

UK Dairy Day

Trade Stand Exhibitors

Rules & Regulations 2021



Wednesday 15th September 2021

8.00am to 5.30pm

The International Centre, Telford,

Shropshire

TF3 4JH

Contents

1. STAND BOOKING	4
1.10 Rates	4
1.11 Application for space	5
1.12 Closing date for trade stand applications – 31st March 2021	5
1.13 Address details	5
1.14 Exhibition of livestock on stands.....	5
1.15 Public Liability Insurance.....	5
1.16 Allocation of sites.....	5
1.17 Tickets and passes.....	6
1.8 Description of exhibitors in the Event Guide	6
1.2 Stand Catering.....	6
1.21 Recovery of charges, fees and fines.....	6
1.22 Dogs	6
1.23 Written permissions.....	6
1.24 Public performance of Copyright music and use of audio equipment.....	6
1.25 Tables and chairs.....	7
1.26 Telephone, fax and broadband connections	7
1.27 Insurance.....	7
1.28 Health and safety	7
1.30 Cancellation of reserved space	7
1.31 Non occupation of hired space	7
1.32 Sub-letting.....	7
2. REGULATIONS FOR STAND BUILDING	7
2.11 Timber used in stand construction & displays.....	7
2.12 Plastics.....	7
2.13 Fabrics used in display	7
2.14 Stand dressing.....	7
2.15 Gangways.....	8
2.16 Storage	8
2.17 Vehicles on display.....	8
2.18 Constructions and finishing.....	8

2.19 Textile fabrics	9
2.20 Protection of roofs and stands.....	9
2.21 Rigging in Halls 1, 2 and 3	10
2.22 Hoovering of trade stands	10
2.23 Flooring in Halls 1, 2 and 3	10
3. BUILD UP & BREAKDOWN PROCEDURE.....	11
3.10 Breakdown Notification Procedure	11
3.11 Hard Hat policy	11
3.12 Vehicle movement procedure	11
4. ELECTRICITY.....	12
4.10 Electrical rules and regulations	12
4.11 Appliances	13
4.12 Competent persons	13
4.14 Floor ducts	13
4.15 Mains switchgear	13
4.16 Earthing.....	13
4.17 Cord construction	13
4.19 Special lighting systems	13
4.20 Other lighting systems	13
5. HEALTH & SAFETY STATEMENT.....	14
5.0 Food & Beverage Exhibitors.....	14
5.10 Prior to the event.....	14
5.11 During the Event	14
5.12 General Food Safety inclusive of staff training and personal hygiene	15
5.13 Food Sampling Guidelines.....	16
5.15 First Aid	16
5.16 Toilets.....	16
5.17 Health & Safety at Work Act.....	16
5.18 Emergency Procedures	17
FIRE	18
BOMB WARNING	18
5.19 VENUE SERVICES AND USEFUL CONTACTS	18
On-site Accommodation	18
THE INTERNATIONAL CENTRE'S DO'S & DON'TS	20

1.0 STAND BOOKING

1.10 Exhibitor Rates

A discounted rate is in place for 2019 exhibitors completing the trade stand application by 31st January 2021. The 2021 trade stand rates are for open space only and exclude additional services to be booked separately. The Table Top rate includes 1 x trestle table (no table cloth) and 2 chairs if required. All prices are ex VAT.

	Rate for 2019 Exhibitors re-booking for 2021	Rate for new exhibitors booking from 1 February 2021
Hall 1 & 2	£40 per m ²	£47 per m ²
Ludlow	£34 per m ²	£42 per m ²
Concourse (min 3m x 3m)	£32 per m ²	£40 per m ²
External	£15 per m ²	£20 per m ²
Table Top 2m x 2m – Concourse	£125 each	£150 each
Table Top 2mx 2m – Innovation Zone	£100 each	£115 each
Table Top 2m x 2m – Calf Rearing Zone	£125 each	£150 each
Table Top 2m x 2m – Sharing Knowledge Zone on the first floor (Non-commercial)	By Invitation	By Invitation
NBDC Breed Society Village 3m x 2m	£100 each	£115 each

(All rates are for open space only and exclude VAT)

If a booking form is received after this date the full trade stand rate applies. All remaining trade stand space will go on general sale as of 1st February 2021. Applications will be processed on a first come first served basis with the 2019 exhibitors having priority over new applications. The closing date for applications is 31st March 2021. As the trade stand plan is formed, we will confirm your stand details by 30th April 2021.

1.11 Application for space

- All applications must be submitted via the official trade stand application process. By completing and submitting the online application form this indicates acceptance of the UK Dairy Day Rules and Regulations.
- Invoices will be raised from 1st February 2021 for 2019 exhibitors re-booking and for new exhibitor's invoices will be raised from 1st February on confirmation of application. All invoices are to be paid by BACS within 30 days of invoice date.
- UK Dairy Day reserves the right to refuse any entry whatsoever, whether received prior to the closing date for entries or not, and also reserves the right to cancel any entry which may have been accepted, without any reason being given

1.12 Closing date for entries – 31st March 2021

- Late entries may be considered subject to availability at the discretion of UK Dairy Day but will be subject to a 20% surcharge for the space booked.

1.13 Address details

- Invoice address: this address will be used for invoicing and will be used if required for UK Dairy Day marketing purposes. If you have a different address for marketing purposes please let us know.
- Please make cheque payments payable to "Holstein UK" and **NOT** UK Dairy Day
- Correspondence address: tickets, passes and general correspondence will be sent to this address.
- Main address: If you require a different address to either of the above, please let us know in writing with your application, stating the address

1.14 Exhibition of livestock on stands

- If livestock of any description are to form part of an exhibit, it is the responsibility of the exhibitor to obtain any necessary pre-movement health tests including TB and/or movement order from the relevant government department of agriculture or other appropriate authority, and to comply with any regulations which may be in force at the time of departure to or from UK Dairy Day. It is an offence to bring any livestock to UK Dairy Day when restrictions are in force. The following action is required to be taken by exhibitors when livestock forms part of their exhibit:
 - Cattle exhibited on a trade stand cannot be shown with the show classes.
 - Guidelines are in operation and regulations apply to animals housed on trade stands concerning health and the comfortable housing of animals on stands - details are available from the UK Dairy Day office (cattleoffice@ukdairyday.co.uk)

1.15 Public Liability insurance

- Please note that all exhibitors should hold current Public Liability insurance and ensure that a copy is available for inspection on your stand during the event.

