

Dear Exhibitor,

## **WELCOME TO INTERMODAL EUROPE 2024!**

This Exhibitor Services Manual is a comprehensive guide to the technical services available at Intermodal Europe 2024. We request that Exhibitors study in detail all the services available and comply with all the instructions. This particularly applies to the application deadlines on each order form, and we ask you to act before the dates shown. Failure to do this causes frustration and inconvenience to all parties and will result in additional costs and surcharges payable by you, the Exhibitor. We therefore ask you to give this due consideration.

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Finally, this Exhibitor Services Manual is not designed to replace our personal service. If you have any questions or require further support, please contact our Customer Services team.

Hotline & WhatsApp: +44 (0)20 8052 0660

Email: [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com)

Available: Monday - Friday, 09.00 - 17.00 UK time

**Customer Service & Operations**

Customer Services		Email: <a href="mailto:intermodalcustomerservice@informa.com">intermodalcustomerservice@informa.com</a>	Tel: +44 (0)20 8052 0660
Fharisa Hersi	Operations Manager	Email: <a href="mailto:fharisa.hersi@informa.com">fharisa.hersi@informa.com</a>	Mobile: +44 (0)7879 800985

**Event Management and Sales**

Rob Fisher	Group Director	Email: <a href="mailto:rob.fisher@informa.com">rob.fisher@informa.com</a>	Mobile: +44 (0)7818 514470
Fan Landers	Commercial Director	Email: <a href="mailto:fan.landiers@informa.com">fan.landiers@informa.com</a>	Mobile: +44 (0)7730 235702
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**Marketing + Press**

Matt Adams	Marketing Lead	Email: <a href="mailto:matthew.adams@informa.com">matthew.adams@informa.com</a>	Mobile: +44 (0)7748 148005
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**Conference & Content**

Bonnie Cliff	Content Manager	Email: <a href="mailto:bonnie.cliff@informa.com">bonnie.cliff@informa.com</a>	Mobile: +44 (0)7741 609100
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**OFFICIAL/PREFERRED EXHIBITION SUPPLIERS**

	<p><b>Audio Visual Equipment Hire</b></p> <p>Supplier Name: ACS audiovisual solutions          Tel: +31 20 606 9340          Email: <a href="mailto:ahoy@acsaudiovisual.com">ahoy@acsaudiovisual.com</a></p>	 
	<p><b>Catering (On Stand)</b></p> <p>Supplier Name: Rotterdam Ahoy  <a href="#">Register and Book via the Rotterdam Ahoy WebShop</a></p>	 
	<p><b>Cleaning (Space-only)</b></p> <p>Supplier Name: The Rotterdam Ahoy  <a href="#">Register and Book via the Rotterdam Ahoy WebShop</a></p>	 
	<p><b>Cleaning (shell scheme)</b></p> <p>Supplier Name: Alter Expo          Tel: +32 9 216 06 64          Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a></p>	 
	<p><b>Electrical and Lighting Orders (Shell Scheme)</b></p> <p>Supplier Name: Alter Expo          Tel: +32 9 216 06 64          Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a></p>	 

# INTERMODAL

## EUROPE 2024














12-14 November, Rotterdam Ahoy

	<p><b>Electrical and Lighting Orders (Space-only)</b></p> <p>Supplier Name: Stand2Gether  <a href="#">Register and Book via the Rotterdam Ahoy WebShop</a></p>	 
	<p><b>Flooring</b></p> <p>Supplier Name: Alter Expo          Tel: +32 9 216 06 64          Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a></p>	 
	<p><b>Floral Hire</b></p> <p>Supplier Name: Alter Expo          Tel: +32 9 216 06 64          Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a></p>	 
	<p><b>Freight Forwarding, Freight Handling, Shipping, Customs &amp; Onsite Lifting</b></p> <p>Supplier Name: EFI Logistics          Tel: +44 (0)1444 871314          Email: <a href="mailto:ops@efilogistics.com">ops@efilogistics.com</a></p>	 
	<p><b>Furniture Hire</b></p> <p>Supplier Name: Alter Expo          Tel: +32 9 216 06 64          Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a></p>	 
	<p><b>Graphics (Shell Scheme)</b></p> <p>Supplier Name: FullVision          Tel: +44 (0)20 3866 4444          Email: <a href="mailto:exhibitor@fullvision.co.uk">exhibitor@fullvision.co.uk</a></p>	 

# INTERMODAL




## EUROPE / 2024

12-14 November, Rotterdam Ahoy

	<p><b>Graphics (Space-only)</b></p> <p>Supplier Name: FullVision          Tel: +44 (0)20 3866 4444          Email: <a href="mailto:spaces@fullvision.co.uk">spaces@fullvision.co.uk</a></p>	 
	<p><b>Health &amp; Safety – Stand Plan Approvals</b></p> <p>Supplier Name: Abraxys          Tel: +44 (0) 208 747 2045          Email: <a href="mailto:intermodal@abraxys.com">intermodal@abraxys.com</a></p>	 
	<p><b>Hotel Bookings</b></p> <p>Get discounted rates on top-quality hotel options. Here you can find tailor-made packages for your company by visiting the dedicated <a href="#">online booking page</a>.</p> <p>Please mention Intermodal Europe 2024 when making your reservation.</p> <p><b>Intermodal Europe Accommodation team</b>          Tel: +31 (0)20 5491927          Email: <a href="mailto:hotelservices@rai.nl">hotelservices@rai.nl</a></p>	
	<p><b>Rigging</b></p> <p>Supplier Name: Stand2Gether  <a href="#">Register and Book via the Rotterdam Ahoy WebShop</a></p>	 
	<p><b>Security</b></p> <p>Supplier Name: JNS Security Services          Tel: +31 (0)6 11343249          Email: <a href="mailto:info@jnssecurityservices.nl">info@jnssecurityservices.nl</a></p>	 

# INTERMODAL EUROPE 2024

12-14 November, Rotterdam Ahoy

	<b>Shell Scheme General Service Contractor/ Space Only Contractor</b>	
	Supplier Name: Alter Expo Tel: +32 9 216 06 64 Email: <a href="mailto:rd@alterexpo.be">rd@alterexpo.be</a>	

### IMPORTANT DEADLINES CHECKLIST/MANDATORY FORMS

ORDER FORM	RETURN TO	DEADLINE	<input checked="" type="checkbox"/> WHEN COMPLETED
Audio Visual Equipment	ACS audiovisual services	28/10/24	<input type="checkbox"/> notes:
Bolting Down	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Catering	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Carpet/Floor Covering	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Space-only: Cleaning	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Shell Scheme: Cleaning	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Space-only: Electrics & Lighting	Stand2gether – Via the Ahoy Webshop	11/10/24	<input type="checkbox"/> notes:
Shell Scheme: Electrics & Lighting	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Exhibitor/Contractor Badges	Intermodal Events	ASAP	<input type="checkbox"/> notes:
Fascia Nameboard <b>*Compulsory for all shell scheme exhibitors*</b>	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Floral	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Freight Forwarding / Onsite Lifting	EFI Logistics	Air Freight: 04/11/24 Sea Freight: 04/11/24 Road Freight: 07/11/24	<input type="checkbox"/> notes:
EFI Logistics Container Information Form <b>*Compulsory for all space only exhibitors*</b>	Intermodal Events, and EFI Logistics	ASAP	<input type="checkbox"/> notes:
Furniture	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Space-only and Shell Scheme: Graphics	FullVision	20/10/24	<input type="checkbox"/> notes:
Health & Safety Declaration <b>*Compulsory for all exhibitors*</b>	Intermodal Events	11/10/24	<input type="checkbox"/> notes:

# INTERMODAL

EUROPE 2024

12-14 November, Rotterdam Ahoy

Hotels	The RAI Hotel Services	INFO ONLY	<input type="checkbox"/> notes:
Internet/Telecoms	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Permits	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Piped Services (Gas, Water & Air)	The Ahoy	11/10/24	<input type="checkbox"/> notes:
Nominate you Contractor Form <i>*Compulsory for all space only exhibitors*</i>	Abraxys Global	13/09/24	<input type="checkbox"/> notes:
Platforms	AlterExpo	06/11/24	<input type="checkbox"/> notes:
Rigging	Stand2gether – Via the Ahoy Webshop	11/10/24	<input type="checkbox"/> notes:
Security	JNS Security Services	11/10/24	<input type="checkbox"/> notes:
Stand Activities Form <i>*Compulsory for all exhibitors*</i>	Intermodal Events	11/10/24	<input type="checkbox"/> notes:
Stand Plan Submission Complex/Non-Complex <i>*Compulsory for all space only exhibitors*</i>	Abraxys Global	27/09/24	<input type="checkbox"/> notes:
Temporary Staff	Brandwise	11/10/24	<input type="checkbox"/> notes:

**\*ALL ALTEREXPO ORDERS NEED TO BE MADE BEFORE: WEDNESDAY 6<sup>th</sup> NOVEMBER OR YOU WILL INCURE A SURCHARGE**

**\*ALL AHOY ORDERS VIA THE AHOY WEBSHOP NEED TO BE MADE BEFORE THE DEADLINES OR YOU WILL INCURE A SURCHARGE.**



**SHOW TIMETABLE**

All contractors and exhibitors are reminded that they must design their stand to ensure it can be completed and dismantled within the published build up and breakdown times.

BUILD UP DAYS	TIMINGS	ACCESS
9 <sup>th</sup> November 2024	08:00 – 14:00	Heavy Lift Machinery & Containers (Targeted Move-in Schedule)
	14:00 – 20:00	Space Only Contractors
	14:00 – 20:00	InfoHub Desk
10 <sup>th</sup> November 2024	08:00 – 20:00	Space Only Contractors
	08:00 – 20:00	InfoHub Desk
11 <sup>th</sup> November 2024	08:00 – 20:00	Space Only Contractors and exhibitors
	12:00 – 20:00	Shell scheme, and ShowReady exhibitors
	08:00 – 20:00	InfoHub Desk

**Important notice:**

- All Stand Construction must be completed by 14:00hrs on 11<sup>th</sup> November 2024, including removal of all stand material out of the halls and loading bays.
- Stand Dressing and exhibit set up should be completed by 20:00hrs on 11<sup>th</sup> November 2024.

SHOW OPEN DAYS	SHOW OPEN HOURS	EXHIBITOR ACCESS	INFOHUB DESK
12 <sup>th</sup> November 2024	10:00 – 18:00	08:00 – 18:30	08:00 – 18:30
13 <sup>th</sup> November 2024	10:00 – 18:00	08:00 – 18:30	08:00 – 18:30
14 <sup>th</sup> November 2024	10:00 – 15:00	09:00 – 22:00	09:00 – 22:00

**Important notice:**

- Power supply to ALL stands will be switched on 30 minutes before the show open and switched off 30 minutes AFTER the show closes every day. If power is required beyond these timings, then 24hrs power must be ordered from the official contractor.

BREAKDOWN DAYS	TIMINGS	ACCESS
14 <sup>th</sup> November 2024	15:30 – 17:00	Shell Scheme, and ShowReady Exhibitors removal of displays and exhibits
14 <sup>th</sup> November 2024	17:30 – 22:00	Space Only Contractors
15 <sup>th</sup> November 2024	08:00 – 14:00	Space Only Contractors

**Important notice:**

- No exhibits or stand material are to be removed before the start of breakdown has been publicly announced by the organizer
- Exhibits cannot be removed or dismantled before the close of the show, or until the halls are clear of

ALL visitors.

- Priority access will be given to exhibitors' cars and small vans. **Contractor vehicles can access the loading area from 17:30 hours.** Contractors wishing to access the hall at the close of the show must use the main visitor entrance. If you need to store tools/ cases/ pallets/ equipment on site, contact **EFI** to arrange storage with them.
- Access for Space Only Contractors is approximate; they will be held at the marshalling gate until Venue rigging services, aisle carpet removal and empty boxes / crates have been delivered to stands.
- Exhibitors are advised not to leave their stand unattended at any time during breakdown.
- It is the Exhibitor's responsibility to remove all stand materials, carpet tape, packaging, and waste from the halls. Please note that charges will be levied for the removal of any discarded items.
- **The Organizers and the Venue are not held responsible for any items left in the halls or loading bays overnight or beyond 15<sup>th</sup> November 2024.**

## **GENERAL INFORMATION**

**This Exhibitor Manual forms part of the Rules & Regulations as detailed in your contract. By the agreement between the Exhibitor and the Organiser's, all Exhibitors commit themselves to strict compliance with the Regulations contained within this Exhibitor Services Manual.**

### **ADDRESS OF VENUE**

Rotterdam Ahoy  
Ahoyweg  
3084BA Rotterdam  
W: [Rotterdam Ahoy](#)

### **ACCOMMODATION**

We want to make travelling and staying near the event as easy as possible for you. The **RAI Hotel Services** is the official accommodation provider for Intermodal Europe 2024. Get discounted rates on top-quality hotel options. Here you can find tailor-made packages for your company by visiting the dedicated [online booking page](#).

