



The Facilities Event

NEC BIRMINGHAM • 9-11 APRIL 2019

Exhibitor Manual



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Please return forms 1,2 & 3 to Western Business Exhibitions. Please click on the documents and the links provided to order goods and services. Surcharges may apply to extra items ordered after the specified date. ***The Exhibitor Badge Order Form will be available via a link which will be emailed to you.***

OFFICIAL CONTRACTORS: ONLINE ORDERING - ORDER FORMS - CONTACT INFORMATION
(PLEASE SEE SEPARATE PDFS):-

SHOWLITE

ADDITIONAL ELECTRICS (SHELL), SPACE ONLY ELECTRICS, ADDITIONAL SHELL SCHEME SERVICES, FURNITURE HIRE, STAND DESIGN AND BUILD PACKAGES. SEE SEPARATE ORDER FORMS.

VISIT CONNECT

VISITOR DATA CAPTURE INFORMATION & LINK FOR ORDER ENQUIRIES.

AZTEC AUDIO VISUAL EQUIPMENT HIRE

AUDIO VISUAL INFORMATION & DIRECT LINK TO ONLINE ORDERING SERVICE.

CEVA LOGISTICS

FREIGHT AND LIFTING REQUIREMENTS ORDER FORM.

Venue Information

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VENUE ADDRESS DETAILS

HALLS 11,12, THE NEC, NATIONAL EXHIBITION CENTRE, BIRMINGHAM B40 1NT

Tel: **0121 780 4141** Fax: **0121 767 3861**

www.thenec.co.uk or email: InfoEmailAccount@necgroup.co.uk

SHOW DATES AND OPENING TIMES

Tuesday 9th April 2019 - 10.00am - 4.00pm

Wednesday 10th April 2019 - 10.00am - 4.00pm

Thursday 11th April 2019 - 10.00am - 3.30pm

ORGANISERS

Western Business Exhibitions Limited

Dorset House, 64 High Street, East Grinstead, West Sussex RH19 3DE

Tel: **01342 314300** Fax: **01342 333700** www.facilitiesevents.com

RACHEL GODFREY email: rgodfrey@western-be.co.uk

PETER CALLIGERIS email: pcalligeris@western-be.co.uk

TIM ELSE email: telse@western-bp.co.uk

JOSIE CHERRY email: jcherry@western-bp.co.uk

This manual should provide you with all the information and contacts you will need for a successful Exhibition.

Please take time to read it and complete all the relevant forms to avoid any last minute inconvenience and expense.

Please be aware also of other exhibitors around you and take notice of instructions so we may all enjoy the exhibition and reap the necessary benefits.

Should you require any additional information please do not hesitate to contact any of the organising staff who will be only too pleased to help.

Timetable Build-up and Breakdown

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SHOW DAYS

TUESDAY 9TH APRIL	Hall Opens 8.00am - Hall closes 5.00pm Open to visitors 10.00am - 4.00pm
WEDNESDAY 10TH APRIL	Hall Opens 8.00am - Hall closes 5.00pm Open to visitors 10.00am - 4.00pm
THURSDAY 11TH APRIL	Hall Opens 8.00am - Hall closes 10.00pm Open to visitors 10.00am - 3.30pm

BUILD-UP

MONDAY 8TH APRIL	Access to ALL exhibitors Hall opens 8.00am Hall Closes 10.00pm
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A specific site plan for the Facilities Event showing vehicle access for deliveries, pick-ups and exhibitor parking will be emailed to you in due course.

BREAKDOWN

THURSDAY 11TH APRIL	Breakdown must not commence before 3.30pm Hall closes 10.00pm All equipment must be removed and the Hall clear by 10.00pm
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BUILD-UP

COMPANIES WITH LARGE EXHIBITS OR SPECIAL REQUIREMENTS PLEASE CONTACT THE ORGANISERS TO MAKE SPECIAL ARRANGEMENTS AND TO AVOID DELAYS DURING BUILD-UP AND BREAKDOWN.

BREAKDOWN

THE ORGANISERS AND THEIR CONTRACTORS CANNOT ACCEPT ANY RESPONSIBILITY FOR ANY LOSS OR DAMAGE TO STAND ITEMS LEFT UNATTENDED OR UNPACKAGED ONCE THE SHOW HAS CLOSED AND BREAKDOWN HAS BEGUN. ITEMS AFFIXED TO SHELL SCHEME MUST BE REMOVED, PACKAGED UP, CLEARLY LABELLED AND PLACED IN THE CENTRE OF YOUR STAND BY 5.30PM. SHELL SCHEME BREAKDOWN WILL COMMENCE AFTER THIS TIME, ALL GOODS MUST BE COLLECTED BY 10.00PM AND THE HALL FULLY CLEAR.

