

# Herald Sun home show

Thursday 18 - Sunday 21 August - Melbourne Exhibition Centre

## Exhibitor Manual

This manual contains important information for exhibitors, which will help to ensure your participation in the show will be a happy and rewarding experience.

### The manual contains two sections:

- General Exhibitor Information
- OH&S Manual

### Please make sure you:

- Complete all Compulsory Forms online by **Monday 11 July 2011**
- Read the information contained in this manual carefully and pass on to all staff working at the show
- Note Exhibitions and Events Australia's (EEA) procedures regarding OH&S and Exhibitor Admittance
- Complete any Supplier Forms you require by their due dates and return directly to the Supplier

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## Home Show Team Details

### Prior to the exhibition

Exhibitions and Events Australia (EEA)  
Level 1, 1-9 Derrick Street  
Kew, VIC 3101

Tel: 03 9276 5555  
Fax: 03 9855 2916  
Email: [homeshow@eea.net.au](mailto:homeshow@eea.net.au)  
Website: [www.melbournehomeshow.com.au](http://www.melbournehomeshow.com.au)

### Contacts

Mark Stephens	Home Show Director	03 9276 5521   0405 066 939
Jane Cavedon	Exhibition Coordinator	03 9276 5522   0428 298 381
Shane Kenealy	Group Sales Manager	03 9276 5525   0404 073 460
Michelle Blyth	Sales Manager	03 9276 5514   0407 709 945
Phillip Nennstiel	Sales Manager	03 9276 5516   0487 296 469
Simone Walsh	Sales Manager	03 9276 5526   0408 997 425
Bernadette Tilbury	Sales Manager	03 9276 5529
Bruce Bax	Sales Manager	03 9276 5527
Shelley Tilbrook	Marketing Manager	03 9276 5520   0414 633 265
Danielle Mastertoun	Accounts Manager	03 9276 5524   0433 354 337

### On Site

Show Office – Located on the show floor, inside Entry Door 1

Tel: 03 9235 8822  
*In operation from Monday 15 August to Monday 22 August*

### Exhibition Hours

Thursday	18 August	10am – 6.00pm
Friday	19 August	10am – 9.00pm
Saturday	20 August	10am – 9.00pm
Sunday	21 August	10am – 6.00pm

### Exhibitor Access

\*Please note: On show days, Exhibitors may gain access to the exhibition hall from 9.30am. Should you require earlier access you **MUST** arrange this with the organiser's office.

## Suppliers Contact List

### Venue

#### Melbourne Convention & Exhibition Centre

2 Clarendon St  
SOUTH BANK VIC 3006  
Tel: 03 9235 8110  
Fax: 03 9235 8121  
Email: [exservices@mcec.com.au](mailto:exservices@mcec.com.au)  
Website: [www.mcec.com.au](http://www.mcec.com.au)  
Contact: Exhibitor Services

### Official Pre-built Stand Builder

#### Expo Net

PO Box 120  
SYDNEY MARKETS NSW 2129  
Tel: 02 9645 7000  
Fax: 02 9645 5300  
Email: [peter@exponet.com.au](mailto:peter@exponet.com.au)  
Website: [www.exponet.com.au](http://www.exponet.com.au)  
Contact: Peter May

### Furniture

#### Plants/Flowers Hire

#### Expo Net

PO Box 120  
SYDNEY MARKETS NSW 2129  
Tel: 02 9645 7000  
Fax: 02 9645 5300  
Email: [hayley@exponet.com.au](mailto:hayley@exponet.com.au)  
Website: [www.exponet.com.au](http://www.exponet.com.au)  
Contact: Hayley Riglesford

### Freight

#### Agility Fairs & Events

11-15 Gould Street  
SOUTH STRATHFIELD NSW 2136  
Tel: 03 9330 3303  
Fax: 03 9330 3337  
Email: [KCurran@agilitylogistics.com](mailto:KCurran@agilitylogistics.com)  
Website: [www.agilitylogistics.com](http://www.agilitylogistics.com)  
Contact: Kylie Curran

### Rigging

#### Cliftons Rigging Services

84-88 Chifley Drive,  
Preston, Vic,3072.  
Tel: 03 9416 6844  
Fax: 03 9484 8166  
Email: [nic@cliftonproductions.com.au](mailto:nic@cliftonproductions.com.au)  
Contact: Nic Cochrane

### Plumbing

#### F Wood & Son

PO Box 25  
ROSANNA VIC 3084  
Tel: 03 9459 6628  
Fax: 03 9459 2175  
Email: [fwoodson@netspace.net.au](mailto:fwoodson@netspace.net.au)  
Contact: Mandy Kendric

### Security/Cleaning

#### Australian Security Services

PO Box 128  
BORONIA VIC 3155  
Tel: 1300 735 755  
Fax: 1300 735 707  
Email: [info@aussecurity.com.au](mailto:info@aussecurity.com.au)  
Contact: Garry Price

### Accommodation & Travel

#### The Lido Group

PO Box 906  
ROZELLE NSW 2039  
Tel: 02 8585 0808  
Fax: 02 8585 0802  
Toll Free: 1800 817 339  
Email: [joelr@lido.com.au](mailto:joelr@lido.com.au)  
Website: [www.lido.com.au](http://www.lido.com.au)  
Contact: Joel Robertson

### Placing an Order with a Supplier

To place an order with any of the above suppliers, please complete the relevant form and return directly to the supplier by their due date. All supplier forms can be downloaded from the Exhibitor Manual & Forms page on the website, [www.melbournehomeshows.com.au](http://www.melbournehomeshows.com.au)

## Move In

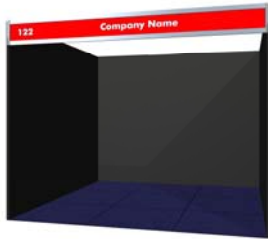
### MOVE IN TIMES

#### Floor Space Only



Monday 15 August	12.00noon – 9.00pm
Tuesday 16 August	7.00am – 9.00pm
Wednesday 17 August	7.00am – 9.00pm

#### Pre-built Stands\Non Approved contractors



Tuesday 16 August	12.00noon – 9.00pm
Wednesday 17 August	7.00am – 9.00pm

### Important Information for Move In

- If you require the use of the loading dock to unload your goods, you must complete the **Move In Details form online** to indicate your expected arrival time and book in any fork-lifting services required. If you are using a Stand Builder, they must also complete this form.
- **Safety vests** and **covered shoes** must be worn at all times during Move In and Move Out when inside the venue and on the Loading Dock. Safety vests are available to purchase at the Organiser's Office inside Entry door 1.
- Strictly no children under the age of 15 are permitted inside the Exhibition Halls during Move In and Move Out.
- No alcohol is to be consumed in the Halls or on the Loading Dock during Move In and Move Out.
- The Organiser's Office will close at **7.00pm** each evening during Move In, however, stand construction may continue throughout the night with prior arrangement. Please advise staff in the Organiser's Office if you will be working past 7.00pm.
- All stand construction must be completed by **Wednesday**, and must be ready for opening on Thursday morning. All aisles and stands must be cleaned thoroughly before the show opens.
- **NO VEHICLES WILL BE ALLOWED ACCESS INSIDE THE EXHIBITION HALL DURING MOVE IN.** Should you have any questions regarding the above information, please contact Jane Cavedon on 03 9276 5522.

### Clearway Aisles

- Certain aisles throughout the hall, which will be indicated by signage; are nominated clearways.
- These aisles must be kept clear of all product and rubbish, including stand building materials, to allow easy access for forklift and traffic at all times.
- Keep your product, packaging & other items on your stand or in adjacent non-clearway aisles. Items left in the aisles overnight during move in will be deemed as rubbish and removed from the venue.
- Please do not place product or building materials on neighbouring stands. For more information **refer to the OH&S section of this manual.**

### **Deliveries - Deliveries should not be made to the venue prior to: Monday 15 August 2011.**

Responsibility will not be accepted by either the organiser or any MCEC Staff Member for any items delivered to the site in the absence of the exhibitor, their agent or contractor. **The Organiser is unable to sign for deliveries.**

All materials delivered must be clearly marked with:

1. Company Name
2. Contact person at the exhibition and their mobile number
3. Stand number
4. Melbourne Home Show Exhibition
5. Number of Boxes
6. Melbourne Exhibition Centre Loading Dock
7. Entrance off Normanby Road
8. SOUTHBANK VIC 3006

## Forklift

A forklift and operator will be available for use during Move In and Move Out, your stand package includes 1 forklift for move in / 1 forklift for move out. If you require more than 1 forklift refer to the prices below;

1 – 3 lifts	\$33.00 per lift (incl. GST)
4 – 6 lifts	\$27.50 per lift (incl. GST)
7 – 9 lifts	\$22.00 per lift (incl. GST)
10+ lifts	POA

Please refer to the **MOVE IN SCHEDULE** within the **online Compulsory Forms** to make a booking or contact Agility Fairs & Events on 03 9330 3303.

## Loading Dock Procedures

- Enter the loading dock via Normanby Road, Southbank. The loading dock is a one-way system; enter from the Montague Street end off Normanby Road and exit at the Clarendon Street end.
- The Melbourne Exhibition & Convention Centre has a vehicle checkpoint at the dock entry to monitor access and ensure orderly unloading. The loading dock is a tow-away zone.
- All vehicles entering the MCEC loading dock will be issued with a 30-minute unloading permit. Please advise the loading dock immediately if you expect to take longer than 30 minutes. Extended time for larger vehicles is at the discretion of security staff manning the gate at the Melbourne Exhibition & Convention Centre.
- **Melbourne City Council will issue a parking fine for vehicles exceeding the time limit. Note: EEA has no authority over this area.** Once goods have been unloaded you must remove your vehicle from the dock. You will be directed to the nearest available Exhibitor Car Park.

