demonstrations etc. from stands will be permitted providing they do not interfere with the conference or any other exhibitor. The organiser reserves the right to request that sound levels are reduced or switched off completely.

ORGANISER'S OFFICE

The Organiser's Office is located inside the Hall Entrance. The office will be open from **08:00** each day. Additionally there will be an info point on the show floor.

PHOTOGRAPHY & VIDEO RECORDING

To avoid unnecessary canvassing of exhibitors, the official photographer has been appointed to undertake all photography for the show and no other photographers will be allowed into the hall without prior written consent from the organisers.

PIPED SERVICES

The venue is solely responsible for the supply and connection of natural gas, compressed air, water, and waste services.

Please note that water and waste are only available at specific points within the hall. Therefore you **may require a 100mm platform** floor to hide any service pipes on either your own or a neighbouring stand.

PUBLIC ADDRESS SYSTEM

The public address system is for use by the organisers and authorities only.

During the open period, only official and emergency messages will be broadcast.

GENERAL INFORMATION A-Z

PRAYER ROOM

The prayer room can be accessed through the grey door next to the N7 entrance on the boulevard.

PROMOTIONAL ACTIVITIES WITHIN THE EXHIBITION HALLS AND EXTERNAL AREAS

Unless ordered via the official sponsorship/advertising offer from the organisers, no advertising whatsoever is allowed outside of the exhibitor's own stand area.

This includes the distribution of flyers, the display of posters, the assembly of structures with advertising content, etc. This also applies to any persons circulating outside of their own stand area while displaying advertising on sandwich boards, clothing, etc.

SECURITY

There will be constant security cover through the tenancy period. However, exhibitors should ensure that their goods are always safeguarded, particularly during build-up and breakdown.

The organiser's hire security to prevent unauthorised access to the hall, **NOT** to secure the contents of your stand.

There will be internal overnight security patrols only. However, the individual security of stands and exhibits lies within the responsibility of each exhibitor. Valuables should be locked away overnight.

Please note that most hired cabinets have common locks and should **NOT** be regarded as secure units.

Any incidents of theft **must be** reported to the organisers immediately as it will be necessary to complete a security form and report the incident to the police.

Please note: that neither the organisers nor the venue can be held responsible for any loss or damage to stands or exhibits.

SMOKING

The halls are strictly **no smoking**.

If you wish to smoke, you can do so in the designated smoking areas around the venue. Fire doors will be kept shut, please **do not** use these.

STAND CONSTRUCTION ABOVE GANGWAYS

Please notify the organisers if you are planning to build above the gangways.

This is subject to the organiser's approval.

TOILETS

Toilets are located on the boulevard during the show's open period.

Toilets will be open at the back of the halls during the build-up and breakdown period.

TROLLEYS

Contractors, drivers, and exhibitors are encouraged to bring their own trolleys for unloading to reduce the amount of time it takes to unload.

No trolleys will be allowed in the hall during the show's open period.

TRAFFIC

Traffic Rules and Regulations at the exhibition grounds must be followed to ensure the smooth flow of traffic.

Vehicles, trailers, container bridges, or obstacles of any kind parked unlawfully on the exhibition grounds will be towed away at the owners/driver's risk and expense.

The access roads to the event hall and entrances and exits serving as emergency escape routes must be kept clear. No construction material or components, transport equipment, vehicles, or other objects may obstruct these routes.

GENERAL INFORMATION A-Z

VEHICLE ACCESS

When building up for an event at ExCeL, exhibitor vehicles should enter the site from the east and park in the traffic marshalling yard.

The postcode for your sat nav is **E16 1DR**. Please then report to the traffic office located on Sandstone Lane.

You will need to book in via the Voyage Control system, the link for this is located within the Excel webshop area: <https://www.excel.london/webshop>. Simply look for the show logo and log in with your stand number.

VEHICLES ON STANDS / MOBILE TRAILERS

The organisers must be notified of any mobile units and motor vehicles being brought into the halls well in advance of the event so that a suitable delivery/collection time can be arranged.

If we do not have awareness of vehicles coming to site for stands, once the build is underway we may not be able to get them in.

WORKING AT HEIGHT

Please be aware that Working at Height within the halls **MUST** be in compliance with the Working at Height Regulations 2005.

Further information is available at:

<http://www.hse.gov.uk/pubns/indg401.pdf>

WASTE

- All waste generated must be contained within your stand throughout the show open period. Please contact the organiser's should you need cleaners to visit your stand.
- All exhibitors and contractors must take all building material waste away with them, alternatively, exhibitors can arrange to skip hire with the venue.
- Any leftover waste will be charged back to the exhibitor directly. We will be taking digital photos of each area as proof and an invoice will be sent to you after the event.
- Please note that waste materials, however innocuous, should not be abandoned on-site, discharged into the drainage system, or deposited in the venue's waste disposal containers or skips.
- The cost of any clearing, repairs to the drainage system, or of making good any other damage caused by such unauthorised discharge will be passed to the relevant exhibitor. Disposal of such substances is subject to "**Control of Substances Hazardous to Health Regulations 1988**" (COSHH).
- Toxic waste shall be placed in closed containers, marked accordingly, and special arrangements made with the venue regarding their disposal.

CONTACT DETAILS

ACCOMMODATION - EVENT EXPRESS

E: reservations@eventexpressuk.com

W: <https://www.eventexpressuk.com/e/digigov-expo-2024/>

T: +44 (0) 190 573 7737

GRAPHICS - FULL VISION

E: exhibitor@fullvision.co.uk

W: <https://fullvision.co.uk/exhibitor-graphics/>

AUDIO VISUAL - PSPAV

E: screenhire@pspehitions.com

T: +44 (0) 121 486 3288

LOGISTICS AND STORAGE - EXHIBIT 3SIXTY

W: www.exhibit3sixty.co.uk

T: +44 (0) 247 647 3663

STAND UPGRADES - EXPOSITIONISTS INTERNATIONAL

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

T: +44 (0) 170 739 0122

Turnkey Packages Available

ELECTRICS, LIGHTING, SHELL SCHEME, ACCESSORIES, CARPET - FULL CIRCLE

E: exhibitors@exhibitconnect.co.uk

T: +44 (0) 161 393 3949

TELECOMMUNICATIONS & INTERNET - EXCEL

W: www.excel.london/webshop

FLORAL DECOR - VISTA EVENTS

E: info@vista-events.co.uk

W: www.vista-events.co.uk

T: +44 (0) 774 060 0087

TRAFFIC & PARKING

W: <https://www.excel.london/visitor/getting-here>

EXHIBITION FURNITURE - CREATIVE HIRE

W: www.creativehire.co.uk

KRM SAFETY MANAGEMENT

Sam Cain

E: sam@krmsafety.management

T: +44 (0) 121 769 1455