Please mention Intermodal Europe 2024 when making your reservation.

#### **Intermodal Europe Accommodation team**

Tel: +31 (0)20 5491927  
Email: [hotelservices@rai.nl](mailto:hotelservices@rai.nl)

### **ALCOHOL**

According to 'Article 26 Catering Promotions' in the 'Advertising Code for Alcoholic Beverages', advertising in which alcoholic beverages are offered by a member of the trade or with the active cooperation of a member of the trade free of charge or at less than half of the normal selling price of the alcoholic beverage to private individuals is not permitted. During trade fairs, exhibitors are permitted to offer alcoholic beverages to visitors upon request, see 'Article 29 Trade Fairs'.

The provisions of the 'Licensing and Catering Act' prohibit the provision of alcoholic beverages to persons under the age of 18.

More information: [www.stiva.nl](http://www.stiva.nl)

### **ALTERATION TO EXHIBIT LAYOUT**

If any unforeseen circumstances occur that require an alteration to the layout of the exhibition floor plan, exhibitors will be informed at the earliest opportunity. The organisers cannot be held liable for any loss that this may cause the exhibitor. In the interest of the exhibition as a whole, it may be necessary to remove or alter anything in or on any part of the stand.

### **ANIMALS**

Animals are not allowed in the exhibition halls for the duration of the tenancy except for registered assistance dogs. During the stand build-up and breakdown period, no animals will be allowed on-site if deemed unsafe. The organizer's decision is final at all times. Written requests must be submitted and approved either by the local authorities and/or venue managers; contact the [Operations Team](#) for further guidance.

### **AUDIO VISUAL**

A range of AV, office equipment and computers can be hired from our recommended AV supplier ACS Audio Visual. Their rate card can be found in the **Forms Section**.

### **BADGES**

No one is permitted into the exhibition hall during the stand build-up, open period, or breakdown without the appropriate badge.

**Exhibitor Badges:** For security reasons, all exhibitors are required to wear/display their exhibitor badges during the exhibition open days. Please order passes via the [exhibitor link](#)

**Contractor Badges:** All contractors must register for badges and wear/display these before coming on-site. These badges will be valid during the stand build-up and breakdown periods. Please order passes via the [contractor link](#)

**Police checks:** Please be aware that our events are subjected to random checks by the local police to ensure that all persons working on-site are legally eligible to work. Please also be aware that contractor badges could be subject to random checks and proof of identity may be required.

**IMPORTANT:** It will delay your contractor's work if they are not preregistered and have not pre-printed their badges before coming on-site. Contractor badges are not valid during the show open days. If required, contractors can request a short-term show maintenance badge in the registration area. Please order passes via the [contractor link](#) that will be available soon

### **BALLOONS**

The sale or distribution of gas-filled balloons at the Rotterdam Ahoy requires written permission from the organisers and the venue. Exhibitors will be responsible for any costs incurred for the removal of balloons from the ceiling and any damages they may cause.

### **BANKING/ATMs**

There are several cash machines in the Ahoy. Ask one of the Ahoy staff to point them out for you.

### **BREAKDOWN INSTRUCTIONS**

The show's closing hours and finishing times are detailed in **the Timetable section**. Breaking down is not permitted to commence until the halls are cleared of visitors and permission has been given; this is typically 60mins after the show has closed. During breakdown, it is not permitted to consume alcohol and children under 16 are not permitted.

You will be required to remove personal effects or small and valuable items from your hired furniture and stand as soon as the Exhibition closes to prevent any losses or damage during the Breakdown period. All exhibits, graphics and displays must be removed from shell scheme stands by **Thursday 14th November 2024** as shell scheme stands will be dismantled after this time. Any items to be shipped must be coordinated with your logistics company and not left unattended. Remember - any items left unattended during the Breakdown are at your own risk and may be disposed of.

A charge will be levied to any Exhibitor who leaves bulky items of an excess of waste, including publications.

\*Exact breakdown guidelines will be distributed to exhibitors during the exhibition\*

### **BUSINESS EQUIPMENT/ SERVICES**

There is no Business Centre at Rotterdam Ahoy. The nearest printing facility is Multicopy:  
<https://www.multicopy.nl/rotterdam-centrum-zuid>

### **CATERING**

Stand catering at Rotterdam Ahoy is provided by the in-house caterer. It is venue policy that no exhibitors are allowed to offer food or drink on their stand other than a sample size, unless it is ordered via the provider. To place an order, please register via the [Ahoy WebShop](#)

Exhibitors planning to use a caterer or supplier for hospitality, or who are distributing samples greater than regulation size, need approval from Rotterdam Ahoy and the organiser and there may be an additional fee. Health and safety documentation, such as a risk assessment and stand build method statement, can be submitted using the on-stand activities form.

### **CLEANING**

For exhibitors with **shell scheme and show ready/sustainable stand** cleaning will usually occur during the opening morning of the show. Often this will include: carpet cleaning and wiping of horizontal surfaces from tables, chairs, and desks, but not the cleaning of exhibits, glass displays or walls.

For emptying the rubbish bins on your stand, we kindly ask you to place the full bin bag in the aisle at the end of the day so that they can be collected by the cleaners. Any items left in the gangways will be considered litter and disposed of.

Please note that a charge will be levied for those exhibitors who leave bulky items behind or an excess of rubbish, including publications. Refer to waste in this section for guidance during build up and breakdown.

Please note: cleaning is not provided for **space-only stands**. To place an order, please register via the [Ahoy WebShop](#).

### **CLOAKROOM**

The Cloakroom is situated in the Ahoy Plaza. The cost is €2.00 per item.

Please note: Intermodal Events Worldwide and the Rotterdam Ahoy cannot be held liable for any missing items.

### **CHILDREN**

An exhibition is a trade event or consumer show and the nature of the exhibits, and our attendees reflect this, as such attendance by anyone under the age of 16 is strictly prohibited. This includes during the stand build-up, open days, and breakdown of the exhibition. No alternative childcare facilities are provided. Where children are permitted during the event, all children must adhere to the Informa Markets Child Policy procedure which includes providing clear contact information and obtaining a wristband; this will be provided at registration.

### **COMPLAINTS**

It is in the interest of exhibitors and visitors that any faults or failures in the services provided at Intermodal Europe 2024 by any contractor, the venue or the organizer should be brought to the attention of the organizers as soon as possible. If you wish to make a complaint, please contact our customer services team [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com) or make it known while still at the event so we can find a solution. Contact the team on-site by visiting the InfoHub.

### **HEAVY MACHINERY & CONTAINERS**

Heavy machinery may not be displayed without written permission via **the on-stand activities form**. They must always be treated as a special risk and advice and permissions should be sought from Informa Markets.

Containers may not be displayed without written permission via **the Container Information Form**, see **Forms Section**. They must always be treated as a special risk and advice and permissions should be sought from Informa Markets. This form needs to be

completed/signed by every exhibitor who plans to install a container at the 2024. If they do not complete/sign this form prior to coming onsite you will not be allowed access to the halls.

- The weight/dimensions you list on this form should be the container you bring onsite; an alternative container will not be permitted unless you have had prior approval from the Organizer.
- If your stand design has a container, and it includes a bar you need to advise the Organizer of the correct weight.
- There are weight restrictions within hall 1, so it's important you adhere to these rules

If the machinery or container is over **700kg**, you must submit your order form to **EFI Logistics** no later than **28<sup>th</sup> October 2024**, late submission may not be able to arrange.

**EFI** will allocate a heavy lift window for the safe move-in/ move-out of large/ heavy displays, and containers.

All deliveries need to be booked in with **EFI**. A vehicle booking/ pass system is in operation at Intermodal.

### **CUSTOMER SERVICE DESK**

For **Intermodal Europe 2024** we have an InfoHub, which will be located in the venue. Here, you will find the Informa Market Customer Service Team, along with our main suppliers, all on hand to ensure you have a pleasant experience. For operating hours, please refer to the timetable.

### **CUSTOMS & DELIVERIES**

All shipping, customs and material handling should be booked in advance with our appointed freight contractor, **EFI Logistics**. To receive the Early Bird booking rates, order services before the order deadline:

**Monday 28<sup>th</sup> October 2024**

Order online at <https://www.efilogistics.com/ie24>

**EFI** will operate a vehicle booking system at Intermodal Europe.

All deliveries direct to the venue must be booked in and unloading ordered with **EFI**. A vehicle pass will be issued by **EFI**, this will be shown by your driver on arrival at AHOY. During busy times, unloading slots will be allocated.

During the heavy lift window, all deliveries must be unloaded/ reloaded by forklift. This service must be booked in advance with **EFI**.

Deliveries for space-only stands must NOT be made before **14:00** on Saturday **9<sup>th</sup> November 2024**. However please be mindful that any deliveries could delay your stand's build, so please check with your stand contractor regarding an appropriate time.

Shell scheme stand deliveries must NOT be made before **12:00** on **Monday 11<sup>th</sup> November 2024**.

You can find out more about shipping instructions, place a delivery order, or see more preferred partners, by using the forms section of this exhibitor manual.

### **DAMAGE TO VENUE**

Damage caused to the fabric of the exhibition building by an exhibitor/contractor will be charged by the venue via Informa Markets. Under no circumstances should an exhibitor/contractor attempt to repair any damages caused. A fine will be imposed equivalent to the quote Informa Markets receives from the venue managers to restore their property.

### **DEMONSTRATIONS & MACHINERY**

All types of demonstration (e.g., the operation of machines, video and film shows etc.) require advance notification and the written consent of Informa Markets. Demonstrations must be included and submitted via the **on-stand activities form**, see **Forms Section**.

The organizers are entitled to restrict or prohibit such demonstrations if they interfere with the exhibition, even if consent has been given at past events.

Musical reproduction using radio, CD or DVD and acoustic advertising requires authorization and must not disturb neighboring exhibitors.

Following copyright regulations, exhibitors must obtain the relevant licenses and permissions before the beginning of the exhibition.

All demonstrations must be carried out following health and safety regulations and must not constitute a fire or safety hazard to the demonstrator or audience.

Full details must be submitted using the **on-stand activities form** (together with a risk assessment in the case of moving demonstrations) to the organizers at least 30 days before the event. The organizers reserve the right to stop working demonstrations on-site if they in any way pose a threat to exhibitors or visitors or disturb neighboring stands. For more information and permission please contact the organizers.

### **DISABLED ACCESS & FACILITIES**

All aisles are flat and spacious. Elevators and disabled toilets are available throughout the building.



Disabled persons must be afforded the same opportunities as able-bodied persons. This includes the ability to attend exhibitions and view exhibits. Please ensure your stand is easily accessible to visitors in wheelchairs e.g. by providing ramps on platform floors.

Rotterdam Ahoy has several facilities for disabled visitors. These include an area for taxis in front of the main entrance which can also be used to drop off disabled visitors. There are also disabled parking spaces close to the main entrance (a parking spot costs €19, -). We have wheelchairs available free of charge at the porter's lodge in Ahoy Plaza (please bring your ID as a security).

There is lift access throughout the venue. Our disabled toilet facilities are fitted with an alarm. We also have special seats available for people with disabilities.

If you would like to reserve a space in the marked wheelchair area in the Ahoy Arena, please let us know when purchasing your ticket. This area varies per event but is often a special platform for disabled visitors accompanied by one other guest. This guest must also have a ticket to the event and is responsible for the disabled visitor's wellbeing.

