



# Source

## HOME & GIFT

7-10 SEPT 2025 | NEC BIRMINGHAM

# Exhibitor Manual

Dear Exhibitor,

We hope you are looking forward to a successful show. We are delighted to welcome you to Source Home & Gift. We are here to make the process as smooth as possible for you.

Our exhibitor manual is a one-stop guide containing all the vital information you will need to exhibit at the show.

In this manual, you will find useful information on Health & Safety, our show contractors, how to order services, the venue, how to get there, best times for access and many other pieces of information.

Please use the contents to navigate to what you are looking for.

If you have any questions, please contact us [exhibitor@source-homeandgift.com](mailto:exhibitor@source-homeandgift.com)

We look forward to welcoming you to Source Home & Gift in September.

Kind regards,

The Source Home & Gift Operations Team

## Timetable

Please see the below timetable for build-up and breakdown:

The NEC, Hall 19

BUILD UP	HALL OPEN	ACCESS FOR
Wednesday 3 <sup>rd</sup> September	08:00 – 20:00	<b>Space Only</b> stands construction continues
Thursday 4 <sup>th</sup> September	08:00 – 20:00	<b>Space Only</b> stands construction continues
Friday 5 <sup>th</sup> September	08:00 – 20:00	<b>Shell Scheme</b> stands commence interior display
Saturday 6 <sup>th</sup> September	08:00 – 22:00	<b>Shell Scheme</b> stands continue interior display All stands to be completed
OPEN DAYS	HALL OPEN	SHOW OPEN HOURS
Sunday 7 <sup>th</sup> September	07:30 – 19:00	09:00 – 18:00
Monday 8 <sup>th</sup> September	08:00 – 19:00	09:00 – 18:00
Tuesday 9 <sup>th</sup> September	08:00 – 19:00	09:00 – 18:00
Wednesday 10 <sup>th</sup> September	08:00 – 22:00	09:00 – 16:00
BREAKDOWN	HALL OPEN	ACCESS FOR
Wednesday 11 <sup>th</sup> September	16:05 – 22:00	16:05 – Breakdown commences  22:00 – All Shell Scheme stands must be cleared  Any items left in the halls after this time will be deemed abandoned and disposed of as rubbish. Any costs for this disposal will be passed onto the exhibitor.

## Important Information on Build-Up & Breakdown

- On Wednesday 10<sup>th</sup> September electrical power to stands will be switched off at 16:30, 30 minutes after the show closes. If you require power to be left on after these times this must be pre-ordered from GES Electrics before the end of the show.
- Traffic around The NEC will be particularly busy during the first few hours of the breakdown. Please remember the halls will be open until 22:00 on Wednesday night if you wish to remove exhibits and displays after the traffic clears.
- At approximately 16:30 on Wednesday 10<sup>th</sup> September, exhibitor vehicles will be given access to the halls.
- If you cannot remove your exhibits on Wednesday evening, please inform the Organisers Office before the exhibition closes.
- Neither the Organisers nor The NEC can accept any responsibility for any loss or damage, howsoever caused.
- Any goods left in the halls after 2200 on Thursday 11<sup>th</sup> September will be deemed abandoned and disposed of as rubbish. There will be a charge for the removal of any stand fitting or other goods that are abandoned, and this will be passed onto the exhibitor.
- **For any exhibitor exhibiting at both Source Home & Gift and Source Garden, GES logistics have a special rate for storing goods between the two shows. Please contact [event.logistics@ges.com](mailto:event.logistics@ges.com) for more information.**

## Official Contractors

Please see a list of our official contractors below:

Service	Contractor	Contractor Contact
<b>Accommodation</b>	Event Express	+44 (0)1905 732 737 <a href="mailto:reservations@eventexpressuk.com">reservations@eventexpressuk.com</a>
<b>Audio Visual</b>	Aztec	+44 (0)2078 034 000 <a href="mailto:sales@aztecuk.com">sales@aztecuk.com</a>
<b>Catering</b> <b>Rigging</b> <b>Internet</b> <b>Mains Services</b>	The NEC	+44 (0)8443 388 338 <a href="mailto:eventorders@thenec.co.uk">eventorders@thenec.co.uk</a>
<b>Carpet / Floor Covering</b> <b>Electrics</b> <b>Furniture</b> <b>Graphics</b> <b>Shell Scheme Extras</b>	GES	+44 (0)2476 380 180 <a href="mailto:sourceh_g@ges.com">sourceh_g@ges.com</a> Source Graphics - <a href="mailto:graphicsholding@ges.com">graphicsholding@ges.com</a>
<b>Logistics</b>	GES Logistics	+44 (0)1217 824 433 <a href="mailto:event.logistics@ges.com">event.logistics@ges.com</a>
<b>Space Only Stand Plan Approval</b>	Essential Events	+44 (0)1926 470 100 <a href="mailto:fabbotts@essentialevents.co.uk">fabbotts@essentialevents.co.uk</a>
<b>Data Capture</b>	Visit by GES	+44 (0)1923 690 690 <a href="mailto:visitconnect@ges.com">visitconnect@ges.com</a>

*Please note, exhibitors may receive emails from suppliers not in association with Source Home & Gift or any other Hyve Group show and well known for misleading and deceiving exhibitors about services they offer. Please be vigilant of emails received.*

## Important Deadlines

Please ensure you note these deadlines for exhibitor and contractor orders:

Deadline	Deadline Date	Additional Information
GES Early Bird Electrics, Furniture, Graphics, Shell Scheme Extras)	Friday 5 <sup>th</sup> July	This is the deadline to receive 20% off. After this deadline, regular prices apply.
Space Only Stand Submission	Friday 14 <sup>th</sup> July	Failure to submit your paperwork and stand designs by the stated deadline, may result in your space only stand not being allowed to build.
GES Deadline (Electrics, Furniture, Graphics, Shell Scheme Extras)	Friday 23 <sup>rd</sup> August	After this deadline, we cannot guarantee availability. Services onsite will be charged with a 20% surcharge.

## Important Forms

Please ensure you complete the relevant forms for your stand type. A guide is below:

Shell Scheme Forms	Deadline Date	Additional Information
Shelf Grid	Friday 22 <sup>nd</sup> August	Please indicate where you would like your shelves positioned on your stand
Health and Safety	Deadline Date	Additional Information
Health and Safety Form	Saturday 6 <sup>th</sup> September	All exhibitors to complete pre show
Exhibitor Badges	Saturday 6 <sup>th</sup> September	All exhibitors to complete pre show
Forms Based on Activity	Deadline Date	Additional Information
Items of Special Risk	Friday 29 <sup>th</sup> August	Please indicate any items of special risk on your stand
Working Exhibits	Friday 29 <sup>th</sup> August	Please indicate any working machinery on our stand

## General Information

### Location

**Location:** The NEC, Birmingham

Please find details on The NEC official website on the best arrival route:

<https://www.thenec.co.uk/visitors/getting-here/>

**Event Halls:** Hall 19



## Accommodation

Please find the online booking [link](#).

