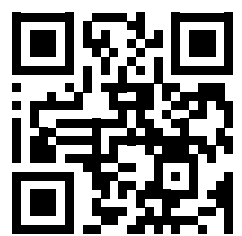


# ISE 2023 Event Manual

Fira Barcelona | Gran Vía  
31 Jan - 3 Feb 2023

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# Welcome

**We are incredibly excited to start this journey with you.**

We have created this Event Manual to help guide you throughout your preparations for the show. You can think of this manual as your 'GPS' which will steer you towards a successful ISE 2023. This document includes all the necessary information that will help you and your colleagues prepare for the show.

The Manual is divided into two sections:  
**Exhibitor Area** and **Stand Construction Area**.

- > In the **Exhibitor Area** you can find all the information you need to prepare for a successful ISE 2023, including contact information, deadlines and all the relevant information during show days.
- > In the **Stand Construction Area**, you can find all the rules and regulations regarding stand design, build-up, show days, and breakdown.

We are certain that you are not the only person in your team that needs to read this Manual. To execute your preparations as efficiently as possible, please send this document to the rest of your team. Communication is key, and this Manual will help to keep everyone on the same page.

Please read all the information in this Manual carefully and, if you have any questions, feel free to contact us directly on [cs@iseurope.org](mailto:cs@iseurope.org) or **+49 89 215 436 863**.

Let the preparations begin!





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# Exhibitor Area

Fira Barcelona | Gran Vía  
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## Exhibitor Monthly Updates

Most important operational information will be sent to you in the form of our Monthly Update emails, sent by our Customer Success team. These emails contain all the necessary information specific to your preparations.

We send this mailing every month to all exhibitors who are registered in the ISE system as the main contact or someone who has specifically requested to receive it.

The subject of these emails is ‘NEW UPDATES: Exhibitor Monthly Update – Month 2023’ and the sender is [noreply@email.iseurope.org](mailto:noreply@email.iseurope.org). Please ensure that email communications coming from this address do not end up in your spam folder by marking them as ‘not spam’. If you have not yet received the ISE Monthly Update, please check your spam folder.

We cannot stress enough the importance of these emails. Please read them thoroughly and distribute them to anyone that you think may benefit from them, such as your stand builders, lorry drivers, stand personnel, etc. If you have any questions or would like to add someone to the mailing list, please contact our Customer Success Department on [cs@iseurope.org](mailto:cs@iseurope.org)

## ISE Contact List

Sector	Name/Tel.	Email
Marketing Operations	Joe Hosken	<a href="mailto:jhosken@iseurope.org">jhosken@iseurope.org</a>
Meeting Room Rental	Melissa Ortiz	<a href="mailto:mortiz@iseurope.org">mortiz@iseurope.org</a>
Early Access	+31 20 809 6524	<a href="mailto:mpelaez@iseurope.org">mpelaez@iseurope.org</a>
Exhibitor Queries	+49 89 215 436 863	<a href="mailto:cs@iseurope.org">cs@iseurope.org</a>
Visitor and General Queries	+31 20 240 24 24	<a href="mailto:office@iseurope.org">office@iseurope.org</a>
Registration	+34 93 271 20 53	<a href="mailto:registration@iseurope.org">registration@iseurope.org</a>
Sales		
International Sales Manager	Dan Cordock	<a href="mailto:dcordock@iseurope.org">dcordock@iseurope.org</a>
International Sales Manager	Elisabeth Kondakow	<a href="mailto:ekondakow@iseurope.org">ekondakow@iseurope.org</a>
International Sales Manager	Otto Viersen	<a href="mailto:oviersen@iseurope.org">oviersen@iseurope.org</a>
International Sales Manager	Alex Schurmann	<a href="mailto:aschurmann@iseurope.org">aschurmann@iseurope.org</a>
Accounts Receivable	+31 20 240 24 65	<a href="mailto:accounts@iseurope.org">accounts@iseurope.org</a>
Conferences	Joe Hosken	<a href="mailto:jhosken@iseurope.org">jhosken@iseurope.org</a>

# Deadlines & Checklist



	Early Bird Deadline	Deadline	Supplier	How to submit
		November		
Stand Design Approval		30/11/22	Abraxys	ise@abraxys.com
		December		
Rigging		20/12/22	Servifira	rigging.granviasouth@firabarcelona.com (Halls 1,2 and 3)
				rigging.granvianorth@firabarcelona.com (Halls 5,6 and 7)
		January		
Update Company Info in EBO		04/01/23	ISE	via EBO
Freight Forwarding/Lifting		10/01/23	CEVA Showfreight	mark.jackson@cevalogistics.com
Early Build-Up/Access Request	09/01/23	21/01/23	ISE	mpelaez@iseurope.org
Catering	04/01/23	23/01/23	Servifira	ISE Fira Store
	January	February		
Cabled Internet and Wi-Fi	04/01/23	End of show	Servifira	ISE Fira Store
Electricity	04/01/23	End of show	Servifira	ISE Fira Store
Hostesses	04/01/23	End of show	Servifira	ISE Fira Store
Security	04/01/23	End of show	Servifira	ISE Fira Store
Water/Compressed Air	04/01/23	End of show	Servifira	ISE Fira Store
Graphics	04/01/23	End of show	Servifira	ISE Fira Store
AV Equipment	04/01/23	End of show	Servifira	ISE Fira Store
Cleaning	04/01/23	End of show	Servifira	ISE Fira Store
Floor Coverings	04/01/23	End of show	Servifira	ISE Fira Store
Floral Decorations	04/01/23	End of show	Servifira	ISE Fira Store
Furniture	04/01/23	End of show	Servifira	ISE Fira Store
Lighting & Wall Sockets	04/01/23	End of show	Servifira	ISE Fira Store
Parking Passes	04/01/23	End of show	Servifira	ISE Fira Store
Carpet	04/01/23	End of show	Servifira	ISE Fira Store
Telecommunications	04/01/23	End of show	Servifira	ISE Fira Store
Air Filtration and Sensors	04/01/23	End of show	Servifira	ISE Fira Store
Refuse Containers/Cleaning Build-Up	04/01/23	End of show	Servifira	ISE Fira Store
Lead Retrieval	15/01/23	End of show	Servifira	ISE Fira Store

All products on the Fira Store willl have a 30% discount until 4 January 2023. From 4 January 2023 until the beginning of the build-up, services will still be available, although they will be subject to availability. During build-up and show days, all orders will have to be placed and paid for at one of the Exhibitor Services Desks which will be located throughout the venue.





# Timetable for Build-up, Show Days and Breakdown



Build-Up		
*Sunday 22 January	08:00 – 00:00	Early Build-up only upon request via EBO.
*Monday 23 January	08:00 – 00:00	Early Build-up only upon request via EBO.
Tuesday 24 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Wednesday 25 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Thursday 26 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Friday 27 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Saturday 28 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Sunday 29 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors.  Decoration and equipment delivery of shell scheme stands/removal of ALL empty cases.
Monday 30 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed.  Decoration for shell scheme stands, no freight allowed.

Please note that the build-up schedule does not allow for 24-hour working. If overnight working is desired it should be requested from Fira Barcelona directly, via [ise@firabarcelona.com](mailto:ise@firabarcelona.com)

Show Opening Times		
Tuesday 31 January	08:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Wednesday 1 February	08:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Thursday 2 February	08:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Friday 3 February	08:00 – 00:00 10:00 – 16:00	Venue open to exhibitors. Venue open to visitors.



Breakdown		
Friday 3 February	17:00 –18:00	Removal of hand-carried goods. Freight doors will be closed.
Friday 3 February	18:00 – 00:00	Dismantling of stands. Freight doors will be closed.
Saturday 4 February	08:00 – 00:00	Dismantling of stands.
Sunday 5 February	08:00 – 00:00	Dismantling of stands.
Monday 6 February	08:00 – 18:00	Dismantling of stands.



# ISE Official Suppliers 1



There are multiple companies mentioned throughout this manual. Therefore, it is essential to know who the Official Suppliers are for ISE 2023. On this page is an overview of each Official Supplier, including a detailed description of their responsibilities in relation to the show. **They can be recognised in their communications by our Official Supplier logo.**

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Fira Barcelona, Gran Via

31 Jan - 3 Feb 2023

Service	Official Supplier	Responsibilities	Company logo
Logistics and Showfreight	CEVA Showfreight	CEVA Showfreight is our official partner for logistics and on-site handling. They assist exhibitors with shipments to and from Fira Barcelona and are the only company authorised to operate motorised equipment within the venue (including forklifts, cranes, electric pallet trucks, cherry pickers and scissor lifts as well as truck mounted forklifts and cranes).	
Exhibitor Services, Shell Scheme	Servifira	Servifira is the Exhibitor Services department of Fira Barcelona. They manage all services available for Exhibitors during build-up, show days and breakdown, and will also be selling basic and premium stand packages through the ISE Fira Store.	
Tailor Made Stands	buildUP	buildUP is Fira Barcelona's official 'space only'	
Stand Design Approval and Health and Risk Assessment	Abraxys Global	Abraxys is our official Health and Safety partner. They are responsible for approving space-only stand designs as well as monitoring health and safety on-site during build-up, show days and breakdown.	