Every disabled visitor can take place alongside one companion on the wheelchair platform. This person is primarily responsible for the welfare of the disabled person. The companion must also be in possession of an admission ticket. Users of the wheelchair spaces can enter the Ahoy Arena via the Arena entrance.

### **DISTRIBUTION OF MATERIAL**

All exhibitors are advised that unless they have a contractual agreement with the event organizers, all promotional activity is restricted to the limits of their stand. For details of other opportunities available in the halls, please contact [Customer Service Team](#)

Under no circumstances must activities spill into gangways – this includes the use of promotional staff or characters. If you are approached on your stand by unwanted visitors trying to sell products, please take a business card and inform the Organizers at the InfoHub immediately so that appropriate action can be taken.

### **ELECTRICAL REGULATIONS**

For safety and liability reasons, the installation of electrical power onto stands may only be undertaken by Stand2gether who will ensure that all connections are verified as safe before use.

Exhibitors/Contractors are required to provide their own extension leads, adaptors and power tools. All electrical equipment must be tested by a qualified electrician, including insulation and earth bonding tests, and clearly labelled with inspection labels. Due diligence must always be

taken by the exhibitor/contractor and their qualified electrician. All power tools must be battery operated or 220 volts or lower.

Exhibitors/Contractors are responsible for electrical equipment to be properly wired and suitable to use within the venue.

The organisers reserve the right to inspect, test and remove any electrical equipment which appears defective or has inadequate evidence of electrical inspection. Such inspection costs will be charged to the exhibitor.

As the electricity supply is pulled from the venue floor to exhibitor stands, it is not possible to install or alter mains connections after stand construction has commenced. Stand power will be switched on 1 hour before the exhibition opens and off 30 minutes after it closes. If power is required outside these periods, including 24-hour power, please contact [Stand2gether](#)

Please note, additional charges will apply. Exhibitors/Contractors must order a sufficient number of sockets to prevent overloading.

### **ENTERTAINMENT ON STAND**

If you plan to have entertainment on your stand, you will need to provide details including date, timings and the numbers involved, and this will need to be reviewed and approved by Informa Markets. Please submit an **on-stand activities form**, see **Forms Section**.

Arrangements should be made with security, lighting and stand power, and additional costs may be incurred. All stand catering must be ordered via the Ahoy.

### **FIRST AID**

There will be a Medical Team present at the exhibition. For any first aid enquiries please report immediately to the Organiser's Office. Alternatively, please call the below number to reach Porter's Lodge: First Aid/Medical: +31 10 293 3124.

### **FLOOR LOADING**

The floor loading in the Exhibition Room is 700kg/m<sup>2</sup>. If you have any heavy loads entering the Exhibition Hall, please contact **EFI Logistics** directly.

### **FLOOR SAFETY MANAGEMENT**

Informa safety professionals shall monitor the stand activities and overall exhibition floor H&S risk exposure; as far as reasonably practicable, to safeguard;

- The assigned venue areas
- Encourage exhibitor appointed contractors to adopt good safety practices

- Removal and disposal of waste appropriately
- Monitor high risk activities
- Appropriate information, guidance, and supervision, on H&S issues
- Manage incidents/accident immediate scenes, including high potential near misses

Unsafe behaviour, or conditions may result in work being stopped and require additional controls to be implemented to correct issues prior to stand activities continuing. No resolution may result in offenders being asked to leave the site.

### **FLORAL & PLANT HIRE**

Floral Services can be hired from AlterExpo. Please refer to floral section in the [AlterExpo WebShop](#)

### **FORKLIFTS**

Exhibitors and contractors are not permitted to use their company's forklifts within the hall. All unloading by mechanical means must be ordered in advance from **EFI Logistics** <https://www.efilogistics.com/ie24>

Our on-site logistics supplier is **EFI Logistics**. It can help with all your transport and lifting requirements. Please contact them directly using the details in the contact information section within the manual.

To aid safer working practices, there will be no forklifts operating in the halls during the initial stages of breakdown until it is deemed safe by the organisers to do so. This is to ensure the safety of all those attending the exhibition.

### **GANGWAYS**

Emergency gangways **MUST** be kept clear at all times, and anything left in any gangway will be deemed rubbish by the cleaners and removed. Please ensure that your contractors are briefed on this matter.

Move-in/move-out will be targeted and controlled via a booking/pass system. Contact **EFI Logistics** to book in for unloading/re-loading. They will confirm time slots and allocate passes.

### **GIVEAWAYS AND PROMOTIONS**

If you intend to hold any competitions, such as raffles, draws or any other activity where money can be exchanged or prizes won by members of the public, please ensure compliance with your country's competitions laws.

Please note: Remove customer samples and promotional items, unless adequate hygiene controls are in place.

## **HEALTH AND SAFETY**

Intermodal Events maintain high standards of health and safety and require Exhibitors and Contractors to undertake their work in a safe way that does not put themselves or others at risk.

The standards and rules are outlined in **the Health & Safety** section, you can find key recommendations. It also outlines your responsibilities and those of your contractors. Therefore, we ask that you read this section very carefully.

## **INSURANCE**

The exhibitor is fully responsible for obtaining comprehensive insurance protection for their exhibits, display materials, personal property and staff personnel. The cover should be against all risks both in transit to/from, and on location at the exhibition for the entire show period. Informa Markets provides indemnity under contract as part of the terms and conditions that exhibitors are party to. If you have not signed a formal Informa Markets contract including insurance, you will not be covered by this agreement and no indemnity will be available. In this circumstance you must provide a copy of your insurance policy and be insured for Public Liability to a minimum level of £2,000,000 or €2,500,000 or \$3,000,000.

Any loss or damage that may occur during the show should immediately be notified to the Organizers and Security on-site. Please note that Exhibitor contracts do not cover stand contractors and any subsequent subcontractors, and as such contractors are now required to submit proof that they have adequate insurance cover.

Any questions relating to insurance and details of Informa's insurance policy should be directed to [insurance@informa.com](mailto:insurance@informa.com).

## **LATE WORKING**

All contractors and exhibitors are reminded that they must design their stand to ensure it can be completed and dismantled within the published stand build-up and breakdown times. Working outside of these times is not permitted.

## **MARKETING PORTAL**

The service provider for this year's marketing portal for exhibitors will be ASP. Any queries should be directed to Matthew Adams, Marketing Lead on [matthew.adams@informa.com](mailto:matthew.adams@informa.com)

## **MUSIC**

Music at your stand; live, mechanical, amplified, or acoustic? Always request permission in advance from the Buma/Stemra and SENA association. In almost all cases, you get permission to use the (world) music repertoire managed by Buma/Stemra and SENA for a certain amount per day.

Buma/Stemra pays out the copyrights to the composer/songwriter. SENA pays copyrights to performer(s) and record producers.

**Contact information:**

**Buma/Stemra**

Siriusdreef 22-28

Postbus 3080

2130 KB Hoofddorp

T +31 (0)23 799 79 99

[www.bumastemra.nl/en](http://www.bumastemra.nl/en)

**SENA**

Catharina van Renneslaan 8

1217 CX Hilversum

T +31 (0)35 625 17 00

[www.sena.nl/en](http://www.sena.nl/en)

**PARKING**

During the build-up and breakdown, all exhibitors possessing their build-up/ breakdown pass can park free of charge in P1 and P2 located behind Hall 1.

Please note: Parking is NOT permitted in P4/P6. P4/P6 is for unloading and loading only into Halls 1/P4, and Hall 2/P6.

**PUBLIC ADDRESS SYSTEM**

The public address system is for use by the organisers and authorities only. During the open period, only official and emergency messages will be broadcast.

**PHOTOGRAPHY & FILMING**

To avoid unnecessary canvassing of exhibitors and exhibition attendees, an official photographer has been appointed to undertake all photography for the show. No other photographers will be allowed into the hall without prior written consent from Informa Markets.

**RISK ASSESSMENT**

Shell scheme exhibitors must complete a risk assessment which covers the activities taking place on the stand during the open period of the event. This does not need to be sent to us, although you must be able to produce it on-site if asked.

Space-only exhibitors must submit a detailed construction phase plan, risk assessment, and stand build method statement to Abraxys. Contact them for further help and advice.

Abraxys Global

Tel: +44 (0) 208 747 2045

Email: [intermodal@abraxys.com](mailto:intermodal@abraxys.com)

### **SAFETY**

Your safety is our top priority. We have created a safety plan that you and your teams can be confident in, called Informa AllSecure. You'll see it, front and center at our shows.

Come to an Informa event and connect, learn, know more, and do more business, effectively, safely and with confidence.

Read what we're doing to protect you, here:

Watch: [All Secure video](#)

Visit: <https://www.informa.com/AllSecure>

### **SECURITY**

The Organiser's will take every reasonable precaution throughout the exhibition; however, Organiser's security is designed to secure exhibition hall not the contents of individual stands.

Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the Build Up, Breakdown or Open Hours of the show.

The Organisers cannot be held responsible for any loss, damage or accident that may occur to any Exhibitors' property or personnel; therefore, exhibitors must arrange full insurance cover – see INSURANCE in this section.

Additional individual security can be ordered from JNS Security Services, please contact [info@jnssecurityservices.nl](mailto:info@jnssecurityservices.nl)

### **SMOKING POLICY**

Smoking/vaping is prohibited in the exhibition areas, but ashtrays/trash units are supplied in external designated areas.

### **SOUND SYSTEMS**

If you wish to use a sound system, it is mandatory to make this known to the exhibition team in advance. You can do this by completing and submitting the **stand activities form**, see **Forms Section**.

### Requirements:

1. Please note that music reproduction from a DJ and/or performing live is only permitted after written permission from the Organizer.
2. The maximum permitted noise level for the hall is 85dBA, measured at 1 meter distance from each speaker. Transgression of the permitted noise level for special activities such as performances is only allowed after written permission from the Organizer.
3. Speakers should be focused on the stand area itself at all times. During the exhibition we perform constant noise checks. If the maximum 85 dBA is not maintained, we unfortunately have to take measures. The first two measures are warnings. If after 2 warnings the maximum decibels are still exceeded, we reserve the right to turn off the sound system.

### SPACE-ONLY STAND HEIGHT LIMITS

Maximum stand height is 4m for any ground-based structure, 6m for rigging. **Please note: It is not possible to erect anything higher without prior approval from the Organizer's.**

### SPECIAL EFFECTS

All special effects must be treated as special risks and are subject to strict controls following a risk assessment and the appropriate legal and venue requirements. Further information can be obtained by contacting [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com). Details must be submitted via the **on-stand activities form**.

Smoke generators and pyrotechnics are not allowed. Low-powered lasers may be used, subject to approval, and they must always project to a surface within the stand perimeter.

At no point should it be possible for the laser beam to reach the human eye, either directly, or via reflection or refraction. The operation of laser systems is subject to approval, and The Ahoy and Informa Markets, Informa Markets, must be notified in writing via the **on-stand activities form** of the use of such devices at least six weeks before the start of the stand build-up period.

### STORAGE

No excess stock, literature or packing cases may be stored around or behind your stand, due to the materials being a fire risk. If you require on-site storage, a place to store empty cartons, boxes, literature etc..... please contact **EFI Logistics** who will collect these from your stand, store them and redeliver them during the breakdown period.

**EFI** will operate a range of storage services at Intermodal including

- Standard storage for empty stand material pallets and cases
- Priority storage for exhibitor cases and pallets
- Full goods secure storage for tools, ladders, and full goods
- Accessible storage for replacement stand stock

These services must be booked through **EFI** in advance

<https://www.efilogistics.com/ie24>

Please email [ops@efilogistics.com](mailto:ops@efilogistics.com) for further information. Alternatively, please accommodate a storage area within your stand design.

### **SUSTAINABILITY**

We love sustainability – you'll hear us talk about it a lot. We are continuously looking for opportunities to improve our impact- environmentally, socially, and economically. You can find the exhibitor **Sustainability Checklist**. In the **Forms Section**.

### **TEMPORARY STAND STAFF**

All temporary staff must have a valid work permit when working at a show, failing to provide a permit upon random spot checks by local authorities will result in a penalty. It is your responsibility to ensure your staff have the required documentation, we recommend using the official temporary staff agency who are aware of the local legislation.

All temporary stand staff must have an exhibitor badge, please complete their details on the badge form.

You can find the temp staff order form. In the **Preferred Supplier Section**.