## Organiser Office and Contractor Desks

There are help desks manned by GES and Organisers at each hall.

If you need the assistance of the Organisers or the Official Contractors (for ordering services) for the show on site, please visit us in the Hall Managers Office 20.1.

## Badges, Passes & Registration

Please ensure you have registered for your exhibitor and sponsor badges. Every member of staff must have an exhibitor badge to obtain access past security.

If you are not registered for the event, please visit the Registration Kiosk on Friday 5<sup>th</sup> September to register and print your badge.

During build up, show open days and breakdown of the exhibition, for security and Health and Safety reasons, its imperative exhibitor badges are only allocated and used by the staff that are working on your stand and should not be given to anyone else. Exhibitor badges are not to be given to visitors.

## Car Parking

Car parking is free to all exhibitors upon production of an exhibitor badge.

**Blue Badge parking is available by the Atrium at Hall 16, North 1B car park (opposite Hall 12) or North Avenue (opposite Hall 17).**

Those drivers with an official blue badge should report to Gate 3 (for the Atrium) where they will be given the code number needed to raise the barrier.

Blue badge parking is not permitted at the rear of the halls.

During the show open period a Shuttle Bus service will run from the car parks to the halls.

Date	Shuttle Bus Service Times
Sunday 7 <sup>th</sup> September	07:00-19:00
Monday 8 <sup>th</sup> September	08:00 –19:00
Tuesday 9 <sup>th</sup> September	08:00 –19:00
Wednesday 10 <sup>th</sup> September	08:00-18:00

Overnight parking is not permitted at The NEC.

The NEC would like to point out that all parking is at the owners risk at all times within the complex.

## Traffic Booking System

During the build up period a Vehicle ID pass will be required when unloading near the vehicle doors outside the halls. You can do this through the **Traffic Booking System** where you can choose a time slot and this must be done prior to your arrival at The NEC.

Once you have unloaded your goods please take your vehicle back to the free outer area car park, to make space for other exhibitors. Failure to remove your vehicle in the allotted time may incur a penalty charge

On Saturday 6<sup>th</sup> September, there will be a deposit system in place. You will need to enter bank details on this day to reserve your booking slot, however you will only be charged if you fail to remove your vehicle within the allocated time slot.

## Deliveries

If you are intending to have goods delivered to your stand it is important that you arrange for a representative of your company to be at your stand to receive them. Should you not be on your stand to accept delivery of your items, they will be diverted to GES Logistics who will hold the items for you with a fee payable to them on collection. Neither the Organisers nor NEC can accept delivery of any goods and also cannot accept responsibility for any goods delivered to unmanned stands.

If you need to have something delivered to your stand, or you are using a courier to make a delivery, advise that such items should then be signed for personally by exhibitors. Please arrange to have your packages addressed as follows and we will direct deliveries to your stand.

### **Source Home & Gift 2025**

**Contact name & Mobile number**

**Company name**

**Hall number and Stand number**

**NEC, Birmingham**

**B40 1NT**

**UK**

**Attention International Exhibitors** - If you are sending materials to the event from overseas that require custom clearance, please do not send directly to the venue (unless you have a UK registered EORI number) as they will be held by UK customs authorities.

For any exhibitors who are exhibiting at both Source Home & Gift and Source Garden 2025, GES Logistics are offering a special storage rate. Please contact GES Logistics directly for more information and assistance with your delivery.

### **GES Logistics**

Tel: + 44 (0)121 782 4433

Email: [event.logistics@ges.com](mailto:event.logistics@ges.com)

## Internet & Wi-Fi

There is free Wi-Fi at the NEC, details to access can be found on onsite signage. This is not a guaranteed service and it is only available for basic internet use / emails. If you require internet in order to display your products, we highly recommend that you order this from the NEC for reliability.

## NEC Wifi Form

## NEC Webshop

## The NEC

Tel: + 44 (0) 844 338 8338

Email: [eventorders@thenec.co.uk](mailto:eventorders@thenec.co.uk)

## Security

Security will be operational from 08:00hrs on Wednesday 3<sup>rd</sup> September 2025 until 2200hrs Thursday 11<sup>th</sup> September.

The Organisers will take all reasonable security precautions during build-up, open days and breakdown. However, all exhibitors are advised that sensible steps should be taken by themselves to protect their property.

Here are some tips to help you secure your stand and your products;

- Consider using a night sheet to protect your stand once you leave the hall. These are available through GES
- Lock away any valuable items overnight or when unattended in lockable cupboards / drawers etc. Remove any small carryable items off your stand if possible.
- Use any locks if applicable to enable you to secure your items to desktops / shelves etc. during the exhibition open times.
- Have your stand and valuable items manned by a member of your staff at all times - exhibitors are strongly advised against leaving valuables unattended on their stand.
- Speak to your insurance company for coverage on any material from the time of travelling to the show until you return to your premises.

Any precautions you take are in your best interest as neither the Organisers nor the NEC is responsible for any loss or damage to any goods at any time during the exhibition howsoever caused.

It is possible to hire a static guard for your stand. Please contact the Organisers for further information.

## Selling from stands

It is strictly forbidden for companies to sell products from their stands to either visitors to the show or other exhibitors, as the exhibition is a trade only event. Anyone caught doing so will be told to stop immediately and possibly fined.

## Shell Scheme Stand Regulations

The official shell scheme contractor, GES, must carry out all construction work on the shell scheme.

Hyve request that the following as part of your shell scheme regulations.

- If you intend to build within your shell scheme stand you must submit plans to **Essential Events**.
- Do not nail, screw or staple anything into the GES Shell Scheme. Any damage caused to the shell scheme is chargeable and will be passed back to the exhibitor. Our Shell Scheme contractor, GES. will be pleased to offer advice on fixing to the shell scheme.
- Under no circumstances may exhibitors paint the shell scheme. Changes to the wall panel colour must only be carried out by the official shell scheme contractor and will be charged for.
- If you wish to block in any open sides of your stand you must obtain permission from the Organisers before any arrangements are made. At least two thirds of each open side must remain open unless fitted with approved transparent material; any additional walling should be ordered directly with GES and will be subject to a charge.
- No alterations to the shell scheme will be permitted without prior agreement with the shell scheme contractor and the Organisers. Interior work must be designed and constructed so that it does not damage or interfere with the shell scheme.
- No items are to be fixed or suspended from the fascia or ceiling grid as this could affect the structural integrity of the stand as some parts are not designed to be weight bearing. GES are happy to provide advice and you must ensure that you consult with GES if you do wish to do this.