## Move In schedule

Please complete the **MOVE IN SCHEDULE FORM** located within the **online Compulsory Forms**, to ensure you are allocated a time on the loading dock.

- Please provide Agility Fairs & Events with details of all machinery and product that will be brought on site.
- Carriers must be at the loading dock on time or forfeit their place in the queue. Carriers arriving early will be turned away and advised to return at their allocated time. It will be appreciated if everyone arriving at the loading dock could respect and listen to Agility Fairs & Events and the dock controllers, as they are there to assist the smooth flow of traffic. Agility Fairs & Events will also take care of your forklift, storage and freight requirements should you require this.
- **Agility Fairs & Events MUST be contacted if you require the use of the loading dock. Contact Kylie from Agility Fairs & Events on 03 9330 3303. This applies to all exhibitors who wish to unload any materials or goods via the loading dock.**

## Safety Vests

Safety Vests and covered in shoes must be worn at all times during move in and move out. If you don't have a safety vest of your own, you will be able to purchase them from the show office on site for \$5.00

## Stand Construction

- The use of power saws, grinders and sanders within the building is not permitted. Stand builders are required to use pre-cut materials or cut at the wash down and preparation area on the **Loading Dock, outside Cafe 4**. Should rubbish be left in this area or drains be blocked Exhibitors will be charged a fee if contractors are required to restore this area back to a working condition.
- Single-phase power and water is connected in this area for contractor's use.
- The Show Office will close at 7.00pm each evening, however stand construction may continue throughout the night by prior arrangement. Access will be limited to one loading dock door.
- All stand construction must be completed by the following times to allow exhibitors time to set up displays free of dust and rubbish: **12pm Tuesday 18 August 2011.**

## Rubbish Removal

Items placed in the aisles overnight during Move In, or the exhibition, will be deemed as rubbish and will be removed from the Venue. Any excess rubbish removal that occupies more than 1sqm in the skip bins pre or post show will incur a cost and exhibitors will be charged an additional fee.

## Trolleys

Trolleys will be available (subject to availability) from the Agility desk located at the loading dock. You will be required to leave a security deposit, which will be refunded upon the return of trolley. **Please note that the venue will not permit the use of trolleys on the concourse at any time.**

## Vehicles

To ensure the safety of all exhibitors, contractors and staff, NO motor vehicles will be allowed within the exhibition hall to unload product or display materials during move in.

Should you have any heavy items that you require to move from the loading dock to your stand please contact Kylie at Agility on 03 9330 3303 to book a forklift or a trolley.

## **Move Out Dates & Times**

Move Out will proceed once given the all clear by the venue. Your stand must be dismantled before your truck arrives at the loading dock door.

**THE START TIME OF MOVE OUT IS SUBJECT TO ALL HALLS BEING CLEARED OF VISITORS, ALL EXHIBITORS WEARING SAFETY VESTS & CLOSED TOE SHOES**

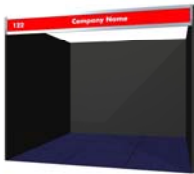
## Floor Space Only



Sunday 21 August  
Monday 22 August

7.00pm – 12 midnight  
6.00am – 12 midday

## Pre-built Stands

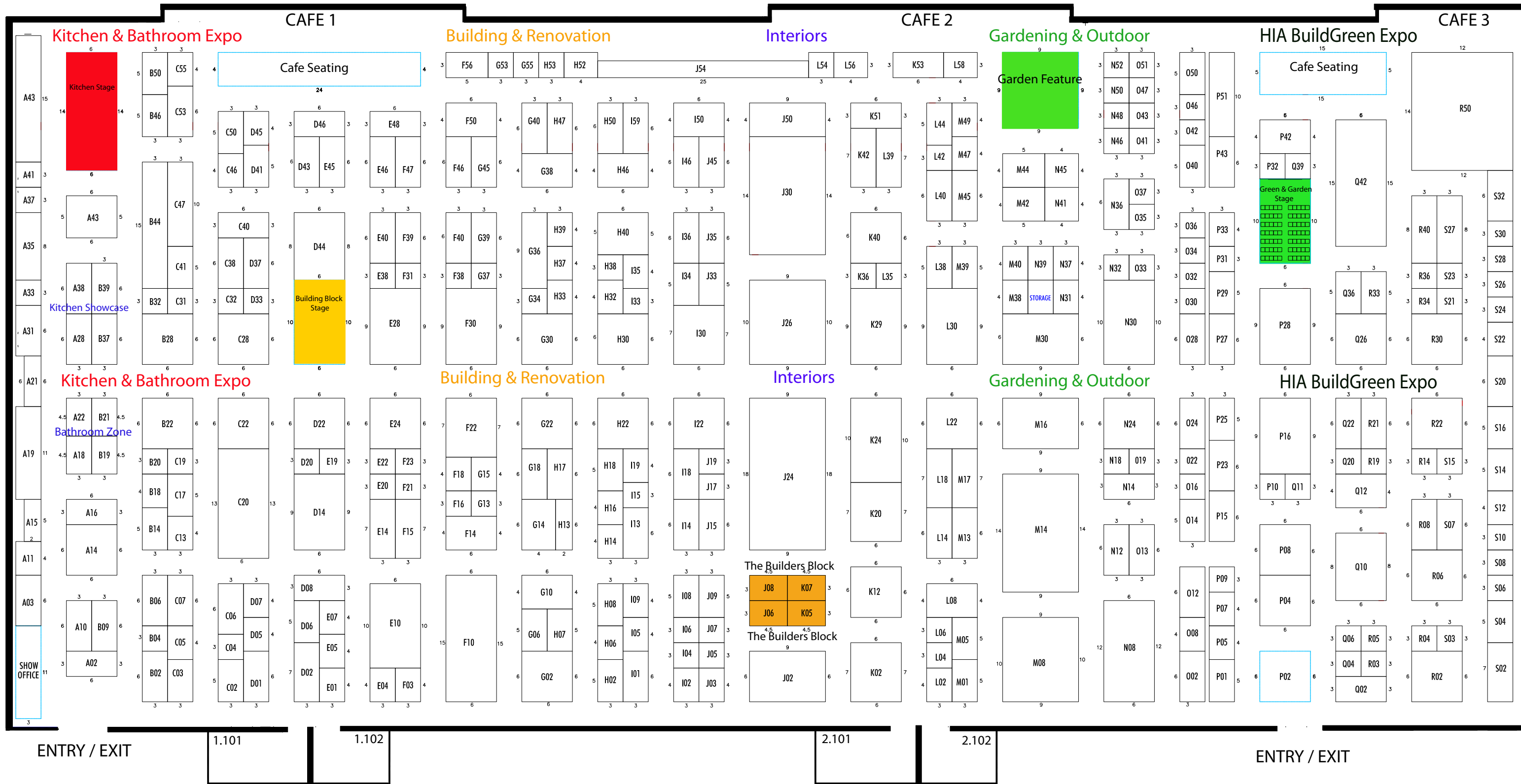


Sunday 21 August

7.00pm – 12 midnight

## **Important Information for Move Out**

- **All exhibitors** are encouraged to move out on Sunday night to help the last minute rush and any delays on Monday 22 August.
- **All Pre-built Stands** must move out on Sunday night, unless prior approval has been given by EEA. To discuss, please contact Jane Cavedon, Event Coordinator, on 03 9276 5522.
- **Pre-built Stands will be taken down on Sunday night**, as such, all Pre-built Stand exhibitors must move out on Sunday night. You should remove any signage or posters from the walls; pamphlets, paperwork and stock should also be removed from any hired cabinets. If you have arranged for a courier to collect your goods on Monday 22 August, please ensure your items are boxed, clearly labelled and placed in the middle of the stand. Any signage or posters left on the walls will be deemed as rubbish and discarded.
- All goods and stand materials **MUST** be removed by **12pm on Monday 22 August**. Display goods and/or stands remaining after 12pm will be deemed as rubbish and dumped. Should you have any questions regarding this information, please contact Jane Cavedon, Event Coordinator, on 03 9276 5522.
- **A reminder that the venue will not permit the use of trolleys on the concourse at any time.**
- We advise ALL exhibitors with small and/or valuable stock to remove these items on Sunday evening, before leaving your stand. A staff member should be present on your stand at all times to maintain security during the show hours.



## Location Map

### MCEC Venue Information



## General Information: A-Z Listing

### Accommodation and Travel

The Lido Group, our preferred travel agent, provides “best fare of the day available” airfares and accommodation rates to exhibitors. Please refer to the list of contractors for contact details or please complete the **ACCOMMODATION BOOKING FORM** located within Supplier Forms on the Exhibitor Manual & Forms page of the website.

### Aisles are public space

- The aisles are public walkways.
- Exhibitors are unable to use the airspace of the aisle ways i.e. hanging banners.
- Under no circumstances can these aisles be used to display goods or to approach visitors.
- When demonstrating your product, we suggest that you place your display counter half a metre back from the front of your stand to avoid crowds obstructing aisles.
- Please ensure aisles are also kept clear of umbrellas, blinds and banners.
- Exits and emergency equipment must not be obstructed.

### Amplification

- Please note that no microphones are permitted on your stand.
- The volume of AV equipment must not interfere or disturb other exhibitors. Refer to noise emittance in the OH&S Manual.
- For any clarification please call your Sales Manager.

### Animals

- No animals or pets, with the exception of Seeing Eye dogs, are permitted in the Melbourne Convention & Exhibition Centre except as an approved exhibit, activity or performance legitimately requiring the use of animals.
- All animals permitted in the licensed area must be on a leash or in an enclosed pen under the control of a handler at all times and must comply with all the requirements prescribed by law for the exhibition of such animals and in compliance with the Prevention of Cruelty to Animals Act 1986 and Regulations 1997. MCEC approval is required if you wish to use animals in your exhibit.
- Contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 or via email at [exservices@mcec.com.au](mailto:exservices@mcec.com.au).