### **TRAFFIC REGULATIONS**

To ensure efficient delivery to the exhibition hall and an orderly flow of traffic during the build-up / breakdown, the Rotterdam Ahoy traffic regulations must be strictly observed.

**EFI** will operate a vehicle booking and pass system. Only vehicles booked in/displaying a pass will have access to the unloading area. Times are allocated according to load/location in the hall.

Please ensure all vehicles for offload are booked in via [Intermodal Europe 2024 Shipping & Handling | Efilogistics](#) If you have any questions about your deliveries, please contact: [ops@efilogistics.com](mailto:ops@efilogistics.com)

### **VEHICLES**

#### **Forklifts**

In the interests of safety, only vehicles from **EFI Logistics** are allowed in the exhibition halls at any time. All forklifts should be secured when not in use to prevent unauthorized use. In particular, keys must be removed when not attended.



### **Other vehicles**

No vans, trucks or cars will be allowed in the hall at any time.

### **Vehicles for Display**

Vehicles may not be displayed without written permission via the **on-stand activities form**. They must always be treated as a special risk and advice and permissions should be sought from Informa Markets. The vehicle must be made safe from risks of fire, fuel leakage and unauthorized use.

Motor vehicles used in stands must have minimum fuel, just enough to enter and leave the exhibition venue at the end of the event. Also, batteries have to remain disconnected while vehicles are in the stand.

Vehicles must have passed an MOT inspection or exhibitors must submit the corresponding certification from the country of origin.

### [VENUE HOUSE RULES](#)

#### **VISAS**

The organizers are not in a position to sponsor VISA applications. However, we can send a letter of participation to help your VISA process, please request via the [Visa form](#)

Your visa application is subject to local country rules and regulations, Informa Markets cannot be held responsible for any miscommunication or changes.

For any questions or assistance, contact the [Customer Service Team](#).

#### **WIRELESS INTERNET**

Intermodal Events Worldwide will provide a complimentary Wi-Fi network throughout the exhibition. This is public Wi-Fi and recommended for light browsing and checking emails only.

If you require dedicated internet access for anything business critical, such as stand presentations, you are advised to order cabled internet line. To place an order, please register via the [Ahoy WebShop](#).

#### **WATER & WASTE PIPED SERVICES**

Water and waste piping is available in certain areas of the hall only. If you require any piped services, please book via the [Ahoy WebShop](#), and supply a technical drawing to indicate where you require them. We cannot be held accountable for piped services being available at your stand location, this varies at each venue.

### **WATER FEATURES**

Water features which can come into contact with humans and/or create mists and sprays, such as fountains and spa baths, must be treated against the risk of spreading waterborne diseases. Of particular concern are the bacteria which cause Legionnaire's disease. Any such feature is considered a special risk requiring a separate risk assessment detailing how the risk is controlled through temperature control, water treatment and regular documented testing. Water treatment is a complex process and if you are considering using water as part of your stand display, we would strongly recommend employing an expert in water treatment and testing.

Approval from the organizers will be required for this activity and an **on-stand activities form** must be completed along with the additional risk assessment.

### **WASTE DISPOSAL**

Waste materials should never be left on-site. Exhibitors are responsible for ensuring everything is removed at the end of the show. This includes any waste left by your appointed contractor and all stand fitting materials, such as graphics, flooring, carpet/carpet tape, packaging materials and excess literature, both during the stand build-up and breakdown periods.

Waste removal is not free of charge and services should be pre-ordered in advance, via the [Ahoy WebShop](#)

General waste bins and skips are not provided within the halls. It is strongly recommended that you read the information on cleaning and waste within the venue regulations to ensure you have booked the required services - waste removal is significantly cheaper when ordered in advance.

Products, installations and stand materials that are not removed within the published time limits or are disposed of in an unauthorized way at the venue, will incur a waste disposal fee charged directly to the exhibitor to cover the cost of the appropriate disposal.

The Ahoy will deploy waste disposal consultants, who will monitor, identify, and assign waste generated to individual exhibitors and their contractors. The charges for waste removal will then be invoiced directly to the exhibitor/contractor.

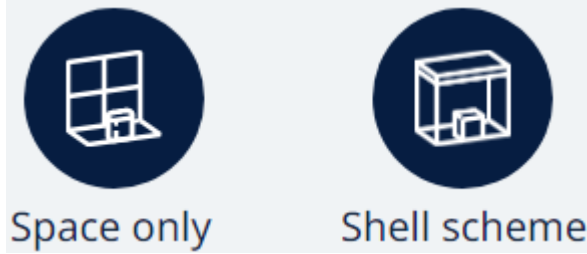
Couldn't find what you're looking for?

Contact the Customer Service Team [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com) for any further questions.

**SHELL SCHEME INFORMATION**

**Stand Type**

There are different stand types available at this Exhibition:



If you are unsure of what you have booked, please contact your Informa Markets Account Manager or Customer Service team at [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com)

Informa Markets has appointed AlterExpo as the official shell scheme contractor. It is fully responsible for the installation and supervision of all shell scheme stands and will also provide full on-site management and technical services.

Please note: Shell scheme stands will be available to exhibitors to take possession as below:  
**Midday - 12:00pm - Monday 11<sup>th</sup> November 2024**




**Shell Scheme stand design**

Please note that the visual of the shell scheme is for illustration purposes only and the stand you may have ordered may be built differently. For example: 3 open sides or a bigger stand with more panels (1m = 1 panel).

**Shell Scheme stand inclusions**

Exhibitors that booked a shell scheme stand package will receive a stand assembled to the following specifications.

<p><b><u>Shell Scheme Information</u></b></p>	<p><b>Ceiling</b> – Crossbeams are provided at certain points for stand stability.  <b>Carpet</b> – Grey carpet on rolls with plastic foil (Sustainable Rewind Carpet)  <b>Construction</b> – Sodem System  <b>Fascia Nameboard</b> - Orange MEWA103fascia panels (200mm high, visible area 200mm high) are provided on each open side supported by aluminium posts where necessary. The largest single span between support posts is 5 meters.  <b>Height</b> – Floor to top of wall 2500mm. Floor to underside of fascia 2300mm.  <b>Walling</b> – White lightweight wall panels 3-5mm thick. Visible surface</p>
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	<p>measuring 954mmx 2400mm</p> <p><b>Shell Scheme type:</b></p> <p><b>ISLAND SITES:</b> Please note that island sites booked as Shell Scheme will not include any walls.</p> <p>Please see below visuals of a Shell Scheme stand:</p> 
<p><i>Furniture and electrics package A price available on request please contact your sales representative.</i></p>	<p>1 x Medola 70 table (80 x 80 cm)                  2 x Asti chairs                  1 x Abano bin                  1 x 3 LED spotlight rail                  1 x socket outlet                  1 x 3KW mains power daytime</p> 
<p><i>Furniture and electrics package B price available on request please contact your sales representative.</i></p>	<p>1 x Medola 70 table (120 x 80 cm)                  4 x Asti chairs                  1 x Abano bin                  1 x Benevento lockable cabinet                  2 x 3 LED spotlight rail 1 x socket outlet                  1 x 3KW mains power daytime</p> 

### **SUSTAINABLE/SHOW READY STAND PACKAGES**

#### **EBRO Packages includes:**

- Recycled full carpet with plastic cover, free colour choice
- Back, and side walls 2m50h, luxury Aluvision frames
- Full graphics on both walls
- Long arm LED spots, 1 per 3m2
- 1 x multiple outlet

#### **RHONE Package includes:**

- Recycled full carpet with plastic cover, free colour choice
- Back, and side walls 2m50h, luxury Aluvision frames
- Sustainable white infill panels
- 2m2 storage room with lockable door
- 1 shelf & 1 coat hanger
- Reusable wooden frame, 3m50 H x 1m00 W x 3m00 D
- Full printed textile 3m00 H x 1m00 W
- Full printed textile 2m50 H x 2m00 W on side wall
- Long arm LED spots, 1 per 3m2
- 1 x multiple outlet

**\*Not included: Furniture, cleaning, and power supply, you will need to order that separately.**

If you want to enhance your show ready package, please contact **AlterExpo** for further information:

Email: [rd@alterexpo.be](mailto:rd@alterexpo.be)

### **BUILD-UP & BREAKDOWN SCHEDULE**

Please refer to the show **timetable** for dates and times of the build-up, show open days and breakdown.

Further details regarding the breakdown schedule will be distributed at the show.

### **SHELL SCHEME AND SUSTAINABLE/SHOWREADY STAND REGULATIONS**

Please refer to <https://www.informa.com/about-us/allsecure/> for up-to-date information, to ensure everyone involved is able to enjoy a safe, hygienic, productive, and high-quality organised event experience.

### **Carpet / Flooring**

The carpet colour is included within your shell scheme package provided by AlterExpo.

### **Damages**

Exhibitors are liable for any damage caused to buildings, floors, walls, or the shell scheme panels. Damaged shell scheme wall panels will be charged for at the full replacement value, not the hire value. Exhibitors must not apply paint, lacquer, adhesives, or coating to building columns, floors, or Shell Scheme. No bills, signs, floor coverings or other articles should be pasted, nailed, taped, or otherwise attached to the walls, floors, ceilings, columns, partitions, panels, or trim. Panels cannot be painted; however, you can request printed panels from [FullVison](#) at an additional cost. If you have any heavy display requirements, please contact [AlterExpo](#) for more detailed advice.

### **Electrics**

Electrics is not part of the shell scheme stand package; **AlterExpo** provides electrics packages for selection to accommodate your needs. To order, please go to the [AlterExpo Webshop](#)

### **Fascia Nameboard**

It is not possible to affix your own fascia or nameboard on top of the provided one. Should you wish to change the company name, please get in touch with [AlterExpo](#)

### **Furniture**

A comprehensive range of furniture is available for hire from **AlterExpo**. Exhibitors should go to the [AlterExpo Webshop](#) to book their furniture at stand or book a furniture package.

### **Fixtures, and fittings**

A comprehensive range of fixing components is also available for hire. Exhibitors with displays or exhibits to be fixed should send details to **AlterExpo** including, in the case of display panels, the material from which they are constructed and their total dimensions (height, width and depth).

- Exhibitors must ensure that all internal stand fitting and displays are contained within the boundary of their shell scheme stand and does not exceed 2.4 meters in height.
- No display materials or logos may be fixed to the shell scheme fascia / name panel.
- No fixings may be made to the walls however brackets are available for exhibitors display panels and signs. Please contact **AlterExpo** for a range of graphic options and a quote.
- Exhibitors may affix lightweight posters, materials etc., direct to the Shell Scheme walls with good quality double-sided adhesive pads or similar, however such material needs to be removed without damage to the wall panels. Any damage made to the panels will be charged back to the Exhibitor.

- If items such as LED TVs are being affixed; you must order a reinforced panel from the official general service contractor to ensure it is supported correctly.

### Graphics

To help with your graphics needs Full Vision has been appointed as the official supplier for graphics.

### Technical Specifications for Graphics

To view their products, including their sustainable custom-branded furniture alternatives. Orders can be placed easily and securely through their e-commerce website, <https://fullvision.co.uk/exhibitor-graphics/>. Please be advised the deadline to order graphics is the **10<sup>th</sup> October 2024**.

If you have any questions, concerns or are looking for something specific, please get in touch at [exhibitor@fullvision.co.uk](mailto:exhibitor@fullvision.co.uk); they are able to offer all variations of printing and would be happy to help in any way they can.

### Lightings

No lighting is provided for shell scheme stand booking. Exhibitors should book lightings at stand via the [AlterExpo Webshop](#)

### On-stand activities

For exhibitors planning to have any activities, products, displays, demonstrations on their stand; refer to the **General Information** for further guidance and complete the on-stand activities form with full details to gain approval.

### Power

All shell scheme stands are required to book power. Electrics packages are available to order offered by **Alter Expo**, [AlterExpo Webshop](#)

The power will be turned off 30 minutes after the show closes. If you require 24-hour power, please select this option at the time of ordering. As the exhibitor, it is your responsibility to order an adequate power supply for your stand. Failure to do this will result in delays on-site and could be a fire risk. On-site spot checks will be conducted by the venue. This includes appropriate temporary power supplies required for the build-up and breakdown periods.