A range of useful extras are available for your stand from our contractors – please contact GES

### Expresso Webshop Link

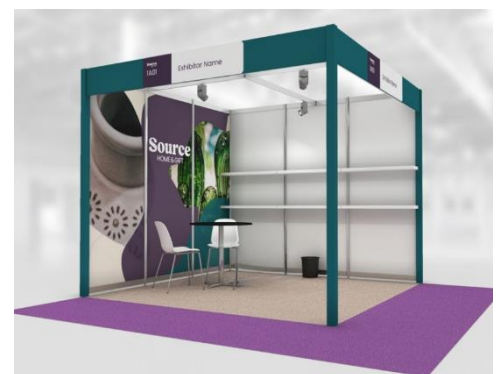
### Shell Scheme Stands

All shell scheme stands are 2.5m high, however it is not possible to erect anything higher than 2.43m within a shell scheme stand (floor to underside of ceiling grid) without prior arrangement with the **Organisers**.

If you have booked a **Shell Scheme Stand** you will receive:

#### 9sqm & 12sqm includes...

- Carpet
- White system wall elements in aluminum frame 250 cm high
- White fascia 40cm deep
- Name board per open side
- 6 x white shelves
- 4 x spot lights
- 1 x table
- 2 chairs
- 1 waste bin



## 18sqm and 24sqm, includes the above PLUS

- 6 additional shelves
- 2 additional spot lights

If you wish to change the company name on your nameboard, please email [exhibitor@source-homeandgift.com](mailto:exhibitor@source-homeandgift.com).

Please also complete the **Shelf Grid Form** to indicate where you would like your shelves positions on your stand.

**There are no electrical sockets included in your stand package.** If you wish to order a socket please complete the **Electrical Order Form/Expresso Webshop Link** GES will be able to advise on how much wattage you need to order in accordance to your device.

**Please note** that one 4-way extension lead should be used per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug should be fused accordingly. The maximum flexible cord length is 2 metres from plug to equipment. Multi-way plug-in types cannot be used. The only socket suitable for use with a 4 plug extension lead is a 500w socket.

If you intend to build within your shell scheme stand you must submit plans to **Essential Events**.

## Furniture

Shell Scheme stands will receive a furniture package.

GES is the official furniture supplier for the show. Should you wish to order any additional furniture, or additional items, please do so at your earliest convenience.

Tel: + 44 (0) 2476 380 180

Email: [sourceh\\_g@ges.com](mailto:sourceh_g@ges.com)

## Furniture Order Form /Expresso Webshop Link

## Graphics

Whether you're after adhesive logos, pop-up banners or seamless wall panels, graphics are a great way of boosting your brand presence on-site.

## Expresso Webshop Link

Tel: + 44 (0) 2476 380 139

Email: [graphicsholding@ges.com](mailto:graphicsholding@ges.com)

## Walling in

Walling in on open sides is at the discretion of the Organisers and may only be approved as long as:

- the walling does not exceed one third of the total run of meterage of each open side. Therefore, two thirds of the run must be open or made from transparent material.
- Solid walling may be placed 1 metre in from the stand perimeter, subject to the Organisers approval. However an open side that faces a bar, toilet or catering unit may be excluded from this regulation and can be completely enclosed.

Walling in is defined as any visual barrier howsoever constructed.

## Space Only Stands

If you have a space only stand at the exhibition, you have a legal obligation to build your stand to the required standards as outlined by The NEC and regulations detailed in this manual. To ensure that you are building your stand to the correct regulations, plans are required to be submitted to Essential Events for approval to build.

Stand constructions that have not been approved or do not conform to the manual guidelines or to statutory requirements may have to be modified or removed.

## Carpet & Flooring

All Space only stands must supply their own floor covering.

All carpet and carpet tape must be removed at the end of the show, and you must ensure your contractor is aware of this ruling. Please note that it is the exhibitors' responsibility to ensure the carpet tape is removed at the end of the exhibition. Any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

Other forms of fixing to the hall floor, such as cable clips, nails and bolts are strictly prohibited. Any charges for damage to the floor caused by these fixings, or by unsuitable carpet will be passed direct to exhibitors.

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the Gangways.

## Complex Structures

A complex structure is any form of construction of any height, which may require input from a structural engineer. It is the responsibility of the stand designer to determine whether the construction is complex or not.

Examples of Complex Structures:

- Any structure, regardless of its height, which requires structural calculations.
- Multi-story stands.
- Any part of a stand or exhibit which exceeds 4m in height.
- Custom-built/bespoke suspended structures.
- Sound/lighting towers.
- Temporary tiered seating.
- Platforms and stages over 600mm in height and all platforms and stages for public use (not including stand floor flats and platforms).

All space only stands require written approval to build.

## Electrics

Lighting and other electrical installations on the stand must only be carried out by our official electrical contractor, GES.

GES will be able to advise on how much wattage you need to order in accordance to your device. Electrics can be ordered directly with GES via the [Electrical Order Form /Expresso Webshop Link](#)

**Please note** that one 4-way extension lead should be used per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug should be fused accordingly. The maximum flexible cord length is 2 metres from plug to equipment. Multi-way plug-in types cannot be used. The only socket suitable for use with a 4 plug extension lead is a 500w socket.

## Platforms

- If you intend to lay a platform before laying carpet, it must be of natural timber with a minimum thickness of 25mm nominal.
- Wood, chipboard or block board used for a floor must be a minimum thickness of 18mm.
- Platforms must be of a strength and stability to carry and distribute the weight of stand fitting, stand personnel and visitors and exhibits having regard to the loading limits of the floors.
- The general height of platforms should be 100mm. We advise that any platform should not exceed 170mm in height (one step) and consideration must be given to accessibility for people with disabilities.
- Platforms higher than 600mm are regarded as a complex structure and must be submitted with proof of structural integrity.
- Traps must be cut into platforms to provide access to the electricity and other service boxes in the building floor.
- Open corners of stand floors and platforms should be splayed, rounded or angled, if not protected by heavy exhibits, to avoid sharp corners and tripping hazards.
- Any raised platform on your stand should have a clearly outlined edge. The edge needs to be a contrast from the main floor covering so the edge can be clearly seen.

## Ramps

Exhibitors have a duty to make reasonable adjustments to ensure all persons are able to access their stand and products. Please consider the design and layout of your stand in the planning stages to take into account access onto your stand i.e., by providing a ramp for wheelchair users if you build a platform.

- If you build a ramp the minimum width for the access ramp is 1500mm. The gradient should be no greater than 1:12.
- The surface of any ramp should be imperforate and non-slip in texture. Any ramp must have minimum clear headroom of 2m throughout.

## Rigging

For any rigging requests at Source Home & Gift, exhibitor/contractor must complete the **Rigging & Balloon/Blimp Request Form**, agreeing to our rigging regulations and receive permission from Hyve before production. The NEC will not process any rigging orders without proof of Hyve's permission. Any rigging must be shown on stand plans.

Lighting rigs are permitted on Space Only stands. They must be a minimum of 8m from the floor to underside of rig. It must fit within the confines of the stand space. They cannot carry any form of advertising, infills or display at 8m, however; Banner drops are permitted (subject to a charge) to be hung from the lighting rig. If banners are rigged from the rig, this must sit 2m from any dividing wall and 1m from open sides. Banners must be a maximum of 6m from the floor to the topside of the banner and the lowest point of the banner must be 3m from the floor to the underside.