**Audio visual equipment**

Expo Net stock an excellent range of audiovisual hire equipment. Please refer to the list of contractors for contact details or complete the **AUDIO VISUAL FORM** located within Supplier Forms on the Exhibitor Manual & Forms page of the website.

**Balloons**

- Should you wish to use helium balloons during the show, you are required to obtain approval from the Melbourne Convention & Exhibition Centre.
- There is a minimum charge of \$300 (ex GST) to retrieve helium balloons from the Exhibition Hall Roof should any person (or visitor) release them, accidentally or otherwise.
- Further charges will occur should released helium balloons trip the smoke detectors in the roof, which in turn, brings out the Fire Brigade.
- Contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 for more information should you require it.

**Business Centre**

A Business Centre is located within the MCEC building, near the Clarendon Street entrance and provides exhibitors with services such as photocopying, fax transmission and receipt, laminating and also has a range of stationary items available for purchase at a nominal fee. There is also a Cafe located at the Business Centre. The business centre can be contacted on 03 9235 8448.

**Café / Kiosk Hours**

There are cafes located throughout the centre. Please check operational dates and times below.

<b>Move In</b> Mon 15	Kiosk 1 only	12.00am – 3pm Opening times may vary according to patronage
Tues 16 - Wed 17 August	Kiosk 1 only	10.00am – 3pm Opening times may vary according to patronage
<b>Show Days</b> Thurs 18 – Sun 21 August	Kiosk 1 & 2	Opening times may vary according to patronage

**Car Park Map**



ATM	Customer Service	Lift	Security	Ticket Office
Business Centre	Disabled Access	Parking	Stairway	96 Tram Number
Cloak Room	3 Door Numbers	Public Access	T Taxi Rank	Tramline



## CAR PARKS

- MEC Basement Car Park - Enter via Normanby Road
- Freeway Car Park - Enter via Munro Street
- South Wharf Retail Car Park - Enter via Normanby Road
- Melbourne Convention Centre Car Park - Enter via Siddeley Street (not included in map above)
- Corner of Montague and Munro Streets Car Park - Enter via Munro St.

### MELBOURNE EXHIBITION CENTRE CAR PARK RATES

<b>BASEMENT CAR PARK</b>		
<b>Entry and Exit via Normanby Road - 24 Hour Operation</b>		
<b>Day Rate: Monday to Friday (to 6:00pm)</b>		
0 - 1 hour	\$8.00	Minimum
1 - 2 hours	\$16.00	
2 - 3 hours	\$24.00	
3 - 4 hours	\$32.00	
4+ hours	\$32.00	Maximum
<b>Early Bird Rate: Monday to Friday (entry between 6:00am – 9:00am and exit between 3:00pm – 12:00am Midnight)</b>		
Early Bird Rate	\$12.00	Maximum
<b>Evening Rate: Monday to Thursday (Entry after 6pm and exit before 6am)</b>		
Night Rate	\$11.00	
<b>Weekend Rate: Per exit, per day (from 6:00pm Friday to 6:00am Monday)</b>		
Weekend Rate	\$13.00	Per exit, per day

The Melbourne Exhibition Centre Basement Car Park has a number of ticketing pay machines located within the Car park adjacent to Entry Doors 1, 6, 8 and 10. Any enquiries please call the Wilson Car Park office (03) 9224 0301 or email to [Wilson\\_mel197@bigpond.com](mailto:Wilson_mel197@bigpond.com).

### FREEWAY CAR PARK RATES

<b>FREEWAY CAR PARK</b>		
<b>Located at Munro Street under the Westgate Bridge. Access via Normanby Road and Munro Street</b>		
0 - 1 hour	\$4.00	
1 - 2 hours	\$8.00	
2 - 3 hours	\$12.00	
3 - 4 hours	\$16.00	
4 - 5 hours	\$20.00	
5 - 6 hours	\$24.00	

6 hours +	\$28.00	Maximum
Lost Ticket fee	\$50.00	
<b>Evening Rate: Entry after 6pm and exit before 6 am the next day</b>		
Flat Rate	\$8.00	

**NOTE:** All Exhibitors are encouraged to use this car park.

## SOUTH WHARF RETAIL CAR PARK RATES

<b>SOUTH WHARF RETAIL CAR PARK</b> Enter via Normanby Road - 24 hour Operation		
0 - 1 hour	\$4.00	
1 - 2 hours	\$8.00	
2 - 3 hours	\$12.00	
3 - 4 hours	\$16.00	
4 - 5 hours	\$20.00	
5 - 6 hours	\$24.00	
6 hours +	\$28.00	Maximum
Lost Ticket fee	\$50.00	
<b>Evening Rate: Entry after 6pm and exit before 6 am the next day</b>		
Flat Rate	\$8.00	

Prices are subject to change without notice.

## MELBOURNE CONVENTION CENTRE / SIDDELEY STREET CAR PARK RATES

<b>MELBOURNE CONVENTION CENTRE CAR PARK</b> Enter via Siddeley Street – 24 Hour Operation		
<b>Casual Rates: Monday to Friday (enter between 6am – 4pm)</b>		
Per hour (or part thereof) for the first three hours	\$8.00	
For each additional hour (or part thereof)	\$4.00	
<b>Evening Flat Rate: Monday to Friday (enter after 4:00pm and exit before 6:00am next day)</b>		
Flat Rate	\$5.00	

<b>Early Bird: Monday to Friday (entry between 6:00am – 9:00am and exit between 12pm &amp; Midnight)</b>		
Early Bird Rate	\$11.00	
<b>Saturday, Sunday &amp; Public Holidays (enter and exit between 6am &amp; 6am next day)</b>		
	\$5.00	

## CORNER OF MONTAGUE AND MUNRO STREETS CAR PARK RATES

<b>CORNER OF MONTAGUE AND MUNRO STREETS CAR PARK</b> (PAY & DISPLAY) Enter via Munro Street		
Single Exit Tickets	\$5.00 for 12 hours	Per 12 hours
Prices are inclusive of GST		

Pay and Display ticketing machines are available for issue of valid parking tickets. Correct change is required for these units. Please note that the Melbourne Convention and Exhibition Centre and its car parks are "gazetted" areas with City of Melbourne parking infringements applying.

## **Care of the Building**

You are not permitted to paint, nail, staple, screw or glue to any floor, pillar, ceiling or wall within the Melbourne Convention & Exhibition Centre. Materials used in stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur. Crepe paper, corrugated cardboard, straw, hay bales, untreated Hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) is strictly forbidden without the express approval of the Licensor. Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times. Protective sheeting must first be placed on the floor where turf, woodchips etc are used in the display. Heavy-duty ground sheets must be used if sand, soil or woodchips are to be unloaded on the dock area. Material must be heaped outside – adjacent to the loading dock doors – but clear of traffic. Any stands using these materials, are required to obtain approval from the Melbourne Convention & Exhibition Centre in writing prior to the event. Please contact the Exhibitor Services Department on 03 9235 8110.

Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. MCEC management will require proof of treatment.

## **Carpet**

The aisles will be carpeted prior to Move In. During stand construction and dismantling you must supply non-slip protective sheets to protect the aisle carpet tiles abutting your stand. Should you and/or your contracted freight company damage the carpet by driving over it, or the carpet is damaged from paint or oil spillage, you will be charged for the replacement of any damaged carpet tiles.

**Please note that SPACE only contracts do not include carpet. Only Pre-built packages include carpet.**

## **Catering**

The Melbourne Convention & Exhibition Centre **has sole catering rights for all food and beverage products.** Exhibitors are not permitted to bring food and beverage into the MCEC from outside sources for catering purposes. To obtain more information on catering, including stand catering menus and wine lists, contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110.

One kiosk, located at the rear of the hall, will be open during Move In and all kiosks will be open during show hours.

## **Children**

Any person under the age of 15 years is prohibited from accessing MCEC loading dock & exhibition halls during move in and move out periods.

## **Cleaning of Stand**

During the show, only the exhibition aisles are cleaned daily. For a small fee, daily vacuuming of your stand can be arranged through Australian Security Services, please contact them on 1300 735 755.

Alternatively you may assume responsibility for cleaning your stand. Any items placed in the aisles during Move In or during the exhibition, will be deemed as rubbish and removed.

## **Compressed Air**

To connect to compressed air supply, exhibitors require a 15mm (½") male connector to match a 15mm (female outlet) ball valve. Compressed air is of normal industrial quality. Regulators, filters and lubricators are to be provided by the exhibitor as required. It is the responsibility of the exhibitor to arrange a licensed plumber for connection from the service pit to their equipment. If a constant supply of compressed air is required please complete the Water & Compressed Air order form. An access fee of \$38.50 (inc GST) and a consumption fee of \$22.00 (inc GST) per day applies to compressed air and \$2.20 per 1000 litres or part thereof for water. This must be ordered at least two weeks prior to Move In. If you require this service please complete the **UTILITY SERVICES FORM** or contact Exhibitor Services at the Melbourne Convention and Exhibition Centre on 03 9235 8110 or email [exservices@mcec.com.au](mailto:exservices@mcec.com.au) for further details.

**Not all stands have access to service pits.** Please check with your EEA Sales Manager that your exhibition stand has direct access to a pit.

## **Concession Tickets**

Admission Concession tickets are provided for use by senior management and staff not working at the show, family, friends or VIP customers. Exhibitors will receive 10 complimentary passes by post prior to the event. Should you require further tickets these are offered to exhibitors at the cost of \$5.00 each. **PLEASE NOTE THAT EXHIBITOR BADGES ARE NOT TO BE GIVEN OUT TO FAMILY, FRIENDS OR VISITORS.** Spot checks are conducted by security from time to time and to avoid embarrassment you should pre-order Concession Tickets. Please complete the **ADMISSION CONCESSION TICKET ORDER FORM** and forward all monies to Exhibitions & Events Australia. Tickets will not be issued until all outstanding monies are received.