# ISE Official Suppliers 2



Apart from the companies listed on the previous page, we have also included a few additional Official Suppliers who might approach you before or during the show itself. An overview of these suppliers, along with the email formats used in their correspondence, can be found below. **Please note that any supplier endorsed by ISE will always carry our Official Supplier logo.**



Service	Official Supplier	Company email Suffix	Company logo
ISE TV: Responsible for the daily content of our ISE TV channel	InAVate	@imlgroup.co.uk	
ISE Daily: the daily magazine which will be distributed on-site, and creates the other copies of the daily, available in the months prior to the show	FUTURE	@futurenet.com or @ise-daily.com	
Hotel Services: a range of qualified hotels are listed	bnetwork	@bnetwork.com	
Show Guide	Xcalibre Communications	@xcalibrecomms.com	



Service	Company Name	Contact Person	Email Address	Contact Number
Exhibitor Services	Servifira	General	<a href="mailto:ise@firabarcelona.com">ise@firabarcelona.com</a>	+34 93 233 20 00
Freight Forwarding/ Lifting	CEVA Showfreight	Mark Jackson	<a href="mailto:mark.jackson@cevalogistics.com">mark.jackson@cevalogistics.com</a>	+44 330 587 7427
Hotel Services	bnetwork	General	<a href="mailto:isehotels@bnetwork.com">isehotels@bnetwork.com</a>	+34 93 550 03 50
Lead Retrieval	Fira Barcelona	General	<a href="mailto:leadretrieval@firabarcelona.com">leadretrieval@firabarcelona.com</a>	+34 93 233 27 73
Rigging & Truss Services	Servifira	General	Halls 2 & 3: <a href="mailto:rigging.granviasouth@firabarcelona.com">rigging.granviasouth@firabarcelona.com</a> Halls 5, 6, 7: <a href="mailto:rigging.granvianorth@firabarcelona.com">rigging.granvianorth@firabarcelona.com</a>	+34 93 233 20 00
Stand Design Information & Approval	Abraxys Global	Sergio Gonzalez	<a href="mailto:ise@abraxys.com">ise@abraxys.com</a>	+34 688 642 650
Catering Services	Gastrofira	General	<a href="mailto:isecatering@firabarcelona.com">isecatering@firabarcelona.com</a>	+34 932 33 20 00
Graphic Services	Servifira	General	<a href="mailto:graphics@firabarcelona.com">graphics@firabarcelona.com</a>	+34 682 67 01 85



# ISE Recommended Suppliers



If you are looking for services to promote your presence on-site or if you need a stand builder, please find a list of Recommended Suppliers on this page.



Services	Supplier	Contact details	Company logo
Communication Services	Jordi Muntal	t: +34 60 997 90 87 w: <a href="http://jordifotograf.com/">http://jordifotograf.com/</a> e: <a href="mailto:info@jordimuntal.com">info@jordimuntal.com</a>	
Communication Services	Maarten Schuth & Cate Béart	t: +31 645 492 771 w: <a href="http://www.conferencephotography.es">www.conferencephotography.es</a> e: <a href="mailto:info@conferencephotography.es">info@conferencephotography.es</a>	
Communication Services	Albert Mollon	t: +34 661 80 94 96 e: <a href="mailto:info@albertmollon.net">info@albertmollon.net</a>	
<b>Event Agency:</b> Off-site events, Hospitality services, Immersive activations, Visitor engagement, Press conferences	Iventions Event Architects	t: +34 933 028 640 e: <a href="mailto:ise@iventions.com">ise@iventions.com</a> w: <a href="https://iventions.com/ise-2023/">https://iventions.com/ise-2023/</a>	
<b>Stand Builder:</b> Fira Barcelona's in-house stand design department specialized in mid-size and large booths.	buildUP	t: +34 678 00 17 46 e: <a href="mailto:icavero@firabarcelona.com">icavero@firabarcelona.com</a> w: <a href="http://www.buildupfira.com">www.buildupfira.com</a>	
<b>Stand Builder:</b> Custom design & local production, superb service & international project team, high-end AV fits	Iventions Event Architects	t: +34 93 302 86 40 e: <a href="mailto:ise@iventions.com">ise@iventions.com</a> w: <a href="https://iventions.com/ise-2023/">https://iventions.com/ise-2023/</a>	
<b>Stand Builder:</b> More than 50 years' experience, based in Barcelona. Customer Green is our corporate colour for sustainability.	Servis Group	t. +34 934 233 107 w. <a href="http://www.serviscomplet.com">www.serviscomplet.com</a> e. <a href="mailto:lrebecca@servisgroup.es">lrebecca@servisgroup.es</a>	





## EBO (Exhibitor Back Office)

The **EBO** (Exhibitor Back Office) is a vital online tool to manage your preparations for the show. In the EBO, you will find your company profile, the ISE Fira Store, the registration portal where you can register your stand personnel and invite your clients and partners to the show, invitation cards and keep track of important deadlines and downloads. There are also specific sections to promote your presence at ISE, via press releases and articles.

We strongly advise you to check your company profile and contact details to make sure it is up to date, as these details will be used on our website and floorplan. The deadline to update this information is 4 January 2023. After this date, the information listed in the EBO will be published in the printed Show Guide.

If you have any question regarding the EBO, please contact the ISE Customer Success Department directly on [cs@iseurope.org](mailto:cs@iseurope.org).

## ISE Fira Store

The ISE Fira Store can be accessed via the EBO and is managed by Servifira, the Exhibitor Services Department of Fira Barcelona. Below, you can find a general list of products and services offered by Servifira. Please visit the ISE Fira Store to see the full selection as well as pricing information. If you have a query regarding your order, or need further information, please contact Servifira directly on [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

Please find below the step-by-step instructions for logging in to the ISE Fira Store.

1. Log into the EBO and click on the ISE Fira Store link.
2. Once in, you can see the catalogue, create shopping carts and budgets (please check your account at the upper-right hand corner). Please note that to order any services you will have to 'Create an account' the first time you are signing in.
3. Once signed-in, you are ready to purchase instantaneously from Servifira. If you have any difficulties logging in, please contact Servifira directly on [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

## Stand Personnel & Contractor Registration

Every exhibitor must register stand personnel via the registration portal in the Exhibitor Back Office.

The registration portal is available from the first week of October. Via this portal you can register stand personnel by using a template (the template is provided in the portal). Once you have added the details of your stand personnel, this template must then be uploaded to the portal to complete the registration process. Once uploaded, a confirmation email will be sent to each person individually.

If you want to learn more about the registration process, you can download our [Exhibitor Registration Guide](#).

Anyone requiring a Visa invitation letter can download it directly from their myISE account

(the link will be provided in the registration confirmation email).

Please note that when registering, an email address can only be used once.

**Therefore, please do NOT register as an attendee if you plan on registering as an exhibitor.**

For questions regarding registration, please contact:

**Melissa Ortiz**

**t:** +34 932 71 20 53

**e:** [registration@iseurope.org](mailto:registration@iseurope.org)

**As for contractor registration, once your stand design has been approved by Abraxys you will find a link to the Contractor Registration Portal on your EBO and in your Permission to Build Certificate.**

## Hotel Information

The Official Hotel Accommodations partner of ISE in Barcelona is bnetwork, a renowned agency specialising in hotel and travel arrangements as well as special events. They have the best deals for rooms located in and around Barcelona throughout show days, build-up, and breakdown. We advise you to use bnetwork to book a hotel for your participation at ISE 2023. Their ISE dedicated webpage [isehotels.bnetwork.com](http://isehotels.bnetwork.com) shows a wide range of pre-secured accommodation options.

**t:** +34 935 500 350

**e:** [isehotels@bnetwork.com](mailto:isehotels@bnetwork.com)

**IMPORTANT WARNING:** In previous years, some ISE attendees and exhibitors have experienced problems with scam companies. Please make sure to only book via bnetwork as any other online services may potentially be a scam. bnetwork can be recognised by the **ISE Official Supplier logo**.

