

SUSTx

PROCUREMENT

30th NOVEMBER 2022 etc.venues ST. PAUL'S LONDON

Exhibitor Manual

Event Information

Venue:

200 Aldersgate St
First Floor
ETC Venues St Paul's
London
EC1A 4HD

Event Timetable

Set-Up Evening (Approx. times)

29/11/2022	21:00 - 22:30
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*Confirmed set-up time will be shared approx two weeks before the event.

On The Day Setup

30/11/2022	08:00 - 08:30
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Conference And Exhibition Open

30/11/2022	08:30 - 17:30
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Breakdown

30/11/2022	17:00 - 18:00
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*All breakdown activities must be complete by 18:00

Key Contacts

General Logistics Advice

Please contact Ruby for any advice or assistance you need regarding your stand or the information contained in this manual.

Ruby Liu

Ops@sustx.co.uk
+44 (0) 7494 051 726

Marketing

Please contact Nicole regarding any marketing queries and your online profile.

Nicole Lummis

Nicole.Lummis@govnet.co.uk

Sales and Sponsorship

Please contact your account manager regarding any sponsorship queries.

Directions and Travel



LONDON UNDERGROUND - St Paul's :

The nearest tube station is St Paul's - Central Line. On exiting the station follow St Martin Le-Grand north towards Aldersgate Street and the Museum of London. When you arrive at the Museum of London roundabout, the venue is located on the left. Look for the circular artwork in the window and go through the revolving doors.

LONDON UNDERGROUND - Barbican :

Also nearby is Barbican Station - Circle, Metropolitan, and Hammersmith & City Lines. On exiting the station, turn right on to Aldersgate Street, follow Aldersgate Street towards London Wall and the Museum of London. As you arrive at the roundabout, for the Museum of London, the Venue is on the right. Look for the circular artwork in the window and go through the revolving doors.



LONDON OVERGROUND / TRAINS:

Aldersgate Station is located near Moorgate and Farringdon railway stations, and is around a 10 minute walk from both.

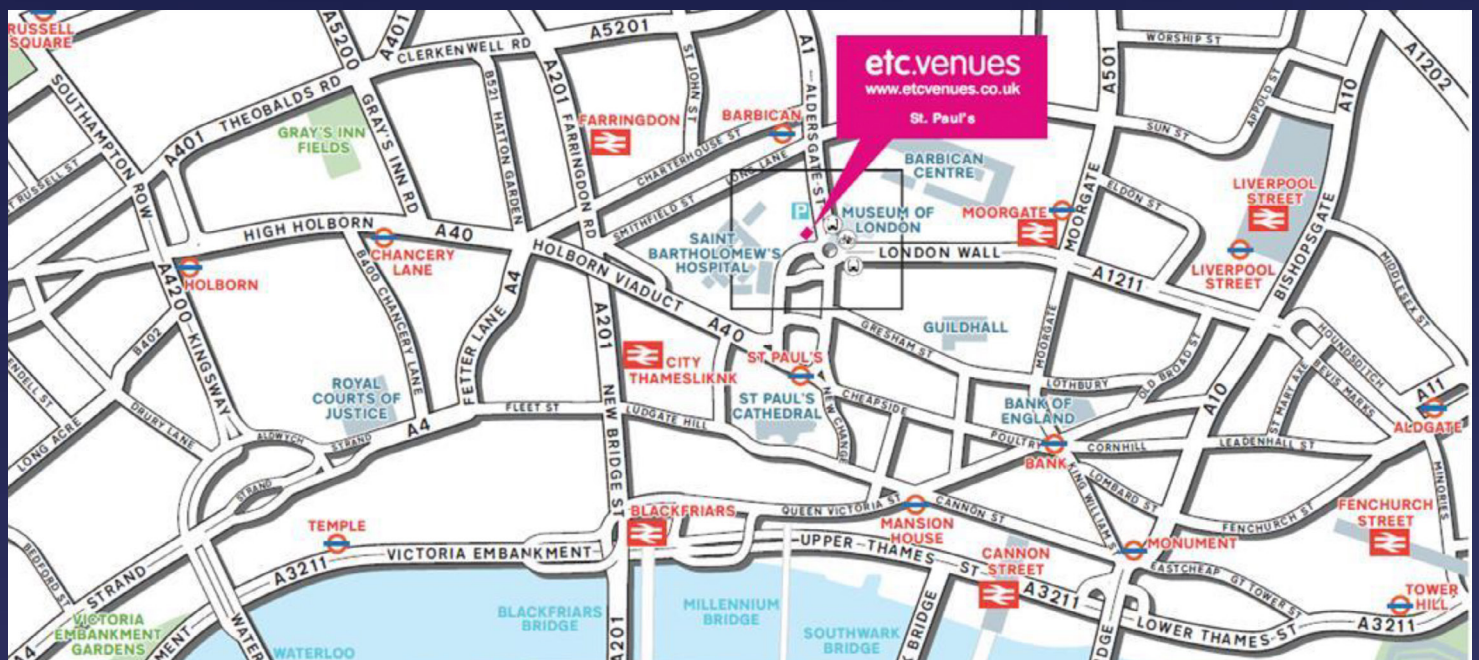


BUS:

The closest bus stop is at the Museum of London and is served directly by the number 4 and 56. Other services also serve Barbican and St Paul's, the venue is a short walk from both of these locations.