## **Display Height**

Structures exceeding the height of 2.4 metres (including walls & displays) must complete the **CUSTOM BUILD STAND DESIGN FORM** (located within the Compulsory Exhibitor Forms on the website), and send in your stand design to Jane Cavedon at EEA by email: [janecavedon@eea.net.au](mailto:janecavedon@eea.net.au). EEA also needs to be submit this information to the venue for approval.

To avoid unpleasantness on site, please consider the effect your display may have on neighbouring stands and discuss with them the design of your stand prior to move in. Exhibitors building walls above the standard height are required to finish the backs of those walls above 2.4m so as not to negatively impact upon neighbouring stands.

## **Exhibitor Admittance**

To assist exhibitor access before the show opens each morning, **Door 1** on the concourse will be the sole exhibitor entrance and exit on show days from 8.30am until 10.00am.

During show hours, exhibitors may use the visitor entrances.

- Exhibitor stand staff will be admitted on presentation of their Exhibitor Badge to security at the door. **Exhibitors must wear their badges at all times.**
- Exhibitor badges will display the company and employee's full name and are **not transferrable** as they are only provided for those exhibitors actually staffing a stand on the day. These will be checked against the list provided by your company. **Badges WILL be confiscated if used fraudulently.**
- Exhibitors may enter 30 minutes prior to the show opening each day, or earlier with approval from the Organiser. It is requested that early exhibitor arrivals go directly to their stand and not move around the exhibition hall.
- During Move In and on Show Days, printed exhibitor badges can be collected from the Show Office.
- You are requested to order the number of exhibitor badges required and provide names of all persons staffing your stand on the form provided. **Generic badges will not be issued. If you require more than your set limit please submit a roster to verify that all people will be working on your stand to [janecavedon@eea.net.au](mailto:janecavedon@eea.net.au).**

NOTE: ANY PERSON ARRIVING AT THE SHOW OFFICE, WITHOUT BEING LISTED AS AN EXHIBITOR, WILL BE REQUIRED TO PAY A \$5.00 ADMINISTRATION FEE TO RECEIVE A NEW EXHIBITOR BADGE. Any person requesting entry and not staffing a stand will be directed to the public entrance and can use a discount admission concession pass if previously obtained or will be charged at full ticket price from the ticket booths on the concourse.

**BADGE ENFORCEMENT** – the abuse of handing out badges to non-working staff will be enforced in 2011, with security running spot checks at key entry points. Badges to non-working staff will be confiscated and the exhibiting company banned from exhibiting in future events

To order exhibitor badges please complete **EXHIBITOR BADGE FORM** located within the Exhibitor Compulsory Forms on the website.

Area of Stand	Number of badges Issued
Up to 20m <sup>2</sup>	6 Badges
21m <sup>2</sup> - 50m <sup>2</sup>	10 Badges
51m <sup>2</sup> - 100m <sup>2</sup>	12 Badges
Over 100m <sup>2</sup>	18 Badges

The total stand area for your company determines the number of Exhibitor Badges. Please refer to your contract to check your stand size. If the number of badges is not sufficient for your needs, please contact us 4 weeks prior to the show to discuss. Extra badges will not be issued without authorisation. **EXHIBITOR BADGES WILL NOT BE**

## **MAILED OUT.**

**Please Note:** Exhibitor **badges cannot be collected until all outstanding monies have been paid to Exhibitions & Events Australia, including stand payments, sponsorship, concession passes etc.**

Collect From: Show Office, Melbourne Convention & Exhibition Centre, Door 1.  
Between: Monday 15 - Wednesday 17 August 2011

## **Exhibitor Lounge**

During the exhibition, an Exhibitor Lounge will be provided upstairs in Hospitality Suite 2. This bistro is for Exhibitors use only and visitors will not be admitted. Access is via Suite 2.101. Please advise your staff so that seating in the Public Kiosk areas can be kept for visitors.

The exhibitor lounge offers a quiet place to relax away from your stand. Tea & Coffee will be supplied each morning and will be available until the daily allocation runs out. A fax and photocopier can be used at the MCEC business centre located next to the Clarendon St entrance doors for a fee. Otherwise we suggest photocopying off-site.

## **Exhibitor Services Desk**

The Exhibitor Services desk is located at the front of the Clarendon entrance of the Melbourne Exhibition Centre. Alternatively please contact Exhibitor Services at the Melbourne Exhibition & Convention Centre on telephone 03 9235 8110 or [exservices@mcec.com.au](mailto:exservices@mcec.com.au)

## **Fire Risk**

The use of readily flammable material in stand construction, such as crepe paper, corrugated cardboard, straw, untreated hessian, hay bales, polystyrene or PVC sheet (except on floors as a protective membrane), is strictly prohibited without the express approval of the Melbourne Convention & Exhibition Centre. Likewise, no fabric will be allowed unless a fire retardant has been applied and is approved by the organiser.

For more information on where to purchase such fire retardants please **refer to OH&S in this section.**

- Any material used for **stand construction** or **display purposes** must conform to the Building Code of Australia and be:
  - Non combustible materials;
  - Inherently non flammable materials;
  - Flame-proof fabrics - (documented proof of such must be provided);
- Where your stand has a **'ceiling'** or **canopy**:
  - The material used must be flame-proof (documented proof of such must be provided); and
  - You must have a fire extinguisher **and** smoke detector on your stand;
  - You must have prior approval from the organizer.
- Where your display features a **naked flame** (i.e. gas appliance, candles etc.)
  - Proposals for the use of naked flames on stands must be submitted to EEA by **Friday 16 July 2011**;
  - A safety barrier must be provided and a stand attendant must be present on the stand at all times;
  - A fire extinguisher, clearly visible and accessible to visitors, must be kept on your stand;
  - No flammable material shall be within one metre of the flame;
  - Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day
- Where you are involved in **cooking demonstrations**:
  - You are required to have a fire extinguisher and fire blanket, clearly visible, on your stand;
  - If your stand (and therefore your cooking equipment/flames/heat) is within reach of visitors, you must satisfy EEA that visitors are safe and without risk to their health and safety (i.e. consider using Perspex shields);
  - All cooking taking place on a stand requires pre approval from the venue.
- Where you are using **LP Gas bottles**:
  - You must advise EEA prior to the show
  - Liquid Petroleum Gas (LPG) cylinders shall **not exceed 9 Kg** in size. Maximum of 2 per stand. **Exhibitors requiring larger amounts of gas must apply to the Office of Gas Safety with copies of approval given to Event Operations Department and Organisers.**
  - LP gas appliances must be tested by a licensed gas fitter and tested for leaks before use;
  - Exposed gas pipes adequately protected from damage;
  - Cylinders and all connections to the cylinder must be protected at all times;
  - Cylinders protected by fire-proof covering at all times (fire blanket);
  - Gas bottles must be stored in cages outside the Melbourne Convention and Exhibition Centre outside exhibition hours.
- **Lighting** on stands:
  - All lighting must be at least 2.2m above floor level (or barricaded/mechanically protected, to prevent accidental burning by visitors - to venue satisfaction);
  - Must have appropriate certificate of Approval (meet Australian Standards);

- Must be covered with toughened glass lens (this is to stop lights exploding and starting fires (eg Halogen tubes), if the exhibitor can demonstrate that this will not be a problem, then the venue will consider approval.
- Must be switched off prior to leaving each night.
- Where you have any **electrical equipment** on your stand:
  - No double adaptors - use only power boards;
  - **All portable electrical equipment, appliances and leads used, must be tested & tagged in accordance with Australian Standard 3760-2003.** Electrical equipment found to be untagged **MUST** be tested and tagged or removed. To book testing and tagging, contact:

Expo Net - Electrical  
 PO Box 120  
 SYDNEY MARKETS NSW 2129  
 Tel: 02 9645 7000  
 Fax: 02 9645 5300  
 Contact: Magdalena Jablonski

*PLEASE NOTE: Our official electrical contractor may be asked to inspect the lighting and electrical equipment on your stand for compliance.*

### **Floor Space Only Stands (Custom-built Stands)**

Exhibitors with custom-built stands must complete the **CUSTOM-BUILD STAND DESIGN FORM** and send in their stand design to Jane Cavedon at EEA to pass on to the venue for approval. Email: [janecavedon@eea.net.au](mailto:janecavedon@eea.net.au) by **Friday 15 of July 2011**.

To determine your stand type, please refer to your contract. **Your stand package DOES NOT include walls, carpet, lighting, power points or signage, unless otherwise stated on your contract.**

**You are required to provide:** Flooring, Lighting, Signage, dividing walls & power.  
 Walls must be a minimum height of 2.4m

Should any part of your exhibit, or walls exceed the 2.4 metre standard height, you should seek the approval and cooperation of your neighbouring stands. Please call your sales manager for the contact details of your neighbours.

### **Flooring**

Floor coverings must not be nailed or stapled to the concrete floor. Only approved adhesive cloth tape can be used and it must be completely removed by the exhibitor/stand builder on Move out. Approved tapes are available from our contracted stand builder. Carpet and flooring is also available from our contracted stand builder. Refer to the list of suppliers for contact details. Any raised flooring must adhere to the following Guidelines:

1. A stand may have up to a 32mm high lip without bevelling
2. Between 32mm and 115mm, bevelling of the edge must occur. This bevelling must not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelling is to be incorporated within the stand space and not encroach out into the aisle way.

All flooring that is over 115mm is classed as a step and if the public requires access, a wheelchair ramp needs to be installed, with a 1 metre high handrail. See also paragraph 1.10 of the OH&S section of this manual.

### **Food and Drink Samples**

The Victorian State Government Food and Liquor regulations that cover all distribution of food and beverage products will continue to be applied to all events held at the Melbourne Convention & Exhibition Centre.