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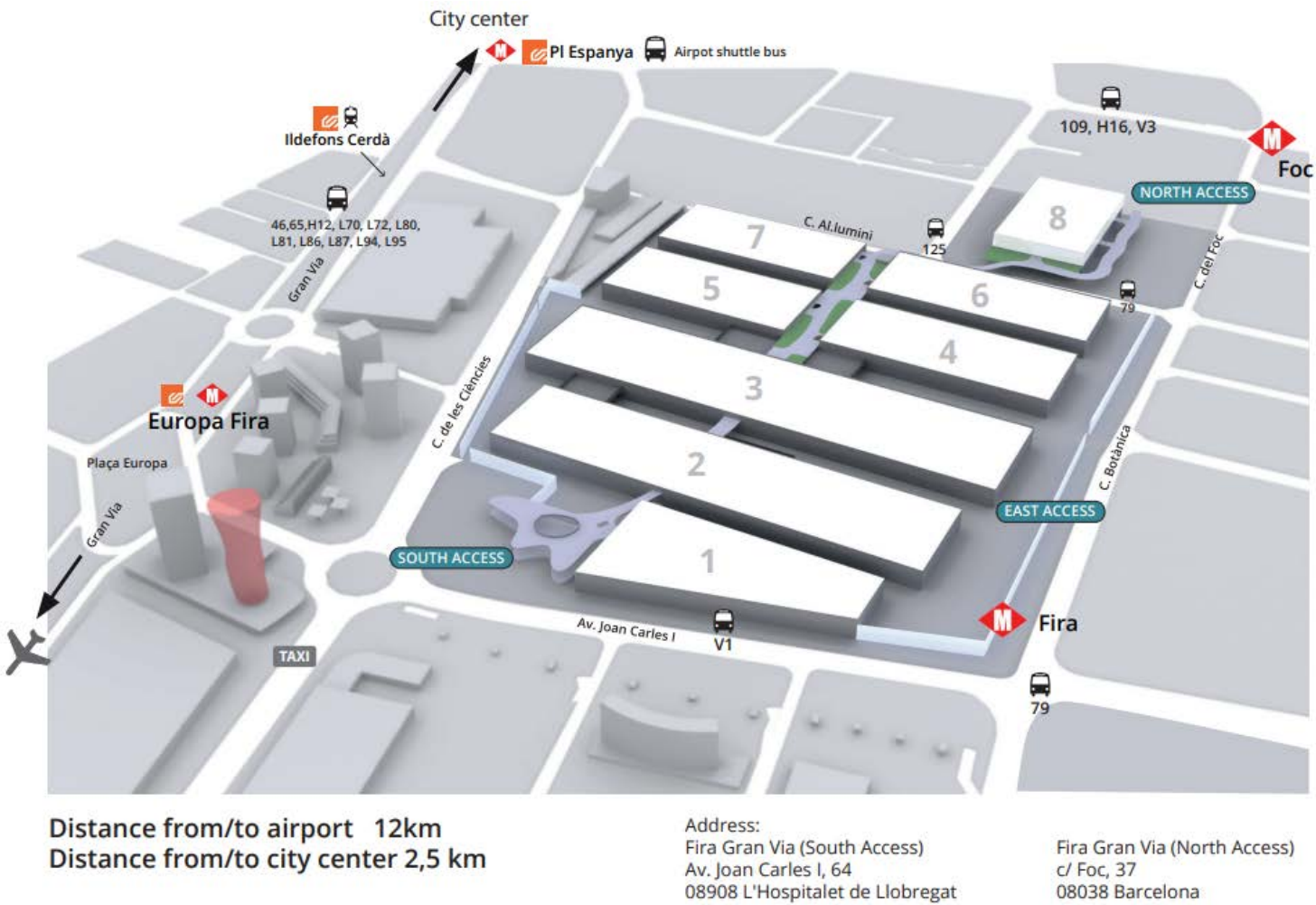
# Directions to Fira Barcelona, Gran Vía



Services	Distance From the Fira	Station/Stop
	5-Minute Walk	<b>Underground</b> <b>TMB Metro L9 South:</b> “Fira” and “Europa   Fira” stations. East and South Access  <b>TMB Metro L10 South:</b> “Foc” station. North Access  <b>FGC (Catalan Government Railways):</b> “Europa Fira” station. Lines L8, S3, S4, S8, S9, R5, R50, R6 and R60. South and East Access  <a href="#">More information</a>
	5 to 10-Minute Walk	<b>TMB lines:</b> H12, V1, 46, 65, and 79
	5 Minutes from Europa/ Fira Station	<b>FGC (Catalan Government Railways)</b> Lines L8, S3, S4, S8, S9, R5, R50, R6 and R60 (Europa/Fira station) South and East Access  <a href="#">More information</a>  <b>Renfe</b> Barcelona-Sants station, 4km from the fairground, is connected to a comprehensive regional, national and international railway network. From the station you can take the TMB Metro system to the venue or a taxi.
	15 Minutes by Taxi	Barcelona-El Prat Airport has two terminals, T1 and T2, where around 100 airlines operate.  <b>Direct access from the airport:</b> By road: a 12km journey (C-31) Underground: L9 South (Fira and Europa/Fira stations) Bus: TMB line 46 (Pl. Europa stop) Taxi
	Fira Parking Garages Around the Venue	The Gran Via fairground is located in a new business development area, connected to the main motorways and dual carriageways leading into Barcelona:  AP-7, AP-2, A-2, C-16, C-58, C-31, C-32, C-33  GPS coordinates: 41.35448, 2.12698

## Parking During Show Days

Vehicles with a maximum height of 2.1 meters can enter the parking garages. Find all the options and rates on the [ISE Fira Store](#) and purchase your ticket.





# Important Show Protocols 1

🏠

## Distribution of Material

The display or distribution of any material in any form, from any area within Fira Barcelona other than within the boundary of your stand, is strictly prohibited. Canvassing (e.g. soliciting for subscriptions and opinions) is also strictly prohibited.

Pop-ups are only allowed on your stand; they are prohibited in the aisles, general areas, catering areas and entrances. Only ISE directional pop-ups are allowed in these areas. When renting a meeting room, pop-ups are allowed at the room entrance, but not in the corridor leading to the room. Any pop-ups here will be removed by ISE management without prior notice.

Floor stickers or wall stickers are not permitted anywhere within Fira Barcelona other than within the perimeter of your stand. Any costs incurred for removing stickers will be passed on to the exhibiting company.

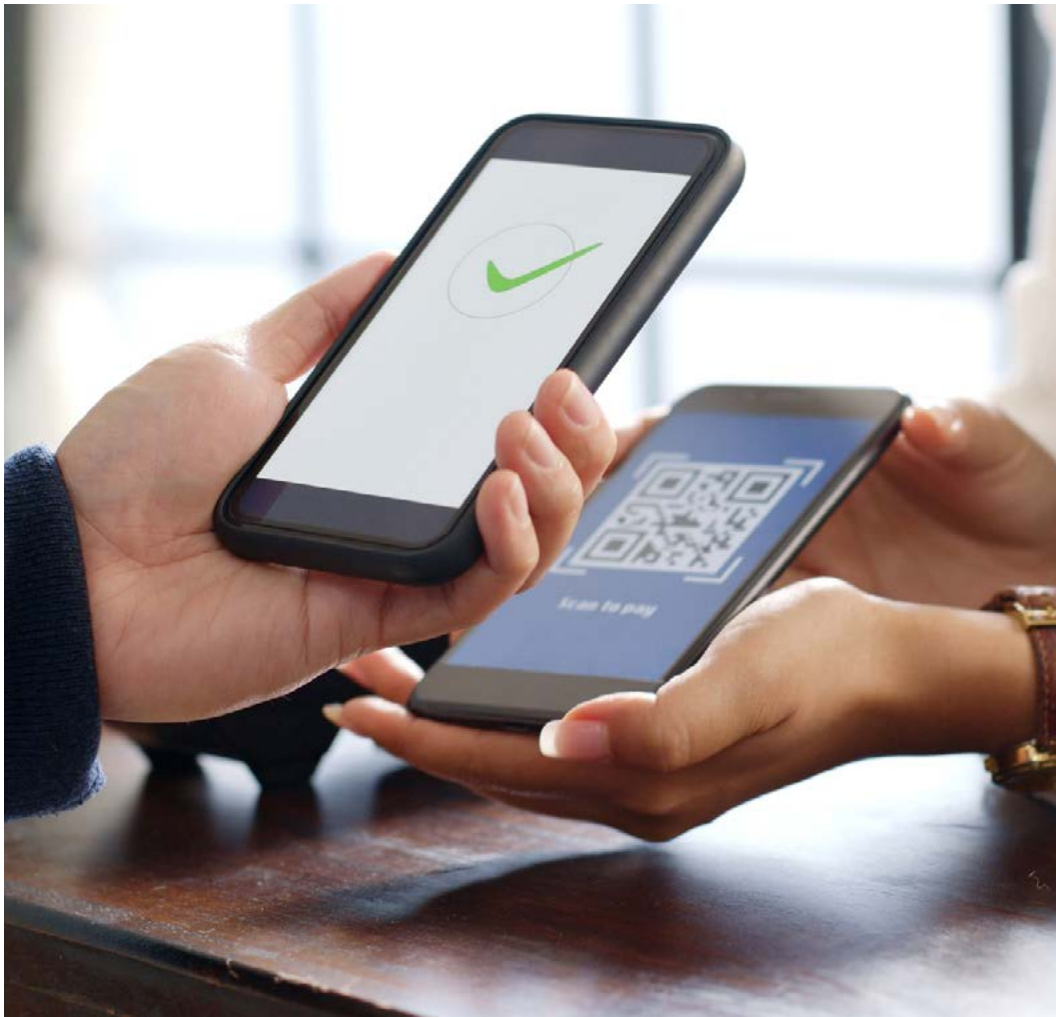
## Lead Retrieval

Lead Retrieval by Fira Barcelona gives you total management of the pre-show, at-event and post-show process and is highly recommended by ISE. Using Lead Retrieval, you can scan visitors’ badges, retrieve contact data, add photos and even immediately contact visitors by exporting the leads. You can assign licences and use the system to follow up post-event to ensure no leads are lost in the process. Lead Retrieval by Fira Barcelona gives you total control over the sales lead management process.

Via the ISE Fira Store you can still purchase lead retrieval until the end of the event. Please see the breakdown of prices for Lead Retrieval services below.