**PLEASE NOTE:** *Consideration should be given to the lighting design and layout of a stand, so as to minimise discomfort caused by glare and dazzle to those viewing products as well as neighbouring stands. The organisers reserve the right to request amendments onsite if it is deemed that lighting is negatively impacting any stands in the vicinity.*

## Height Restrictions

The minimum height of a space only stand dividing wall is 2.5m with a maximum height restriction of 4m.

The exhibitor/contractor is required to provide a clean, white surface on the back of the stand boundary partitions up from 2.5m, facing adjacent stands and gangways (without advertisements), and up to the full height of the walling.

Please note that should you choose to build over 4m, your stand would be deemed a complex structure and as such, would be subject to sign off by our Structural Engineer, for which there is an administration cost.

- £380 + VAT per stand for a multi-storey stand.
- £355 + VAT per stand for a single storey stand.

Please submit the Space Only Stand Plan Submission Form stating to what height you will be building and ensure that an allowance is made for any platform or lighting rigs included in the design, to ensure that the height of 6m is not exceeded.

## Walling In

Walling in is defined as any visual barrier howsoever constructed.

All Space Only stands are required to provide their own walling and must not use the reverse of a neighbours.

Walls must be of a solid structure, no lower than 2.5m with the reverse of any walls higher than this finished to an acceptable standard in white.

Walling in on open sides is at the discretion of the Organisers and may only be approved as long as:

- The walling does not exceed one-third of the total run of meterage of each open side. Two-thirds of the run must be open or made from transparent material.
- Alternatively, solid walling may be placed 1 metre in from the stand perimeter, subject to the Organisers approval.
- An open side that faces a bar, toilet or catering unit may be excluded from this regulation and can be completely enclosed.

For further advice concerning this regulation please contact the [Organisers](#).

## Space Only Stand Regulations

All exhibitors must abide by the Space Only regulations as outlined below;

- The choice of a stand fitting contractor is at the discretion of the exhibitor.
- Exhibitors are responsible for all actions of any contractors they employ to work for them at the show. Any damage caused by contractors will be charged directly back to the employing exhibitor. Likewise, we hold exhibitors responsible for any misconduct by their employed contractors while at the show.
- Exhibitors are reminded that it is their responsibility to ensure their nominated contractor(s) abide by all the regulations as contained in this exhibitor manual and Local Authority regulations together with all requirements that are relevant to their stand construction.
- The design of the stand must be such that it can be erected and dismantled within the time available. Only in exceptional circumstances will working within the halls outside the published timetable be permitted. There will be an hourly charge for late working.
- At all times Local Authority / HSE decisions are final and all work must be carried out in compliance with the relevant regulations.
- ALL exhibitors must ensure that they, or their Stand Building Contractor, submit a [Risk Assessment](#) for the build and breakdown period, and a Method Statement along with their stand plans.
- Fixings to Building Structures - All stand construction must be completely self-supporting and no fittings, rigging or painting may be made to any part of the permanent structure, columns, flooring or fittings of the hall. Any damage or discolouration to the exhibition hall will be invoiced to the exhibitor.
- Exhibitors are not permitted to display company names, logos, lettering or branding of any kind, on to the rear of party walls overlooking neighbouring stands.
- On dividing sites, space only exhibitors must supply, erect and decorate walls facing onto their stand areas and gangways up to a minimum height of 2.5m. The reverse of all walls higher than 2.5m are to be painted/finished to an acceptable standard in white.
- Space only exhibitors **must supply their own walling** and must not use the backs of walls provided by other exhibitors.
- Modular or "Pop Up" displays (unless expressly designed to do so) cannot be used as the only stand construction on a space only stand. Appropriate walling must be ordered to separate the stand from its neighbour(s) and to give an acceptable level of dressing. Walls must be made of a solid structure and not see-through. Rears of pop ups are not acceptable finishing.

- All stand structures, signs, exhibits, etc., must be confined within the area allotted and may not project into or over the gangway.
- All work must be carried out using non-flammable material.
- It is essential that all stand construction, especially when of a prefabricated nature, shall commence at the earliest possible moment. While the Organisers will do everything possible to ensure that the allocated area is clear to build on they cannot guarantee this availability once other stands are on the way to completion.
- Please be considerate to other exhibitors when unloading your goods in the halls and ensure you do not use neighbouring stands to store goods or work on or block gangways. This can be a source of irritation to fellow exhibitors when trying to set stands up. Please also ensure that you place any rubbish in the gangways rather than on other stands. Wherever possible rubbish should always be put into rubbish bags to minimise trip hazards.
- Wherever there is a risk from overhead working, hard hats must be worn.
- If an exhibitor erects a stand which does not conform fully to the requirements of the Organisers and Local Authority, the Organisers shall be at liberty to enter onto the exhibitors stand and alter, demolish and/or reconstruct the said stand so as to make it conform to the regulations and requirements. The exhibitors shall, on demand, repay the Organisers all expenses incurred by them in respect of such alterations, demolition, and reconstruction. Organiser decisions are final.
- It is the responsibility of the exhibitor to ensure the stand is being built to the correct marks. If there is any doubt regarding the allotted floor space, please check with the hall manager before commencing any building work.
- If you intend to do any construction work on-site, please be considerate to others, e.g. please do not paint or work on other people's stands and please be aware of any dust or noise generated by your work and keep this to a minimum.
- All space only stands should clearly display their stand number.
- Any sub-contractors that are employed to work with the exhibitor's contractor will need to be informed of these regulations and the **Site Induction** before attending site. They will also need to have a suitable Health and Safety policy, have provided suitable training to their staff to carry out their tasks safely, and can produce a sufficient Risk Assessment, and Method Statement.
- Substances of a solvent nature are not permitted to be used in the halls due to the lack of sufficient air circulation to omit the odours from the workspace. **Please note that any product used onsite omitting a solvent odour will be removed.**
- It has been noted that some contractors send a different team into the halls for breakdown to those that constructed the stand. On a few occasions these breakdown teams come armed with very few tools and little knowledge as to how the stand was initially built. They can be guilty of using unsafe methods of deconstructing the stand, using demolition tools rather than other safe methods. Pushing walls over and pulling down stand elements from height in an uncontrolled manner is absolutely prohibited. Please make sure that you are planning your breakdown with as much care as you are planning your build-up, and that you are providing enough staff and the correct equipment to deconstruct the stand safely. Breakdown is the most dangerous period in the event cycle, and we urge you to plan accordingly.

## Health & Safety

It is the policy of Hyve to endeavour to seek the co-operation of all concerned in order to achieve the highest standards, in all aspects, of health & safety.

