

SUSTx TECH

EXHIBITOR MANUAL



Event Information

Venue:

Queen Elizabeth II Conference Centre
Level 5
Broad Sanctuary
Westminster
London
SW1P 3EE

Event Timetable

Set-Up Evening (Approx. times)

19/09/2022	19:30 - 21:00
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*Confirmed set-up time will be provided two weeks prior to the event

On The Day Setup

20/09/2022	07:30 - 08:30
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Conference And Exhibition Open

20/09/2022	08:30 - 17:00
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Breakdown

20/09/2022	17:00 - 19:00
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*All breakdown activities must be complete by 19:00



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
07494051726

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



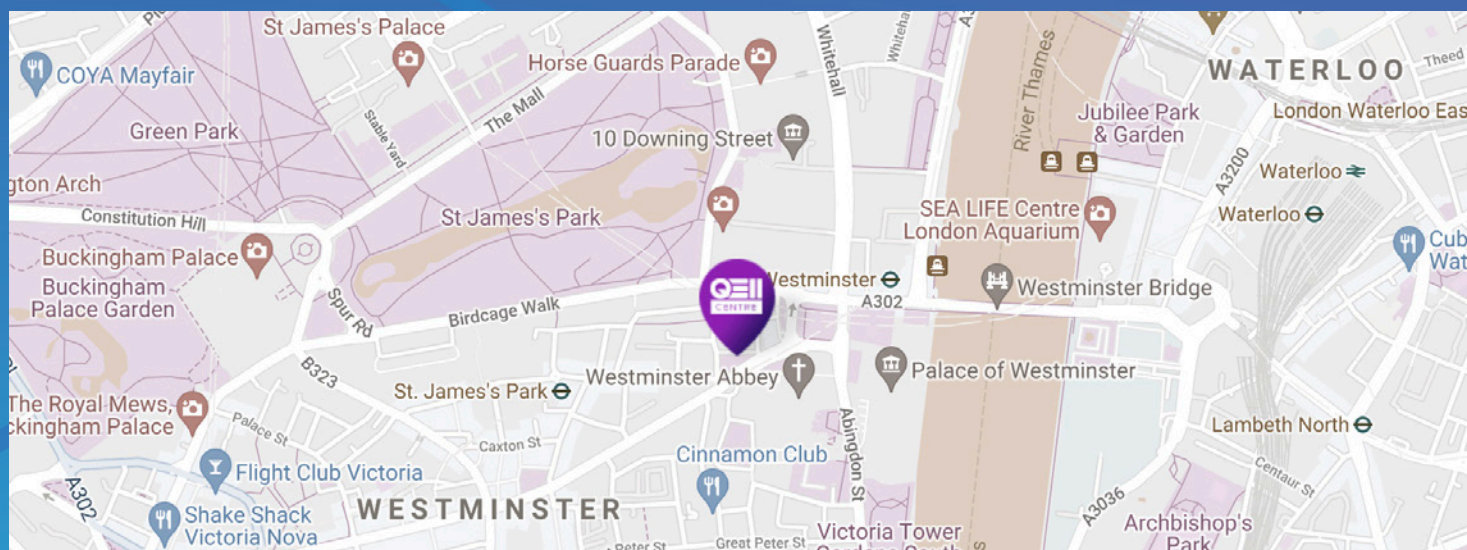
LONDON UNDERGROUND:

The nearest tube stations are Westminster Station (0.1 miles) or St. James Park Station (0.1 miles). For further directions and routes please view [here](#).



LONDON OVERGROUND / TRAINS:

To plan your train journey to London you can use National Rail Enquiries. There are three mainline rail stations within a mile of the Centre. These are Charing Cross, Victoria and Waterloo.





Access and Deliveries

DELIVERIES

Please note that stand materials may only be delivered between 19 - 20 September 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:

Queen Elizabeth II Centre
Loading Bay
Storeys Gate
Westminster
SW1P 3EE

You must deliver all items to the Loading Bay which is situated on the left-hand side of the Conference Centre on Storeys Gate. The Loading Bay is open 07:00-19:00hrs.

The porters on-site will take your items from the Loading Bay to the exhibition floor on the 5th level, ready for evening set up. The Loading Bay is a shared facility for all deliveries and collections at the QEII therefore, vehicles are permitted access on a first-come first-serve basis.

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

The Q-Park Westminster car park is located just a short distance from The QEII Conference Centre in Great College Street, SW1P 3RX.

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

LIFT ACCESS FOR DELIVERIES

When you arrive at the Loading Bay at Storey's Gate, please use lift 11 to access the Level 5 exhibition hall. This lift is shared with other conference floors, so availability is on a first-come first-serve basis.

Please note the following lift dimensions:

- Width at door opening – 1.6m
- Depth – 1.7m
- Height at door opening – 2.05m
- Weight restriction - 2,000 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 manager 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 16:30 on the 20 September 2022.

[DOWNLOAD COLLECTION NOTE](#)

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

Please note: Whilst the QEII 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 a badge for 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.