1.16 Allocation of sites

- The allocation of sites and positioning of trade stand space will be entirely at the discretion of the UK Dairy Day organisers, although every endeavor will be made to meet any request made by an exhibitor regarding the position of their stand as noted on your application form.
- Exhibitors must apply and pay for enough space to accommodate all elements of their stand including guy ropes or trailer hitches to be erected or used on the space.
- Boundaries of trade stands will be marked and in no circumstances will exhibitors be allowed to alter these markings or occupy a different or larger space than that allocated to them. Under no circumstances will any part of the stand be permitted to overhang the marked area.
- UK Dairy Day will not be held responsible for damage caused to the flooring during the show build up or break down period. Exhibitors or their contractors will be liable for any repair costs.
- If an exhibitor does not wish to be placed adjoining any other exhibitor, this must be clearly stated in writing at the time of making the application.
- Exhibitors may not display on their stand the name of any other firm or firms other than their local agents or distributors. Exceptions are exhibits that have been sold, when the name of the purchaser may be displayed, or in the case of exhibits not manufactured by the exhibitor.
- Under no circumstances will exhibitors of vehicles be allowed to demonstrate them during the show.
- Excess space - any exhibitor who, without the authority of UK Dairy Day organisers, occupies any area at the show other than that allocated to them shall on demand pay for such excess space at the rate of double the usual charges applicable for that space. If required, the exhibitor shall withdraw to their allocated space and also be liable for expenses or loss incurred by any exhibitor(s) deprived of any part of their allocated space.

- Stands must be set up for the duration of the show (8am to 5.30pm) and on no account must they be broken down or leave before the event has closed to visitors.

1.17 Tickets and passes

- Entry to the venue for build up and breakdown will require a vehicle pass, which MUST be fixed to the vehicle windscreen.

1.8 Description of exhibitors in the event guide

- For a free entry in the UK Dairy Day event guide, please make sure you complete this section on the online application form. This free entry will consist of stand number, company name, and website address together with limited descriptive text.

1.2 Stand Catering

- All stand Catering MUST be ordered through the UK Dairy Day exhibitor portal using the online form which will go directly to Telford International Centre's in house catering department, Thyme Catering. No catering is to be brought into the venue by exhibitors without prior approval and corkage fee.

1.21 Recovery of charges, fees and fines

- All charges, fees and fines shall be recoverable by the Organisers of UK Dairy Day and, until payment is made in full, persons owing them shall be barred from exhibiting at future events. Passes and tickets will not be sent until full payment has been received.

1.22 Dogs

- With the exception of assistance dogs, no dogs will be allowed at UK Dairy Day.

1.23 Written permissions

The following are prohibited at UK Dairy Day unless written permission is granted by the Organisers:

- Moving machines/equipment may be demonstrated with prior written consent from the Organisers of UK Dairy Day, subject to there being no interference or annoyance to neighbouring stands. Simulators on stands must have the Organisers' approval unless described as such on the application form.
- Photographers - it is a condition of entry to UK Dairy Day that no one shall apply for trade as a photographer without permission from the Organisers by applying for a Media badge. Anyone infringing this may be expelled from the venue without refund of their entry. The taking of videos for commercial or personal gain requires written permission from the Organisers.
- Radios: The use of private radio transmitters by exhibitors, their employees or representatives without written authority is forbidden. Anyone intending to use radio transmitters prior to and/or during UK Dairy Day must notify the Organisers in writing at least 60 days prior to the event, stating the frequency to be used and the number of sets. This information is vital to the Organiser's communications contractors.
- Raffle tickets may only be sold with the prior written consent of the Organisers and strictly within the confines of the seller's stand space. Stands must be registered under the Lotteries and Amusements Act 1976. Games of chance etc. will also require written consent.
- Use of audio equipment - Where audio equipment is used or live music played as part of an exhibition, written permission must be obtained from the Organisers. The Organisers or their representatives reserve the right to prohibit the use of radios and other audio devices if, in their opinion, the use of such devices creates a level of noise that is unacceptable to visitors and/or other exhibitors.

1.24 Public performance of Copyright music and use of audio equipment

- UK Dairy Day and the venue do not obtain licences from the Performing Rights Society (PRS) for the performance of live music or Phonographic Performance Limited (PPL) authorising any public use of sound recording. Phonographic performance Limited administers licensing of sound recordings for most recorded music played in the UK. It issues a license to each stand that plays music during the show. Exhibitors who have music played on their stands by live performers or by using any mechanical device such as radio, CD and/ or video and television must pay any royalties owing or obtain the necessary Licence prior to the event.
- Please note that both PRS and PPL licences are required for recorded music. Failure to obtain a licence may result in prosecution.
- Further information and forms can be obtained from the Performing Rights Society for the performance of live music or the Phonographic Performance Limited to authorise any public use of sound recording.

Contact details:

The Performing Rights Society

Copyright House, 29-33 Berners Street, London, W1T 3AB

Website: www.prsformusic.com

Tel: 0207 580 5544

Phonographic Performance Ltd (PPL)

1 Upper James Street, London, W1F

9DE

Website: www.ppluk

1.25 Tables and chairs

- Tables and chairs can be provided if required by in-house production company Stagecraft UK please email sales@stagecraftuk.com
- Table top displays include 1 x table and 1 x chair as part of the charge.

1.26 Telephone, fax and broadband connections

- A range of communications services are available through Stagecraft UK – please email sales@stagecraftuk.com

1.27 Insurance

- All exhibitors must have adequate third party insurance in place to cover their presence at UK Dairy Day.

1.28 Health and safety

- Exhibitors, their employees, contractors and representatives must abide by the venue's Hygiene, Health and Safety Statement

1.30 Cancellation of reserved space

If you need to cancel your trade stand space, please notify the Organisers by email or in writing as soon as possible. We reserve the right to re-let any cancelled space. Refunds will apply as follows:

- From 1st February 2021 to 31st March 2021 – 50% refund
- From 1st April 2021 – No refund will be given

1.31 Non occupation of hired space

- Any exhibitor unable to occupy the space hired for any reason whatsoever is asked to contact the Organisers as soon as possible. There will be no refund given in this instance.

1.32 Sub-letting

- Any sub-letting or allowing another exhibitor to use part of your stand space is not allowed without the Organisers' permission. Any stand infringing this rule will be asked to close down and cease trading.

2.0 REGULATIONS FOR STAND BUILDING

Any goods attached to stands will constitute part of your stand and will be subject to these regulations.

2.11 Timber used in stand construction & displays

- All timber under 1" thick must be impregnated (pressure process) to CLASS 1 standard. Boards, plywood, chipboard etc., must be treated in the same way if they are under 3/4" thick - timber over 1" thick need not be treated. Treated boards will have BS476 CLASS 1 marked on them.

2.12 Plastics

- All plastics including plastic plants and materials used for vision panels etc must confirm to BS476 -Part 7 Class 1. Plastics must conform to CLASS 1 fire regulations - ICI Darvic, Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED.

2.13 Fabrics used in display

- Textile fabrics used for interior display purposes on stands must be flameproof or purchased already treated by use of the approved chemicals. Certain fabrics used need not be proofed i.e. wool, twill and felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and/or in tight pleats (not draped) to a solid backing and secured 3" above floor level, not touching light fittings.