Hyve and NEC, within the scope of their own laid down Policies, have a responsibility to ensure that safe working practices are maintained at all times, which includes ensuring that provision is made whereby persons other than NEC or Hyve employees, are reminded of their responsibilities whilst working at the NEC.

As an exhibitor, contractor or agent you have a duty under The **Health and Safety at Work Act 1974** to ensure that all personnel contracted by you are aware that they have a responsibility, so far as is reasonably practicable, for the health, safety and welfare of all employees, and that any plant or systems of work which may be used are, so far as is reasonably practicable, safe and without risks to health. This includes that all employees are provided with information, instruction, training and supervision to ensure not only their own health and safety but also that of others working or attending the vicinity.

Under the current COSHH regulations, exhibition stands are considered to be a workplace. It is therefore your responsibility to ensure that all your staff and subcontractors have received sufficient Health and Safety training and are provided with the correct protective clothing and equipment to enable them to carry out their work in a safe manner in accordance with COSHH and the Act.

You are also required to have in your possession a copy of your own Health and Safety policy and a copy of the Health and Safety policy document of each contractor employed by you which may be requested during the exhibition. You must also ensure that you have a copy of the Health and Safety Policy for each subcontractor employed by you excluding those appointed by the Organisers.

Health and Safety legislation is dynamic and as such new and revised regulations are being brought into force regularly. Exhibitors and contractors should ensure that where these regulations affect their operation that they conform to the changing requirements. If in doubt seek professional advice.

It is our general duty as Organisers, as well as our specific duty under the above regulations, that we request your co-operation by complying with the requirements that are described in this section of the exhibitors manual, together with other sections specifically referred to within the manual i.e., electricity and stand fitting regulations.

### Site Induction

CDM (Construction, Design And Management Regulations) 2015 now applies to the Entertainment Industry, which includes exhibitions and trade shows, and includes all building and construction work including stand build and deconstruction. Therefore no person should attempt to access the halls without having previously been made aware of the **Site Induction**

Each exhibitor has a responsibility to distribute the information held within this document to any person who they cause to be onsite during the build up and breakdown of the show.

Access to the halls may be refused to any person who is unable to confirm that have seen and understood the Site Induction.

## Handy Tips

**TO DO!**

### Health and Safety

**REMEMBER!**

Complete the following forms

- Health and Safety Declaration Form
- Risk Assessment

NO overloading of electrical sockets

Submit Stand Plans if you are

- Building your own Space Only Stand
- Constructing within your Shell Scheme stand

NO standing on chairs.

Use ladders instead.

## Risk Assessments & Health and Safety

It is a condition of exhibiting at Source Home & Gift that every exhibitor completes the **Health & Safety Declaration Form** to provide us with contact details for the person on your team responsible for Health and Safety onsite and to declare to Hyve that a Risk Assessment has been carried out.

Please find further information on how to complete your risk assessment, as well as a template if you do not have one.

### RA Guide

### RA Template

## Accidents

If you are involved in, or a witness to an accident whilst on-site at the show (regardless of how small) it must be reported to the Organisers Office immediately.

If the accident requires urgent medical assistance, please do not call the emergency services directly. The NEC can get the emergency services to the correct part of site in the quickest route and therefore we ask that you dial the NEC in an emergency.

### First Aid:

-Piazza side: Located in-between Halls 4 & 5, by Londis shop.

-Atrium side: Opposite Hall 8 by the Atrium 2 entrance

Contact: Tel: (external) 0121 767 2222 (internal) ext. 2222

## Balloons

If you intend to have balloons on your stand, **please ensure** that this is included in the risk assessment for your stand and that the Health and Safety form is completed and submitted. **The below regulations need to be followed:**

- Balloons and Blimps are allowed on your stand with a fee applicable per balloon.
- Permission to use advertising balloons must be obtained from the **Organisers**.
- Balloons must be a maximum of 6m from the floor to the topside of the balloon
- The balloon should be a minimum of 1m distance from the edges of the stand – and 2m from any perimeter wall.
- All balloons must be securely fixed to the stand.
- Plans must be submitted to Essential Events and show how the balloons are tethered (with details of secondary fixing where applicable) – any damage caused by balloons i.e., into air circulation units will be passed back to exhibitor.
- Gas cylinders must not be stored on the stand – contact the organisers for storage details.

## Children

Under NO circumstances will children under the age of 16 be allowed into the exhibition halls during build-up, show open or breakdown. The exhibition halls can be hazardous during these times and this ruling is in place to protect children's safety. We regret no exceptions can be made to this ruling.

## Drink and Drugs

Drinking of alcohol on site during the build-up and breakdown phase is forbidden. Anyone under the influence of alcohol or forbidden substances will be removed from site. Drugs are not permitted anywhere in the facility.

## Electrical Wiring and Installations

GES are the official electrical supplier for the show. Please contact them for any electrical needs on your stand.

### Electrical Order Form/Expresso Webshop Link

Tel: + 44 (0) 2476 380 180

Email: [sourceh\\_g@ges.com](mailto:sourceh_g@ges.com)

Rules and specifications for supply of electricity below;

- All electrical installations on every stand feature or exhibit must comply with **The Health & Safety at Work Act**, and all relevant electrical related regulations, including the Local Authorities and applicable acts.
- All electrical current whether for lighting or power consumed on the premises must be obtained from the NEC's distribution systems.
- Although the NEC will endeavour to maintain a stable supply system within its own premises, it cannot be held responsible for variations in voltage or frequency interruptions or loss of supplies attributable to electricity supply undertaking.
- The NEC reserve the right to limit the power rating of a supply where it is felt that the nature of the load may have an adverse effect on supplies to other exhibitors.
- Under no circumstances are exhibitor's own staff or any other electrical contractor to make lighting or power connections.
- Flashing lights are not permitted, but sequence display may be used subject to the Organisers approval. No light fitting or other electrical appliance may be suspended from the ceiling of the exhibition hall.
- No hanging electrical signs of any type will be permitted.
- Under present electrical regulations, each stand must be able to accommodate a mains switch which must be visible and accessible at all times. In addition, certain stands will have to accommodate the NEC mains cable and switch. The electrical contractor will take all reasonable steps and precautions to ensure that any inconvenience is kept to a minimum. If this is accommodated within a locked area on your stand, a key should be left with the Hall Manager for access in an emergency.
- It is a legal requirement that all plug-in items and associated wiring are PAT tested and test labels attached with certificates available for inspection. You may be asked by the onsite exhibition Health and Safety Officer for proof of this compliance. If you do not have this with you on site, power will not be switched on to your stand. A copy of your public liability insurance may also be required.
- Under the **Electricity at Work Regulations 1989** it is a Criminal Offence to allow persons not competent by training/qualifications to carry out electrical work.
- Any exhibitor making lamp changes, fitting any attachments or overloading their electrical / lighting installations or in any way interfering with it, is liable to the immediate disconnection of supply.
- General lighting circuits must not exceed 1200watts and must be protected by the correct rated circuit breaker.
- The use of multi-way plug-in adaptors has proved to be a danger not only to users but also a potential source of fire and therefore their use at the NEC is banned. Trailing block type units are frequently joined together to form 'daisy chains' thus overloading the circuits. Any multi-way adaptor

found on a stand will be removed and any daisy-chained trailing blocks will be disconnected and removed.