If you have any enquiries regarding the Lead Retrieval products, please contact Lead Retrieval by Fira Barcelona directly on [leadretrieval@firabarcelona.com](mailto:leadretrieval@firabarcelona.com).

Description	Early-Bird Price	Event Price
Deadline	Until 15 January 2023	15 January onwards
Lead Retrieval - Small Business Edition (1 licence)	€250	€275
Lead Retrieval - Enterprise (3 licences)	€500	€550
Lead Retrieval – Additional license (only available as complementary to Enterprise edition)	€95	€110
Device (smartphone) rental	€190	€200
Device rental (smartphone) + delivery	€235	€250
Device rental (smartphone) + delivery + overnight storage and charging	€285	€300
Loss/Damage Waiver for the smartphone	€100	€100





# Important Show Protocols 2



## Music & Sound Levels

Exhibitors wishing to play music on their stands should obtain permission from the organisers. Please note that no live music is allowed during show hours. Exhibitors are solely responsible for obtaining any licence(s) required to play music on their stand.

The relevant organisation in Spain from which to obtain the licence is [SGAE](#)

Exhibitors using music systems must ensure that they are in possession of the correct licensing and that the volume must be kept to a limit of 70 decibels. A peak of 85 decibels for a maximum of two minutes is permitted for demonstrations twice per hour.

Live music is only permitted at stand parties hosted between 18:00 and 19:45.

Noise levels will be measured throughout the show days by Abraxys. Exhibitors failing to comply with warnings from show management will have their power supply terminated. Please show consideration to other exhibitors at all times.

## Stand Occupation.

Each exhibitor is responsible for manning its rented stand with at least one person during the opening hours of the show. Failure to do so will result in a fee of €500 per day being charged to the exhibitor. Abraxys will be monitoring this on-site.

## Stand Party/Event

Every exhibitor is welcome to host a party, event or reception on their stand.

External catering organisations are not permitted to cater for such events. When ordering catering, please note that you must have an area for catering materials within your stand. If you do not have such a space, you should order disposable materials for the event.

Please note that the venue needs to be cleared by 20:00 every night of the show. At 19:45 everyone within Fira – Gran Vía is requested to leave the premises. **Therefore, we advise you to put 19:30 as the end time on your invitation.**

For every on-stand event, an [Event Request Form](#) must be filled out and sent to ISE. Please send the completed version to David Berrios at [dberrios@iseurope.org](mailto:dberrios@iseurope.org).

**Please note it is obligatory that you order stand security for every event. This and other services for the parties (tensa barriers, cleaning, etc.) can be ordered via the ISE Fira Store.** You will be able to order staff for the stand until the 19 December 2022. We suggest the presence of at least one security guard for the duration of your event. For stands larger than 100sqm, two security guards should be ordered. The role of the security guards is to contain the party within the stand perimeter but also to protect the neighbouring stands.

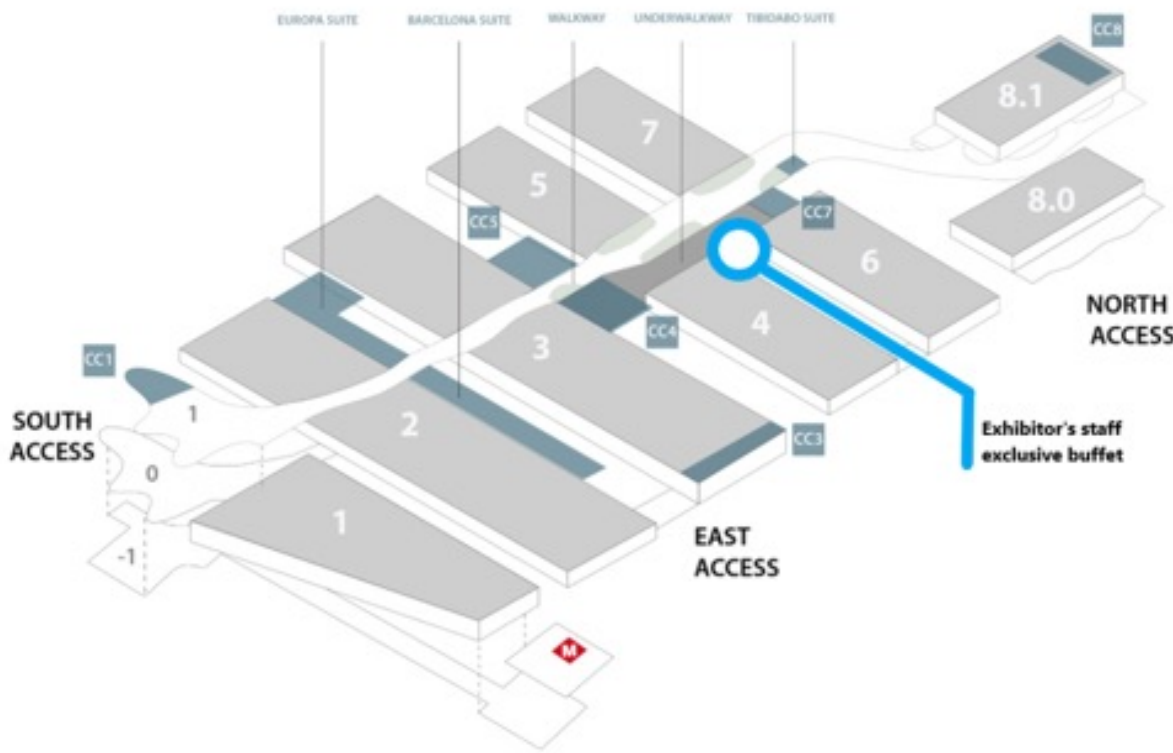
## Catering

Gastrofira is Fira Barcelona’s catering department. A wide variety of fresh and delicious food, beverages and equipment can be delivered directly to your stand, meeting room or suite. You can place your catering order through the ISE Fira Store. Please place your initial order before 23 January 2023.

If you cannot find what you are looking for, have special dietary requirements, or require a specialised order, please do not hesitate to contact the Gastrofira Sales Department directly. They will work on creating a tailored catering offer especially for you. Please contact Gastrofira directly at [isecatering@firabarcelona.com](mailto:isecatering@firabarcelona.com) or +34 93 233 20 00. Please, note that he deadline for catering tailor-made orders is 19 January 2023.

Gastrofira also has a large catalogue of branded items such as paper coffee cups, napkins, stirrers to straws, water bottles, biscuits or apples among many others. If you want your brand to be recognized everywhere on your stand, please check their catalogue, found in the ISE Fira Store, before 20 December 2022.

This ISE 2023 edition we have added a new exhibitor catering service. Gastrofira offers an exclusive exhibitor restaurant located on the upper walkway by Hall 6 during build-up and show days. Vouchers and additional information will be available for purchase on the ISE Fira Store in the upcoming days.





# Meeting Rooms at the Show



## Exclusive Suites & Meeting Rooms

The 131 meeting rooms are in located in the Barcelona suites and Europa suites areas and the extensive CC3 and CC7 rooms.

Via our new tool ‘Meeting Room ISE 2023’ you will be able to book your meeting rooms directly from the EBO until 16 J anuary.

**Services**

If you want to request any additional services for your meeting room, please do so via the ISE Fira Store and write your meeting room number. These include internet, hostesses, security, extra electricity, AV equipment, cleaning, and additional furniture.

Also, any change of set-up will have an additional cost of €350.00. Set-up changes will be accepted until 15 January 2023.

If you need catering services within your meeting room, you can contact Gastrofira directly at [isecatering@firabarcelona.com](mailto:isecatering@firabarcelona.com) or +34 93 233 20 00. Please note that deadline for catering orders in your meeting room is Thursday 19 January 2023.

Please note that when ordering catering machinery for any meeting rooms, ordering electrical needs is mandatory.

External catering organizations are not permitted to cater inside Fira Meeting Rooms.

You can contact [ise.meetingrooms@firabarcelona.com](mailto:ise.meetingrooms@firabarcelona.com) for any Meeting Rooms service orders.

### Keys

- > Each meeting room has 2 keys included.
- > The keys will be delivered and collected back from the Saturday 28 January 2023 until Friday 3 February 2023. At the info point located in the walkway next to Barcelona and Europa suites.
- > Extra keys can be requested at this info point, there will be an additional cost of €25.00 per key including late return or loss of the keys.
- > In case of not returning the keys the last day of the contract before 20h, an extra cost of €25.00 per key will apply.

## Meeting Room Access Hours

You can rent meeting rooms for a full day or a half day. Please note that the access hours for exhibitors and attendees are different:

Service	Exhibitors	Attendees
Full Day	08:00 – 20:00	10:00 – 18:00
Half Day AM	08:00 – 13:30	10:00 – 13:30
Half Day PM	14:30 – 20:00	14:30 – 18:00

## Meeting Room Build-Up

- > Fine tuning and goods delivery: 08:00 – 10:00.
- > If you will need extra time to set up your meeting room, you must contact Melissa Ortiz at [mortiz@iseurope.org](mailto:mortiz@iseurope.org) in advance.
- > Exhibitors will be allowed to access meeting rooms from 08:00 on Saturday 28 January (only by request).
- > Meeting rooms can be delivered empty, in order to display products such as screens and/or displays. However, please note that all Barcelona and Europa suites are delivered with a cupboard, which cannot be removed.
- > Please note that it is not possible to build audio demo rooms in the meeting rooms. The maximum sound level that can be permitted in the rooms is 40dB.
- > If you want to change the basic furniture, this must be arranged directly with Servifira. It will have an additional cost.
- > For Barcelona/Europa Suites breakdown, all goods, flight cases and other types of materials will need to be unloaded through the goods lift located at Hall 8.O.