2.14 Stand dressing

- Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical. Plastic flowers - especially those made in Hong Kong, are highly flammable and give off toxic fumes, these must not be used for stand dressing.

2.15 Gangways

- Any gangways at The International Centre should be a MINIMUM of 2.50 metres. Under no circumstances will exhibits, stand dressings, tables and chairs etc, be allowed to encroach into gangways. Offending items are liable to be removed without warning.

2.16 Storage

- No excess stock and literature or packing cases may be stored on, around or behind stands. Any storage areas must be built into your stand design.

2.17 Vehicles on display

- The static display of vehicles in the public circulation areas is subject to approval of written details by the venue. Vehicles must be clean and silicone should not be used once the vehicles are in situ without protective flooring. The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage, fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel. Fuel tanks on all other petrol engine equipment must be empty. The fuel tank must be sealed, wherever possible with a lockable cap. Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc. do not infringe the stand perimeter
The running of engines during the open period of an exhibition is strictly prohibited unless prior permission has been given by the venue. In this instance defined rules must apply and suitable fire extinguishers must be provided. Filling or emptying of tanks inside halls is strictly prohibited at all times. The venue will agree the maximum number of vehicles permitted in these areas.
- Double Decker Bus access and the number of people permitted on the upper deck must be restricted by a suitable barrier or steward. Overall numbers of people admitted to the upper deck will be dictated by the venue. Warning signs must be provided at the top and bottom of stairs. For example “Caution: Hazardous stairs”. All stewards and staff must be briefed, be competent in assisting visitors, understand the emergency procedures and be able to put these into practice if required.

2.18 Constructions and finishing

- The construction of stands, signs and fascia’s shall be of the following materials:
 - a) Non combustible material
 - b) Inherently non-flammable material
 - c) Durably flame proofed fabric
 - d) Self-extinguishing plastic material
 - e) Plywood, hard board, pulp board, mdf or fibre board rendered flame retardant by a process of impregnation acceptable to the Authorities and bearing a distinguishing brand mark to indicate that it has been impregnated
 - f) Timber of any thickness impregnated and branded as (e) above. Except that counters and floors of stands may be of natural timber of minimum thickness of 25mm nominal or chipboard, block board, etc., of a minimum thickness of 18mm finished thickness. Timber framing of Stand may be of natural unproved timber of a minimum thickness of 25mm (nominal)
- The applied decorative finishes of stands may be of a natural (unproved) timber of a minimum thickness of 25mm (Nominal) provided that:
 - a. The areas of vertical wall surfaces shall not exceed twice the exhibition floor area occupied by the stand.
 - b. Externally it shall be so arranged as not to be continuous
 - i. with similar timber treatment of an adjoining Stand, and
 - c. Internally and extending to within 600 mm of fabric ceiling, such fabric shall be of inherently non-flammable or durably flame proofed material
- Wood, chipboard, mdf or block board (neither less than 18mm finished thickness) may be used in the construction of internally lit units, display plinths and similar fitments and for display screens or panels, provided that these screens or panels are not of such a size as to form internal partitions.
- Where natural timber is used for floors, it shall be close jointed. Panels of chipboard, block board, mdf or plywood etc, of a thickness less than 18mm may be used in the construction of stands, providing that has Class 1 rating when tested in accordance with the provisions of B.S. 476. Where such materials have an applied finish of plastic or similar decorative materials, this should be carried out with the materials in its final decorated state. Where such materials are decorated on both sides and therefore brand marks are not possible, the authorities will require the production of a certificate from a recognised fire-testing laboratory to the effect that the material conforms to the above specification. Where the material used forms part of a modular system, or registered or patented design, a certificate covering the total system will normally suffice. Such an overall approval will take into account metal framing and similar protection to the edges of panels, etc. NB: If impregnated materials referred to above are unbranded, the Authorities will require the production of a certificate bearing the signature of a processing firm to the effect that the required impregnation process has been applied.
- The back of the stand must be finished properly so as not to affect the look of neighboring stands. All Stand structures must be finished to present a clean appearance from gangways and adjoining Stands. Any

portion of a display that extends above or beyond that of the stand adjoining to the rear or side must be finished at the exhibitor's expense.

- **Note:** NO dividing walls will be supplied on open sites. Exhibitors taking Open space must adequately divide off between their neighboring stands. Please be aware if your stand is higher than 2.4m from the floor it is your responsibility to finish your stand wall and decorate the reverse up to any height above the 2.4m. The reverse of the stand walls should be finished in a neutral colour.
- Please also be aware if you are not having walls built or a shell scheme erected the neighboring stand does not have any responsibility to finish the walls under 2.4m and therefore you should be aware of this when planning your stand. Failure to do so will result in the organisers finishing the walls and exhibitors being charged.

2.19 Textile fabrics

- Textile fabrics, other than those referred to above, used for interior decorative purpose shall: -
 - Be rendered non-flammable to the satisfaction of the Authorities.
 - Be fixed taut and/or in tight pleats to a solid backing as specified above and secured at floor level by a 75mm deep skirting, except that such solid backing will not be required to the curtaining of window features or to fabric ceilings not inclined at a greater angle than 20° to the horizontal.
 - NB: Curtains to openings or recesses, where permitted by the authorities, will be required to be of inherently non-flammable material or a material rendered non-flammable to the satisfaction of the Authorities.

2.20 Protection of roofs and stands

- Portions of stands within 2.0m of a perpendicular drawn from any raised tier, staircase, etc. From which any lighted objects can be dropped shall:
 - If used for display of readily flammable articles, be provided with a ceiling constructed of materials specified above.
 - If provided with a non-durable treated fabric ceiling, be protected from above with materials specified above.
 - Solid materials may not be used for roofing of Displays, which have feature ceilings or portions of stand beneath the sprinkler outlets.
- Painting- Decorating, generally, shall be executed in water-based paints. Oil bound paint may be used in small quantities only for such items as sign writing, picking out of mouldings and other small decorative items. Except with special consent of the Authorities, first obtained in writing, no stand, Etc. Nor part there of shall be surfaced or otherwise treated with cellulose paint or other substance with a low flash point or for any other dangerous reason.
- Plastic materials (having a classification below 'Class 1' B.S.476) shall not be used for showcases, counters, shelves and fittings and their use for other purposes shall not be permitted without prior consent of the Venue Management in writing.
- Construction around stoves etc. Non-combustible material shall be used throughout the construction of any stand upon which fireplaces, stoves, running electrical machinery or other apparatus involving risk of fire are used. Provided that if only a small part of the stand is used for such apparatus, this condition will be deemed to have been complied with if, non-combustible materials, etc., are used in proximity to the apparatus, or if in the opinion of the Authorities, sufficient protection against fire is otherwise afforded.
- Sealing off of cavities - spaces beneath raised seating and platforms and all cavities including those between and behind stands shall not be used for any purpose other than for electrical and other services and shall be sealed off. Suitable traps shall be provided to give access to electrical and other service boxes, mains, stopcocks, etc. and such traps shall be unobstructed.
- Fabrics - Except as defined above, scenic backcloths and other fabric decoration shall not be provided except with the consent of the Authorities in writing.
- Display features and fitments, unless recognised and approved articles of shop furniture, shall be of materials in accordance with above and paper streamers or similar decorations are prohibited. Small cardboard showcases and price tags are not included in this prohibition. Show-cases and cabinets, if provided with internal illuminations, shall be adequately ventilated and if glazed, plate glass must be used.
- Night sheets when provided shall be inherently non-flammable to the satisfaction of the Authorities. While stands are in use night sheets shall be kept in a position approved by the Owner and shall be firmly secured in a rolled-up position so as not to cause an obstruction.
- Airships, blimps & balloons - The use of airships, blimps and balloons within the venue is strictly regulated. Applications for permission to use them must be submitted to the venue in writing, together