PARKING:

The nearest car park is at 158-170 Aldersgate Street which is next door to the venue.



Access and Deliveries

DELIVERIES

Please note that stand materials may only be delivered between 29 - 30 November 2022 due to limited storage space at the venue. Please ensure all boxes are correctly labelled using the official delivery note which must be completed and include your organisation details, to avoid your delivery being misplaced.

[DOWNLOAD DELIVERY NOTE](#)

DELIVERY ADDRESS:

200 Aldersgate St
ETC Venues St Paul's
London
EC1A 4EE (North Loading Bay)

You must deliver all items to the North Loading Bay which is located on Albion Way (just off Montague Street). The loading bay is open 07:00 - 19:00 on weekdays only. Please do not arrange deliveries/collections outside of these times.

The facilities team will take your items from the loading bay to your stand once they have been dropped off by your courier.

The loading bay is not a parking area. No vehicles are to be left at the loading bay for longer than 20 mins.

The entrance is just an unloading point and you will NOT be able to park there.

The nearest car park is at 158-170 Aldersgate Street which is next door to the venue.

Please click [here](#) to view tariffs and opening times.

LIFT ACCESS FOR DELIVERIES

When you arrive at the loading bay, please use Goods Lift 2 to access the First Floor (3 levels up from loading bay) for the event. This lift is shared with the building so availability is on a first-come first-served basis.

Please note the following lift dimensions:

- Width at door opening – 1.45m
- Depth – 2m
- Height at door opening – 2.1m
- Weight restriction - 2,500 kilos

COLLECTIONS

If you are arranging a courier to collect your items after the exhibition, you must complete and attach the official collection notes to each of your items. Your mobile number must be included on the collection note if left for collection without your stand staff being present.

There will be on-site assistance who will transfer your items to the Loading Bay where your courier can collect your items. We advise that you arrange your collection from no earlier than 17:00 on 30 November 2022.

[DOWNLOAD COLLECTION NOTE](#)

Should you wish to leave your items overnight and collect them the following day, please ensure the official collection note is completed and attached to all of your items.

Please note: Whilst the ETC Venues and GovNet Communications will take every precaution to protect exhibitors' property during the event, we do not accept responsibility for any loss or damage to your items either during set-up, break-down or the duration of the event.

Exhibitor / Stand Staff Badges & Guest Passes

Please complete the [registration form](#), so that we can arrange your stand staff. No set-up or break-down passes are required.

Please note: passes are not posted or emailed out. You and your stand staff will collect badges on arrival to the conference. Simply tell us your name on arrival at Registration Desk and your badge will be printed for you.

Forms and Deadline Checklist

Please use the below checklist to ensure that you are fully prepared before the exhibition. All completed forms are not kept on one central system, they are received by individual contacts, so it is

important that you maintain the forms checklist yourself. Should you have any queries regarding the below, please email us.

Compulsory Tasks For ALL Exhibitors

TASK	FORM/INFORMATION	DEADLINE	CONTACT
Health and Safety Declaration	Please complete the <u>Declaration Form</u> .	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
High resolution company logo	Please check the <u>logo and artwork specification</u> and send it to us by email.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Company profile form	Please complete the <u>company profile form</u> .	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Registration form	Please complete the <u>registration form</u> and inform us of any dietary requirements.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Delivery Note	Please ensure these are <u>downloaded</u> and are attached to all of your items.	N/A	Ops@sustx.co.uk +44 (0) 7494 051 726
Collection Note	Please ensure these are <u>downloaded</u> and are attached to all of your items.	N/A	Ops@sustx.co.uk +44 (0) 7494 051 726

Compulsory tasks for custom-built stands only

TASK	FORM/INFORMATION	DEADLINE	CONTACT
Stand plans submission form incl. stand plans	Please complete the online stand plans submission form.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Method statement	Please upload your method statement via the stand plans submission form above.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Risk assessment	Please upload your risk assessment via the stand plans submission form above.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726
Public Liability Insurance Certificate	Please upload your insurance certificate via the stand plans submission form above.	16/11/2022	Ops@sustx.co.uk +44 (0) 7494 051 726