The MCEC has exclusive rights for the sale and distribution of all food and drink. No exhibitor or person shall distribute, sell or give away any item of food or drink to visitors to the Centre without the prior written approval of the MCEC. Generally, the MCEC management will not object to the distribution by exhibitors of food items, used as a means of demonstrating any product manufactured or supplied by the exhibitor, forming part of an exhibition. However the sale of such products is not permitted. Certificates must be provided to both EEA and the MCEC.

Strict guidelines must be adhered to with permission sought. Special licences are also required and must be applied for in advance (i.e Liquor Licence, Council permits etc.) A temporary food permit will need to be sought from the City of Melbourne on the following:

Melbourne Town Hall Office	Ph: 03 9658 8815
Swanston Street Office	Ph: 03 9658 8831

Please telephone Exhibitor Services at the Melbourne Convention & Exhibition Centre on (03) 9235 8110 or email [exservices@mcec.com.au](mailto:exservices@mcec.com.au) for more information.

### **Freight**

For quotes on freight forwarding please complete the **FREIGHT TRANSPORTATION QUOTE REQUEST FORM** (located within Supplier Forms on the website) or alternatively contact Kylie at Agility on 03 9330 3303.

### **Furniture Hire**

An extensive range of furniture and shelving is available for hire. Furniture hire must be arranged prior to **Thursday 21 July**. Orders received after this date will incur a 20% late order surcharge. All goods delivered and then cancelled will be charged at half rate plus cartage. Contact Hayley Riglesford from Expo Net to discuss requirements on 02 9645 7000 or email [hayley@exponet.com.au](mailto:hayley@exponet.com.au) / [www.exponet.com.au](http://www.exponet.com.au)

### **Goods Removal**

Any product being removed by an exhibitor DURING the show must be logged out and taken from the building via Show Office. Security will NOT allow exhibitors to carry out goods through the loading or entry/exit doors. Please note that you must gain a Good Removal Form from the Show Office.

### **Goods Sold**

Exhibitors selling any item during the exhibition must issue a receipt to the buyer to enable the goods to be taken out of the building. The receipt must state the exhibitor's name, stand number, description of the goods and the value of the item/s purchased, and are to be presented to door security on leaving. This is your protection against theft.

### **Insurance – Goods**

The Organiser does not have an insurance policy that covers exhibitors' goods. You are therefore advised to extend your existing Property Insurance Policy to cover loss of stock and display equipment due to theft or damage.

### **Lighting**

Your stand may require lighting, in addition to house lighting, to highlight special features within your stand area. The rule of thumb is one spotlight per 5m<sup>2</sup> (2 track spotlights per 9m<sup>2</sup> are included in a Pre-Built Stand package that includes the fascia remaining fixed to the front of the stand, i.e the track lighting runs behind the fascia). To place an order, complete the **LIGHTING AND POWER ORDER FORM** located within Supplier Forms on the website. **Please note, Testing and Tagging is a legal requirement in all temporary Exhibition work sites, should the testing and tagging not be completed the electrical equipment will be removed.** Free testing and tagging will be done on site and a testing and tagging representative will visit each stand.

Lighting and power to your site may mean there is a power box located on your stand and thought should be given to its concealment. Closer to the show you will be notified if a power box will be located on your stand. There are several options for concealment, which can be discussed with Exhibition Hire - Electrical, the official electrical contractor.

All lighting must be at least 2.2 metres above floor level, for public safety and any variations must have prior approval from the venue. Note there are no overhead catenary wires, so please consider how you will incorporate lighting in your stand display, or contact in or complete an order form. Lighting poles are a cheaper alternative, and are available from Exhibition Hire - Electrical.

Stand lighting will be wired separately to stand power. All stand lighting will be switched off at the close of each show day and turned on prior to the show opening each day. All portable light fittings used in the Centre are required to have a Certificate of Approval or Suitability from an Australian or New Zealand Electrical Safety Regulator. For more information contact Magdalena Jablonski at Exhibition Hire - Electrical on 02 9645 7000.

### **LP Gas Cylinders**

Liquid Petroleum Gas (LPG) cylinders shall **not exceed 9 Kg** in size. **Maximum of 2 per stand. Exhibitors requiring larger amounts of gas must apply to the Office of Gas Safety with copies of approval given to Event Operations Department and Organisers.** The organiser and the venue need to know if you intend to have an LP Gas cylinder on your stand. The cylinder must be removed from the building overnight, and the connection must be checked for leakages every morning. This process is to be arranged by each exhibitor with the appropriate supplier. If you intend to bring a gas cylinder to the show, complete the **LP GAS FORM**, and fax it back to EEA on 03 9855 2916. For further information see also paragraph 1.8 in the OH&S section of this manual.

## **Motor Vehicles Exhibits**

Motor vehicles powered by flammable liquid and /or gas may be displayed, with the prior approval of the Melbourne Convention & Exhibition Centre.

EEA must be notified in advance, of any motor vehicle placement on stands, as access is limited and needs to be arranged prior to move in. Please contact Jane Cavedon at EEA on **03 9276 5522** or email: [janecavedon@eea.net.au](mailto:janecavedon@eea.net.au)

For further information please contact Exhibitor Services at the Melbourne Convention and Exhibition Centre on 03 9235 8110.

## **Multi Storey Stands**

Stands that are two or more storeys high are not to be built without prior certification by the Melbourne Convention & Exhibition Centre building surveyor. For stand approval procedures contact Jane Cavedon, Event Coordinator at EEA at least six weeks prior to the exhibition on **03 9276 5522**.

## **Occupational Health & Safety**

Exhibition venues throughout Australia are becoming increasingly mindful of Occupational Health & Safety issues, especially those involving the move in and out of an exhibition. EEA is also an OH&S conscious company. We are working with venues, suppliers and exhibitors to ensure a safe workplace for us all. It is the responsibility of all exhibitors to ensure that their employees, suppliers and sub-contractors comply with all relevant health and safety regulations and have a current Occupational Health and Safety policy. It is therefore important that both you and your contractors have in place:

1. Current Work cover Policy
2. Public Liability Policy is included in your stand package (from move in to move out)
3. Occupational Health and Safety Policy
4. Safe Work Procedures for all work to be undertaken at the Melbourne Convention and Exhibition Centre

Should you have any queries regarding this issue, please contact Jane Cavedon, Event Coordinator at EEA, on **03 9276 5522**.

## **Organisers Office**

The organisers office is located on the exhibition floor, directly in front of Entrance Door 1. Exhibitors must check-in prior to moving in and pick up their Exhibitor Badges. The Show Office will open from 8.00am – 7.00pm during Move In and one hour prior to and 30 minutes after show hours during the exhibition.

## **Naked Flames / Candles**

Flames must be situated so that members of the public cannot come into contact with the flame, or any surface to burn the person or ignite their clothing.

- **Proposals for the use of naked flames on stands must be submitted to the venue 30 days prior to the Expo.**
- **A fire extinguisher – clearly signed – shall be kept on the stand, in a position accessible to the general public.**
- **Under no circumstances will the stand be left unattended when the flame is alight.**
- **Flames shall be extinguished 15 minutes prior to the stand be vacated at the end of the day.**
- **Any flammable material must be treated with fire retardant spray, this includes material, tablecloths etc.**

## **Noise Restrictions**

Exhibitors please note, noise emissions from stands must be restricted to 85 decibels during show hours. Regular checks will be carried out to monitor volume levels.

## **Painting Your Stand**

Painting carried out within the exhibition hall, must be completed during the allocated move in time allotted for space only stands. All exhibitors who wish to paint on their stand must ensure appropriate drop sheets are laid to protect surrounding carpet, furniture & exhibition stands. Alternatively painting can be conducted in the allocated painting shed on the loading dock.

**Please note:** Any damage incurred to carpet, furniture, walls or exhibition equipment will be charged directly to your organisation.

## **Plant/Flower Hire**

A large range of indoor plants are available for hire through Expo Net. Please contact Expo Net on 02 9645 7000 for further details.

## **Plumbing**

There are grids of water and waste pits in the floor of the Exhibition Centre. Unfortunately not every stand has access to a pit, so before ordering please check your stand location with your sales manager. If you wish to have a sink installed on your stand or have a machine connected directly to water and waste then please complete the **PLUMBING ORDER FORM** (located within Supplier Forms on the website) or contact Paul Wood or Mandy Kendrick at F.Wood & Son Pty Ltd on 03 9459 6628 for further details.

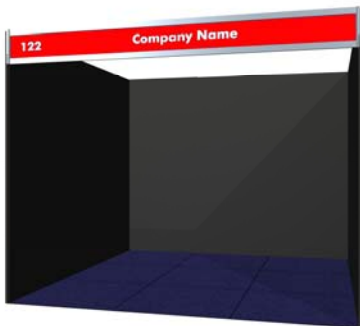
## **Powerpoints**

If you have a Pre-Built Stand Package one 4amp powerpoint is included in your stand package, should you require additional power points on your stand, please complete the **LIGHTING & POWER ORDER FORM** within Supplier Forms on the website. No powerpoints are included if you have take a Floor Space Only Package. Exhibitors should be aware that if they have their own electrical contractor bulk power supply to the stand **MUST** be ordered through the official contractor Exhibition Hire - Electrical. Exhibitors must also supply to eea – Electrical contact details for their Electrical Contractor.

For more information contact Magdalena Jablonski at Exponet - Electrical on 02 9645 7000. Please refer to the OH&S regulations in this section. Please note no double adaptors can be used, power boards only.

## **Pre-built Stands**

The general Pre-built stand package includes floorspace and stand comprising walls to 2.4m high, carpet, octanorm fascia on open side(s), 1 x company name sign, 1 x 120 watt spotlights per 5 square metres and 1 x 4 amp Power Point.



## **Rigging/ Banner Hanging**

There are no catenary wires within the Melbourne Convention & Exhibition Centre.