with a risk assessment and method statements. The following must be considered when carrying out the risk assessment:

- The use of gas or batteries
- Obstacles within the exhibition, including drop wires, cables, truss, stands and signage
- The possibility of items falling from them
- Compliance with the venue's specific regulations Operators must remain in visual contact with the airship at all times and within radio range. Exit signs and fire detection beams must not be obscured at any time. Blimps must be tethered, at all times, to a secure weight that is placed so as not to cause a hazard to exhibitors, their staff and visitors. All balloons and blimps must be secured by suitable means and approved by a competent person. A charge will be made for retrieval if any escape to the roof or for any damage to the air-handling units and in house security and fire alarm beams.
- Complex and multi-storied stands - Complex and Multi-Storied stands will not be permitted without special clearance from the Venue Management and the prior written NB: Special limited dispensations may be granted on application for permission of the Organisers. Exhibitors considering this should obtain a copy of the relevant regulations from the Organisers and must submit 3 sets of plans including calculations, method statement and independent structural engineer's certificate of integrity in order to obtain permission from the Venue Management a minimum of eight weeks before the show.

A complex structure is any form of construction of any height, which would normally be designed by an engineer and / or has, through a risk assessment, been found to provide significant risk. Structures over 4m in height, multi-storey stands and all suspended items are considered to be Complex Structures unless demonstrably simple and of no significant risk. Examples of complex structures:

- a) Any structure, regardless of its height, which requires structural calculations
- b) Multi-storey stands
- c) Any part of a stand or exhibit which exceeds four metres in height
- d) Suspended structures (does not include banners) e.g. lighting rigs
- e) Sound/lighting towers
- f) Temporary tiered seating
- g) Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms)

Please note the venue reserves the right to consult an independent structural engineer and any cost incurred will be charged to the client or the client's representative contractor.

2.21 Rigging in Halls 1, 2 and 3

- Rigging is available within selected location of the main halls and subject to planned approval from the organisers. To enquire about rigging please email info@ukdairyday.co.uk

2.22 Hoovering of trade stand

- All trade stands will be hoovered during the Tuesday evening and rubbish cleared from the aisles. Please leave access to the stand for hoovering.

2.23 Flooring in Halls 1, 2 and 3

- The flooring in Halls 1, 2 and 3 is a two pack solvent based epoxy coating in grey. The following control measures are in place to protect the flooring and ensure that it remains in good condition for both the venue and yourselves as organisers. These control measures must be followed at all times:
 - The floor colour cannot be changed, or painted over
 - The speed of all plant in the halls is to be kept to a minimum at all times, excessive speeds will not be tolerated for both H&S reasons and the condition of the flooring i.e. forklift speeds, turning and the height materials are carried at
 - The speed and the turning of commercial and domestic vehicles in the halls are to be kept to a minimum. No unnecessary turning to take place in the halls
 - All Carpet tape must be TIC approved. For further information and purchase details of approved tapes please contact UK Dairy Day Organisers or Stagecraftuk
 - Under no circumstances is gaffer tape to be used on floors within the halls without written approval from either UK Dairy Day Organisers or Stagecraftuk
 - All cable management should be installed using a proprietary cable management system with no direct fixings to the floor
 - No paint spraying of any exhibitors stand or products is permitted. Painting of any stands or component parts of a stand must be by hand. Please ensure that the floor is protected at all times from spillages

- Under no circumstances is drilling or fixing to the floors within the halls allowed without written approval from either UK Dairy Day Organisers or Stagecraftuk
- Halls 1, 2 & 3 floor dilapidations - All carpet tape must be removed at the end of the show. Charges will be incurred for any tape that has to be removed by the venue after the breakdown and tenanted times. The minimum charge for remedial work is £350.00 + vat. Charges then apply at £30.00 + vat per square metre of damage and these charges will be passed on to exhibitors and/or their contractors.

3.0 BUILD UP & BREAKDOWN PROCEDURE

The following procedures are in place to ensure the health and safety of all exhibitors and visitors to The International Centre during an exhibition build up and breakdown.

- a) No persons under the age of 16 years are permitted in the exhibition halls during a build up or breakdown. All activities will be stopped until the halls are clear of children
- b) No vehicles to be loaded or unloaded until authorised by a member of Centre security
- c) When vehicles are unloaded or loaded they must as soon as possible be moved to the appropriate car park as directed and away from loading bays. If a member of Traffic Security asks you to remove your vehicle please do so immediately
- d) No vehicles are to be brought into halls at any time unless authorised by Centre management
- e) All roller doors and fire exits will remain closed and must be kept clear during exhibition open hours. Access to and from the halls/conference rooms is via the main entrance only
- f) No large items i.e. pop-up stands or trolleys may be taken through main entrance. All equipment is to be removed via the roller doors at the rear and side of the hall.

3.10 Breakdown Notification Procedure

- a) Notification will be given by tannoy prior to the close of the show and then to announce that the show is now closed. A briefing of timings for breakdown will be supplied with the pre-event exhibitor pack.
- b) Under no circumstances should any stands be broken down until the exhibition has officially closed and all visitors have left the building
- c) Breakdown will not be allowed to commence nor doors opened until all visitors and children under the age of 16 years have left the show or conference areas. The exhibition and conference halls can be hazardous during these times and this ruling is in place to protect children's and visitor's safety. We regret that no exceptions can be made to this ruling
- d) Only on the authorisation of UK Dairy Day Organisers can breakdown commence
- e) A Tannoy announcement will be made to inform all exhibitors that the mains power will be terminated in approximately 10 minutes
- f) Upon commencement of breakdown the main entrance to the exhibition will be closed; under no circumstances can stand items be taken through the main entrance of the building
- g) Please use appropriate service exits for breakdown as directed by TIC Security
- h) Please be patient and we will ensure that loading is as quick as possible.