- Pre-fabricated electrics - all electrical systems, pre-wired prior to entering the NEC, must conform to the **The Electricity at Work Regulations 1989** and be inherently safe.

The Organisers reserve the right to withhold the supply of electricity from any exhibitor who has not complied with such regulations.

## Emergency procedures

It is of the utmost importance that each exhibitor and employee is familiar with the Emergency Procedures for the NEC. Please ensure you take time to read the useful information below.

## NEC Welcome Pack

## Food Safety

If you wish to cook or give away any food from your stand is subject to applicable food premises legislation under **the Food Safety Act 1990**. However, there are restrictions regarding any sampling of food and/or drink and you should contact the Organisers for further information.

If you intend to serve food on your stand you must include this in the Risk Assessment for your stand.

Exhibitors wishing to bring their own food and beverage items onto the NEC premises must adhere to licencing and food safety regulations, details of which can be found on the Intent to supply forms.

## NEC Catering Form/NEC Catering Link

## Fire Safety

All event organisers, service providers and exhibitors must:

- Ensure that fire extinguisher equipment, emergency exits and signage (including those inside exhibits) remain visible and accessible at all times.
- All aisles must be kept clear of any obstructions or protruding objects to ensure minimum aisle clearance spaces are maintained.
- Equipment which produces heat, smoke or open flames as an integral part of the product demonstration **will need to** receive written approval of plans from the venue.
- Fire safety must form part of your Risk Assessment, and additional fire equipment put in place as part of the fire prevention strategy.
- Fireworks (Pyrotechnics) – if you are intending on this, you must inform the Organisers 28 days prior to the event.
- Any breach of fire safety will not be tolerated.

The NEC will provide sufficient fire blankets and extinguishers. These will be distributed to stands before the event opens and collected at the end of the show. The fire extinguishers are the property of the NEC and

should equipment be positioned on your stand, please be aware that you may be liable for the cost of a replacement in the event of any loss or damage.

## Fire Resistant Materials

All materials used in the construction of stands, features and displays including signs and fascias, shall be non-combustible, inherently non-flammable or durably flameproof. Please see below for specific regulations. Further advice can be obtained from the NEC Fire and Safety Officers via the Organisers.

The following products will not be permitted unless treated with a fire retarding compound: hessian, thatch, straw, draping, seat covers, wood pallets, crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) and polystyrene items. A certificate must be presented as proof before event starts.

## First Aid

First aid cover is provided by the Organisers throughout the event timings. In an emergency, please contact the nearest security steward or Organisers' Office.

First Aid location

- Piazza side: in-between halls 4 & 5, by Londis shop
- Atrium side: Opposite hall 8 by the A2 entrance

If the accident requires urgent medical assistance, **do not call the emergency services directly**. The NEC can get the emergency services to the correct part of site in the quickest route and therefore we ask that you dial the NEC in an emergency. Alternatively, please contact your nearest security guard who will be able to assist.

## Gangways

To ensure the safety of all our visitors and exhibitors, please follow the below gangways regulations:

- All gangways especially emergency exits must remain unobstructed and accessible at all times. Your stand build, furniture, exhibits or display **must not** project beyond the boundary of your stand.
- Freedom of all main and cross gangways is essential at all times for emergency access. Plans showing emergency gangways will be available from the Hall Manager's office and displayed at hall entry points.
- Exhibitors should only work within the confines of their stand and gangways should not be used for selling purposes. All discussions concerning exhibits must take place within the stand space allotted.
- Doors and gates forming part of an escape should be provided with a clear vision panel at sight level, and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or other escape route. Such doors should be free from fastenings other than panic bolts in accordance with BS EN 1125. Bridging over gangways is not permitted.

- Carpeting over gangways is not permitted.
- All stand structures, signs, exhibits, etc. **must be contained** within the area allotted and may not project into or over the gangways unless approval has been obtained from the Organisers. **No items will be allowed** to project into or over the gangway below a height of 2.2m – this includes stand fitting such as window boxes, bay windows, flag poles, etc.
- Gangways adjacent to any stand or stage used for demonstrations or performances must be maintained clear of obstruction. Additional space for an audience, where applicable, **has to be planned** into the floor layout, as people **are not permitted to congregate** in the gangways.

## Noise Levels

Maintain safe noise levels at or below 80dbA. Where noise levels exceed 80dbA, arrangements must be in place to ensure that all persons working within the area are wearing appropriate hearing protection equipment. You will be asked to reduce noise levels if they exceed 80dbA and the Organisers receive complaints from surrounding exhibitors. The Organiser's decision is final.

## Insurance

Whilst we take every precaution to protect your property during the event we are not responsible for any loss, consequential loss, or damage to your products whilst at the exhibition. It is a legal requirement that all exhibitors have full indemnity insurance against public liability and all other usual risks in respect of loss, damage, injury to goods and persons, and in particular against theft. Exhibitors are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this you should protect expenditures against abandonment and cancellation or curtailment of the show due to reasons beyond our control.

In order to comply with legal obligations an adequate insurance policy has been arranged on your behalf by Hyve. If you should already have insurance or intend to make your own insurance arrangements, you can opt-out of the policy that we, Hyve have organised by completing the Evidence Insurance Form. If this form has been mislaid, it can be obtained by contacting [exhibitor@inevexco.co.uk](mailto:exhibitor@inevexco.co.uk).

Please also refer to the Exhibition's Terms and Conditions on the reverse of your stand space booking form/contract.

## Working at Height

The most common health and safety breach across all of our events is working at height. Please ensure you plan beforehand to make sure you have the correct height ladders to access areas of your stand that you need. Details are noted and kept on file where this does not happen.

Chairs, tables, or any stand furniture must never be used to reach heights.

There will be a ladder hire service available in the halls during the build up period. Please contact the Hall Manager's Office or see the service desk in the front entrance for more information.

## Items of Special Risk

If you are intending to have any Items of Special Risk on your stand, we (Hyve Group) are required to submit details to the venue and local authority (where relevant) 28 days prior to the event. Therefore, please clearly identify any areas of high-risk activities on the **Health & Safety Declaration Form** and **Items of Special Risk Form along** with your stand plans. You must ensure you cover these in your Risk Assessment and actively carry out control measures on site.