Please note the following:

- Spotlight locations are determined by the supporting ceiling grid set-up. Where possible Alter Expo will try to accommodate specific requests.
- Your mains power supply will be placed at the discretion of **AlterExpo** unless otherwise indicated.

- The standard supplies of electrical current available in the exhibition halls are single-phase main 220 volts 50 hertz (Hz), line to neutral three phase main 380 volts 50Hz, 4-wire + 1-earth.
- A range of lighting and electrical fittings are available for hire from **AlterExpo**. Please see the electrics order form on the main **AlterExpo** ordering site for more information.

To aid the environment we continuously invest in the optimisation of energy consumption in our halls. Please do support us and ensure electrical goods are switched off daily unless they are required for services such as fridges and products.

### **Stands with 2, 3, 4 open sides**

Solid runs of walls along gangway edges or inside the stands should be no more than 50% of the respective stand length. This applies to all walls individually. This rule is to avoid interfering with the overall view of the halls, masking neighboring stands or hindering normal visitor traffic on the stand.

### **Rigging**

Rigging is not permitted for shell scheme exhibitors.

### **Sustainability**

Businesses worldwide have taken positive steps towards building a more sustainable future and like all industries, we're looking for ways to reduce our carbon footprint and the amount of waste our events produce.

As part of our efforts at Informa Markets to run sustainable and socially responsible events that have a limited impact on the environment, we want to partner with all our exhibitors to reduce the environmental impact.

Please review the **sustainability section** for more guidance on how you can reduce the impact on the environment as an exhibitor.

### **ADDITIONAL SHELL SCHEME OPTIONS**

Additional fittings and accessories for the shell scheme can be ordered using the order form via [AlterExpo Webshop](#) before the early bird deadline.



## **SPACE ONLY INFORMATION - EXHIBITORS**

### **Graphics**

To help with your graphics needs Full Vision has been appointed as the official supplier for graphics.

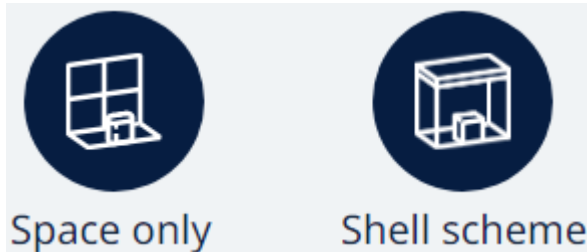
### **Technical Specifications for Graphics**

To view their products, including their sustainable custom-branded furniture alternatives. Orders can be placed easily and securely through their e-commerce website, <https://fullvision.co.uk/exhibitor-graphics/>. Please be advised the deadline to order graphics is the **10<sup>th</sup> October 2024**.

If you have any questions, concerns or are looking for something specific, please get in touch at [spaces@fullvision.co.uk](mailto:spaces@fullvision.co.uk); they can offer all variations of printing and would be happy to help in any way they can.

### **Stand Type**

There are different stand types available at this Exhibition:



If you are unsure of what you have booked, please contact your Informa Markets Account Manager or Customer Service team at [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com).

### **Space Only Exhibitor**

When booking a Space Only package, you will be provided with a clear, empty, and agreed upon dimension of floor space on the show floor. This means that the space provided will not include any fixtures, walling, floor covering, or electrics.

The design and production of the stand is the responsibility of the exhibitor and assembly, and dismantling must be done within the time available as detailed in the Event timetable above. Failure to complete the stand within the published time schedule will result in additional fees invoiced to you, the Exhibitor.

It is your responsibility to insure and keep insured from and against any loss, damage, cost, claim, or expense suffered or incurred arising out of or in connection with any:

- i. act or omission of any personnel in respect of the performance of the Services for the Event, including, without limitation, any loss of or damage to any property or injury/illness to or death of any person resulting therefrom, and
- ii. any breach by any personnel of any warranty, representation and/or undertaking set out in this Agreement

Please refer to <https://www.informa.com/about-us/allsecure/> for up-to-date measures to ensure everyone involved is able to enjoy a safe, hygienic, productive, and high-quality organised event experience.

### **Stand Plan Approval**

To collectively work together at the event and make sure we deliver of the highest quality production as well as work to the required standards of the venue and local authority, professional scale drawings showing all proposed construction must be submitted and approved.

### **Stand Design Submission**

As a space only exhibitor, you will need to appoint a contractor to design and build your stand. Once you have done this, please follow the steps below to complete your stand design submission.

Tell us who you have appointed as your contractor, [Nominate your Contractor](#)

1. Abraxys will contact your nominated contractor with a link to a form to complete to submit the stand design.
2. Your Contractor will need to submit the information requested by the form. This will include copies of your stand design, method statement and risk assessment documents.
3. Abraxys will review the submitted stand design and be in touch with your stand contractor to request any further information required.

Once submitted, if you need to contact Abraxys, our health and safety partner, about your submission you can do so at: [intermodal@abraxys.com](mailto:intermodal@abraxys.com)

Please note complex stands are subject to venue approval as well prior to build.

### **IMPORTANT DEADLINES**

Nominated Contractor Form

**September 13th, 2024**

Space Only Stand Submission  
(Complex, and Non-Complex)

**September 27<sup>th</sup>, 2024**

### **Stand Plan Inspection (SPI) FEE**

SPI fees must be paid in full to obtain the Permission to Build certificate. Receipt of a Permission to Build Certificate is required to commence stand build.

All fees are charged per stand and can be paid via the online shop. Fees for pavilions will be reviewed on an individual basis.

Invoices available upon request, they must be requested by the plan deadline of: **September 27<sup>th</sup>, 2024.**

Where additional fees apply, full payment will be required before permission to commence build is issued by Abraxys Global using the link here to SPI fee.

In GB Pounds:

- SPI: <https://www.abraxys.com/online-store/Intermodal-Europe-2024-Stand-Plan-Inspection-and-Better-Stands-Reporting-p535422488>

In Euro:

- SPI: <https://www.abraxyseuro.online/online-store/Intermodal-Europe-2024-Stand-Plan-Inspection-and-Better-Stands-Reporting-Fee-p535439890>

### **Stand Design Regulations**

Your contractor will need to submit stand designs as well as health and safety documentation prior to building. We'll then be able to give you permission to build, alongside local legislation, venue regulations and these guidelines. We'll also spot check these onsite at the show.

You might find that double storey/ double-decker charges are applicable. The Sales team will contact you to confirm fees.

We are likely to reject any stand design that looks like it might:

- Be structurally unsafe
- Does not conform to the specifications listed in the full **Contractor Space Only Regulations Section**
- Causes obstruction to neighboring stands

For any queries relating to stand design submission contact: [intermodal@abraxys.com](mailto:intermodal@abraxys.com)

### Exhibitor Regulations

- Make sure you have the right number of staff onsite to finish the stand construction within the given build-up **timetable**. If you don't complete your stand on time, you will be charged additional fees
- Make sure you also don't plan for late working – past the allotted hours – as this will be charged to you too
- Make sure all of your stand fittings and waste materials are cleared from the Halls and from the loading bays by the end of the buildup / break down period
- Make sure you're insured against any loss, damage, cost, claim, or expense suffered or incurred arising out of or in connection with any:
  - i. act or omission of any personnel in respect of the performance of the Services for the Event, including, without limitation, any loss of or damage to any property or injury/illness to or death of any person resulting therefrom, and
  - ii. any breach by any personnel of any warranty, representation and/or undertaking set out in this Agreement

### Contractor Selection

Here's some top tips for finding the right contractor:

- Ask for references, check their experience and previous work within the country where the event takes place
- Check the number of stands the Contractor has committed to for this event
- Confirm whether they will be sub-contracting
- Confirm the number and competence of workforce allocated to your stand
- Check their health & safety policies
- Check if they have adequate public liability insurance
- Confirm the time required to build the stand - as per the Event Timetable
- Agree a completion time on final build day – providing you time to prepare for show open within the build-up time schedule
- Insist on a financial guarantee against the agreed completion date and time and do not pre-pay the entire sum before the work has been completed to your satisfaction

Your nominated contractor has a duty of care to ensure the health, safety and welfare of their employees, subcontractors and the associated activities being undertaken, without impact on others' safety.



If you need help with sourcing a professional Stand Contractor that can work according to the quality and health and safety standards that we expect to see at our events, we can recommend our preferred partners.

If you are contacted by another supplier claiming to be an official supplier, please ask to see its official Informa Markets stamp of approval.

As a preferred Space Only Stand Builder at Intermodal Europe 2024, we've appointed **AlterExpo**. **AlterExpo** brings with them a wealth of experience in creating eye catching stands.

**AlterExpo** has been selected by Informa Markets to be one of their official partners in Stand Building for their creativity, customer care, and an experienced team and are working with us on our shell scheme builds.

### **Rigging**

Rigging is only permitted above your space-only stand (no shell scheme exhibitors).

If you'd like to request rigging, please complete the form via the [Ahoy WebShop](#) and the **Stand2gether** rigging team will get in touch once it has been approved by the exhibition organizers.

All Rigging must be included in your stand design and also approved by Abraxys before ordering services. All rigging-related services must be carried out by the **Stand2gether** rigging team.

### **Sustainability**

Businesses worldwide have taken positive steps towards building a more sustainable future and like all industries, we're looking for ways to reduce our carbon footprint and the amount of waste our events produce.

Before planning your stand design at the event, we want to firstly invite you to review the **sustainability section** for more guidance on how you can reduce the impact on the environment through your stand.



As part of our efforts at Informa Markets to run sustainable and socially responsible events that have a limited impact on the environment, we want to partner with all our exhibitors to eliminate disposable stands and reduce the environmental impact.

That's where the Informa Markets Better Stands Program comes in. We're helping all our exhibitors to eliminate disposable stands and replace them with better-quality, environmentally friendly alternatives built with reusable materials which can be repurposed for future events.

What is allowed?	What isn't?
<ul style="list-style-type: none"><li>• All core elements i.e. walls, archways, counters etc. must be constructed with reusable materials e.g. system build or stock panels.</li><li>• The stand structure must be prefabricated and ready to assemble onsite.</li><li>• Final adjustments to prefabricated pieces for fitting purposes is allowed.</li><li>• Final coat of acceptable TVOC paints for repair purposes only.</li><li>• Floor flats and system floors must be cut to size before coming onsite and be recyclable and/or reusable.</li><li>• The use of LED lighting.</li><li>• The use of recycled carpet, vinyl flooring, other floor coverings.</li></ul>	<ul style="list-style-type: none"><li>• The use of one-time MDF panels or similar raw materials planned to be cut down to size onsite.</li><li>• The use of other raw materials to construct core structural elements i.e. walls, archways, floor systems, counters etc. that are not planned to be reused or recycled after use.</li><li>• Construction of any stand components from single use materials.</li><li>• Building onsite from scratch any core stand elements.</li><li>• The use of incandescent light bulbs.</li><li>• The use of non-recycled or recyclable carpet, PVC vinyl flooring or other floorcoverings.</li></ul>

Major breaches of the regulations will result in formal written notification, together with continual improvement actions and the potential for financial penalties for repeat offenders.

**What do you have to do?**

Read the Better Stands regulations and ensure your stand contractor is following the regulations, see **Forms Section**.

If you require any further information or guidance on the Better Stands program, please contact our customer service department - [intermodalcustomerservice@informa.com](mailto:intermodalcustomerservice@informa.com)

## **SPACE ONLY REGULATIONS - CONTRACTORS**

Please refer to <https://www.informa.com/about-us/allsecure/> to ensure everyone involved can enjoy a safe, hygienic, productive, and high-quality organised event experience.

### **What you need to know**

If you are working for an exhibitor, as the nominated contractor you will be responsible to:

- Prepare a custom stand design
- Organizing the onsite build and breakdown
- Work together with others to ensure health and safety

The essential areas to assist you are listed within this section to help plan and organize the job without unnecessary risk.

It is your responsibility to ensure that you bring enough people onsite to finish the stand construction within the given build-up timetables (CTA to Show Timetable). Failure to complete the stand within the published time schedule will result in additional fees invoiced to the Exhibitor.