## Meeting Room Breakdown

- > Breakdown hours during show days: 18:00 – 20:00.
- > The breakdown should be carried out before returning the key, on the last day of the contract.
- > The room must be left clean and empty. A fee will be applied if the room requires cleaning.
- > For Barcelona/Europa Suites breakdown, all goods, flight cases and other types of materials will need to be unloaded through the goods lift located at Hall 8.O.
- > If you need an extra day for breakdown, there will be additional costs as this affects the rental schedule of the meeting rooms. Please contact Melissa Ortiz at [mortiz@iseurope.org](mailto:mortiz@iseurope.org) in advance.

For more information regarding meeting rooms, please contact Melissa Ortiz via [mortiz@iseurope.org](mailto:mortiz@iseurope.org) or +34 93 271 2053. You can also download our [Exhibitor Meeting Room Guide](#).

- > In the case there are no meeting rooms available onsite, you can contact **Creative Spirit** and they will help you find a meeting space. They have built a venue finding tool to support ISE exhibitors in their needs of social events. [Click here](#) to check out the available venues or contact them directly via [ise@creativespirit.eu](mailto:ise@creativespirit.eu) or +34 93 218 39 60.





# General Show Information 1



## Children

Due to ISE’s business nature and high volume of pedestrian traffic, **children under the age of 16 are not permitted in Fira Barcelona during ISE build-up, show days and breakdown.** Children between 16 and 18 can enter if accompanied by an adult.

This information is also mentioned in the Terms & Conditions of the online registration portal.

## Copyright

Please note that Integrated Systems Events has no copyright responsibility in respect to any exhibiting company. Exhibitors are reminded that third-party copyrights should not be infringed upon. Proper dispensation must be obtained and any royalties paid prior to the use or distribution of material.

Should any copyright dispute arise, Integrated Systems Events will not be liable for any resulting loss or damages sustained by any exhibitor or third party.

## Disabled Facilities

Fira Barcelona is fully accessible for people with disabilities. There are multiple elevators that enable access to the different levels, disabled restrooms, dedicated parking facilities and more. Download Fira’s [Accessibility Guide](#) for more information.

## First Aid

During periods of build-up, show days and breakdown, first aid services will be available in the First Aid Centre, next to doors 3.14 in Hall 3.

In case of emergency, please call Fira Barcelona control room on +34 93 233 41 00.

## Exhibit Space Air Treatment

Fira Barcelona has taken many technical measures to keep the general air in the exhibit halls safe for all attendees and exhibitors. However, you may wish to consider standalone air sanitisers in case the general air does not flow well through some of your exhibit space.

Recycling of air in smaller spaces and in high traffic meeting spaces may promote virus contamination; this may be the case in closed off meeting rooms or at stands that are boxed in. For such cases, you can easily order stand-alone medical grade HEPA filtration units through the ISE Fira Store.

It is recommended to not bring your own units and it is prohibited to introduce sanitisers that expose UVC or that are based upon Plasma or Ozone.

## Liability

The exhibitor is solely responsible for the safeguarding of materials, equipment and displays at all times during build-up, show days and breakdown. We recommend that you always keep an eye on your materials, goods, equipment etc., and/or hire stand security. It is imperative that you never leave valuable items unattended. ISE management employs general security when the exhibition halls are closed. **However, ISE, Fira Barcelona, and ISE’s official contractors are not responsible for any loss, theft, damage, injury, or destruction of an exhibitor’s property or the property of its agents or employees, by or from any cause whatsoever.**

The exhibitor expressly releases ISE, ISE’s official contractors, Fira Barcelona and their respective officers, employees, members and agents, from any and all claims for such loss, theft, damage, injury or destruction, or for loss of goodwill (whether or not in relation to any property). It is suggested that exhibitors obtain insurance covering losses such as theft and damage to property. The exhibitor assumes all responsibility and hereby agrees to protect, indemnify, defend and hold ISE, Fira Barcelona, and ISE’s official contractors and their respective officers, employees, members and agents harmless from and against any and all claims, losses, injuries and damages to persons or property, governmental charges or fines and attorney’s fees arising out of, or caused by, the exhibitor’s installation, removal, maintenance, occupancy or use of the exhibition premises, or any part thereof, or arising out of, or caused by, the exhibitor’s participation in exhibition activities. Exhibitors must comply at all times with the rules and regulations of ISE and Fira Barcelona. These rules

and regulations are subject to change prior to the time the exhibition is held. Failure to follow ISE and Fira Barcelona’s rules and regulations will constitute a breach of contract. In addition, by signing the ISE exhibit contract, exhibitors agree to comply with ISE’s interpretation of its rules and regulations.

Should an exhibitor wish to hire their own surveillance service for their stand, this can be requested through the ISE Fira Store via Servifira.

If the exhibitor wishes to hire a surveillance service or security company other than that of Fira Barcelona, they must provide the Private surveillance in stands form, duly completed, to the Division of Safety and Mobility of Fira Barcelona at least 48 hours in advance. This form contains the regulations and conditions for the provision of this service.





# General Show Information 2



## Smoking, Alcohol & Drugs

Smoking is not permitted inside Fira Barcelona venue at any point. There are no dedicated smoking areas, other than outside areas. Please keep in mind not to smoke directly in front of the entrance areas, to avoid any inconvenience for non-smokers. It is strictly forbidden to smoke in the halls.

Moreover, the excessive consumption of alcohol and the use of drugs are not permitted.

Anyone detected smoking in the halls during build-up, show days or breakdown, or using alcohol and/or drugs during build-up or breakdown will be requested – by the will be requested by show management – to leave the premises, effective immediately, without any warning.

## In Case of Emergency

During the periods of build-up, show days and breakdown, Fira Barcelona will provide general surveillance of the exhibition areas regarding fire safety and other emergencies.

In case of an emergency, please inform the uniformed security guard if there is one nearby. Otherwise, please call the emergency Fira number at **+34 93 233 41 00**.

This emergency number is Fira’s control room, and any emergency will be coordinated from there.

## Exhibitor Service Desks

You will be able to purchase goods and services from the Exhibitor Service Desks located throughout the venue.

### Exhibitor Service Desk 1

- > In the existing customer service in South Access -1. This front desk can provide services to exhibitors in Halls 2 & 3.

### Exhibitor Service Desk 2

- > In CC7, rooms CC7.4 and CC7.5. This desk can provide services to exhibitors in Halls 5, 6 & 7.

## Wi-Fi Policy

Fira Barcelona is not in accordance with the installation or operation of your own devices that propagate Wi-Fi or wireless signal at 2.4GHz or 5GHz frequency bands, as these would cause interferences in the general Wi-Fi service provided by the venue. It is mandatory to receive authorisation through the Fira Barcelona for all wireless requests.

In order to avoid network disruptions for other exhibitors, if an exhibitor has installed a wireless network without the authorisation of Fira Barcelona, the network will be detected and shutdown. Further solutions between Fira Barcelona and said exhibitor can be found to create the best option for all parties. It is imperative that every exhibitor adhere to the Fira Barcelona **Wireless Policy**.

Should an exhibitor need to install Wi-Fi or wireless signals other than those provided by the venue, a specific request should be placed prior to the show, with the Fira de Barcelona network and communications department at [ise.internet@firabarcelona.com](mailto:ise.internet@firabarcelona.com). Every request will be reviewed by a technical team, who will accept or decline depending upon each individual exhibitor’s needs. If the request is accepted, the team will detail specific rules and configuration, and agree upon an on-site meeting for its validation.





# Stand Construction Area

Fira Barcelona | Gran Vía  
31 Jan - 3 Feb 2023





# Build-up and Breakdown Information 1



## Early Access

For ISE 2023, we have two Early Access days, Sunday 22 January and Monday 23 January as of 08:00. The Early Access days are only available upon request. Please send your requests by Monday 9 January 2023 - 17:00 CET to have the Early Bird discount. If you have any questions regarding Early Access, please contact María Pelaez at [mpelaez@iseurope.org](mailto:mpelaez@iseurope.org). The payment will only be accepted from the exhibitor – no third-party exceptions. An invoice will be sent from ISE to the exhibitor.

The regular build-up schedule will begin on Tuesday 24 January at 08:00 and will run until Sunday 29 January at 00:00. There will be no build-up allowed whatsoever on Monday 30 January.