Covid-19 Information

YOUR SAFETY

We are highly committed to the health and safety of our visitors. In line with the latest government guidance and the Association of Event Organisers, GovNet will follow The QEII Conference Centre's safety plan which includes audited and regular cleaning, exclusive use of the conference space where possible as well as fully trained venue staff with supply of latest PPE.





Forms and Deadline Checklist

Please use the below checklist to ensure that you are fully prepared before the exhibition. Completed forms are not kept in one central system, so it's

important that you maintain a 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> .	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
High resolution company logo	Please check the <u>logo and artwork specification</u> and send it to us by email.	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Company profile form	Please complete the <u>company profile form</u> .	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Registration form	Please complete the <u>registration form</u> to ensure you have a badge to collect and to inform us of any special requirements	13/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Delivery Note	Please ensure these are <u>downloaded</u> and are attached to all of your items.	N/A	Ruby Liu Ops@sustx.co.uk 07494051726
Collection Note	Please ensure these are <u>downloaded</u> and are attached to all of your items.	N/A	Ruby Liu Ops@sustx.co.uk 07494051726



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.	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Method statement	Please upload your method statement via the online form.	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Risk assessment	Please upload your risk assessment via the online form.	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726
Public Liability Insurance Certificate	Please upload your insurance certificate via the online form.	06/09/2022	Ruby Liu Ops@sustx.co.uk 07494051726

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.	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)20 3866 4444
Liaise with QEII Centre to hire AV and IT Services	Liaise with QEII Centre for any AV and IT services include wired internet access	N/A	ictenquiries@qeiicentre.london
Expo Stand Solutions	Liaise with Expositionists for options of stand packages for your exhibition space.	N/A	Charlie Byron-Grange hello@expositionists.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



Frequently Asked Questions

How can I contact the organisers while onsite?

Please visit us at the GovNet Events Organiser Desk which will be located at the entrance to the exhibition hall, 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:

- 1x 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 06/09/2022.

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 2.5m.

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

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

- 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 build up and break down.

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.

C: 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 personnel 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 a 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 build and breakdown?

Yes – You will have access to power during build and breakdown.

Is furniture provided within my stand space?

Yes – two chairs and one trestle table will be provided within your space. Please let us know if you would like these removed.

Is there WiFi available inside the hall?

The venue offers complimentary Wifi. Please select QEII GUEST.

You will not require a password for this service. If you are relying on a strong internet connection then we do recommend ordering a dedicated connection, please click here and book this direct with the QEII venue at <https://qeiicentre.london/services/qeii-connect/>

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 click here to book this direct with the QEII venue at ictenquiries@qeiicentre.london

When will AV be set up?

If you have ordered AV for your stand through the venue, this will be provided and set up prior to the exhibition opening.

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 able to hire additional from the supplier, Jonas Technology on the day of the conference.

You will be able to collect your scanner from 08:00 on 20/09/2022 from the Registration Desk on the Ground Floor.

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 19 - 20 September 2022. The Loading Bay is open from 07:00-19:00.

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 notes 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 19:30 - 21:00 the evening prior, unless earlier access is granted. The hall is open from 07:30 on the day of the exhibition.

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

Please use Lift 11. This lift is shared with other conference floors and is available on a first-come first-served basis.

What are the dimensions of lift 11 in the loading bay?

Width at door opening – 1.6m

Depth – 1.7m

Height at door opening – 2.05m

What is the weight restriction in Lift 11 in the loading bay?

2,000 kilos

Where is the nearest car park?

The Q-Park Westminster car park is located just a short distance from The QEII Conference Centre in Great College Street, SW1P 3RX. Please [click here](#) to view tariffs and opening times.

Will water and catering be provided in the exhibition hall?

Yes - there will be regular refreshment breaks throughout the conference.

All catering will be served in the exhibition hall. There will be breakfast served prior to the official start of conference, a morning and a afternoon refreshment break as well as a lunch available.

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 will be a cloakroom available on the ground floor near the registration desk. Upon registration, the staff will indicate where the cloakroom is. There is no charge for using the cloakroom facilities.

Is security provided for my stand?

The organiser will provide adequate security for the exhibition only during build-up, conference-open and during breakdown. However, please ensure your delivery/collection notes are attached to all of your 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 20 September 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 17:00hrs. 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?

Tickets are complimentary for both public and private sector, if you would like to invite guests from your network.

Please visit the [agenda here](#) and [register here](#).

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

Ruby Liu
Ops@sustx.co.uk
07494051726

Audio Visual

QEII CENTRE – ICT SERVICES
E: ictenquiries@qeiicentre.london
W: <https://qeiicentre.london/order-it/>
T: +44 (0) 207 798 4943

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

QEII - Catering Services
W: <https://qeiicentre.london/services/qeii-taste>

Staffing on your Stand

Stand Personnel Moore People
E: enquiries@moorepeople.co.uk
T: +44 (0) 208 508 0555

Couriers

Absolutely Couriers
T: 020 7685 1400
W: <https://www.absolutelycourier.com>

Stand Packages/ 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: 07740 600 087

Stand Signage/ Graphics

Graphics Full Vision
E: info@fullvision.co.uk
T: +44 (0) 203 866 4444
W: <https://fullvision.co.uk>