Items of special risk that must be declared include (but are not limited to):

- Stepped access, ramps and balustrades.
- Preparation of food (including any cooking facilities on stand).
- Presence of animals on stands.
- Where there will be items of special risk requiring specific approval (e.g. motors vehicles, pharmaceuticals, flagpoles, smoke effects, flammable oils, liquid and gas, compressed gas/acetylene/LPG, hot surfaces, radioactive substances, laser beams, fumes and smoke, working machinery including hand held electric or compressed air tools, water, water equipment, laser products, audio visual displays and films)
- Hazardous substances (COSHH)
- Rigging
- Crowd safety management, e.g. public participation activities.
- Hands on Treatments (massage, nails etc.) or other non-invasive hands on treatments (N.B. a minimum 35 days turnaround is required on any application for a temporary Special Treatment Licence.)

## General Stand Information

### AV

The Audio Visual contractor for the show is Aztec

Please see the **Aztec Website** for any requirements you may have.

### Accessibility

**Blue Badge parking is available by the Atrium at Hall 16, North 1B car park (opposite Hall 12) or North Avenue (opposite Hall 17).** Those drivers with an official blue badge should report to Gate 3 (for the Atrium) where they will be given the code number needed to raise the barrier.

Blue badge parking is not permitted at the rear of the halls.

The NEC offers a fleet of mobility equipment available to hire on a first-come, first-serve basis. We, therefore, recommend booking early to avoid disappointment. You can email your enquiry to [info@necgroup.co.uk](mailto:info@necgroup.co.uk), and a member of the team will contact you within three working days. All pre-bookings will be held until 13:00 on the day they've been booked for unless otherwise advised. For any visitors who have not pre-booked equipment and arrive on the day, any remaining stock will be issued on a first-come, first-served basis.

Wheelchairs are available to hire for £5 for all visitors. The number of wheelchairs the NEC has available is limited, so if you've got your own, please bring it with you.

Wheelchair Access: All levels of the NEC are accessible to wheelchair users, via lifts, and have wheelchair friendly toilet facilities. The Piazza and Atrium main entrances have automatic doors.

Scooters are available for hire for £20, please contact the NEC for more information.

Equipment collection will be at the top of the stairs/ramp near Hall 5 for the Piazza, and inside Atrium 2 main entrance for the Atrium.

*Please note: Mobility equipment hire is only available during show open times and the NEC only accepts payment by card for any equipment hired.*

You should bring your Blue Badge with you, even if you are arriving by taxi or private coach.

If you are arriving by taxi and have your Blue Badge with you, you will be able to be dropped off at the main entrances. If you also require a pick up, please advise the taxi firm that you have a blue badge and the taxi will be permitted to pick you up from the main entrances. If you are using a T.O.A black cab you will be picked up at the ranks by the main entrances.

Induction loop audio systems are fitted in various locations.

## Badge Scanning & Lead Retrieval

Visit Connect is the official lead capture and engagement software for Hyve Group which enables you to easily collect & qualify leads you capture at the event. This powerful solution captures sales leads by allowing you to scan visitor badges using a mobile phone or any web-connected device (i.e. tablet, iPad) with a camera in real-time and ensures you achieve a Return on Investment (ROI).

## VISIT CONNECT SHOP

### How to order and set up users:

1. Enter Visit Connect using the button above and > select 'Shop' on the left-hand menu, here you can purchase a VISIT Connect licence, you may choose either an unlimited licence or up to two individual licences.
2. Go to 'Team' > select 'Add New' to create user(s) for the licence. Ensure their email is unique and correct as it will be required to gain access to the application.
3. Once the user is created, click 'edit' to adjust permissions (such as access to download leads), if you registered a visit connect user prior to ordering your licence you may need to provide permission to Allow capture leads.
4. To provide access to visit connect for each user, first select the user, then select the button for either 'Send Visit Connect URL' to send the licence login link via email or 'Show Visit Connect QR Code' to download or scan directly from the screen.
5. When the user accesses the visit connect application either from the url sent to email or the QR code they will be sent a security code to their email, please ensure their email address is correct.

Lead capture data will be limited to the following fields provided by the attendee during registration:

First Name, Last Name, Job Title, Organisation Name, Organisation URL, Country,  
Work Email, Job Function

**Additional fields may be available where applicable.**

*Mailing Address and other fields may not be available for all users, we recommend you explicitly request permission for mailings and collect this information in VISIT Connect as an additional question (Left Hand Menu > Profile Questions) if you would like to send a visitor a brochure or catalogue or other mailing. To add questions for your staff to ask leads such as mailing address go to the left-hand menu and select 'Profile Questions'.*

## Download your Leads

If you have purchased a licence for the VISIT Connect badge scanning application you can configure, securely view, download and add notes for your leads using the options on the left hand menu. To download your leads go to the left hand menu > Leads > Export all Leads (bottom right corner)

## Terms and Conditions

Hyve Group would like to notify you in advance that:

- Both the Organiser (Hyve Group) and the Service Provider (VISIT by GES) may access and process your scan data to provide this service and may be considered a data processor under GDPR;
- The Organiser takes no responsibility for lost, missing or corrupted scan data and does not warrant the quality or accuracy of the scan data;
- Visitors and attendees at the event have a right to refuse to have their badges scanned by you or your representatives;
- You (the exhibitor or sponsor) will be the data controller for all scanned data under GDPR and must accept to control, use and process the data as required by all applicable laws;
- Each user of the service will be required to accept the VISIT Connect End User terms;
- Should a visitor or attendee you have scanned have any issues regarding the use of their data or would like to prevent their data from being processed they will be required to contact you directly as the data controller.

Visit by GES

Tel: + 44 (0)844 58 600 98

Email: [visit.support@ges.com](mailto:visit.support@ges.com)

## Cleaning

All stands, gangways and common areas within the exhibition halls will be cleaned overnight. Plastic sacks are available, free of charge, please request these in the Hall Managers Office. The sacks should be placed in the gangways within 1 hour of the show closing each evening. Cleaners will not dispose of rubbish left on your stand. Should you not require your stand to be cleaned please advise the Hall Manager's office as soon as possible.

Waste materials must not be abandoned on-site, exhibitors will be charged for removal of any items.

## Dilapidations

Fixings direct to the NEC walls, pillars or floor are not permitted. All construction must be completely self-supporting. **No** fixings, fittings, rigging or painting **can be** made to any part of the permanent structure or floorings. Any construction must allow access to services.

In your own interests you should satisfy yourselves as to the condition of your stand site before the building of your stand and after its clearance.

The Organisers will pass on any charges to the exhibitor for damage to the exhibition halls, caused by exhibitors, their staff, or their contractors. This includes the charge for removing any carpet tape left on the floor and any excess rubbish left behind after the exhibition.

## Floor Loading

If you intend to bring any piece of equipment into the NEC or build anything that has a point loading that exceeds 12 tonne, you will need to inform the Organisers in writing at least 30 days before the event.

## Late Working

If any working outside of the hall opening hours is required there will be an hourly charge made. In addition, there are minimum requirements that must be met and paperwork completed before any work outside the official hours will be allowed. Please apply via the Hall Managers Office.

There is a late working charge of £50 per hour from 2000hrs - 2100hrs and £100 per hour from 2100hrs – 2359hrs.