Please note the build-up schedule does not allow for 24-hour working. If overnight working is desired it should be requested from Fira Barcelona directly, via [ise@firabarcelona.com](mailto:ise@firabarcelona.com)

## Early Access Rates

Description	Early-Bird Price	Event Price
Deadline	Until 09/01/23	Until 21/01/23
Early Access 1 Day	€ 500	€ 1,000
Early Access 2 Days	€ 1,000	€ 2,000

Build-Up		
*Sunday 22 January Early Access Day	08:00 – 20:00	Early Build-up only upon request via EBO.
*Monday 23 January Early Access Day	08:00 – 00:00	
Tuesday 24 January	08:00 – 00:00	Build-up for all space-only exhibitors/ contractors.
Wednesday 25 January	08:00 – 00:00	
Thursday 26 January	08:00 – 00:00	
Friday 27 January	08:00 – 00:00	
Saturday 28 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors. Decoration and equipment delivery of shell scheme stands/ removal of ALL empty cases.
Sunday 29 January	08:00 – 00:00	
Monday 30 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed. Decoration for shell scheme stands, no freight allowed.

## CEVA, Logistics and Handling

CEVA, Logistics and Handling. CEVA Showfreight is bringing its exhibition site logistics and forwarding services to ISE 2023 as the sole official appointed freight and lifting contractor for the show. The company has offices and specialised partners across the globe to take care of your shipping and on-site needs.

For detailed information regarding shipping and handling at ISE 2023 please follow [this link](#).

**In addition, CEVA Showfreight is the only company authorised to operate motorised equipment at the show.** This includes forklifts, cranes, electric pallet trucks, cherry pickers and scissor lifts as well as truck mounted forklifts and cranes. To order these services, please complete the relevant order form and a unique booking reference will be provided for you and your lorry driver if applicable.

For empty case storage, please contact CEVA Showfreight prior to the show. For more detailed information on this service please refer to the next section.

## Storage of Empty Cases

Empty stand build cases are all the empty cases, crates and material involved in building your stand. Every exhibitor that has been granted Early Access must have their cases available by **14:00 on Saturday 28 January at the latest**. Every exhibitor that starts during the regular build-up days (Tuesday 24 January onwards) must have their cases available for collection by **14:00 on Sunday 29 January at the latest**.

Any empty cases removed from the floor on Monday 30 January will incur a 100% surcharge.

There will be a **Priority Service** with a maximum of 10cbm which will ensure the return of empty cases by 22:00 on Friday 3 February; and a **Next day Service** which will ensure the return of your empty cases by 08:00 on Saturday 4 February.

## Courier Shipping

We do not recommend using courier companies for shipping to ISE due to the difficulty in dealing with customs clearance. Goods over 10kg in weight and €40.00 in value require a Spanish importer of record. Therefore, we suggest you contact CEVA Showfreight who will recommend a shipping partner in your region.

## Shipments Deadline Prior to the Show. (Advance Warehouse)

Shipments should arrive at the receiving warehouse, customs cleared, no later than three days before the requested delivery date to your stand. Goods should be sent to the Advance Warehouse at FIRA MONJUIC and CEVA Showfreight must be notified accordingly.

For more detailed information, please make use of the Official Shipping Instructions and Tariffs, by [clicking here](#).

If you have further queries, please contact Mark Jackson on [mark.jackson@cevalogistics.com](mailto:mark.jackson@cevalogistics.com).

## European Consolidation Points

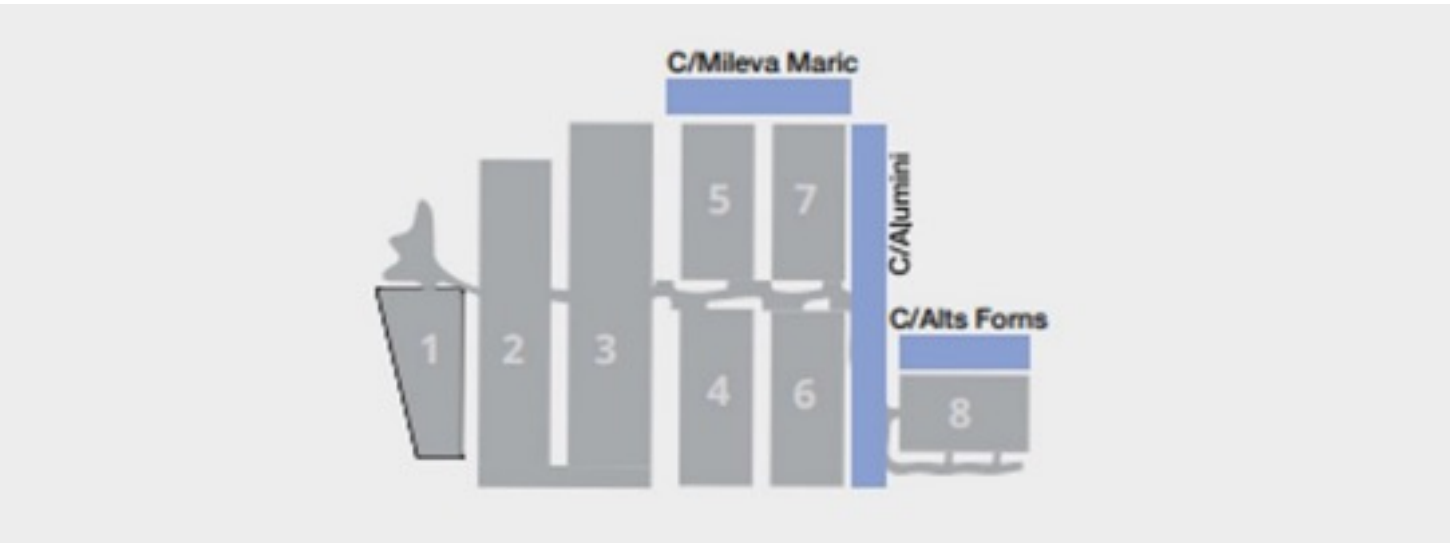
CEVA Showfreight has strategic storage facilities throughout Europe so that goods for ISE can travel together directly to Fira. This saves exhibitors money and avoids multiple handling of shipments, thus reducing the risk of damages.

For more information about your nearest consolidation point and prices please email: [paul.strachan@cevalogistics.com](mailto:paul.strachan@cevalogistics.com).

## Build-up Restrictions

Please note that in the loading bays of Halls 6 and 7 (by Alumini Street) and in the rear sides of Halls 5 and 7, no work can be carried out from 22:00 to 07:00. See blue marked areas on floorplan.

This however has no influence on the time frame for working within the halls, this is still allowed until 00:00.





# Build-up and Breakdown Information 2



## Traffic Buffering & Vehicle Registration

Vehicle registration and traffic buffering take place during ISE’s build-up and breakdown, allowing all parties to work as efficiently as possible. Vehicle registration entails all cargo vehicles registering at the Buffer Zone called Sot del Migdia (SOT). Cargo vehicles are only allowed to drive to the exhibition site at their booked unloading and reloading time slot. This enables optimum throughput on-site and drivers will be given limited unloading and reloading time.

Buffering entails that all vehicles first gather at an external site, called the “buffer zone”, and are only allowed to drive to the exhibition site for their booked unloading and reloading slot. Please see the address below.

**CEVA / RESA**

Sot del Migdia – Truck Waiting Area  
Carrer del Foc, s/n  
E-08004 Barcelona, Spain  
GPS 41°21’34.7”N 2°08’58.3”E

**Notify CEVA prior to arrival with:**

1. Exhibitor name
2. Hall number
3. Stand number

For security reasons and to avoid delays at the exhibition site, only full trucks that have loaded at the customer’s premises and are being driven directly to the venue are permitted to enter via The SOT Buffering Zone. All other shipments and groupage cargo must be delivered and collected via the off-site warehouse located in FIRA MONTJUIC Barcelona.

Please contact Melanie Shipway on [melanie.shipway@cevalogistics.com](mailto:melanie.shipway@cevalogistics.com) or +44 330 587 7429 more detailed information.

Please note that **no cars are allowed to park at the loading docks**, you will need to make use of Fira’s parking garages. If you need to unload a large amount of goods from your vehicle, please make sure to go to SOT to register in order to access one of the loading docks.

## Unloading/Reloading time restrictions

There will be a zero-tolerance policy regarding parking at the loading docks; when the assigned unloading or reloading time has elapsed, you are obliged to leave the loading areas immediately. Any vehicles using the exhibition site as a parking area will be towed away without warning.

**Vehicle passes**

At the buffer zone/vehicle registration area (SOT), only one space is available at any given time. The driver will be issued with a vehicle pass accompanied by a map. The map will show, in detail, the location of the entrance gate. The pass will state the allocated time allowance at the exhibition site.

## Self-unloading vehicles

Drivers of vehicles 12 metres or longer that need to be unloaded or re-loaded by hand, will need to purchase a pass from the registration area (SOT) at a fee of **€ 100.00 per single entry**. For additional entries you will need to report to SOT and purchase a new pass.

Drivers of lorries and vans shorter than 12 metres will need to purchase a pass from the registration area at a fee of **€ 12.00 per entry**. For any additional entries, it is necessary to report to SOT and purchase a new pass.

Location of the registration area is detailed above.