General Information

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Aisles

Aisles must be kept clear at all times; exhibits may not project into gangways. All items must be kept within the boundaries of your stand.

Audio Visual Equipment

The organisers have appointed Aztec Event Services Ltd to provide AV equipment hire at the Event (Display Equipment / Audio/Video Equipment and Computer/Office Hardware.) Please see separate PDF for details and online orders.

Build-Up

Please check in at the organisers offices at the entrance to the Hall on arrival at the NEC before commencing your Stand Build-Up.

Catering

Catering facilities will be open to both exhibitors and visitors for the duration of the show. Facilities will also be available during Build-up and Breakdown. If you require food/drinks for your stand during the show days, you can place an order direct with the NEC by calling: 0844 338 8338 or email: eventorders@thenec.co.uk

Cleaning

Stand Cleaning - the organisers have arranged cleaning. If you need any special arrangements these may be surcharged. Please contact the organisers if special arrangements need to be made.

Connect 365 and Connect 365+

Enhance your visibility, generate customer enquiries and raise awareness all year round by taking up either our Connect 365 or Connect 365+ packages - please see page 8 for details on upgrading your presence at the show.

Contractors (Official)

Official Contractors may be contacted through the organisers during Build-Up and Breakdown at each venue.

Fire Precautions and Safety Regulations

All exhibitors must adhere to the regulations of the Hall Owners and Local Authority. Materials used in the building, decorating and covering of stands must be non-flammable.

Freight, Lifting & Storage

The organisers have appointed CEVA Showfreight for all your freight, lifting and storage requirements at the Event. Please see separate PDF for details and order form.

Furniture

The organisers have appointed Showlite, Please see separate PDF document for order form and price list.

Hotel Accommodation

We have teamed up with Event Express as the accommodation agent for our Event. Please follow the link on our website www.facilitiesevents.com/event-venue (scroll down to Accommodation). Alternatively you can contact them on 01905 732737 or email: reservations@eventexpressuk.com

Height / Weight Restrictions

No exhibitor or contractor should erect anything higher than 3 metres within a shell scheme site, without prior arrangement. Space only exhibitors should contact the organisers if exhibits exceed 4 metres in height.

Insurance

See information sheet at the end of this manual - **page 14**.

Music

All exhibitors who intend having music on stands, even for demonstration purposes, legally require a Performing Rights Society Licence to authorise such use of its international copyright musical repertoire. Licences can be obtained for the duration of the exhibition from: Performing Rights Society. Tel: 0845 309 3090.

General Information ... /cont

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Parking

The venue has parking facilities. Each stand will receive complimentary car park passes for the duration of the show and these will be made available to you on arrival on build-up day 8th April. A limited amount of additional car park passes will be available. If you would like additional passes please send an email request for the attention of jcherry@western-bp.co.uk Contractor passes for build up and breakdown will be provided to you by email with specific parking and access instructions.

Photography

The organisers have arranged a photographer at the event. High quality Exhibition Stand and PR Photography is available onsite during the event. Please see separate PDF for booking enquiries or contact David Weston at Post Photographic Ltd direct on Tel 01299 269737 Mobile: 07794 689 840 Email: info@postphotographic.co.uk.

Promotional Activities

For the benefit of all exhibitors, no promotional activity will be allowed away from your stand without prior notice and the consent of the organisers.

Rigging

For all Rigging bookings please complete the attached Rigging Form and send direct to the NEC. For all enquiries please email: TechnicalSales@thenec.co.uk or call: 0844 338 8338.

Security

The organisers have arranged for overnight security, during show hours no responsibility can be accepted for loss or damage from vacant stands; please ensure there is adequate representation to prevent this occurrence.

Show Catalogue

Each exhibitor will be given a FREE listing in the show catalogue. This will be an exact repeat of your entry from the website www.facilitiesevents.com unless you advise otherwise and the **deadline for new copy is Friday 8th March 2019**. A full page advertisement is included with the Connect 365+ package (for information on Connect 365+ please see page 8.)