Optional extras for all exhibitors

TASK	FORM/INFORMATION	DEADLINE	CONTACT
Badge scanner	You have one complimentary scanner included in your package. You can hire additional scanners with the supplier, Jonas Technology. You can order additional scanner on-site with the supplier.	N/A	Jonas Technology E: support@jonas.events
Signage Services	Liaise with Full Vision for stand signage/graphic printing needs.	N/A	E: info@fullvision.co.uk T: +44 (0) 203 866 4444
Liaise with ETC Venues for AV and IT services	Liaise with ETC Venues for AV and IT services including wired internet.	N/A	Cassandra Vida E: Cassandra.Vida@etcvenues.co.uk
Printing Services	Arrange your printing requirements such as printed literature and roller banners	N/A	E: sales@firstpointsw1.co.uk T: +44 (0) 207 828 0515
Expo Stand Solutions	Liaise with Expositionists for options of stand packages for your exhibition space.	N/A	Charlie Byron-Grange E: hello@expositionists.co.uk

Frequently Asked Questions

How can I contact the organisers while onsite?

Please visit us at the Registration Desk, which will be located at the entrance to the event, for any onsite queries during the set-up, open period or breakdown.

What is included with your stand package?

A 3x2m stand will include the following:

- 1 x Trestle Table (clothed)
- 2x Chairs
- Access to floor power socket

When do I have to complete the Health and Safety Declaration?

All exhibitors must complete the online [Health & Safety Declaration Form](#) by 16/11/2022.

For any queries on this, please contact Ops@sustx.co.uk

How high can I build within my stand space?

For all stands, the maximum height limit is 3.5m.

What documentation should I supply if our stand type is a custom-built stand?

You will need to complete the [stand plan submission form](#) and submit the following documents

- Risk Assessment
- Method Statement
- Copy of Public Liability insurance
- Stand Photo/Stand Plans*

*Detailed stands plans (with dimensions) for everything exceeding a simple pull up banner.

Why do I need to complete and send over a Risk Assessment?

This is an important step in protecting your workers and your business, as well as complying with the law, therefore we recommend that all exhibitors

complete risk assessments. It is simply a careful examination of what, in your work, could cause harm to people, so that you can ascertain 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 follow our Risk Assessment Guide [here](#).

For custom-built stands, it is mandatory to complete a risk assessment. This must cover set-up and breakdown.

When would I need to complete and send over a Method Statement?

You need to complete a method statement if you plan to build within your stand space. This safe work method statement must describe the work that will be carried out and how this will be executed safely.

For all custom-built stands, it is mandatory to complete a method statement. This must cover build, conference-open and break down. Please follow our Method Statement Guide [here](#).

Do I need insurance?

All exhibitors should 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 £1,000,000 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 set-up, open and breakdown. It is suggested that exhibitors arrange all-risk coverage.

Can you recommend a company that provides stand solutions?

We recommend Expositionists, who can provide an array of customised reusable stand solutions, to give your stand a boost.

Charlie Byron-Grange

E: hello@expositionists.co.uk

T: +44 (0) 1707 390 122

How can I apply for exhibitor badges?

As part of your stand package, you receive an allocated amount of passes for your staff on your stand as well as guests. Please complete the [registration form](#) to submit the details.

Does my stand include electricity?

Yes – you will have access to floor power socket.

Should I bring my own extension leads?

Yes – please bring your own extension leads and ensure that they have been recently PAT tested prior to the conference.

Is power provided during set-up and breakdown?

Yes – You will have access to power during set-up and breakdown.

Is furniture provided within my stand space?

Yes – two chairs and one trestle table will be provided within your space.

Is there WiFi available inside the hall?

The venue offers complimentary public WiFi. Details will be shared on the day of the conference.

Can I order AV for my stand?

Yes – To order AV for your stand (including TV screens, projectors, ipad stands, laptops, hard wired connection) please contact ETC Venues directly.

Cassandra Vida
cassandra.vida@etcvenues.co.uk

When will AV be set up?

This will be set up prior to the conference.

Can I order a handheld scanner/ scanner app to obtain leads during the conference?

One complimentary scanner is included in your stand package. You will be sent the information by Jonas Technology who is providing the service. You will also be able to purchase additional scanners if you would like to through the supplier on the day of the conference.

You will be able to collect your scanner from 08:00 on 30 November 2022 from the Registration Desk.

Can I give away food samples on my stand?

If you are intending to hold a food demonstration or give out any food samples, please advise us of this as soon as possible so that we can liaise with the venue.

How do I get my goods delivered to the venue?

Exhibitors may deliver their stand materials to the venue on 29 - 30 November 2022. The Loading Bay is open from 07:00-19:00. Please refer to Page 5 of this manual for more information

How should I label my deliveries?