## Build-up Traffic

To help improve congestion in and around the show-site, we will be enforcing a CEVA-ONLY-UNLOADING timeframe. Please see the exact timings below:

Service	Exhibitors	Attendees
Sunday 22 January – Friday 27 January	08:00 – 12:00 12:00 – 00:00	CEVA Self-unloaders
Saturday 28 January – Sunday 29 January	08:00 – 00:00	CEVA & Self-unloaders
Monday 30 January	Fine tuning for all exhibitors, no vehicles allowed onsite	

For more information, please contact Melanie Shipway of CEVA Showfreight on [melanie.shipway@cevalogistics.com](mailto:melanie.shipway@cevalogistics.com) or +44 330 587 7429.

Exhibitors who have been granted access to the halls via SOT on the 23rd January can unload only from 15:00 but cannot commence work until 24th at 08:00. The regular build up schedule will begin on Tuesday 24th January and will run until Sunday 29th January at 20:00. Also, exhibitors who have been granted access on January 23rd can also unload the day before, January 22nd, after 15:00.

Please send an email to [cs@iseurope.org](mailto:cs@iseurope.org) if you would like to unload a day earlier.



# Build-up and Breakdown Information 3



## Barcelona Low Emission Zone

All non-Spanish vehicles entering the ‘Low Emission Zone’ (ZBE) of the Barcelona Metropolitan Area (AMB) must apply for a permit. The Barcelona Metropolitan Area (AMB) includes the Fira Barcelona venues.

This system has been implemented to control the access of vehicles that do not meet the required low emissions standards.

Vehicles meeting the low emissions standards will receive a long-term permit valid to access the city anytime during the validity of the permit. This permit is free of charge, although there is a one-off administration fee. It can take up to 15 working days from application for the permit to be issued, short notice applications for entry will be subject to an additional charge.

Vehicles not meeting the low emissions standards will receive a permit that allows the vehicle 10 single day entries during a twelve-month period. There is a charge for this permit dependent on the vehicle type, details of which can be found at the [AMB Website](#).

Applications for passes can be made at the [AMB Website](#).

Vehicles entering the Low Emission Zone (ZBE) without the required pass will be identified by cameras, the owner of the vehicle will be subject to a penalty fine.

## Build-up in Halls

On Sunday 29 January, all stand-fitting empty cases must be labelled and ready for collection by 14:00 at the latest. Please note that the storage and return of crates is not based on last out, first in.

### Sunday 29 January

The following activities must be finished by 20:00:

- > Vehicle movements
- > Collection of empty cases and toolboxes
- > Movement of forklifts, cherry-pickers, cranes and movable platforms
- > Rigging, securing of safety chains
- > Working at height

### Monday 30 January

The following activities are allowed until 17:00:

- > Fine tuning of equipment
- > Decoration of the stand
- > Cleaning
- > Training of stand personnel

This also applies to shell scheme stands, any freight/ goods must be delivered by Sunday,

Monday is purely meant for decoration.

This enables a safe working environment on the day prior to show opening for attendees while there will be a considerable number of exhibitor staff present within the halls.

## Build-up Schedule

Build-Up		
*Sunday 22 January Early Access Day	08:00 – 20:00	Early Build-up only upon request via EBO.
*Monday 23 January Early Access Day	08:00 – 00:00	
Tuesday 24 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Wednesday 25 January	08:00 – 00:00	
Thursday 26 January	08:00 – 00:00	
Friday 27 January	08:00 – 00:00	
Saturday 28 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors.  Decoration and equipment delivery of shell scheme stands/ removal of ALL empty cases.
Sunday 29 January	08:00 – 00:00	
Monday 30 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed.  Decoration for shell scheme stands, no freight allowed.



# Build-up and Breakdown Information 4



## Breakdown in Halls

### Friday 3 February

#### 17:00

CEVA will begin bringing priority empty cases into the halls, finishing at 22:00

Hand carried goods may be brought out to the parking garages around the venue, but it will not be possible for lorry drivers to enter the loading area until Saturday 4 February at 08:00.

#### 18:00

After 18:00 the official dismantling will start but the freight doors will remain closed until Saturday at 08:00. Dismantling will finish at 00:00.

#### 22:00

CEVA will start the overnight service for returning empty cases from storage, finishing at 08:00 on Saturday morning.

## Breakdown Traffic

During breakdown, vehicles are allowed on to site from the buffer zone/ registration area (SOT) at the time slot allocated to them. **It is of great importance that you contact CEVA Showfreight to receive a loading slot for the breakdown.** Your vehicle can only arrive at the buffer zone a maximum of two hours prior to the designated reloading slot. The buffer zone/registration area cannot be used as a parking area and is not open overnight. There is a strict policy regarding no parking or access to SOT during the show days.

Cars and vans with a height up to 2.1 metres (1.9 metres in some areas) have parking areas available around the venue to allow loading of hand-carried goods.

## Phased Breakdown

Friday 3 February	
16:00 – 17:00	ISE Show finishes at 16:00. Contractors will not be allowed to access the venue until 17:00 to enable all visitors to leave and carpet to be removed from the gangways.
17:00 – 18:00	Removal of hand-carried goods. The loading docks will not be open.
18:00 – 00:00	<p>Dismantling can start but the loading docks will not be open.</p> <p>No vehicles will be permitted to enter the loading docks until Saturday morning.</p> <p>It is only possible to take your goods to the car parks throughout the venue. Please note the car parks have a maximum height of 2.1 metres (1.9 metres in some areas).</p> <p>The priority service for returning empty cases from storage will operated during this period.</p>
22:00 – 08:00	The overnight service for returning empty cases from storage will operate
Saturday 4 February	
08:00 – 11:00	Self-loaders and CEVA
11:00 – 19:00	CEVA-only reloading
19:00 – 22:00	Self-loaders and CEVA
Sunday 5 February	
08:00 – 22:00	CEVA and self-loaders
Monday 6 February	
08:00 – 18:00	CEVA and self-loaders

## Security

Although every reasonable security precaution is taken throughout build-up, show days, and breakdown, show management nor Fira Barcelona cannot be held responsible for any loss, damage or accident which may occur to any exhibitor’s (or their contractors’) property or personnel.

ISE disclaims any and all warranties, whether express or implied, including the warranties of fitness for a particular purpose, merchantability, and non-infringement. In no event will ISE nor Fira Barcelona be liable to Exhibitor or any other person for lost profits, or any indirect, special, incidental, consequential, exemplary, or punitive damages of any sort. Exhibitor shall hold ISE and Fira Barcelona free and harmless from any third-party claims (including attorneys’ fees) in respect of the above.

It is recommended that small and/or attractive items are kept under constant supervision and removed each evening, and that suitable insurance coverage is arranged for your stand. Please take special care of laptops and mobile telephones – **do not leave these items unattended at any time** – and lock up valuable items during the night or when the stand is not occupied.

You can order stand security to secure your valuable items during build-up, show days, and breakdown. The official contractor for stand security is Servifira ([ise@firabarcelona.com](mailto:ise@firabarcelona.com)). Please refer to the ISE Fira Store for more information on how to order these services.



# Build-up and Breakdown Information 5



## Cleaning/Waste Disposal

- Exhibitors are responsible for arranging their own cleaning and waste disposal during build-up, show days and breakdown. Cleaning services can be ordered through the ISE Fira Store.
- Cleaning will be carried out at night to minimise the impact of the service during show days.
- Please keep in mind that although ordering a cleaning service is not mandatory, during show days, all display material must be cleaned and sanitised before and after every occasion it is handled.
- For waste disposal during build-up and breakdown you must order refuse containers via the ISE Fira Store. Please note that refuse containers must be placed on the stand; do not place them in the aisles. 20 and 30 cubic metre containers will be placed outside of the Halls due to their bigger size. All other smaller containers must be placed inside of the booths. Waste will be monitored on-site by a dedicated team.
- After the exhibition, you must leave your stand swept clean and remove all floor tape. Any waste left will be photo-documented and the exhibitor responsible will be recharged for its disposal.
- > Waste, paper, cardboard, empty packaging and other combustible materials for disposal must be removed from the stands and their surrounding areas on a daily basis.
  - > No materials may be stored behind stands.
  - > Any waste materials should be contained within the exhibitor's assigned space.
  - > It is strictly prohibited to place any waste or other items in the aisles Exhibitors can contract waste removal in the ISE Fira Store via Servifira.

## Hi-Vis Vests, Hard Helmets and Safety Shoes

- All contractor personnel needing to gain access to the halls before 08:00 on Monday 30 January **must wear a hi-vis, hard hat, and steel-toed shoes.** After this deadline it is still advisable to wear these items. Please note that Abraxys will be selling the following items onsite:
- > Hi-Vis Vest € 5.00
  - > Hard hat € 7.00
- These items can be pre-ordered and pre-paid one month in advance of the show to be collected at the venue.
- Abraxys do not sell steel-toed shoes so please ensure you purchase these in advance and bring to site.





# Rules and Regulations



Integrated Systems Events takes the health and safety concerns of both the venue and its exhibitors and contractors very seriously. Therefore, ISE has implemented a set of standards when it comes to this topic, which are set out in this Event Manual. We highly recommend that you and your contractors read this document thoroughly and pass this on to any person that is involved before, during or after the show.



Our documents are updated regularly, so to ensure that your stand complies with our current regulations, and those of Fira Barcelona, make sure that you and your contractors are aware of our current regulations by making use of this document and [Fira Barcelona Technical Regulations](#).