Space Only Stand Approvals

Space only builds must submit plans and supporting Health & Safety information by Friday 8th March to Ops Squad admin@opssquad.co.uk Tel. 01293 401051 Attn. Steve Bullock. Please see separate 'Space Only Stand Fitting Regulations' and 'General Stand Fitting Regulations' information.

Storage

There are no storage facilities for packing cases or other materials. Exhibitors must make their own arrangements.

Vehicles (Static within Exhibition Stand)

Any exhibitor intending to bring a vehicle to display on their stand should contact the organisers directly on 01342 314300 to receive instructions and information for vehicle exhibit access.

Visitor Data Capture

The organisers have appointed N200 and will be using their 'Visit Connect Service' for Exhibitors to Capture and Manage sales leads at the Event. Please see separate PDF for information sheet and link for orders and enquiries. Exhibitors with Connect 365 and Connect 365+ will be contacted directly by the Visit Connect Team. The Visit Connect service desk will be available on build-up day from 12noon to 6.00pm at the entrance to the Hall to assist exhibitors with all Visit Connect Orders and Enquiries. On show days for all Visit Connect enquiries please visit the Organisers Office at the entrance to the Hall.

Wi-Fi

FREE public WiFi is available in all halls, suites, catering pods and public areas of the NEC. For all hard line and WiFi options please see the attached NEC Goods & Services Order Form. For advice on the options available contact the NEC at: eventorders@thenec.co.uk or call: 0844 338 8338.

Official Contractors

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The following have been appointed as official contractors for services:-

Electrics:

Showlite Ltd
Suite 2, Fosse House, East Anton Court,
Andover, Hampshire SP10 5RG
Tel: 01264 365550 Fax: 01264 365626
Email: jgreen@showlite.co.uk
Contact: Jenni Green

Shell Scheme:

Showlite Ltd
Suite 2, Fosse House, East Anton Court,
Andover, Hampshire SP10 5RG
Tel: 01264 365550 Fax: 01264 365626
Email: jrichards@showlite.co.uk
Contact: Jo Richards

Space Only Stand Approvals:

Ops Squad Ltd
9 Link House, 1a Upper Hollingdean Road
Brighton BN1 7GA
Tel: 01293 401051
Email: admin@opssquad.co.uk
Contact: Steve Bullock

Furniture:

Showlite Ltd
Suite 2, Fosse House, East Anton Court,
Andover, Hampshire SP10 5RG
Tel: 01264 365550 Fax: 01264 365626
Email: jbelbin@showlite.co.uk
Contact: Joe Belbin

Catering:

The NEC
Birmingham B40 1NT
Tel: 0844 338 8338 Fax: 0844 5811434
Email: eventorders@thenec.co.uk
www.thenec.co.uk

Freight/Lifting:

CEVA Showfreight
Unit 3A, National Exhibition Centre,
Birmingham, B40 1PJ
Tel: 0121 782 8888
Email: david.everton@cevalogistics.com
www.cevalogistics.com
Contact: David Everton

Audio Visual Equipment

Aztec Event Services Ltd
Units 1-2 Falcon Business Centre, 14 Wandle Way,
Mitcham, Surrey CR4 4FG
Tel: 0207 803 4000
Email: sales@aztecuk.com
www.aztecuk.com
Contact: Jessica Duxbury

Show Catalogue Booking Form

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FORM No. 1 ADVERTISEMENT SIZE

RETURN BY 8.3.2019

Cover Package	£1750	<input type="checkbox"/>
Full Page*	£750	<input type="checkbox"/>
Inserts in visitor carrier bags up to 15gm	£1000	<input type="checkbox"/>

Over 15gm please contact Rachel Godfrey on rgodfrey@western-be.co.uk. Tel. 07881 029806 / 01342 333714.

* If you have the Connect 365+ Package this includes a full page in the catalogue and you will be contacted directly by the organisers production team for your copy.

I am interested in Connect 365 Connect 365+ (details overleaf). Please fax back form to 01342 333700 or email to: rgodfrey@western-be.co.uk. Tel. 07881 029806 / 01342 333714.

PLEASE TICK RELEVANT BOX(ES) ABOVE TO BOOK YOUR ADVERTISING SPACE IN THE CATALOGUE

Company Name.

Address.

Telephone. Fax.

Email.

Contact. Order Number.