3.11 Hard Hat policy

- Where there is a danger from overhead working or in any of the areas described below, hard hats must be worn.
- Regulations relating to hard hats - all hard hats issued must comply with BSEN 397-1995 and any bump caps must comply with EN812:
 - All hats worn should be adjusted to create a snug fit to the users head and should not be fitted loose. No modification to the hard hat is allowed. No writing on them with permanent marker or alike as this may break down the integrity of the material used and may soften material
 - The life span of a hard hat from new has a maximum of 5 years and then must be replaced
 - Storage of hard hats must be of a nature that no physical pressures are incurred or in an environment of excessive heat
 - Hard Hats must be worn in any areas that are self risk assessed
 - All contractors carrying out works must comply with Hard Hat regulations related to their profession
 - All risk assessments and method statements from client production companies for any event held at The International Centre must indicate Hard Hat area usage. Any areas that do not comply with our policy, UK Dairy Day Organisers should immediately be informed
- Areas where hard hats must be worn
 - Hall 3 Service Gantries - Mandatory (access by prior arrangement only)
 - Walking / Working under in house tiered seating - Mandatory

- Working under any MEWP or Hydraulic Boom - Mandatory Erection and dismantling of any structures above 2.5 metres in height - Mandatory
- Removal & replacement of stored items above 3 metres in height - Mandatory
- Any area that is deemed unsafe by your own risk assessments – Mandatory

3.12 Vehicle movement procedure

- Vehicle access to Halls at The International Centre is restricted due to Health and Safety. This procedure must be agreed by the Event Manager and UK Dairy Day Organisers before the procedure is implemented. No vehicles are to be allowed into the halls without prior agreement (fork lift trucks are excluded from this procedure).
 - Dedicated experienced traffic security are to direct all traffic, they will be briefed as to their responsibilities during the times of the event
 - Every vehicle is to be taken to its designated plot by a dedicated steward who will be dressed in high visibility clothing
 - Every vehicle must follow the steward's directions and ONLY the steward's directions when entering and exiting the hall
 - No more than two moving vehicles will be allowed in any one hall at any time
 - All stewards are to be in contact by radio with the main door and their Security supervisor
 - No exhibitor is to move a vehicle in or out of the hall until a designated Steward is available
 - All vehicles must display hazard-warning lights during movements and be restricted to a speed not exceeding the walking pace of the steward directing him
 - No vehicles can enter the hall during break down until ALL members of the public including children under 16 years have exited from the hall and it is safe to do so
 - Only exhibitors and officials are to be in the hall during break down
 - ANY exhibitors wishing to carry their items to / from the hall without the need to bring a vehicle into the hall will be encouraged to do so, in order to reduce the number of vehicle movements required
 - Exhibitors will NOT be allowed into the hall until they are ready to load during breakdown and the same rule will apply as during set up
 - NO vehicles will be allowed in the hall on the open days of the exhibition
 - ALL exhibitors must act in a responsible manner and must be vigilant and conscious at all times of this safety issue.
 - Vehicles engines must be switched off once at a standstill
- Please be patient with the Traffic Security and Centre staff who are all doing their best to ensure you enter and leave in complete safety.

4. ELECTRICITY

- All exhibitors requiring electricity must complete the online application form before **17th August 2021**.
- Applications received after this date will incur a surcharge.
- All equipment should be fitted to the supply through a residual current device and all cables and connections where not protected by a weatherproof structure shall be of such construction or as necessary protected as to prevent, so far as is reasonably practical, danger arising from such exposure.
- Failure to comply with the following regulations may lead to disconnection of the supply until the installation complies. In permitting the connection of exhibitor's wiring to its distribution system.
- UK Dairy Day does not accept responsibility for exhibitor's installations, in any respect. Information extracted from the EVA regulations for stand/electrical installations updated in June 2001 advise the following to be compliant and safe.
- Sockets (Outlet) supply - a standard socket supplied from the local building distribution network can sound complex, but it is not really, it becomes complex if we make it so.
- The main rules are as follows:
 - 1 single outlet = 1 x a 4 way unit rated at 500 watts total load, e.g. a mobile phone charger and laptop, or alternatively 5 x 100 watts lamps (bulbs) on a pop up stand.
 - The 4-way unit must not be longer than 2 metres from the socket source and should be fused in the unit by a relevant fuse rating (13 amps). The cable should be of a compliant flex construction and not be of a non-flexible construction i.e. twin and earth. Any supply required above 500 watts must be specially ordered, so as to enable technical services to calculate loadings on the supply circuit.

4.10 Electrical rules and regulations

- Please note, that NO daisy chaining (connecting) from one 4-way unit to another 2/4 way unit is allowed as this could compromise the circuit loading. Any stand that is found to be daisy chaining may have the cables

removed without notice or the power shut off if they are deemed as dangerous by The International Centre's electrician or contractor.

- All 4 way units used in the exhibition/conference environment should have a current P.A.T. test and should have the relevant certified sticker or certificate available upon request. No units of above 4 ways can be used i.e. 6 way, 10 way etc.
- Under no circumstances are exhibitors or contractors allowed to access any power connections within the venue.
- Please ensure that all lighting is designed so that it does not cause nuisance to any neighbouring stands or venue access.
- Although The International Centre's electrical contractor will try to keep any cables to a minimum, on occasions some stands will be required to carry The International Centre mains supply cable and switch box. If your stand does have a mains cable and switch, please ensure that it is kept accessible at all times.

4.11 Appliances

- A competent person must have tested any electrical appliance connected to a socket before it is plugged in and energised. The responsibility for ensuring such testing is that of the person (or persons) responsible for bringing the equipment in the Halls. Make sure all equipment is P.A.T. tested on a regular basis and is visually sound including flex and plug. Current test certificate must be available on equipment for random checking by the Venue Management.

4.13 Competent persons

- Stand wiring installations shall be carried out only by competent persons, qualified by training and experience that are properly supervised. Competent persons for this purpose shall be those with suitable qualifications with documentary proof and are authorised by the Venue to carry out work.

4.14 Floor ducts

- Ducts set into the floor of the Halls do not form part of the premises. Access to and use of the floor ducts is limited to employees of the Venue or contractors employed by the Venue.

4.15 Mains switchgear

- Each mains supply shall have its own means of isolation situated in an accessible position to the stand. Each of the stands on a block fed from a single supply shall have its own means of isolation situated in an accessible position on the stand.

4.16 Earthing

- At every lighting point an earth terminal shall be provided and connected to the earth continuity conductor of the final sub-circuit. If supplying your own lighting make sure it is earthed. Where the electrical bonding to earth of metal framed stands, metal water pipes, sinks and other items is necessary, this shall be connected to an earth conductor which terminates to the Centre's electrical supply. This bonding conductor shall have a minimum cross section area of 6mm².

4.17 Cord construction

- Flexible cords shall be of a circular section, fully insulated and sheathed, and the only form of jointing shall be purpose made non reversible flex connectors being shrouded and having an earth terminal.