If lighting is to be rigged, it is the responsibility of the exhibitor to make arrangements for the rigging of lighting, not the electrical contractor. If you intend to hang banners please call Jane Cavedon on 03 9276 5555.

For all your rigging requirements contact **Nick Cochrane at Cliftons on 03 9416 6844.**

## **Roofed Stands**

A false ceiling, either solid or fabric, cannot be erected without prior approval from the Melbourne Convention & Exhibition Centre. If you wish to erect a false ceiling on your stand, please contact Jane Cavedon, Event Coordinator on **03 9276 5522** at least six weeks before the exhibition. See also paragraph 1.3 of the OH&S section of the OH&S manual.

## **Safety Screens**

Physical safety screens must be provided and a stand attendant must be present on a stand that has machinery operating (or a display that generates heat (such as gas heaters).

## **Security**

Security guards will be in attendance from 7am Monday 15 August until 7pm Monday 22 August 2011.

- **During the Show**

It is your responsibility to have someone on your stand half an hour before opening times and until all visitors have left the building at show close. Under no circumstances should exhibitors leave personal valuables on stands. Report any missing items immediately to the Show Office, so that security can complete an incident report. The best security is the diligence of your staff.

- **During Move Out**

Whilst security guards will be present during the Move Out, you must have a staff member on your stand at all times to protect your goods. Pay particular attention to the security of small valuable items.

## **Show Guide**

As part of your contract with EEA as an Exhibitor, you will receive a 1/6th page listing, which includes your company name, contact details, stand number, 50 word description of your product and your company logo which will appear above the listing. The Show Guide will also include all seminar timetables, floor plans and exhibitor listings. **Please ensure you complete the SHOW GUIDE LISTING FORM that will be emailed to you. It is your responsibility to complete this form and supply your logo by Wednesday 27 July 2011.**

## **Signage**

All stands require company signage. In fairness to adjoining exhibitors, you cannot attach/suspend signage above your stand boundary walls, where this signage then faces the back or sidewall of an abutting stand it must be a minimum of 1m in from boundary walls.

## **Pre-built stands**

If you have a Pre-built stand package that includes a company sign, please complete the **FASCIA SIGNAGE CONFIRMATION FORM** by Monday 11 July to order your company sign.

## **Floor space only**

Expo Net specialises in custom signage and graphics for exhibitors. For further details or an obligation free quotation, contact Magdalena Jablonski on 02 9645 7000. Services include Custom Stand Designs, Furniture, Rigging, Lighting, Free Standing Signs, Corporate Branding, Full Wall Graphics, Sails, Digital Signs, Photo Enlargements, Banners, Floor Tile Signs, Light Boxes, Logos, Product Graphics and more or contact your own stand builder for your signage requirements.

## **Social functions**

An Exhibitor Stand Awards & Drinks evening will be held at the venue on **Thursday 18 August** from 6:15pm to 7:15pm, after the show closes. All Melbourne Home Show exhibitors are invited to attend. Please refer to the exhibitor newsletter distributed on site, for more information.

## **Stand Awards**

Judges will consider:

- Design visual impact/innovation
- Measures taken to entice visitors onto the stand
- Lighting/signage /flooring
- Staff presentation/identification
- Stand access/space to product rate

## **Storage**

There is **NO** storage area available on site. Cartons and stock can be stored offsite by Agility Fairs & Events for a fee per cubic metre. All boxes must be clearly labelled with company name and stand number. Contact Agility Fairs & Events on telephone 03 9330 3303.

## **Telephone / Facsimile /EFTPOS & Internet**

- All phone, facsimile and EFTPOS connections at the Melbourne Convention & Exhibition Centre requires the user to dial "0" to obtain an outside line.
- A call deposit is required for each line to cover call charges and for loss of equipment. The unused portion is refundable after the conclusion of the event when the charges have been calculated. Please note that a receipt of call charges may take up to 2 weeks post event.
- All handsets and equipment are delivered to stands on the last day of event move in or earlier by request of the exhibitor.
- Digital phone handsets that are issued will not work if removed from the building. Handsets will be collected at the conclusion of the event, however if you wish to leave before it has been collected please return it to Customer Service or call on 03 9235 8302 for it to be collected. Lost or damaged handsets will be charged at up to \$450.00
- Exhibitors requiring internet (ISDN) Onramp 2 Services are required to book 8 weeks prior to the delivery date.
- Exhibitors are advised that the ISDN Onramp2 connection is inclusive of the Network Terminating Unit but does not include an ISDN Terminal Adapter or Router. Exhibitors wishing to use the OnRamp2 service are required to provide their own ISDN Terminal Adapter or Router.
- **NEW - Wireless Internet Access**

The Melbourne Convention & Exhibition Centre is pleased to announce the introduction of a new internet access service for event attendees, to complement our comprehensive fixed broadband services. The venue now offers wireless internet access. **Please note that this service is only suitable for access and does not provide constant access to websites.**

The wireless service will be available to clients via two subscription plans.

- Plan 1 will provide users with 1 hour of internet access at a rate of \$10 (256Kb bandwidth, 75Mb download).
- Plan 2 will provide users with up to 8 hours of internet access at a rate of \$20 (256Kb bandwidth, 250Mb download).

Both plans will be available for purchase via the MCEC Wireless Portal, which provides secure purchase via credit card.

To connect to the MCEC wireless service, simply switch on your wireless card and use your PC's software to search for the "MCEC" network. Once connected, open your Internet Explorer browser which will automatically direct you to the MCEC Wireless Portal to enable you to purchase one of the two available plans.

- All calls made from the Exhibition Centre or Convention Centre are charged at the following rates. International calls will be charged at the carrier rates applicable at the time of the event and will be settled after the event when the call details are available.

CALL TYPE	CALL CHARGES
Local Calls	44 cents flat rate
STD / Mobile Calls	44 cents per minute

Public phones are available adjacent to the kiosk and on the concourse.

**The Organiser cannot take messages to be relayed to staff working on stands.**

For further information regarding communications, contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 or email [exservices@mcec.com.au](mailto:exservices@mcec.com.au). If you wish to place an order please complete the **COMMUNICATIONS ORDER FORM**, located within Supplier Forms on the website.

### **Testing & Tagging**

Melbourne Convention and Exhibition Centre will be checking that all portable electrical items are tested and tagged. This includes laptops, phone chargers, eftpos machines, lamps (anything plugged into a power point). It is an OH&S legislation that all electrical equipment is assessed for possible electrical faults. Any brand new items should already carry a test and tag label. If your equipment is older than 12 months old or hasn't been tested and tagged within the last 12 months, it will need to be.

You can have your items tagged and tested onsite during move in by Tag It Safe free of charge. A representative will be available onsite to assist you with your tagging needs. Booking will not be required for this service. If you have any questions about this please contact Jane Cavedon on 03 9276 5555.

### **Walls**

Walls are compulsory if you have a neighbour, and **must be built to a height of 2.4 metres**. Wall height may only be exceeded with the consent of all adjoining neighbours. Where consent of neighbours has been given, you are then required to dress that part of your wall that is exposed to your neighbours stands. Permission must also be obtained from adjoining neighbours if you wish to use their walls.

To obtain your neighbours contact details please phone your EEA Sales Manager on telephone 03 9276 5555.

Island Stands need not have walls.

A fall from almost any height can result in injury. Exhibitors are required to conduct a risk assessment on the proposed task, and to put in place control measures to prevent injuries caused by falling from heights.

Elevated work platforms are available for hire for working at heights. Please contact Nic Cochrane at Cliftons Rigging Service on 03 9416 6844 for further details.

## **Water Restrictions**

Effective from the 1<sup>st</sup> of January 2007, Melbourne is currently in Stage 3A Water Restrictions.

The only approved way to fill spa/spas is with recycled water pumped in from a water carrier. This water must be removed at the end of the show, pumped back into a water carrier. All documentation to verify that the water is recycled needs to be presented to the Melbourne Convention & Exhibition Centre prior to move in. Also we strongly recommend you advertise that the water you are using on your stand is recycled.

Should the restriction be amended to Stage 2 closer to the show, exhibitors will then be able to apply for a permit from South East Water for approval to fill the Spas.

Application permit forms are on the following website [www.southeastwater.com.au](http://www.southeastwater.com.au) only if the Stage 2 water restrictions are in force.

Please remember under no circumstances do we allow for pools to be filled with water at any of our Home Shows.

This also applies to Landscapers and Garden exhibits. Water restrictions do apply and no water may be used unless it is recycled water.

## **Water & Waste Connection**

Cold Water and waste systems are provided with outlets in primary floor pits. **It is the responsibility of the exhibitor to arrange connection from the service pit to equipment.** If you require the services of a licensed plumber, please contact F Wood & Son on 03 9459 6628 or [fwoodson@netspace.net.au](mailto:fwoodson@netspace.net.au). Or, to place an order please complete the EVENT PLUMBING ORDER FORM located within Supplier Forms on the website. Any person shall not carry out plumbing connections and disconnections for water and waste other than a Melbourne Convention & Exhibition Centre approved, licensed plumber.

If a hose connection is required, exhibitors must provide a 15mm (½") pressure hose (domestic garden hoses are not permitted) and fittings. A female BSP fitting is required for connection to pit drains. To place an order, complete the **UTILITY SERVICES FORM** or contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 for further details.

## Exhibitor Risk and Safety Plan

Inclusions:

- 1.0 General Overview
- 2.0 Safety Policy
- 3.0 Responsibilities
- 4.0 Exhibitor Special Conditions
- 5.0 Specific Work Practices
- 6.0 Insurances

### 1.0 General Overview

Exhibitors are a valued member within the Exhibitions & Events Australia Event Management Program and therefore we are committed to ensuring that our exhibitions are a safe environment for our exhibitors, their staff and contractors throughout the move in - move out stages of the exhibition.