You must complete and attach the official [delivery notes](#) to all of your items. There may be other events taking place at the venue. It's imperative that the official delivery labels are attached to all of your items so that your items are delivered to the correct place.

When can I access the exhibition hall?

You can access the hall from 21:00 - 22:30 the evening prior, unless earlier access is granted. The hall is open from 08:00 on the day of the exhibition.

Confirmed set-up time will be shared approximately 2 weeks prior to the event

Which lift should I access from the loading bay to enter the exhibitor hall?

Please use Goods Lift 2. This lift is shared with the building and is available on a first-come first-served basis.

What are the dimensions of the goods lift?

Width at door opening – 1.45m

Depth – 2m

Height at door opening – 2.1m

What is the weight restriction of the goods lift?

2,500 kilos

Where is the nearest car park?

The nearest car park is located next door to the venue building. Please refer to Page 4 of this manual for more information.

Will water and catering be provided in the exhibition hall?

Yes – there will be regular refreshment breaks during conference-open.

All catering will be served in the exhibition hall. There will be breakfast available from 08:00, a morning refreshment break, full buffet-style lunch and afternoon refreshments

I have a dietary requirement, who do I inform of this?

Please note any dietary requirements on the [registration form](#).

Where can I store my cardboard boxes/suitcases during the exhibition?

All boxes and stand materials must be stored in the storage room. Our team can advise you of the location of the storage area. Boxes must not be on display on and around stands, for Health and Safety reasons. Please note that space is limited and it is on a first come first served basis.

Is there a cloakroom?

Yes – there is a cloakroom available on the same floor of the exhibition.

Is security provided for my stand?

The organiser will provide adequate security for the exhibition only during set-up, conference-open and during breakdown. However, please ensure your delivery/collection notes are attached to all of items as you are responsible for insuring your own goods whilst they are on-site. To help ensure good security at the conference, please follow these points:

- Delegate one member of your staff to be responsible for your company's security at the exhibition.
- Do not leave cash, handbags, valuables etc in unlocked storerooms or on your stand.
- Laptops or mobile phones should not be left unattended at any time.

When can I begin packing to leave?

Exhibitors may begin breakdown on 30/11/2022, no earlier than 17:00 after the conference has officially ended.

We advise arranging your courier to collect your items from the Loading Bay from no earlier than 17:00. It is important to note that the exhibitor is responsible for their belongings and items as well as making arrangements with their chosen couriers. The venue and the organisers cannot be held responsible for any damages or loss to their items.

Do I need to attach delivery notes to my items?

Yes – you must attach our [delivery notes](#) to all of your items if you have arranged for a courier to deliver your items before the event.

Do I need to attach collection notes to my items?

Yes – you must attach our [collection notes](#) to all of your items if you have arranged for a courier to collect your items post-event.

Can you help promote our products or solutions in the run-up to the conference?

Yes – please email marketing team who can help promote your business ahead of the conference.

Can I distribute literature, promotional material & products at the exhibition?

Distribution of literature, promotional material or products is limited to your stand space only unless prior arrangements have been made with the sales team.

How can I invite colleagues or people in my network to attend?

You can invite guests in your network to attend the event for free. Please [register](#) via the website.

Where can I download marketing collateral and example client invites?

Please click [here](#).

Official Supplier List

Accommodation Event Express

E: reservations@eventexpressuk.com

General Event Information

Ops@sustx.co.uk

+44 (0) 7494 051 726

Audio Visual

Audio Visual / IT Services

ETC Venues St Paul's

Cassandra Vida

E: Cassandra.Vida@etcvenues.co.uk

Printing Services/ Printed Literature

First Point Print

E: sales@firstpointsw1.co.uk

T: + 44 (0) 207 828 0515

W: <https://firstpointprint.co.uk/contact>

Catering

ETC Venues St Paul's

Cassandra Vida

E: Cassandra.Vida@etcvenues.co.uk

Staffing on your Stand

Stand Personnel Moore People

E: enquiries@moorepeople.co.uk

T: +44 (0) 208 508 0555

Couriers

Absolutely Couriers

T: +44 (0) 207 685 1400

W: <https://www.absolutelycourier.com>

Stand Packages/ Pop-up Banners/ Re-usable stands

Expositionists International

Charlie Byron-Grange

E: hello@expositionists.co.uk

T: +44 (0) 1707 390 122

W: <https://www.expositionists.co.uk>

Flower Supplier

Vista Events Ltd

E: info@vista-events.co.uk

W: www.vista-events.co.uk

T: +44 (0) 7740 600 087

Stand Signage/ Graphics

Graphics Full Vision

E: info@fullvision.co.uk

T: +44 (0) 203 866 4444

W: <https://fullvision.co.uk>