PRODUCTION DATA

Catalogue Page Trim Size	-	170mm wide x 240mm high
Bleed Size	-	176mm wide x 246mm high
Digital Artwork	-	Press-ready Hi-Resolution PDF
Email	-	production@western-bp.co.uk

PLEASE FAX BACK THIS FORM TO: WESTERN BUSINESS EXHIBITIONS LTD ON 01342 333700
EMAIL TO: RGODFREY@WESTERN-BE.CO.UK Tel. 07881 029806 / 01342 333714.



The Facilities Event

NEC BIRMINGHAM • 9-11 APRIL 2019



Enhance your visibility, generate customer enquiries and raise awareness all year round



Upgrade to Connect365^{PLUS} for multiple benefits and unbeatable value:

1. Enhanced online exhibitor profile:

- Logo, contact details and web link
- Additional PDF brochure downloads, videos etc.

2. Publish your PR online:

- Upload up to 5 stories
- Reach thousands of buyers before, during and after the event

3. Bespoke customer registration page:

- Let us build a branded registration page just for your customers
- Get full visibility on the success of your pre-event marketing

4. Visitor data capture:

- Free use of the N200 data collection app.
(up to 3 data collection apps available when taking connect365+)
- Verify, rate, prioritise, monitor and respond to leads immediately

5. Email newsletter advertising:

- Reach > 40,000 buyers via our event newsletter

6. Full page advertisement in the printed show catalogue.



The standard Connect365 package is as shown above excluding the show catalogue advertisement.



Speak to your sales contact about upgrading your presence to include Connect365^{PLUS} today.

Health & Safety Form

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FORM No. 2

RETURN BY: 8.3.2019

Company. _____ Stand No. _____

Health & Safety Representative. _____

Position. _____

Mobile/Site telephone no. (if applicable). _____

The Health & Safety at Work Act 1974 (HASAWA74)

It is a condition of entry into the exhibition that every Exhibitor, sub-Contractor, supplier and their agents comply with the HASAWA74 and all other legislation covering the venue. The Exhibitor accepts that it is their legal and moral responsibility to ensure that their own and other's health & safety is not put at risk by their actions (or inaction) throughout the tenancy.

To be signed by a senior person within the exhibiting company.

Signed: _____	Print Name: _____
Position: _____	Date: _____

- We are **SHELL SCHEME only**. We have trained and made our stand staff aware of the potential risks present onsite and we will copy them with any Safety bulletin. Our exhibits, demonstrations and work practises cause NO HAZARD to either ourselves or others on site.
- We are **SPACE ONLY**. My principal Contractor has undertaken a specific Risk Assessment for this event in accordance with HASAWA74 and he has trained and notified his staff and sub- contractors in all such areas identified as being at risk. A copy of the Risk Assessment is available upon request.
- We are aware that our stand during build-up, opening or breakdown is potentially hazardous and we have carried out a Risk Assessment, which we will make available to you.
- We will be delivering industrial trucks/forklifts and/or demonstrating machinery during the exhibition. We have carried out a full Risk Assessment and all personnel operating the equipment will be fully trained, qualified and insured to use the machinery.

SPACE ONLY EXHIBITORS please complete and return this form to:

Ops Squad. Attention: Steve Bullock

email: admin@opssquad.co.uk. Telephone: 01293 401051.

SHELL SCHEME EXHIBITORS please complete and return this form to:

Western Business Exhibitions Ltd. Attention Josie Cherry

email: jcherry@western-bp.co.uk. Telephone: 01342 314300. Fax: 01342 333700.

Risk Assessment Form

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FORM No. 3

RETURN BY: 8.3.2019

COMPANY NAME. _____

EXHIBITION/EVENT. THE FACILITIES EVENT 2019

HALL/VENUE. HALLS 11,12

DATE OF ASSESSMENT. _____ SIGNED. _____

HAZARDS	Those Affected	Risk Levels	Safety & Control Procedures

Those at Risk

Organisers • Exhibitors • Contractors to organisers/exhibitors
The NEC Staff • Subcontractors to organisers/exhibitors • Visitors

Description of Risk & Type

Low risk Minor injury including cuts, bruising, minor burns etc.
Medium risk Minor to sever injury to include deep lacerations, falls, electric shock etc.
High risk Minor to fatal injury including falls, electrocution, major burns etc.

SPACE ONLY EXHIBITORS please complete and return this form to:

Ops Squad. Attention: Steve Bullock email: admin@opssquad.co.uk. Tel: 01293 401051.