Exhibitions & Events Australia considers that accidents, injuries and incidents can be prevented through appropriate management and planning and accordingly we have developed policies and procedures that aim to protect the health and safety of all.

To ensure that risks at Exhibitions & Events Australia events are controlled it is a requirement for Exhibitors to read the contents of the Exhibitor Risk and Safety Plan and induct their staff and contractors on the requirements prior to commencement of the move in stage.

These guidelines are not intended to be exhaustive nor are they a substitute for or a replacement of exhibitors or contractors own safety policies and procedures.

It is the responsibility of the exhibitor, contractor and/or agent to comply with the requirements of Occupational Health and Safety Legislation, Health and Safety Regulations, other applicable rules and regulations and work practices.

### 2.0 Safety Policy

The Safety Policy at Exhibitions & Events Australia shall ensure a workplace that is safe and without risk to the health and welfare of our employees, exhibition suppliers and to the people affected by our undertakings, including visitors and exhibitors. The well being of people employed at work, or people affected by our work, is of paramount concern.

Exhibitions & Events Australia will seek to undertake continuous improvement in safety performance, taking into account staff needs and liabilities, and management business practices.

**The objectives of Exhibitions & Events Australia 's safety policy are to:**

- Achieve an accident free workplace;
- Comply with the requirements of safety Acts, Regulations, Codes and relevant industry standards;
- Make safety an integral part of every position;
- Ensure safety is considered in all planning and work activities;
- Involve employees in the decision making process through a continuous program of communication, consultation and training;
- Manage hazards in the workplace through the implementation of a risk management program; and
- Provide effective injury management and return to work for all employees.

**The success of Exhibitions & Events Australia's safety management can be measured through the following performance indicators:**

- Activities are planned and analysed with due consideration given to implementing appropriate safety controls;
- Open and honest communication occurs between management and employees and is recorded;
- Regular workplace inspections are undertaken and any unsafe hazards are investigated and dealt with;
- Contractors, suppliers, exhibitors and visitors are informed of the company's safety requirements; and
- Contractors, supplier, exhibitors and visitors undertake to report all incidents or hazards they become aware of.

## Management

Management will actively pursue the objectives of this policy through:

- The development and maintenance of a comprehensive safety program that extends to our Events and Exhibitions;
- Regularly reviewing the safety performance in consultation with employees, venues and suppliers;
- Effective actions that provide and maintain a safe and healthy working environment for all employees, suppliers, exhibitors and contractors.

## Employees/Contractors/Visitors

Every employee is required to:

- Comply with safe work practices and instructions;
- Perform all duties in a manner that is without risk to themselves or to others;
- Report work environments, procedures or practices they consider to be unsafe; and
- Co-operate with management to ensure that they meet their legal obligations relating to safety.

## Suppliers/Exhibitors

- Each supplier/exhibitor is required to ensure that the intent and requirements of the Exhibitions & Events Australia safety policy and risk and safety plan are effectively met and implemented in their areas of control, and to support any subordinates and hold them accountable for their specific responsibilities, including sub-contractors.

## 3.0 Responsibilities

*Exhibitors are required to:*

- ✓ Ensure that persons in their employment and others that may be affected by their actions and omissions are not at risk to their health and safety;
- ✓ Ensure that relevant risk assessments have been carried out in relation to your own stand/area during move in and move out;
- ✓ Co-operate/co-ordinate with the Exhibitions & Events Australia's Event Manager and contractors on site to ensure risks are controlled, eliminated and/or isolated;
- ✓ Ensure that workman/contractors are both competent and following safe systems of work.
- ✓ Seek advice where necessary from the on site health and safety official, this will enable you to comply with the relevant statutory provisions.

*Exhibitors / Contractors are to ensure:*

- ✓ Work is to be carried out by a licensed trade's person as appropriate.
- ✓ Risk assessments and work method statements are prepared detailing safe methods of work are completed.
- ✓ That risk assessments and method statements are produced in pre-show meetings.
- ✓ Compliance with Safety Legislation, during move in and move out and comply with all legal requirements that are relevant to their operation.
- ✓ The competence of employees and sub-contractors to carry out the designated work.

*Exhibitors Stand Designers:*

- ✓ Must be competent and have the necessary skills, knowledge and experience pertaining to stand design backed up by the relevant qualifications.
- ✓ Ensure that erection and maintenance of the design, has the ability to be carried out safely and in accordance with the relevant legislations by the contractors in the time available.

## 4.0 Exhibitor Special Conditions

- ✓ Strictly **NO CHILDREN (under 15) or ANIMALS** in the halls during move in and move out
- ✓ Wearing a **SAFETY VEST** and **COVERED IN SHOES** is **COMPULSORY**
- ✓ Ensure your people including contractors **wear** them **during** the move in and move out
- ✓ Zero tolerance **ALCOHOL** during move in and move out
- ✓ **Report** unsafe work practices to the **Operations/Group Manager**

*On site Safety Rules*

- ✓ No children under 15 years of age are allowed on the premises (either the Hall or Dock areas) during move in or move out.
- ✓ It is compulsory that ALL contractors, exhibitors and their staff wear safety vests and covered in shoes during move in & move out.
- ✓ NO ALCOHOL to be consumed during move in or move out.

- ✓ A person must be appointed who is responsible for health and safety matters on the stand during move in, move out and during the duration of the show.
- ✓ Keep clear aisle ways, as indicated on the floor plans, at all times.
- ✓ During the move in and move out periods, your staff and sub-contractors should be constantly reminded of the need for vigilance regarding the health and safety of themselves and those working in their vicinity.
- ✓ Any violations or concerns regarding any of the above points should be reported to our on site Safety Officer or to the Exhibitions & Events Australia office located on site.
- ✓ Portable electric tools must be used with the minimum length of trailing leads and such equipment should not be left unattended with a live power supply to it.
- ✓ Electrical cables must not cross aisle ways and fire exits. All portable electrical equipment should have a current inspection tag attached, and when in use, should be connected to a Residual Current Device.
- ✓ Before starting work overhead, the area directly beneath the workplace is to be cleared and cordoned off with signage displayed to indicate overhead work is in progress. **No work is to be carried out above any person.**
- ✓ Operatives should wear suitable protective clothing relevant to their job, which includes, but not limited to, eye, hearing, foot, head and hand protection.
- ✓ Work areas should be maintained free from general waste and packaging materials, which could be hazardous to operatives.
- ✓ All parking restrictions and speed limits must be adhered to.
- ✓ Fire exits and emergency equipment must not be obstructed.
- ✓ You must ensure that portable power equipment is used for the purposes for which they were designed and that re-wired units comply with regulations before they are installed on site.
- ✓ Exhibitors are responsible for the safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- ✓ Proper scaffolding must be used during the construction of any building within the halls, safety features of the scaffolding is provided as per laid down standards, and that any tower scaffold in use is properly stabilised and propped.

## 5.0 Specific Work Practices

### *Aisles and Aisle Clearways:*

- ✓ Aisles are public walkways and must not be used to display goods or to approach visitors.
- ✓ When conducting product demonstrations on your stand, you must place your demonstration counter at least one meter back from the front of your stand, to avoid crowds obstructing aisles;
- ✓ Exits and emergency equipment must not be obstructed;
- ✓ Aisle ways and fire exits should be clear of general waste and packaging materials, this includes the period during move in and move out.

### *Fire Risk:*

- ✓ The use of readily flammable material in stand construction, e.g. crepe paper, corrugated cardboard, straw, hay bales, untreated hessian, polystyrene or PVC sheet (except on floors as a protective membrane) is prohibited unless you have venue approval.
- ✓ Where sawdust, tan bark or wood chips (of reasonable size) is used to decorate floors, a protective membrane must be laid first and the chips kept slightly moist at all times.

### *Stand Construction and Design:*

- ✓ Proper scaffolding must be used during the construction of any building within the venue hall.
- ✓ Please ensure that all safety features of the scaffolding are adhered to as per applicable regulations, and that any tower scaffold in use is properly stabilised and propped;
- ✓ Materials used for **stand construction** or **display purposes** must conform to the Building Code of Australia and be:
  - Of non combustible material;
  - Of inherently non flammable materials;
  - Use flame-proofed fabric – (documented evidence of such must be provided);
- ✓ Where your stand has a **'ceiling'** or **'canopy'**:
  - The material used must be flame-proof (documented proof of such must be provided);
  - You must have a current/valid fire extinguisher **and** smoke detector on your stand;
- ✓ The Venue requires that stands are open for visual inspection at all times. No stands are to be enclosed by any fabric or material at **any time.**

### *Lighting on your stand:*

- ✓ Lighting must be industry-approved: HPM Series 600, 500W are available from all leading lighting and hardware suppliers.

- ✓ All lighting must be at least 2.2m above floor level or protected in an approved way to prevent accidental burning.
- ✓ High-powered lights must be 1 meter away from flammable materials;
- ✓ **Lighting and/or lighting equipment intended to be connected to the mains supply must be tested and tagged.** To book testing and tagging prior to the show, please contact your show team for details of our electrical contractor;
- ✓ Exhibitions & Events Australia electrical contractors may check lighting and/or lighting equipment on site for compliance. Exhibitors will be required to disconnect lighting and/or lighting equipment that is found to be unsafe or that is not tested or tagged.
- ✓ All lighting and/or lighting equipment must have appropriate certification of Approval (i.e. meet Australian Standards);
- ✓ All lighting and/or lighting equipment must be switched off and disconnected from the mains supply prior to leaving each night.
- ✓ All personnel working at the stand must be informed of the requirements for lighting and lighting equipment.