**No venue services will be available from 1800hrs this includes mains and electrics.**

**During the late working period no electrical power will be supplied to individual stands and no working will be permitted after midnight.**

## Intellectual Property (IP)

To help protect your intellectual property, please be aware that you have agreed in particular to the following:

- a) You own the intellectual property rights in, or otherwise have the right to market and sell the products on your stand;**
- b) You do not infringe the intellectual property rights of a third party;**
- c) Your products will not be inaccurate, obscene, defamatory or disreputable; and**
- d) Hyve reserves the right in its discretion, if it considers you have infringed the IP of a third party, to insist that you remove your infringing product(s) from your stand.**

In order to deal with the rare occasion that a dispute arises between you and another exhibitor, we strongly advise you to compile a document folder containing the documents detailed below prior to the event, so that it can be made available during the event should the need arise to verify your IP rights:

## Registered IP Rights

These are Trade Marks and Designs for which Registration has been granted in the United Kingdom or the European Community (in the form of CTM or CTD Registrations):

- The Certificate of Registration; and/or
- An up to date extract of the relevant register.

## Unregistered IP Rights

These are Copyright, or Unregistered Design Rights in the United Kingdom or European Community:

- Any original design drawings that exist;
- Evidence of who the creator of the product is;
- Evidence that it is owned by you. This may be because the design or copyright work was not created by you, but is owned by you under an assignment agreement, employee arrangement or other agreement;
- Evidence of when the design was first put onto the market;
- If the matter relates to a product for which there are no design drawings, evidence of when the design was created and when it was first put onto the market.

## Licensed IP Rights

If a matter relates to IP rights granted under the terms of a licence, then you should compile and provide the evidence as detailed above, as well as a copy of the IP licence entitling you to use and enforce the pertinent IP rights, or invoke the owner of those IP rights to enforce the same.

Please also refer to the that Hyve operates to assist with IP disputes between exhibitors. **Please be aware that Hyve accepts no responsibility for any such dispute and operates this protocol at its sole discretion. You remain responsible for seeking your own independent advice in respect of any IP dispute and for reaching resolution in respect thereof.**

Should you require any advice or assistance in respect of the protection of your IP, Hyve works positively with a number of trade bodies including the following who shall be present at the event should you require their services (at your sole discretion, and for which Hyve accepts no responsibility):

- a) COPYWATCH, a service offered by The Giftware Association, whose website is <https://www.ga-uk.org/>
- b) ACID (Anti Copying in Design), whose website is at [www.acid.uk.com](http://www.acid.uk.com)

## Customer Code of Conduct

Hyve, the organiser of Source Home & Gift, is committed to maintaining the highest standards of customer service. Ensuring safety and respect is fundamental in all aspects of the event.

### Scope

This code outlines our expectations and rules for all participants, whether they are visiting, exhibiting, speaking, or working at the event. We expect all individuals to adhere to the following Code of Conduct below.

### A Respectful Environment

We expect all participants to conduct themselves in a respectful manner. The following behaviours will not be tolerated under any circumstances:

- Discrimination based on any protected characteristics, including but not limited to age, gender, ethnicity, religion, or sexual orientation.
- Threats, intimidation, offensive language, or gestures, whether verbal, written, or physical.
- Sexual harassment, including inappropriate verbal comments, physical contact, or gestures.
- Display of offensive materials or content, including but not limited to abusive, intimidating, threatening, or discriminatory images, inappropriate nudity, or sexually explicit content.
- Wearing clothing that displays offensive slogans, language, or images.
- Heckling, catcalling, or intentionally disrupting content sessions.
- Deliberate damage to the venue or other people's property.
- Vaping or smoking anywhere within the building.

### Reporting any concerns

We encourage anyone who experiences any behaviour contrary to this Code of Conduct to report it promptly. Reports will be treated confidentially.

To report a concern or breach of the Code of Conduct, please contact [info@source-homeandgift.com](mailto:info@source-homeandgift.com). During show hours, you may also report directly to Hyve staff, NEC security, or Hall Managers.

### Enforcement

Failure to comply with the Code of Conduct, or failure to cease unacceptable behaviour when asked, may result in actions taken by the event organisers, their representatives, or security. These actions may include, but are not limited to:

- Expulsion from the event without refund or compensation.
- Disqualification from participating in future events.
- In cases of suspected criminal offences, involvement of the police or relevant authorities.

Thank you for your cooperation in creating a safe and respectful environment for all Source Home & Gift participants.

## Venue Services

### Business Centre

The NEC has 24hr printing and photocopy facilities available by vending printers in the following locations.

- Opposite entrance to Hall 9
- Opposite entrance to Hall 5, by Londis.

Alternatively, ICS Print shop is located by the train station who can assist with larger print requirements. They are open Monday – Friday 9.00am – 17.30pm and Saturday 9.00am – 2.00pm.

Tel: + 44 (0) 121 782 0442

Email: [hello@ics-print.com](mailto:hello@ics-print.com)

### Catering

#### Build-up and breakdown

There will be a good range of catering facilities open across the Atrium public areas throughout build and breakdown, as well as a limited number of full self service restaurants within the exhibition halls.

#### Open Days

Licensed restaurants, cafes and bars will open during the show across all exhibition halls, in addition to a good range of high street retailers across the Atrium public areas.

#### Catering Services

The NEC has in house caterers, NEC Catering, from which all catering food and beverage (including alcohol) for your stand must be obtained. Charges may be made to any exhibitors who bring their own food or drink onto the NEC premises.

NEC Catering provide exhibitor catering via the following means;

**Food To You** – a convenient drop off service for delivery only. They can provide a wide choice of fresh, quality food, beverages and essential catering equipment direct to a stand at a specified time (or series of times) during the show.

**NEC Catering** – full hospitality service with a bespoke offering. The Catering Account Manager will work with you to create an offer exclusive to your needs.

**Intent to supply** - In specific circumstances NEC Catering may allow exhibitors to sample or retail foods for immediate and/or offsite consumption. This is only permitted if the product is relevant to the show profile and prior application is required for every instance.

Applications will be reviewed and assessed in line with food safety regulations and applicable charges levied.

NEC do not allow exhibitors to supply their own alcohol unless they will have a personal licence holder present on their stand, and charges are likely to apply.

Forms below must be completed and returned to the NEC at least 2 weeks prior to the event.

### Application to Supply Alcohol

### Application to Supply – Stand Hospitality

### Cloakroom

Cloakrooms are situated by the hall entrances.

### Opening hours

- Open days - 0830hrs - 1800hrs
- Except Wednesday 10<sup>th</sup> September, when they will close at 16:00hrs.

There will be a charge of £2 per coat or umbrella and £3 per bag or luggage item. Payment is by card.

### Lost Property

The security offices can assist with lost and found property, these are located:

- Piazza - between the entrances of Halls 1 and 2
- Atrium - by Hall 6 entrance

Call +44(0)121 767 3883 for assistance.