SHELL SCHEME EXHIBITORS please complete and return this form to:

Western Business Exhibitions Ltd. Attn: Josie Cherry email: jcherry@western-bp.co.uk.
Tel: 01342 314300. Fax: 01342 333700.

Electrical Services

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The official Electrical Contractors appointed by the Organisers are: -

Showlite Ltd Suite 2, Fosse House, East Anton Court, Andover, Hampshire SP10 5RG
Telephone: 01264 365550 Fax: 01264 365626 Email: jgreen@showlite.co.uk

Included in your shell scheme package:- 1 x 500w double socket and 2 x 120 watt Spotlights. Additional electrics are available but will be charged extra - see separate PDF order form to order additional electrics. Please indicate to Showlite where you would like your socket and spotlights (including any extras) by completing the grid and return to Showlite by their deadline date with the appropriate payment information (if ordering extra items not included in the shell scheme package.) Installation of socket and spotlights will be fitted at the electricians discretion if no instruction is provided. Space Only sites will need to place their order direct with Showlite - see separate PDF order form. A surcharge will apply to orders received after 8th March.

Please read the rules governing Electrical Installations below.

RULES GOVERNING ELECTRICAL INSTALLATIONS

Important Notice to All Exhibitors/Stand Fitters etc.

The official contractor appointed by the organiser can carry out lighting and other electrical installations required by exhibitors on their stand. Complaints about electrical circuits, or work not carried out will only be recognised by the official contractor if notification is made to them in writing before the close of the show. All electrical work carried out on behalf of the exhibitor shall at all times be subject to the inspection and approval of the Organisers duly accredited electrical surveyor. Exhibitors must indicate positions of electrical and power points on plan. Any exhibitor wishing to use his own electrical fittings must notify the electrical contractor in order that the wiring and circuits etc. can be discussed and so arranged to conform to the rules and regulations of the local council.

New NAEH Rules (Abbreviated Version)

Any electrical equipment, wiring, connections must comply with:

- 1) Current I.E. Regulations.
- 2) Health & Safety at Work Act.
- 3) Any special requirements by the local authority.

All exhibitors staff employed must be qualified and conversant with the above rules and regulations. Where an exhibit is deemed unsafe the Organisers or local authority will disconnect the supply from the mains.

All exhibitors must ensure that the necessary insurance to cover public liability for any installation can be provided if required.

Basic Rules

All labour working on electrical installations must have proof of their competence, i.e. BECA registered or JIB approved.

Minimum size cable 1.5mm twin and earth to 600/1000W Grade to B.S. specifications.

No joints in cables.

Flexible cords (Round Cable) must not exceed 2 metres in length.

Not more than one flexible cord to one plug.

Fuses in plug tops must be appropriate for the cable and equipment.

Multi adaptors shall not be used except for Video/Monitors and on computer/monitor.

Maximum of 500 watts permitted on 4 way board.

ELCB Protection is required for each socket less than 2 metres (measured horizontally) from any sink unit / water outlet.

For Information: Examples of Power Requirements

500w Sockets:	PC Computers, TVs, Videos, Spotlights up to 500w, Fridges
1000w Sockets:	Domestic filter coffee machines, lighting up to 1000w
2000w Sockets:	Kettles, machinery up to 2000w
3000w Sockets:	Hired coffee machines, machinery 2000w to 3000w

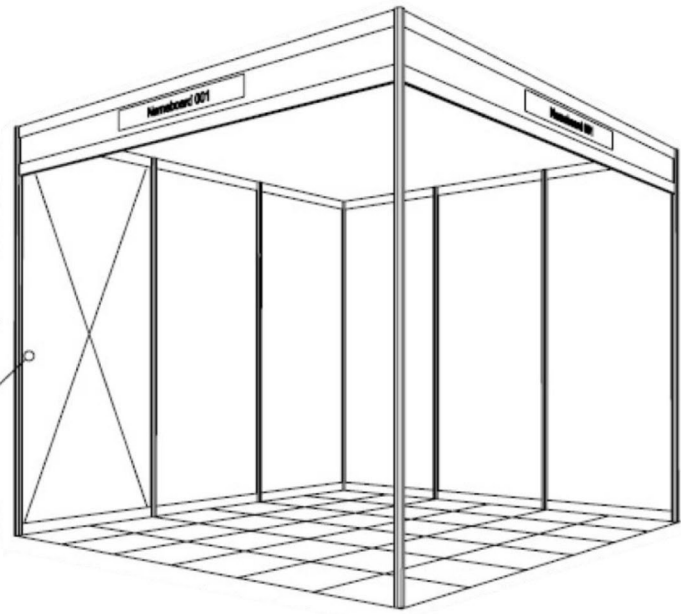
NOTE: LIGHTING CIRCUITS MAY NOT EXCEED 1000w