*Electrical Equipment and Electrical Cables:*

- ✓ **The use of double adaptors is prohibited** – Please use power boards.
- ✓ All cables should be routed away from pedestrian traffic, and taped down to minimise a tripping hazard;
- ✓ All electrical equipment intended to be connected to mains supply must be tested and tagged. To book testing and tagging prior to the show, contact your show team for details of our electrical contractor;
- ✓ Exhibitions & Events Australia electrical contractors may check electrical equipment on site for compliance. Exhibitors will be required to disconnect electrical equipment found to be unsafe or that is not tested or tagged.
- ✓ Electrical equipment includes power boards, light fittings, computers, appliances, etc.
- ✓ All personnel working at the stand must be informed of the requirements for electrical equipment.

*Stand Certification / Structural Integrity*

- ✓ Certification is required for stands:
  - of two storeys or more - where the second or subsequent storey will be occupied; and/or
  - where the stand has a roof area greater than 18sqm & more than 3m in width;
  - where fire protection requirements are needed = a smoke detector and dry powder-type fire extinguisher;
- ✓ The onus is on the builder of a stand to prove that the stand is structurally sound, safe for occupancy, and complies with the building code.
- ✓ Detailed plans of the stand, certified by an Engineer, must be lodged with the venue 30 days prior to the opening of the show.
- ✓ The completed stand must be inspected and certified by the exhibitors qualified Engineer.

*Naked Flames (i.e. candles, incense, oil burners, gas appliances, etc):*

- ✓ A safety barrier is required in front of every lit gas heater;
- ✓ A vigilant stand attendant must be present on the stand at all times;
- ✓ A current/valid fire extinguisher, clearly visible and accessible to visitors, must be kept on your stand; (In addition, consider having a fire blanket on hand);
- ✓ Please ensure that flames are situated so that members of the public cannot come into direct contact with the flame or any surface which may result in burns or cause clothing to ignite;
- ✓ No flammable material shall be within one meter of the flame;
- ✓ Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day;
- ✓ Proposals for the use of naked flames on stands must be submitted to the venue 30 days prior to the exhibition.
- ✓ All personnel working at the stand must be informed of the requirements for naked flames.

*LP Gas bottles:*

- ✓ Where exhibitors intend to use or store LPG or other flammable gas bottles on site, the organisers and the venue must be advised prior to the show.
- ✓ **Exhibitors shall be limited to two (2) 9kg cylinders per exhibitor regardless of stand size.**
- ✓ LPG fuelled appliances must be installed and tested for leaks by a licensed gas fitter before they are used;
- ✓ Gas cylinders, exposed gas pipes and all connections to the cylinder must be protected from damage at all times;
- ✓ Gas cylinder must be protected by a fire-proof covering at all times (fire blanket);
- ✓ Fire extinguisher, (dry chemical) must be clearly visible at all times.
- ✓ Gas bottles are stored in cages outside the Venue when not in use.

- ✓ All personnel working at the stand must be informed of the requirements for the use and storage of gas bottles.

*Heat-generating displays (i.e. steam irons, etc):*

- ✓ You must ensure that heat-generating appliances are operated without risk to visitor health and safety e.g. consider using a barrier around your appliance, either within a roped-off area or operate behind a Perspex shield;
- ✓ When demonstrating heat-generating equipment, your display should not be on the perimeter of the stand. Rather it should be set back 1 meter within your stand area adjacent to the aisle e.g. when demonstrating an ironing board, place the board at right-angles to the aisle so the public can't brush past the hot iron and burn themselves;
- ✓ EEA's Health & Safety Officer will visit your stand to satisfy themselves that your exhibit complies with basic OH&S principles. You may be asked to provide safety barriers for your display. If you do not have any available, you may be required to hire them on site.
- ✓ All personnel working at the stand must be informed of the requirements for the use operation of heat generating equipment.

*Raised floors greater than 32mm high:*

- ✓ Flooring that is between 32mm and 115mm high must have a bevelled edge to prevent a 'tripping' hazard. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle way.
- ✓ The 'bevelled edge' must not exceed 30 degrees, or a grading of 1:1:4. In addition, you should consider signage, i.e., Mind The Step, or different coloured edging for more visibility.
- ✓ All flooring that exceeds 115mm in height is deemed to be a step and must provide suitable disabled access via a suitable ramp if it is to be occupied by the general public.

*Cooking demonstrations:*

- ✓ Demonstrators are required to have a current/valid fire extinguisher and fire blanket, clearly visible, on the exhibition stand;
- ✓ Where cooking equipment/flames/heat is within reach of visitors you must ensure that this equipment is operated without risk to visitor health and safety (e.g. consider roping off or using a Perspex shield around your appliance);
- ✓ Cooking equipment must not be operated within 1 meter of flammable materials;
- ✓ Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day; Refer point 1.7 above - use of naked flames;

## ***Food Handling and Food Hygiene***

Food handling and food-service regulations are a complex area and are not covered in detail here due to the differing requirements of the various local Councils. It is the responsibility of the exhibitor, contractor or agent to ensure that food handling and food hygiene procedures comply with local council rules and regulations.

- ✓ Hand washing facilities must be provided for the exclusive use of food-handlers.
- ✓ Utensil washing facilities – a hot water urn or other heating device for hot water, towels and detergents must be provided.
- ✓ Please ensure that the manufacturers food storage requirements are satisfied i.e. industry standards suggest:
  - 5 degrees C is appropriate for food requiring refrigeration.
  - Frozen food must be kept frozen below –15 degrees C.
  - Hot food must be kept at a temperature of at least 60 degrees C.
- ✓ Ensure adequate storage is provided for food scraps;
- ✓ All surfaces washable and free of cracks and crevices;
- ✓ Provide disposable containers for samples of food offered to visitors;
- ✓ All food-handling personnel must be adequately trained in accordance with food legislation and informed of food hygiene requirements.
- ✓ Any Exhibitor wishing to cook on their stand can only do so with prior approval of the venue.

*Motor vehicles on display:*

- ✓ Fire extinguishers (dry powder) must be mounted in a prominent position.
- ✓ Where flammable liquid-powered motor vehicles are on display, the fuel tank is to contain more than 80% **OR** less than 5% of the tank capacity;
- ✓ Please disconnect the battery prior to the show opening.

- ✓ Please provide a protective floor tray.
- ✓ Ensure that the motor vehicle fuel filler cap is sealed or secured to prevent the unauthorised removal of the fuel cap;
- ✓ Fuel must not be decanted or vehicles filled on the loading dock or in or around the Venue Halls;
- ✓ LPG-powered motor vehicles must have their systems fitted in accordance with AS1425-1989 LPG Gas Fuel Systems for Vehicle Engines.
- ✓ The LPG fuel tank must be isolated from the engine mechanically by closing the 'Service Tap' on the fitted fuel tank.
- ✓ The LPG motor vehicle's engine is to be run until all fuel in the fuel line and converter is exhausted.
- ✓ Vehicles in the exhibition must not be started and run without the prior permission of the Venue.
- ✓ Ignition keys must be secured and strictly controlled by the exhibitor during the exhibition.

*Other:*

- ✓ Standing on chairs, tables and other rental furniture is prohibited. Use purpose-designed equipment such as ladders and steps etc. EEA cannot be held responsible for injuries, falls or damage caused by the improper use of this equipment.
- ✓ Please look out and listen for forklifts;
- ✓ Please be aware of overhead works;
- ✓ Please do not obstruct any plant machinery;
- ✓ Please keep the loading dock doors clear at all times;
- ✓ Please maintain clear aisles at all times, keeping product on your stand, and removing packaging and vehicles as soon as is practicable;
- ✓ It is compulsory that **ALL contractors, exhibitors and their staff wear safety vests and covered in shoes** during move in & move out.
- ✓ Appropriate footwear is essential;
- ✓ **NO CHILDREN** are allowed in the hall during Move in and Move out. For the purpose of OH&S, children are under 15 years of age;
- ✓ **Do not smoke** in Exhibition Halls.
- ✓ **NO ALCOHOL** to be consumed during move in and move out.

*Emergency Procedures*

- ✓ In the event of a partial or complete evacuation of the exhibition halls, exhibitors, staff, contractors and agents are requested to muster in the areas as directed by the venue security staff.
- ✓ The venue public address system will be used to convey evacuation and 'all-clear' instructions.
- ✓ Exhibitors are asked to be constantly aware of unidentified packages, cases or bags left on stands. In any case of doubt the article should not be touched, but security informed, via the Organiser's Office.

*Department of Health*

- ✓ Contact local council/Dept of Health offices for up-to-date and fully comprehensive guidelines/regulations on the following topics:
  - Food Handling demonstrations;
  - Personal grooming exhibits *i.e.*, *body piercing, make-up application, etc*;
  - Pool/spa water hygiene.

*Working at Heights*

- ✓ A fall from almost any height can result in injury. Exhibitors are required to conduct a risk assessment on the proposed task, and to put in place control measures to prevent injuries caused by falling from heights. Please note the following:
  - The task to be performed must be reviewed to ensure suitable access equipment is used.
  - For all tasks involving works from heights, preference should be given to the use of scissor lifts, scaffolding or elevated work platforms.
  - Wherever possible ladders should only be used as a means of access or egress.
  - Only use ladders for light work of short duration if there is no safer alternative.
  - Angle and secure the ladder to prevent slipping (1 out for 4 up).
  - Always make sure ladders are properly maintained.
  - Do not climb past the third top rung.
  - **NEVER** over-reach.

**ELEVATED WORK PLATFORMS ARE AVAILABLE FOR HIRE FOR WORKING AT HEIGHTS. CONTACT CLIFTON PRODUCTIONS FOR DETAILS. PHONE (03) 9416 6844**

## **6.0 Insurance**

Exhibitors please note:

- ✓ Neither EEA, the venue or any staff, employees, agents or other representatives of EEA or the venue shall be held accountable or liable for any damage, loss (including consequential loss), harm or injury to the supplier, employees, agents or other representatives of the supplier (howsoever caused) or for goods sent to the venue before or remaining after the exhibition, or whilst in transit to or from, or during the exhibition.
- ✓ Exhibitors should consult their own insurance companies and/or broker for proper coverage of their exhibits and display area.