4.18 Length

- For static appliances, flexible cords shall not exceed 2 metres in length and for mobile appliances (e.g. vacuum cleaners) the length shall be kept to a minimum.

4.19 Special lighting systems

- Where exhibitor's own equipment is used this must comply with all regulations and will be subject to testing and checks.

4.20 Other lighting systems

- Only systems designed and manufactured to suit their intended use shall be permitted and these must comply with all regulations. Safety Extra Low Voltage (SELV) Transformers shall be of Class 11 safety isolating type conforming to BS3535 (IEC742, IEC1140 and EN60742) or providing an equivalent degree of safety, having a fused primary connection. Every secondary connection shall be individually fused to its appropriate rating or shall be fitted with a manual reset protective device approved by the Centre's engineer. Transformers shall be clearly labelled indicating the precise details of any integral secondary circuit protective device that they are manual reset and shall include the rated transformer power output in V.A.
- Positioning - Particular care shall be taken when installing SELV transformers, which shall be fixed at high level, allowing adequate ventilation and access for testing and fuse replacement.
- Cable sizing - Selection of cabling for SELV circuits shall take into consideration both volt drop and current carrying restraints subject to a maximum volt drop on 12v supplies of 0.6 volts. Cabling from SELV

transformers supplying Extra Low Voltage Track shall be of sufficient size for the full current rating of the transformer.

ANY EXHIBITOR FOUND CONNECTED TO AN ELECTRICAL SUPPLY WITHOUT THIS HAVING BEEN ORDERED FROM THE VENUE WILL BE CHARGED TRIPLE THE AMOUNT FOR THE SERVICES.

5.0 HEALTH & SAFETY STATEMENT

Food & Beverage Exhibitors - (Food & Beverage Preparation and Guidelines for distribution during an exhibition) some exhibitions may include exhibitors who are preparing, cooking and distributing food and/or beverage samples for consumption by visitors/delegates. Due to the nature of food preparation on stands both contamination and food poisoning are high risks therefore a series of best practice guidelines has been produced to avoid such situations occurring.

5.10 Prior to the event

- Approval from the venue - Details of proposed preparation, cooking and dispensing of food from stands or temporary catering areas, including sampling, must be discussed with the venue during the early planning stages of the event. The venue's approval is required in writing for such activities. If approval is not obtained at least 28 days prior to tenancy, there is a risk that contractual obligations may be contravened and visitors' health put at risk. Stands may therefore be prevented from trading.
- Legislation - All food preparation, cooking and dispensing operations must comply with current legislation. Copies of relevant certification must be produced prior to the event by all exhibitors wishing to have food or beverages situated on their stand.
- Creating a Risk Assessment - Hazard analysis critical control points (HACCPs) is a tool for the monitoring and recording of a food safety management system and it is a legal requirement to compile HACCPs documentation when operating any food business, including on an exhibition stand. Any exhibitor that will be dealing with food or beverages throughout the duration of an event must provide HACCPs documentation prior to the event taking place. The HACCP principles are as follows:
 - Identifying any hazards that must be prevented, eliminated or reduced to acceptable levels
 - Identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels
 - Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards
 - Establishing and implementing effective monitoring procedures at critical control points
 - Establishing corrective actions when monitoring indicates that a critical control point is not under control
 - Establishing procedures shall be carried out regularly, to verify that the above measures are being acted upon
 - Establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined above. Examples of hazards to bear in mind when compiling HACCPs documentation are the storage and preparation of food, the cooking, chilling and cooling of food and service.

5.11 During the Event

- Stands Processing & Serving Food - Stands may not be used to process or serve food if they are in poor sanitary condition or in such a condition as to expose food to risk of contamination
- Stands/kitchens/food preparation and dispensing areas must be in good order and repair to enable them to be cleaned easily and properly. Therefore all the surfaces likely to be soiled during the event should be at least sealed or gloss painted. A suitable, non-slip floor covering must be provided on the service side of the counter and in the kitchen
- The kitchen/food preparation area must be of adequate size to meet the potential demand put upon it and should include adequate storage (refrigeration & ambient) and water and waste facilities
- Stand Equipment Requirements - Any equipment, including food containers, which is likely to come into contact with food must be kept clean and be constructed of materials that are not absorbent and can easily and properly be cleaned.
- Cookers and ovens - Cookers, ranges and hobs must operate on electricity. The use of Liquefied Petroleum Gas (LPG) is not permitted. Gas ring burners or similar open-flame apparatus must be mounted on suitable, non-combustible bases, e.g. 50mm stone slabs or solid non-combustible material not less than 25mm thick and not less than 750mm above floor level.

- Deep fat fryers - Deep fat fryers shall be located on stands so as not to endanger anyone in a gangway in case of flashover. Except for tabletop-type domestic fryers, they must be provided with thermostatic controls which will cut out at 200°C in accordance with BS 5784: Part 2 (Electric) and BS 5314: Part 4 (Gas), to prevent overheating of the oil and subsequent flashover. All fat fryers, including table top fryers, shall be guarded with suitable, protective shields when positioned in close proximity to visitors and shall be installed and operated in accordance with the relevant standards.
- First aid equipment - Each stand or kitchen where open food is handled, prepared or dispensed, must be provided with a supply of blue, waterproof plasters and bandages. Where staff are employed to operate the business, the higher standard of first aid box, complying with the Health and Safety (First Aid) Regulations 1981, must be provided, or other suitable arrangements made.
- Fire-fighting equipment - Each kitchen or stand where cooking or heating of food is taking place, must be provided with a fire blanket and suitable fire extinguisher.
- Stand Waste and Ventilation - Waste materials, however innocuous, shall not be abandoned on site and must be stored and disposed of in the appropriate way, in suitable closed containers and in compliance with environmental regulations. Please contact your event Manager regarding waste materials in advance of the event so that the relevant disposal arrangements can be made. Please note some forms of waste disposal may incur an additional charge. Waste water must be disposed of in a safe and hygienic manner. It must not be deposited down any hand-washing facility, in any of the sanitary accommodation throughout the venue or the floor ducts. Waste oils and fats are categorized as hazardous waste and as such have to be disposed of under strict conditions. Each exhibitor/caterer is responsible for removing its own waste oils and fats from the venue. Cleaning/disposal charges will be incurred if any such products are left on site. Where cooking is likely to create a high concentration of smoke is taking place, e.g., barbeques; grilling; frying, it may be necessary to ventilate the stand to the outside air. Therefore any such exhibitors should be indicated on proposal floor plans prior to floor plan sales; the venue then has the ability to relocate stands to provide adequate ventilation.
- Stand Washing Facilities - It is the responsibility of each exhibitor or concessionaire to assess the extent of their operation and ensure that adequate, suitable and sufficient washing facilities are provided in conjunction with their operation. The washing facilities required are determined by factors such as the public health food safety risks posed by the operation, the scale of the operation, types of food, equipment used, types of serving container (disposable/reusable), etc. Where the sharing of facilities is proposed, exhibitors/concessionaires must liaise with each other and the organisers prior to the event, in order to ensure that the overall provision of facilities adequately services all exhibitors/concessionaires when operating at maximum capacity. It is recommended that hand-washing facilities should not be further than 3 metres from any preparation area. It is recommended that facilities for hand washing, food washing and equipment washing (where appropriate) are labelled as such with a suitable notice affixed adjacent to each facility, to ensure that each one is used exclusively for its purpose.