OCTAGONAL SHELL SCHEME SYSTEM

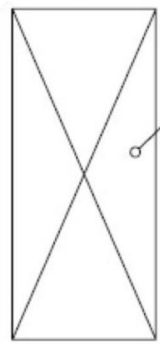


Material Specification

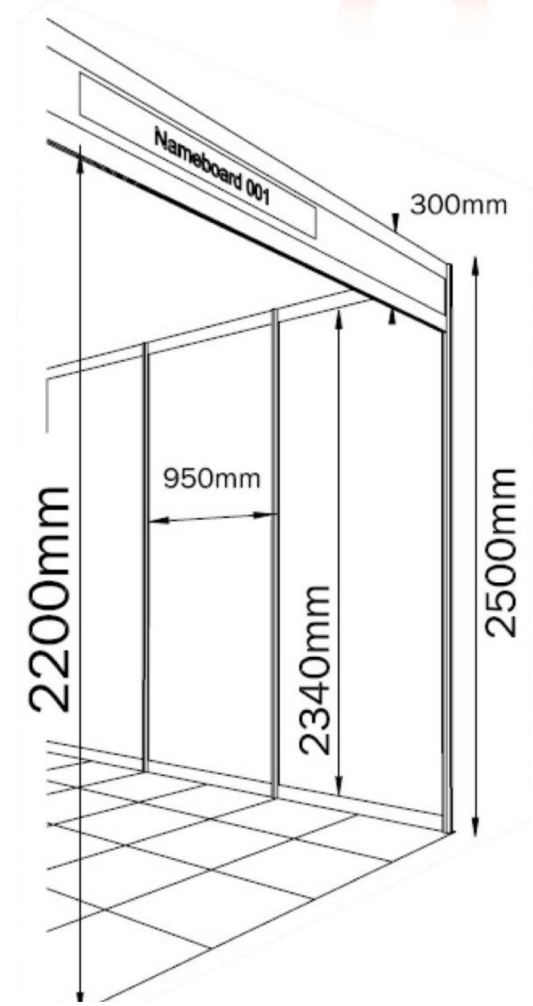
White powder coated aluminium octagonal shell scheme system



Shell Scheme



Visible panel size
950mm Wide
2340mm High



Dimensional Specification



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Suite 1 Fosse House • East Anton Court • Andover • Hampshire • SP10 5RG
t +44 (0)1264 365550 • f +44 (0)1264 365626 • www.showlite.co.uk

ESSA | Event Supplier and Services Association

Insurance

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Important Notice to all Exhibitors

Please note that our Exhibitor's Contract requires you to have Public Liability Insurance. You should note that this is not the same as Employers' Liability Insurance which is mandatory in the UK. You may already have Public Liability cover, however it is important to note that not all business policies offer cover for organised events taking place outside your business premises.

We wish to draw your attention to the event specific Insurance Packages offered by Towergate Coverex and Hiscox which include the following cover:-

Exhibitor Insurance - Towergate Coverex

Towergate Coverex can give you peace of mind when exhibiting with specifically designed exhibitor insurance cover.

The exhibitor combined insurance includes:-

- Public liability
- Cancellation and enforced non-arrival
- Property damage - owned and hired in

Call 0844 892 1604 for further information or to receive a quotation. Or you can visit the website <http://www.towergatecoverex.co.uk/exhibitor-insurance.aspx>

Exhibitor Insurance - Hiscox

Event specific Insurance Package offered by Hiscox which includes the following cover:-

- Legal liabilities
- Cancellation and abandonment
- Property Damage

If you decide to use the services of Hiscox, simply call them on +44 (0)845 213 8440 to buy cover over the phone, or go to <http://www.hiscox.co.uk/events/> to buy online.

UK Financial Services Authority regulations do not permit us to advise you on an insurance matter. You are under no obligation to purchase such insurance from Towergate Coverex or Hiscox and may choose to seek insurance from other providers.