### **Exhibitors and contractors should plan to ensure that late working is not required**

Contractor's shall insure and keep insured Informa Markets from and against any loss, damage, cost, claim or expense suffered or incurred by Informa Markets arising out of or in connection with any: (i) act or omission of Contractor and/or any of its personnel and/or any of its sub-contractors in respect of the performance of the Services for the Event, including, without limitation, any loss of or damage to any property or injury/illness to or death of any person resulting therefrom, and (ii) any breach by Contractor and/or any of its personnel and/or any of its sub-contractors of any warranty, representation and/or undertaking set out in this Agreement.

### **Stand Design Criteria**

Contractors are expected to check the presence of columns, rigging points, utilities, and height restrictions on a technical floor plan before submitting stand designs. Informa Markets is not responsible for issues arising as a result of the above.

### **Submittal of the proposed Stand Design(s) is required by:**

- **Friday 27<sup>th</sup> September 2024 (non-complex, and complex designs)**

Stand designs must be submitted in a timely manner, for them to be reviewed and approved by Abraxys Global, Informa Markets and/ or venue.



You are required to submit the required documentation to design and build custom stands for a nominated area of floor space. Stand designs must be submitted in a timely manner, for them to be reviewed and approved by Informa Markets and the Venue prior to building, when applicable.

For any queries relating to stand design submission contact [intermodal@abraxys.com](mailto:intermodal@abraxys.com)

Please note complex stands are subject to venue approval as well prior to build.

**Non-complex designs are defined as:**

- Maximum stands height is 4m for any ground base structure, 6m for rigging, and below (This includes the height of any raised platform)
- Single storey stands
- Light Exhibits / Pop-up structure

**All 'non-complex' defined stands shall provide:**

- Accurate 3-D views showing all sides, top view, and angled views.
- Detailed technical drawings with clear dimensions, sectional views, and support details
- Risk Assessment, Method Statement
- Exhibitor Appointed Contractor Agreement
- Proper Electrical layout
- A construction Phase Plan including, but not limited to:
  - Size of onsite team during build and breakdown
  - Equipment requirements
  - Proposed stand materials and fire protection measures

All drawings must be 'to scale', the scale clearly marked. The scale should not be smaller than 1:50.

All nominated contractors must hold adequate (2 million USD) public liability insurance and have evidence available of valid insurance upon request.

All information must be in English and shall state the:

- Exhibiting company's name
- Stand number
- Contractor contact name and number

**Complex stand technical plans shall be provided in addition to the non-complex documentation:**

- Structural calculations stamped by an Engineer/Company, with author of the calculations, title, and date of drawing & full contact details

- Floor load per m<sup>2</sup>
- Structural drawings showing connections, base plate sizes, ramp, handrail, and staircase details
- Hanging structure: rigging points layout with material, weight, and support details
- Platforms and stages; stability and support details, step raiser and load calculations
- Details about the maximum horizontal impact strength of any walling or handrail element (should be minimum 1kN per m)

### **Complex Structures – Platforms**

- Any raised platforms and stages over 0.6m in height, and all platforms and stages for public use, are deemed to be complex structures and the procedures for complex structures must be followed.
- Temporary platforms and stages should be assembled in accordance with engineering documentation that comprises drawings, calculations, and specifications, all prepared by a competent person.
- Please ensure that consideration is given to accessibility for people with disabilities when planning your platform.

### **Complex Structures – Rigged Elements**

#### ***We do not allow double storey stands at Intermodal Europe***

- All suspended elements which are constructed from either a timber and/or metal structure will be deemed as complex structures. Suspended elements consist of canopy, fascia or trusses clad with timber etc.  
Fabric banners, Foamex signs, screens, lighting trusses, AV equipment, lighting bars will not require structural sign off.
- Submission of information should be in the form of drawings and calculations, not photographs or rough sketches.
- Drawings should contain enough detail to show exactly how the stand will be rigged, including connection details between the venue rigging points & suspended elements and construction details of the rigged element.
- Calculations must show that the rigged elements are capable of spanning between rigging points. Lifting tackles are to be proved capable of supporting the weight of the elements. Lifting points should be clearly indicated in the drawing(s) together with magnitude of load for each individual suspension point. A factor of Safety of 1.5 should apply to the rigging load. If standard trusses are incorporated into support the elements, calculations are to be provided to prove its capacity.
- All lifting equipment/lifting tackle (i.e., eye bolts, threaded rod, steel cables, and hooks) should comply with all current, relevant legislation and must be rated. Test certificates should be made available for inspection.
- In some venues stands will not be allowed to suspend as well as ground support. In these venues suspended elements must be separated.

- Can you please add that all rigged elements must have a 1m clear distance from adjoining neighbors.
- Rigging can be positioned up to the gangway edge.

**Stand Plan Inspection (SPI) fees**

SPI fees must be paid in full to obtain the Permission to Build certificate. Receipt of a Permission to Build Certificate is only an authorization to start stand build.

All Space Only exhibitors are responsible for designing and constructing their stands area. Full technical plans, along with a Construction Phase Plan, Risk Assessment and Method Statement must be submitted online by **Friday 27<sup>th</sup> September 2024** (non-complex, and complex designs) to gain permission to build.

You or your stand contractor should make payment for the Stand Inspection fees via [Intermodal Europe 2024 \(Abraxys Global Website\)](#). The Stand Inspection fee is £175+VAT\*. Please note, a surcharge will apply after the deadline date.

Stand Plan Inspection fee	£175 (excl. VAT)
Complex Structure fee	£300 + (excl. VAT
Better Stands fee	£85 + (excl. VAT

*\* When making your payment through Abraxys Retail, the total figure will include VAT. This can be removed upon evidence of a valid VAT number to Abraxys. £175+VAT\*.*

**If you would like to request rigging on your stand, please complete the rigging order form via the [Ahoy WebShop](#).**

Please refer to the [e-guide](#) for rules and regulations.

Please be advised there may be sponsorship or media-related charges applied.

If you have been granted permission to rig your stand will be classed as a ‘complex’ structure (except for banner signage) and you will be invoiced an additional complex structure fee on top of your stand audit fee directly from Abraxys Global who are the Official Stand Auditors. It is also your responsibility to order and make payment for all rigging points and associated production costs. All complex stand plans must be submitted by **Friday 27<sup>th</sup> September 2024**.

**DUE TO HEALTH & SAFETY REGULATIONS, YOU ARE ADVISED THAT AT CERTAIN TIMES DURING THE BUILD-UP AND BREAKDOWN, VARIOUS PARTS OF THE HALL MAY BE HARD HAT**

**AREAS. IT IS YOUR RESPONSIBILITY TO ENSURE YOUR STAFF AND SUBCONTRACTORS ARE AWARE OF THIS.**

Where additional fees apply, full payment will be required before permission to commence build is issued by Abraxys Global.

**Making Payments and Submission Timelines**

Please note that payment will only be accepted at the rate in force at the time and must accompany submission of drawings etc.

Complex stands are subject to strict venue building controls. Completed stands will require a structural engineer's certificate to check loadings, foundations, and the Integrity of suspended items. Additional fees may be applicable for a structural engineering report or inspection.

**Submission Timelines and fees**

You will need to submit your Stand Design for Permission to Build before **Friday 27<sup>th</sup> September 2024** for complex designs, or by **Friday 27<sup>th</sup> September 2024** for non-complex designs.

**NOTE:** Late submissions may incur additional fees and failure to meet multiple deadline requests may result in permission to build a custom space only stand being removed, and alternative stand options mandated, removing the need for your services.

**Permission to Build**

Informa Markets have the right to reject any stand plan submissions that they deemed:

- Structurally unsafe
- Not conform to the online exhibitor manual stand plan criteria
- To cause impact to surrounding stands
- Non-technical. Hand drawn sketches and/or photograph images will be rejected.

**NOTE:**

- 1) Stands should not be prefabricated without receiving the 'Permission to Build' acceptance confirmation from Informa Markets or assigned health and safety consultancy.
- 2) Please note also that receipt of a Permission to Build is only an authorization to start building the stand - regular checks will be made on each stand to ensure the appropriate use of materials, structural integrity, etc. If our safety advisors are concerned about the above in any way, we reserve the absolute right to terminate any stand construction.

Structural buildings must be constructed to the permitted design ONLY and any deviation will require a new stand design review and associated fees to be applied.

### **Space Only Regulations – Contractors**

Minimum area required for a Space only Stands: 18m<sup>2</sup>

### **Anchoring Stands**

No foundation may be drilled into the venue floor. Suitable anchorage must be installed. Pavilions' wall, ceilings, structures, and technical installations may not be used to anchor stand elements, which should be in any case self-supporting.

### **Asbestos and other Hazardous Materials**

Employment or use of building materials that contain asbestos or products that contain asbestos or any other hazardous materials is prohibited.

### **Balloons**

The sale or distribution of gas-filled balloons at the Rotterdam Ahoy requires written permission from the organisers and the venue. Exhibitors will be responsible for any costs incurred for the removal of balloons from the ceiling and any damages they may cause.

### **Building Works & Fixing**

No paint, adhesives, fixings, attachments to / or penetration of the fabric, structure or floors of the venue shall be permitted. In case there's damage to the venue, a fine will be imposed as per the quote that Informa Markets receives from the venue to make good their property.

### **Ceiling**

Totally enclosed ceilings are strictly prohibited – they must have an open space of over 50% of the total stand area to ensure fire prevention safety.

Ceiling materials must be of a fabric material, which should be fire retardant and not impede actions of a sprinkler system (i.e., a mesh no denser than 50%); a certificate must be submitted to the Organizer's at the time of the stand design submission.

All stands with ceilings will need to provide fire extinguishers on the ground floor.

### **Container(s)**

If you are planning on exhibiting container(s), please note that you need to fill in the on-stand activity form, risk assessment, and **EFI Logistics** container form.

### **Cooking on your stand & installations**

Cooking on stands is not permitted due to the wide health and safety and hygiene issues involved. The official caterers can supply a wide range of catering.

### **Damage**

Any and all damage caused by contractors/exhibitors or their agents on the exhibition grounds, in its buildings, or to their equipment or furnishings shall be remedied by the Organizer at their expense following the close of the event involved.

### **Equipment Use: Plant, Machinery, Scaffold Towers, Ladders, Cranes, Forklifts**

The use of machinery/scaffold towers, ladders or any other identified equipment shall only be used by competent parties. Required equipment use must be listed within your risk assessment to plan for safe usage.

Cranes and forklifts can only be handled by the organisers' freight forwarding company, **EFI Logistics**. Exhibitors/contractors are not allowed to engage or hire their own forklifts: these are strictly prohibited for safety reasons.

### **Health & Safety**

Contractors are responsible for operational safety and maintaining compliance with occupational health and safety and accident prevention regulations on their stands. Make sure to read the complete **Health, Safety & Security** section.

### **Heating, gas, ventilation and air-conditioning**

All halls are equipped with heating, ventilation, and air-conditioning systems. These systems will be operational as required throughout events.

- Pressurized gas and liquefied gas systems  
Storage or use of pressurized or liquefied gases in exhibition halls and on outdoor exhibition areas without the written approval of the Organizer is prohibited.
- Combustible pastes and other fuels  
Heating or cooking devices fired by wood, coal, gas, combustible liquids, or combustible pastes are prohibited.

### **Height Limits**

The maximum height allowed for any form of single storey stand build, including floor platforms, is 4m, where the height limit permits, and 6m for rigging.

### **Machines**

If you are planning on exhibiting a machine, a container please note that you need to fill in the on-stand activity form, risk assessment, and **EFI Logistics** container form. These forms are mandatory to complete.

### **Obstructing Gangways**

No part of any stand or exhibit, including fascia, signs, lighting, corner posts, etc., shall project

into or over the gangway or obscure any fire or exit signs and the Organizer reserve the right to remove any such item.

***It is strictly forbidden to build across gangways. Emergency gangways must always be kept clear.***

### **On-stand Activities/Special Risk Items & Exhibits**

For more information on having high risk items such as water features, heavy machinery, vehicle movement, contact Abraxys Global as further approval will be required.

### **Outages**

Informa Markets should be notified immediately in the event of any outages of utilities, such as electricity, water, compressed air, heating, ventilation, or telecommunications systems, etc.

Informa Markets assumes no liability for any losses or damage due to such outages.