5.12 General Food Safety inclusive of staff training and personal hygiene

- Temperature Controls - Any foods likely to support the growth of pathogenic micro-organisms or toxins should be maintained at a temperature of 8°C or below. Cooked food which is kept hot must be kept above 63°C reheating of cooked food must be carried out at a temperature of at least 75°C. Frozen food must be kept at -18°C or below. Refrigeration temperatures must be measured with a suitable thermometer and recorded daily.
- Food labelling and storage - All food on a stand must be protected from risk of contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be eaten in that state.
- Any food which is unfit for human consumption, unsound or un-wholesome, must be kept apart from any other food, and labelled 'unfit food'. Open foods must not be placed less than 18 inches (45cm) from the ground.
- Personal Hygiene - All food handlers working with open food must:
 - keep their hands clean
 - keep their clothing clean
 - cover all cuts, etc., with a blue waterproof dressing
 - Not spit or smoke whilst handling food or while in a room containing open food
 - wear clean and washable over-clothing
 - keep personal clothing out of areas where open food is handled, unless it is stored in appropriate accommodation, i.e. lockers/cupboards
 - Not wear jewellery (including necklaces and piercings) other than a plain wedding band
 - Not handle open food when suffering and within 48 hours of suffering from gastroenteritis, dysentery, any infection, boils or septic cuts, etc., likely to cause food poisoning. They should

contact their doctor immediately.

- Staff Training - All staff engaged in food handling must be properly trained and supervised to ensure they work hygienically. At least one member of the stand must hold the relevant food hygiene certification.

5.13 Food Sampling Guidelines

- The acceptable sampling sizes are as follows:
 - Bite-sized portions
 - Individually wrapped items
- Food sampling must be carried out in such a way that customers do not touch food that other people will eat, in order to minimise the risk of cross-contamination. The guidance below should be followed:
 - Food to be sampled should be placed where the exhibitor can see it and therefore supervise customers
 - Customers should not be allowed to sample from food held as stock
 - If possible, samples should be offered to customers from plates or small bowls
 - If food items such as biscuits are being used to take sample food from dishes/bowls, only items that will not break off into the sample must be used (to prevent customers putting fingers into the food to retrieve the biscuit)
 - Large bowls or piles of food for sampling should be avoided, as this increases the risk of people putting fingers into the food
 - Customers should not be allowed to 'double dip' biscuits/sampling sticks/spoons, etc.
 - Bowls, dishes or plates should not be topped up unless they have been properly cleaned after use
 - Customers should be directed as to where to place any discarded items, such as stones from food or sampling sticks
 - Different containers for food and waste should be used to help avoid confusion by customers
- Alleged Food Poisoning Procedure - Any alleged or suspected food poisoning resulting from consumption of any food on the premises must be reported to the venue.

5.14 Fire Extinguishers & Fire Points

- The Centre is well equipped with a fully automatic alarm system. Fire Extinguishers and Break Glass Points are located at each fire exit within the Exhibitions Halls.

5.15 First Aid

- Qualified First Aid personnel are provided on the open days of the show only, unless prior arrangements are made for additional cover.

5.16 Toilets

- Toilet facilities are located throughout the building, and are continually monitored and cleaned throughout each event.

5.17 Health & Safety At Work Act

- The Organisers are required by law to notify exhibitors of their obligations under the Health & Safety at Work Act 1974 during build-up, open and breakdown periods of the show.
- The Organisers deem, by issuing this notice in advance of the show that all exhibiting companies are aware of the Health & Safety policies, which exist and will comply with their obligations as set out below.
- The Health & Safety at Work Act 1974 and the regulations made under this act, in particular those which have been introduced into law as a consequence of the advent of the "Single European Market" (EU), impose duties and responsibilities upon ALL employers. These duties are in no sense reduced when an employer is exhibiting at a trade fair or exhibition, and those which are most relevant to exhibitors are described in this section, and must be complied with by EVERY Exhibitor/Contractor. Failure to do so not only creates problems for the Exhibition Organiser, but also represents a breach of law, and could result in the prosecution of an employer Exhibitor/ Contractor by the Health & Safety Executive (HSE).
- Two requirements of the Management of Health & Safety at Work Regulations 1992 (MHSW) which have particular relevance are those calling for every employer to nominate a competent safety adviser (Regulation 6), and to co-operate with other employers when sharing a worksite, whether on a permanent or temporary basis (Regulation 9). It is our obligation as Exhibition Organisers as well as our specific duty under the above regulations, that we request your co-operation by complying with the requirements described in this Exhibitors Manual.
- Exhibitors are reminded that among the statutory duties, which they have under Health and Safety Law, the following are most important, and could be subject to verification during the course of the Exhibition. Listed below are principal areas, which need to be brought to your attention and that of your Contractors. The list is by no means comprehensive and a responsible attitude must be taken on all matters of Health and Safety whilst on site.

- That a written Company Health and Safety Policy should exist if the company is 5 or more strong. (Section 2 (3) of the Health and Safety at Work Act 1974 [HASAWA]).
- That a “suitable and sufficient” risk assessment should exist in respect to all the significant risks in the business which are not already subject to other regulations e.g. COSHH, noise, etc. This assessment must be in writing if the workforce totals 5 or more. (Regulation 3 - MHSW).
- That one or more competent safety advisers must be appointed by an employer to assist him in discharging his health and safety responsibilities. (Regulation 6 - SW).
- That every employer has a duty to co-operate with other employers e.g. Exhibition Organisers, Venue Owners when sharing a workplace, whether temporarily or permanently.
- Understanding Fire and Emergency Procedures of The International Centre and the location of the First Aid Room.
- The use of hard hats when working beneath or near overhead working or if this is impracticable, restricting access in such areas. See Hard hat Policy.
- The need for all operatives to wear suitable personnel protective equipment and clothing relevant to their job, which includes eye, hearing, foot and hand protection.
- The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- Ensuring that portable power equipment is used for the purpose for which it was designed and that safety guards are correctly fitted and used.
- Ensuring that portable electric tools are used with minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it. All electrical equipment brought on site must have a relevant PAT test certificate. All electrical equipment should use 110 V and/or RCD protection on 240 V supplies. All equipment should comply with all electrical regulations and be in good safe working order.
- That stacker trucks/forklift trucks are not used by other than fully trained licensed personnel and are fitted with hazard warning strobe and audible warning. All access equipment used should also be fitted with hazard warning strobe. All operators should be IPAF licensed or equivalent and license must be shown upon request. All Operators will be expected to adhere to HSE guidelines when using any such equipment. Harnesses and hard hats must be worn by any personnel working above the floor level.
- That chemicals and flammable liquids are removed from the Centre after use by the user or in exceptional circumstances, brought to the attention of the Cleaning Department for safe and proper disposal. Such products must not be placed in general rubbish bins or skips.
- That any work area is maintained free from general waste materials, which could hazard operatives. Access routes throughout the exhibition are maintained as a safe and clean environment.
- Only scaffolding incorporating standard safety features may be used and that any tower scaffold in use is properly stabilised and propped.
- That all electrical work within the Hall will be carried out by the Organisers’ nominated contractor. Compliance with the EVA Regulations for Stand Electrical Installations is mandatory.
- That all materials used for construction or display be to Local Authority Standards and not less than British Class 0 surface spread of flame rating and all fabrics being flame retardant.
- All material handling devices - in particular trolleys, pallet trucks should have compliant certification of periodic tests - should be used only for their designated purpose and should not be over-loaded. Manual handling must comply with the latest HSE Guide-lines.