Where an exhibitor's fitting is found to be the cause of such an outage (faulty electrical item, wireless device causing interference etc.) then that item shall be isolated for the benefit of adjacent exhibitors or other affected by its failure or non-compliance. Where it is not physically possible to isolate the item within a suitably short timescale, then power to the stand where the item is located will be isolated until such time that effective repairs/ replacement may be made.

### **Outside/Concourse Stands**

Drywall sanding in the concourses can only take place with vacuum bags and with correct PPE. Cutting, welding, grinding or spray painting will not be permitted. It is a mandatory rule that all Space Only stands on the concourse that require a platform must protect the marble flooring both under the stand and the area occupied with the construction material.

The maximum height of any stand outside and in the Concourse is 4 meters. No Multi-Storey stands, and Rigging will be permitted.

### **Pillars on Stand**

If there are pillars within the stand space, these may be enclosed up to the maximum height of your stand. It is recommended to add a 20cm margins to the pillars to avoid any damage. Painting, wallpapering, or affixing anything directly on/to the pillars are prohibited. Fire extinguishers and technical installations on pillars always need to remain accessible.

### **Platform / Floor Covering**

- Space Only stands will not be carpeted, it is the responsibility of all space only exhibitors to lay their own appropriate floor covering.  
Carpet may only be stuck down using venue approved carpet tape, which the

contractor/exhibitor must remove without a trace once the event is over. The carpet must also be removed at the end of the event. Leaving carpet and/ or tape behind may result in additional cost to be charged to the Exhibitor.

- All Space Only stands should be made to install a raised platform for cable management to avoid any cable ramps. The general height should not exceed 100mm and must include a ramp for disabled access.
- All corners of the raised flooring must be rounded off or protected.
- If a service duct is located or partially located under your stand you must ensure that the duct is accessible with a hatch

### Rigging

Rigging is only permissible for Space Only Stands and must comply with the maximum building height of your stand. For the sake of clarity, this is measured to the top of the truss, including any projections above it. Truss heights will be checked via laser-measure.

All Rigging must be included in your stand design and approved by Abraxys before ordering services.

Rigging is allowed at a maximum of 6m from the hall floor. All banners must have a distance of 1m from their adjoining neighbours' walls/rigged banners for safety. Rigging can be right up to the gangway edge of the stand and not hanging over any gangways. Items should be delivered during Build Up together with a submitted stand design and detailed assembly and location instructions. This should be organised with your contractor.

If permitted, all rigging must be carried out by **the Rotterdam Ahoy**. Orders must be placed by the deadline date shown on the **Rotterdam Ahoy Ordering Site in the forms section of the manual**. Any orders received after this date may be subject to a surcharge and additional crew costs.

There are varying permissible loadings in the Exhibition Hall. Due to the variation and complexity of loadings it is essential that weights, heights, positions, and dimensions of items to be rigged are supplied to the **Rotterdam Ahoy** as soon as possible.

Please refer to the **Rotterdam Ahoy WebShop Ordering Site**. and supply all the required information so that the **Rotterdam Ahoy** can make a correct quotation. If the information provided is not consistent with the materials brought on site, additional costs may be charged to the Exhibitor.

Please note that the provision of incomplete or incorrect information may lead to items not being able to be rigged on site. Lighting bars/gantries which have attachments such as cladding or banners will be subject to additional structural checks which may be charged for. All proposals for rigging must include a description of all materials used, method of construction, weight per suspension point and description of all fixings and total of overall weight. Banners deemed complex will require a



secondary level of review and approval by the Organiser's appointed structural engineer. All technical information regarding your banner must be submitted with your stand plan submission and included in technical stand drawings and visuals submitted.

### **Stand Numbering**

To enable visitors to find your stand and to navigate their way around, it is **compulsory** that you include a stand number prominently on your stand.

### **Travel Distance**

Travel distance is the distance from the most remote part of the stand. The maximum travel distance from any part of a stand to the aisle must not exceed 10 meters.

### **Walling**

Long runs of walling must be avoided along sides open to gangways. Only 50% of any open side to an aisle can be constructed with solid walling or fixings – 50% must be accessible. The only exception to this is 100% clear panelling or glazing – this may not be tinted, frosted, have graphics or blinds, and must remain clear for the duration of the event.

Exhibits and walling should be positioned in such a way as not to obstruct the view of the exhibition or adjacent stands and Informa Markets reserve the right to refuse any designs, or request amendments to designs, which in their opinion have a detrimental effect to neighboring exhibitors or the overall look of the exhibition.

- Where the stand is adjacent to another, a dividing wall between your neighboring stand must be built. The minimum height for a dividing wall is 2.5m and maximum is 4m high.
- Stands that neighbor Shell Scheme stands are not permitted to attach any materials to the Shell Scheme and must deduct 55mm from the overall stand measurements to ensure they fit within the allotted space.
- Walls above 2.5m which overlook adjoining stands must be finished neatly to the satisfaction of the Organizer, in a plain and neutral white colour with no advertising or branding
- Wall panels that face open gangways must be decorated with display graphics and not be left plain.
- All Space Only stands must provide their own solid back wall and / or side wall. Use of existing venue wall or neighboring stand wall will not be permitted.
- Enclosed meeting rooms of more than 50% length at a gangway open side of the stand are not allowed, with or without clear paneling or glazing as they still obstruct the view.

### **Glass walls and mirrors**

Any furnishing or wall elements made with full length glass or mirrors must be properly marked and protected from impact. Glass walls used must comply with current standards with regards

to their characteristics and installation system. If glass walls are installed along the routes used by the public, they must be shatterproof. Glass walls must comply, in terms of glass type and installation, with current UNI standards.

### **Water Supply, Drainage and Compressed Air**

Water, waste piping, and compressed air is available in certain areas of the hall only. If you require any piped services, please book via the [Ahoy WebShop](#), and supply a technical drawing to indicate where you require them. We cannot be held accountable for piped services being available at your stand location, this varies at each venue.

### **Sustainability - Better Stands Program**

Exhibitions are temporary, but they leave behind a permanent positive impact. They play a vital role connecting people from across the world to share knowledge, build relationships and do business. But there are some things we'd like to do better. Like all industries, we're looking for ways to reduce our carbon footprint and the amount of waste our events produce.

Informa Markets is committed to running sustainable, socially responsible events that have a limited impact on the environment. Disposable, single use stands, which make up the bulk of a typical show floor, have a detrimental impact on the environment, both during construction and removal.

**Better Stands** will target disposable stands replacing them with higher-quality reusable structures made with sustainable materials. To reduce environmental impact, mitigate health and safety risks and maximize build and breakdown times, new regulations shall review proposed materials as part of the stand design process. This will be prior to permission to build acceptance and subject to onsite checks.



**Major breaches of the regulations will result in formal written notification, together with continual improvement actions and the potential for financial penalties for repeat offenders.**

What is allowed?	What isn't?
<p>All core elements i.e. walls, archways, counters etc. must be constructed with reusable materials e.g. system build or stock panels.</p> <p>The stand structure must be prefabricated and ready to assemble onsite.</p> <p>Final adjustments to prefabricated pieces for fitting purposes is allowed.</p> <p>Final coat of acceptable TVOC paints for repair purposes only.</p> <p>Floor flats and system floors must be cut to size before coming onsite and be recyclable and/or reusable.</p> <p>The use of LED lighting.</p> <p>The use of recycled carpet, eco vinyl flooring, other floor coverings.</p>	<p>The use of one-time MDF panels or similar raw materials planned to be cutting to size onsite.</p> <p>The use of 'other' raw materials to construct core structural elements i.e. walls, archways, floor systems, counters etc. that are not planned to be reused or recycled after use.</p> <p>Construction of any stand components from single use materials.</p> <p>Building from scratch onsite of any stand core elements.</p> <p>The use of incandescent light bulbs.</p> <p>The use of non-recycled carpet, PVC vinyl flooring, and other floor coverings.</p>

## **HEALTH, SAFETY & SECURITY**

**Health and safety have always been a priority at every exhibition that is undertaken by Informa Markets.**

This section is designed to give you guidance to assist you with your legal responsibilities to ensure the health, safety and welfare of you, your colleagues, and contractors, as well as everyone involved with the event. Please remember that failing to do can lead to prosecution, other legal sanctions, and very significant financial sanctions. More importantly, however, it may also lead to people being badly hurt or worse. Please do not leave health and safety issues to the last minute. The earlier we have your information the better the support we can give you.

### **Participation**

Exhibitors and contractors shall demonstrate a commitment to the health, safety, and welfare of their people by;

- Taking, as reasonably as practicable measures to prevent injury or ill health
- Providing a safe and healthy work area related to all associated stand activities
- Ensuring the Informa Markets Health and Safety (H&S) Policy and related objectives are implemented
- Extending safe conditions responsibilities to contracted services when outsourced
- Communicating the importance of H&S with your appointed contractor(s) / sub-contractor(s), and extending safe conditions responsibilities to those services contracted

### **[Informa Health and Safety Statement](#)**

#### **Roles and Responsibilities**

Informa Markets shall enforce the requirements of the venue to maintain a safe environment and reduce any impact on the venue conditions.

Exhibitors shall assume accountability for all relevant stand activities and outsourced (sub) contracted services. Contractor appointments cannot transfer an exhibitor's liability and it is an exhibitor's responsibility to ensure relevant H&S legislation and safe systems of work during construction and dismantlement are adhered to at all times. An exhibitor's H&S responsibility does not finish until the dismantling works are completed safely and the halls are vacated.

Informa Markets shall provide sufficient competent supervision during the entire tenancy.

The exhibitor shall appoint a competent Contractor to supply adequate resources e.g., manpower and materials, to design and/or control the safe build up, use and dismantlement of

temporary structures to maintain safe conditions for themselves and others at all times. Exhibitors are required to ensure contractors and stand design details are submitted on time. Exhibitors and contractors can seek H&S guidance on their obligations, throughout this manual and via the appointed H&S Contractor / Informa Technical Services (listed below) on any matters relating to appropriate H&S legislation, regulations, and standards.

Abraxys Global Limited [intermodal@abraxys.com](mailto:intermodal@abraxys.com)

Subcontracted services are still the responsibility of you as the nominated contractor and you shall ensure they are competent to undertake work and always maintain safe conditions for themselves and others.

### **Actions to address Health and Safety Risk**

Assessing risks related to all stand activities is one way to ensure a controlled safe environment.

A risk assessment document should be submitted to demonstrate known hazards before any action is implemented. The steps to assess risks associated with stand activities are:

- Identify activities to be undertaken
- Identify the hazards associated with those activities
- Describe control measures that you have in place to avoid bodily harm
- Rate risk level (Low / Medium / High)

### **Risk Assessment Template**

Together we can put controls in place to create a safe and secure environment at our shows. We provide referenced sources such as G-Guides in multiple languages to help you along your journey of acceptable control measures and level of risks. We have also appointed Health and Safety partners/technical services that offer a secondary resource to referred materials.

We want to support you as you drive attention and promotion to your stand through on-stand activities, while making sure we are aware of health and safety. To get approvals, carry out an assessment, which you can find under the General Information section. If after an assessment, should any practice be considered dangerous or detrimental to the show, we are likely to reject or restrict those practices.

### **Hazard Identification considerations:**

- Design, assembly, construction, dismantling, and disposal
- Quality of contracted services
- On-stand activities
- People with access to the stand and activities (staff, contractors, and visitors)
- People that are close to the stand that could be affected by the activities

### Awareness

It's important to be vigilant of what you're doing and aware of your surroundings. Make sure that all people, including your outsourced contracted services, are aware of the following Health and Safety requirements. This can be done with simple steps by:

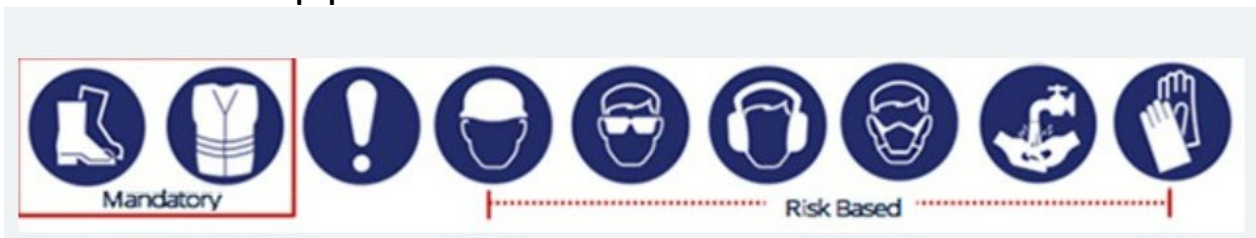
Understanding of the venue and floor plan. It helps to know where exactly you are always on the show floor and have an awareness of your surroundings.

Remember the venue's emergency arrangements such as escape routes and assembly points. Using appropriate Personal Protective Equipment for required tasks goes a long way. When in doubt, always coordinate your activities with the organizer. This way you know what you're doing is right.

Make sure that everyone is educated on the safety protocols by attending the onsite Health and Safety induction/training and be updated on the site safety rules and regulations. Be updated on various procedures such as the registration safety process, onsite sign in and sign out process as well as knowing which acts are dangerous.

Ensuring that no form of modern slavery, forced or coerced labour, human trafficking, or child labour is taking place.

### Personal Protective Equipment



All onsite individuals must be familiar with the H&S information before entering the halls during any stage and use appropriate Personal Protective Equipment correctly.

### Security

Informa Markets assesses protection measures to establish an acceptable culture to secure the event and our attendees in partnership with the venue to;

- Deter opportunist or motivated criminal activities.
- Detect onsite adversaries.
- Delay suitable & appropriate obstacles that can delay the advance and withdrawal of adversaries.

Exhibitor access to the hall(s) during build up and breakdown is restricted, there are scheduled access times for space only stands and shell scheme stands. Badges will be required to access the venue, please refer to the **badges section** of this manual for more information.

**Prior to entering the hall(s) for build / breakdown, Exhibitors and contactors are required to;**

- Check safety signage to confirm the site safety rules
- Present your ID badge to security
- Ensure adequate PPE is worn for the planned task(s) in accordance with Informa Markets & venue standards
- Read and acknowledge the Event Safety Declaration prior to entry (if badge not already issued)
- Always display Health & Security Inducted Wristband / Badge where required
- Badges should be visually displayed at all times to identify all those with permitted access.
- Exhibitors and contractors requiring access to the halls beyond the show timetabled hours, must contact the InfoHub to seek permission for out of hours access.

Informa Markets shall be entitled to conduct those measures required for guarding, including bag checks as may be necessary. Those who refuse to submit to these checks, carried out by legally authorized persons, will be excluded from the halls, regardless of their status (exhibitor, visitor, contractor or otherwise).

Informa Markets assumes no liability for items brought into the halls by exhibitors. In particular, no compensation shall be provided for damaged or stolen goods. If necessary, exhibitors should organize guarding of their stands themselves. Stand guards shall be supplied directly by the guard services company appointed by Informa Markets or the venue only.

Informa Markets reserves the right to admit children or young people to our show days, based on the present level of risk. Parents/guardians maintain overall responsibility for minors, and guided Informa protocols should be followed. Children or young people under 16 CANNOT enter the halls during build or breakdown.

### **Floor Safety Management**

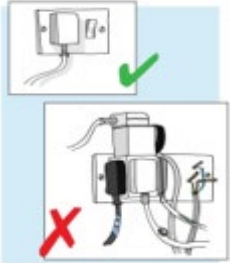
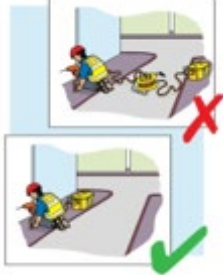


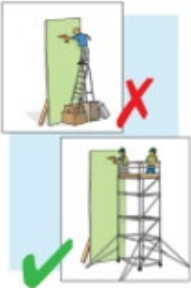



Our safety professionals will always be on hand to monitor the overall exhibition floor and stand Health & Safety.

**Informa safety professionals will be present to ensure that:**

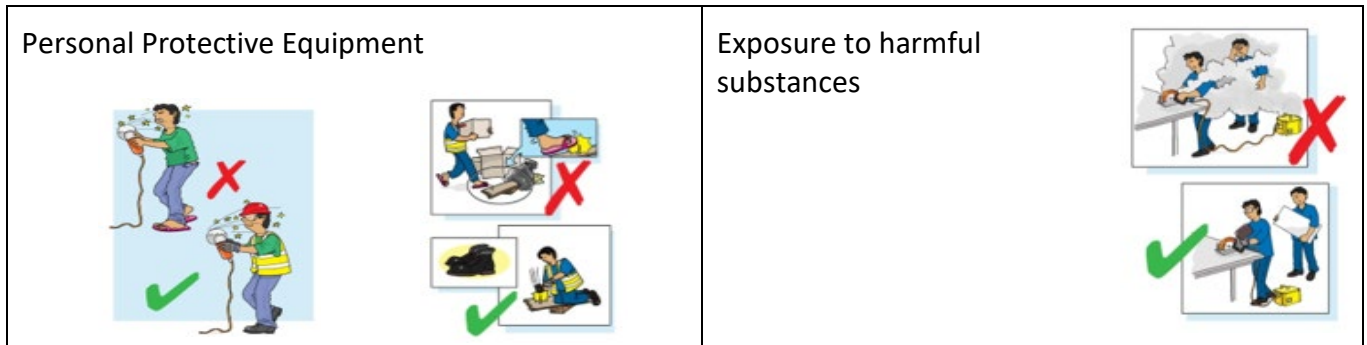
- Assigned venue areas are safeguarded
- Exhibitor appointed contractors are adopting good safety practices
- The removal and disposal of waste is properly done
- High-risk activities are properly monitored

- Incidents and/accidents including high potential near misses are properly managed
- The right information is provided to anyone that requires guidance on Health & Safety issues.

### Additional Contractor Guidance: Safe Behaviour

<p>Safe electrics</p> 	<p>Slip &amp; Trip hazards</p> 
<p>Vehicle Movement</p> 	<p>Fire Safety and waste removal</p> 
<p>Working on ladders</p> 	<p>Safe Lifting</p> 
<p>Working at height</p> 	<p>Manual handling</p> 





Unsafe behaviour or conditions may result in work being stopped and require additional controls to be implemented to correct issues prior to stand activities continuing. No resolution may result in offenders being asked to leave the site.

**First Aid Cover**

Onsite assistance will be available to aid injured or seriously ill person(s) prior to professional medical help can be obtained for the onsite duration. First aid stations shall be easily accessible via clear signage to guide all parties to the location(s).

You can approach any of our team who can help you with a medical emergency.

**Emergency Response**

In the unlikely event of an emergency, exhibitors and contractors should:

- Stay calm, check your own safety, and follow the guidance provided by the security team
- Only use the directed escape route(s) and nominated emergency exit(s)
- Please do not stop to collect your personal belongings
- Remain at the designated assembly area until further notice
- Report to supervisor and report any serious concerns for any missing person(s)
- Do not leave the assembly area and/or re-enter venue
- Wait for the 'ALL CLEAR' announcement before re-entering the venue

In case of a fire or any other dangerous situation where an alarm has not been raised, please inform the nearest security officer or safety official.

**Incident/Accident Reporting**

We are committed to implementing a duty of care to protect the health, safety, and welfare of our exhibitors at all our events. This is one of the core objectives in delivering a successful event.

**If there is an incident that needs to be reported, please do so at the Info-hub or through the floor safety team. The following information will be recorded in such a case:**

- Date and time of occurrence
- Nature of accident
- How it occurred
- Extent of injury/illness (if applicable)
- Damage or loss incurred (if applicable)

Informa Markets may conduct a formal investigation and depending on the outcome, formal improvement notices will be issued to any contracted service as well as subsequent awareness notification notices issued to exhibitors to prevent any kind of reoccurrence.

### **Management regulations for stand builds, and breakdown**

We are committed to implementing a duty of care to protect the health, safety, and welfare of our exhibitors at all our events. This is one of the core objectives in delivering a successful event.

Alcohol, drugs, and smoking are strictly forbidden onsite. Anyone found to be under the influence of any illegal substance will be removed from the halls and the authorities may be notified.

Please make sure that the aisle access, emergency aisles, portable fire extinguishers and fixed installations are kept clear at all times. Items blocking these gangways will be removed and thrown away.

Use of compressed gas will only be permitted in essential cases and must be recorded on the stand risk assessment form.

Damage caused by exhibitors to the venue will be expensed to the responsible exhibitor\* Power must only be taken from temporary supplies provided by the official electrical contractor during the build-up and breakdown phase. All temporary installations must be protected by an RCD and inspected prior to delivering a power supply.

You will find a number of power sockets installed to avoid the use of extension leads. If you need to use extension leads, they must be correctly fused and limited to one per socket with a flex length not exceeding 2m. Multi sockets or block adaptors must not be used at any time. Hanging wires should not be left hanging below head height and must be marked with tape.

Hazardous substances, unless essential, should not be brought into the halls. The use of hazardous substances must be subject to a COSHH assessment, and exhibitors/contractors must declare the use or display of hazardous substances as a special risk. A material data sheet must

be made available on demand for inspection. Should the nature or hazardous potential of a substance cannot be established, it will be excluded from the hall.

Contractors should exercise control over the release of harmful fumes and engines in the halls must not be left idle. In instances where this is unavoidable such as lifting cranes, lifting supervisors are asked to ensure that fumes caused by combustion do not build up in the halls, service tunnels, or basement areas.

All special effects are treated as high risks and are subject to strict controls and should be in accordance with the risk assessment and fall under the venue requirements.

Vehicles can only be displayed with special written permission. A vehicle on display at a stand must have just enough fuel to enter and leave the exhibition venue and the batteries must remain disconnected and hold the appropriate country of origin certificate.

**Proper food hygiene is important to avoid contamination and food poisoning. Foods with allergic content must be clearly marked (e.g., contains nuts, gluten etc.). To comply with the law, you must provide the following if you are preparing or serving food from the stand:**

- A double sink for washing and rinsing with piped supplies of hot and cold water
- A wash hand basin or anti-bacterial wipes if only pre-packaged food is being served
- Suitable non-slip floor covering for food prep area
- Suitable refuse facilities
- Any foods likely to support the growth of pathogenic or microorganisms must be kept at or below 8°C
- For hot food storage must be provided and stored at or above 63°C
- All foods on display must be protected from the risk of contamination
- Counters and shelves must be smooth, impervious, and easily cleaned
- All food containers must be kept clean
- Open food must not be placed less than 150 mm from the ground

**Those serving or preparing food must:**

- Not be suffering (or have suffered in the last 2 days) from gastro-enteritis, or any illness or infection likely to cause food poisoning
- Wear clean washable clothing to protect food from contamination
- Keep hands and clothing clean
- Cover all cuts with a waterproof dressing (anyone with septic wounds must not be allowed to handle food)

**Working at a height is a risky scenario and must be done in line with the EU Working at Heights Directive (2001/45). All working at heights is subject to risk assessment. In line with**

**the Health & Safety regulations, Live Edge working will not be tolerated under any circumstance. This is to keep you and your people safe, no matter what the need may be.**

- Rigging work from the roof is to be carried out by one of the official rigging contractors only.
- All working platforms are to have a guard rail, mid-rail, and toe-board. Tools are to be kept on lanyards so far as is reasonably practicable. Outriggers must be deployed at all times. No person is to remain on any static tower structure whilst it is being moved from one location to another.
- Static and mobile access platforms must be fit for purpose and assembled correctly according to the manufacturer's specifications.
- Appropriate harnesses, lanyards and a suitable arrestor must be worn by operatives working at a height other than on a static working platform. Those who move regularly must have a twin-clip harness, with one clip fastened to an appropriate structure at all times.
- Suitable head protection is a must for operatives working at a height (E.g., bump caps).
- The vicinity around a high works area should be cordoned off and controlled by a ground operative to prevent people from accidentally walking directly underneath.

**All Mobile Elevated Working Platforms should have evidence of their maintenance history and should be available on demand.**

- All working platforms are to have a guard rail, mid-rail, and toe board. Mobile access towers must be correctly constructed.
- Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors).
- Mobile access towers may not be moved whilst in use and wheels must be locked off.
- Ladders must be footed or tied off. The use of domestic ladders and steps is strictly forbidden.

## VENUE EVACUATION PLAN