5.18 EMERGENCY PROCEDURES

FIRE

- Please ensure that you are familiar with your nearest Emergency Exits.
- Fire extinguishers & break glasses are located next to each roller shutter door and Fire Exit within the Exhibition Halls.
- In the event of an Emergency during the Event you will
- Hear the following automatic message: “ATTENTION, ATTENTION, AN EMERGENCY SITUATION EXITS WITHIN THE BUILDING, PLEASE LEAVE VIA THE NEAREST EXIT”

- On hearing this message, please leave the Building IMMEDIATELY by the nearest Exit in a calm and orderly manner.
- DO NOT use the lifts or attempt to take anything with you
- Move well away from the building to the marked assembly points 'A', 'B', 'C' & 'D' on the car parks as directed by centre staff.
- DO NOT attempt to return to the Building until either the
- Venue's Fire Evacuation Controller or the Chief Fire Officer gives the all clear.
- If you discover a FIRE raise the alarm immediately via the nearest 'break glass' or by informing a member of staff or Security.

BOMB WARNING

- Exhibitor announcement - if a BOMB WARNING is received via the Management or Organisers the following announcement will be used to alert exhibitors:
 - STAFF CALL ZERO ONE TO ALL EXHIBITORS.
 - On hearing this message, please search your stand for any suspicious packages. Do NOT touch or move any suspicious objects but inform a member of staff or security immediately.
 - The all clear message will be: STAFF CALL ZERO TWO TO ALL EXHIBITORS BOMB THREAT PROCEDURE
- IF YOU RECEIVE A BOMB ALERT: ASK WHEN is it due to go off?
 - ASK WHERE is it placed?
 - ASK WHY it has been placed?
 - KEEP THE CALLER TALKING and make a written note of the following points:
- Is the caller MALE or FEMALE
- Is the caller OLD/YOUNG - age? Any ACCENT?
- Any BACKGROUND NOISE - music, traffic?
- Is the call from a CALL BOX?
- Does the Caller sound DRUNK, is there LAUGHING, GIGGLING?
- Make a note of the EXACT WORDS of the message.
- Make a note of the EXACT TIME of the message.
- THEN NOTIFY STAFF OR SECURITY CALL THE POLICE DIAL 999.

5.19 VENUE SERVICES AND USEFUL CONTACTS

On-site Accommodation

The International Centre has two on-site hotels providing 251 bedrooms a short walk from the exhibition halls and conference suites and one offsite 89 room hotel only minutes from the venue.

The two on-site hotels are the 150 bedroom Holiday Inn, which has an exclusive leisure club boasting a swimming pool, spa, sauna, and gymnasium and steam room, and the International Hotel with 101 bedrooms, a recent addition to The International Centre site. The 89 bedroom Ramada Telford Ironbridge is situated less than a mile from the main site, and has a restaurant, swimming and leisure facilities.

There are over 1,000 beds within 10 minutes of The International Centre and over 3,000 beds within a 30 minute drive. There is a wide range of accommodation in the area to suit all budgets, from town centre hotels and country houses to Bed and Breakfast establishments. To book call **01952 527000**

Accommodation booking service

The International Centre, St. Quentin Gate,
Telford, TF3 4JH
Tel: 01952 521600

Audio Visual, Electrics & Furniture

Stagecraftuk
The International Centre St Quentin Gate,
Telford, TF3 4JH
Tel: 01952 281500

Florist

Nigel Wyles Floral Design
Tel: 01952 780 444
Email: info@nwfloraldesigns.co.uk
www.nw.floraldesigns.co.uk

Freight Transport & Storage

TS International Freight Forwarders Halesfield 19
Telford, Shropshire, TF7 4QT
Tel: 01952 586467
Contact: David Richardson

Train Information

National Rail Enquiries

Tel: 03457 48 49 50
www.nationalrail.co.uk

Airports

Birmingham International

+44 (0)871 222 0072

www.bhx.co.uk

Heathrow

Tel: 0844 335 1801

<http://www.heathrow.com/>

Gatwick

Tel: 0844 892 0322

<http://www.gatwickairport.com/>

Manchester International

Tel: 0161 489 3000

<http://www.manchesterairport.co.uk/>

Local Taxi

Diamond Cars

Tel 01952 222255

Local Campsites

Seven Gorge Park Tel 01952 684789

Church Farm Tel 01952 770381

Shropshire Tourism

Telford Visitor Information Centre The Telford Shopping Centre

Telford, TF3 4BX Tel:

01952 238008

<http://www.shropshiretourism.co.uk/>

THE INTERNATIONAL CENTRE'S DO'S & DON'TS

1. Don't block or store things in the service corridors -this is a main fire route
2. Don't block Fire Exits - we want to send our clients home alive
3. Don't store combustible materials in adjacent space to fire doors
4. Don't use Fire Extinguishers to prop open doors - they are there to fight fires
5. Don't smoke in a non smoking area - use designated areas outside
6. Make sure you are signed in - so we know you are here
7. Don't paint in the rooms
8. Don't stick, screw, glue or nail anything to our walls and doors
9. Don't use any form of hot welding process without a hot works permit
10. Don't kick open the doors - they might kick back
11. Do make sure you use protection on carpets for all building work carried out - it's cheaper to replace a sheet of polythene than a carpet
12. Don't run cables across any doorways
13. Don't use our furniture for standing on - our chairs are designed for bottoms not as work benches or step ladders
14. Don't use pyro techniques without prior written permission
15. Don't use smoke or mist without prior written permission
16. If you use the lift remember to leave it the way you found it.

Thank you for your co-operation