It could be the case that for some matters the regulations of Fira contradict ours, in which case ISE's always overrule. Only when these rules are upheld will stands will be issued with '**Permission to Build Certificate**'.

## Space-only Stands

Space-only stands are required to be inspected by Abraxys so that they comply with the Health and Safety Law and Approved Codes of Practice. Besides that, please note that all structures must meet with CTE (Codigo Técnico de la Edificación) Spanish Technical Building Code. Below is a list of important aspects that every exhibitor with a space-only stand has to comply with. Please make sure that everyone involved is aware of this.

- > When cladding or decorating columns that are fitted with fire equipment, extinguishers, fire alarm call points, signage or any other informational element of the venue, you must ensure that these are always visible, accessible and clear of obstacles that may prevent their normal use. All of these elements must not be manipulated or disassembled.
- > The Exhibitor is responsible for its stand design.
- > Fire exits, firefighting equipment, emergency signs, technical services and emergency exits must be kept clear at all times.
- > Do not purposely obstruct the view of other stands and that of the exhibition as a whole, when designing your stand.
- > It is prohibited to carry out channelling, bracing or any other structural modifications to the interior of the halls or to the outer areas of the venue. Both indoor and outdoor exhibition spaces must not be cladded with paint or glue.
- > For safety, health and environmental reasons, tools that produce dust, such as all types of saws, must not be used inside Fira Barcelona halls, unless they are equipped with dust holding bags or suction systems designed for this purpose.

- > Separation walls must consist of solid walling. The use of hall walls or those of neighbouring stands, including shell scheme, is not allowed. ISE has the right to place shell scheme walls at the exhibitor's expense if the exhibitor does not uphold this rule.
- > Separation walls, used as bordering walls with other exhibitors, that are higher than 2.5m must be finished to a professional standard so that they present a neutral (e.g., white, black, tan), flat surface to the bordering stand, down to 2.4m. Signage, logos and projections on the side of the bordering stand are not allowed.
- > Signage on the rear side of a wall is only allowed when the wall is more than 100cm from the edge of that stand.
- > A space-only stand location refers to a raw space that does not include walling, stand fittings, carpets, electrics and the like. The exhibitor has to arrange this at their own expense.
- > A space-only stand must be designed and built by a 'qualified' stand designer and stand-builder.
- > Stands must be built within the parameters of the assigned stand space. ISE has the right to alter stand designs, at the exhibitor's expense, if this rule is not upheld.
- > Stand spaces that include venue columns and service points must design their stands to ensure the venue has 24-hour access to these services. It is compulsory to keep these areas open and accessible at all times. You may incorporate them into your stand design, but you must not build around them or enclose them entirely. Venue fire exit signs must be visible at all times even if the signs are attached to a venue column within your stand space.
- > All stand related documents and plans for 'Permission to Build Certificate' must be submitted to Abraxys before Wednesday 30 November 2022.

The ISE Operations team reserves the right to oblige the stand contractor to make any amendments to a stand build on-site, at the expense of the contractor/exhibitor, if they feel that it deviates from the rules and regulations, and/or standard health and safety policies.



# Stand Design Approval



For ISE 2023 every space-only exhibitor is obliged to send their stand design, including the Risk Assessment Form and the Method Statement, to Abraxys for approval.

Abraxys will perform a Stand Plan Inspection (SPI) on the stand design that has been submitted. The Stand Plan Inspection fee covers the independent review of your stand plans and the supporting health and safety documents. The SPI fee forms part of your plan submission and payment must be made at the time your stand plans are submitted to Abraxys for review. Payments can be made via [this link](#). **Please submit the stand design and the requested documents via [this link](#) before Wednesday 30 November 2022; Please note there is a fee associated with this service.** Find more information on how to pay the Stand Plan Inspection fees in [this document](#).

Please note that exhibitors who have ordered shell scheme or a Premium Stand Package via our preferred supplier Servifira, are not obliged to submit their stand design.

If you have any questions about your stand design, please contact [ise@abraxys.com](mailto:ise@abraxys.com).

Also, please note that the following requirements are requested when submitting in your stand design.

## 1. Detailed technical plans in a recognised scale, not less than 1:50, detailing:

- > An overall 3D graphic of the stand design
- > Visible stand number included in the stand design
- > Plan view, showing clearly all dimensions, walling and major exhibits
- > Scaled side and height elevations showing a clear indication of the height of various elements, including graphics
- > Any rigged structures including dimensions and height of the rig
- > Any hanging banners including their dimensions and hanging height from the floor
- > Stand number and exhibitor name
- > For stand plans that include banners, please clearly state all construction materials and total weight of your banner

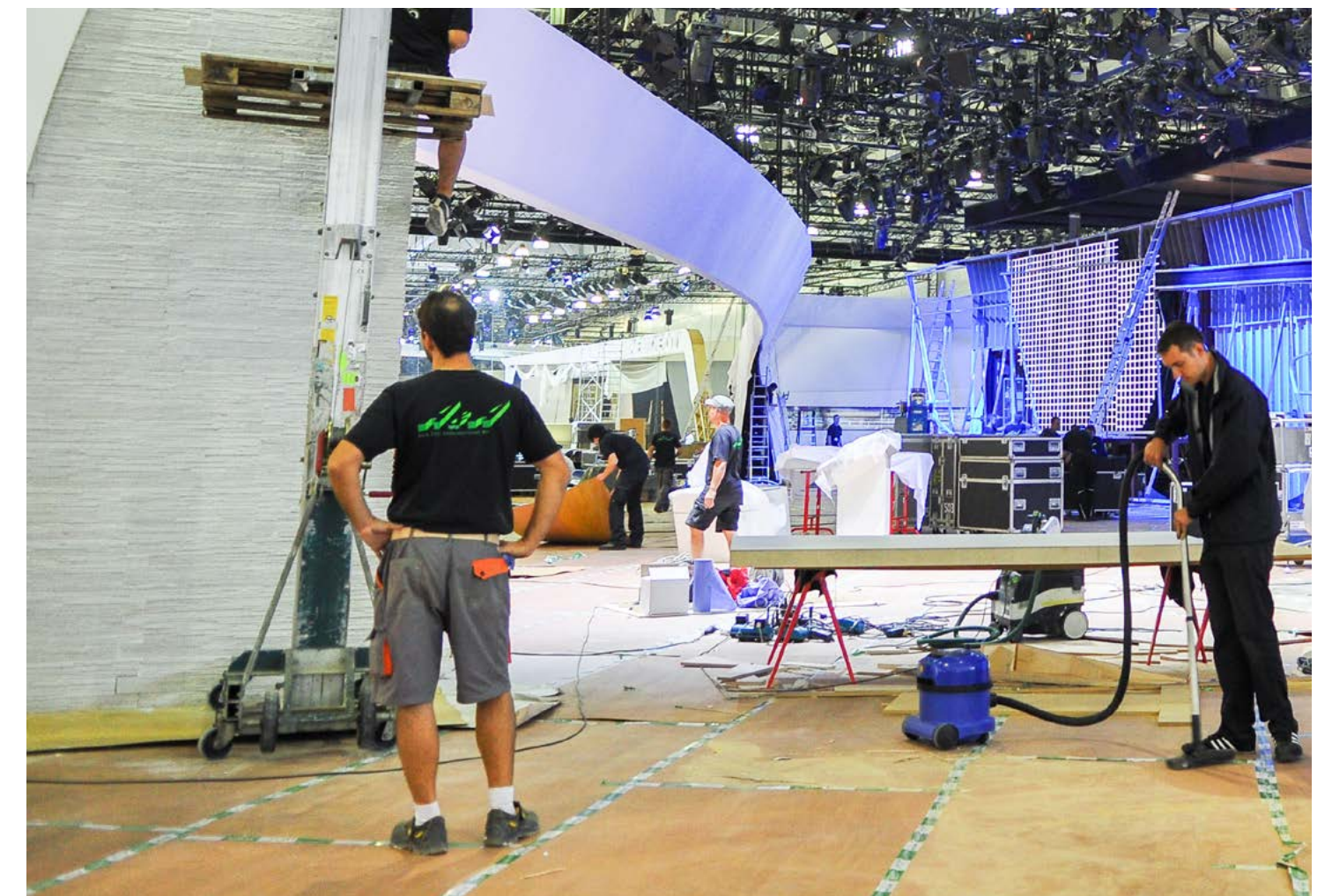
## 2. On-site contact person and mobile phone number

Please note that you must receive a 'Permission to Build Certificate' from Abraxys before you order your rigging services from Fira or commence build-up on-site. Rigging must be shown on your stand plan in order to get the permission. Abraxys will work in conjunction with the venue's rigging department to review the submitted plans.

If you are required to make amendments to your stand design, there will be no additional fee when you submit your stand design again. Please see the Complex Structures section below for further information.

The Stand Plan Inspection fee is applicable to all space-only stands. All rigging is deemed complex and additional complex fees will apply.

If you have a space only stand, then your stand plans and health and safety documents must be submitted to Abraxys for review and sign-off. Even if you believe you are only planning a simple build in your space in the hall such as placement of carpet and AV – the space-only plan submission process still applies to you and the process must be followed until you receive your 'Permission to Build Certificate'.





# Height Regulations: Walls & Pillars 1

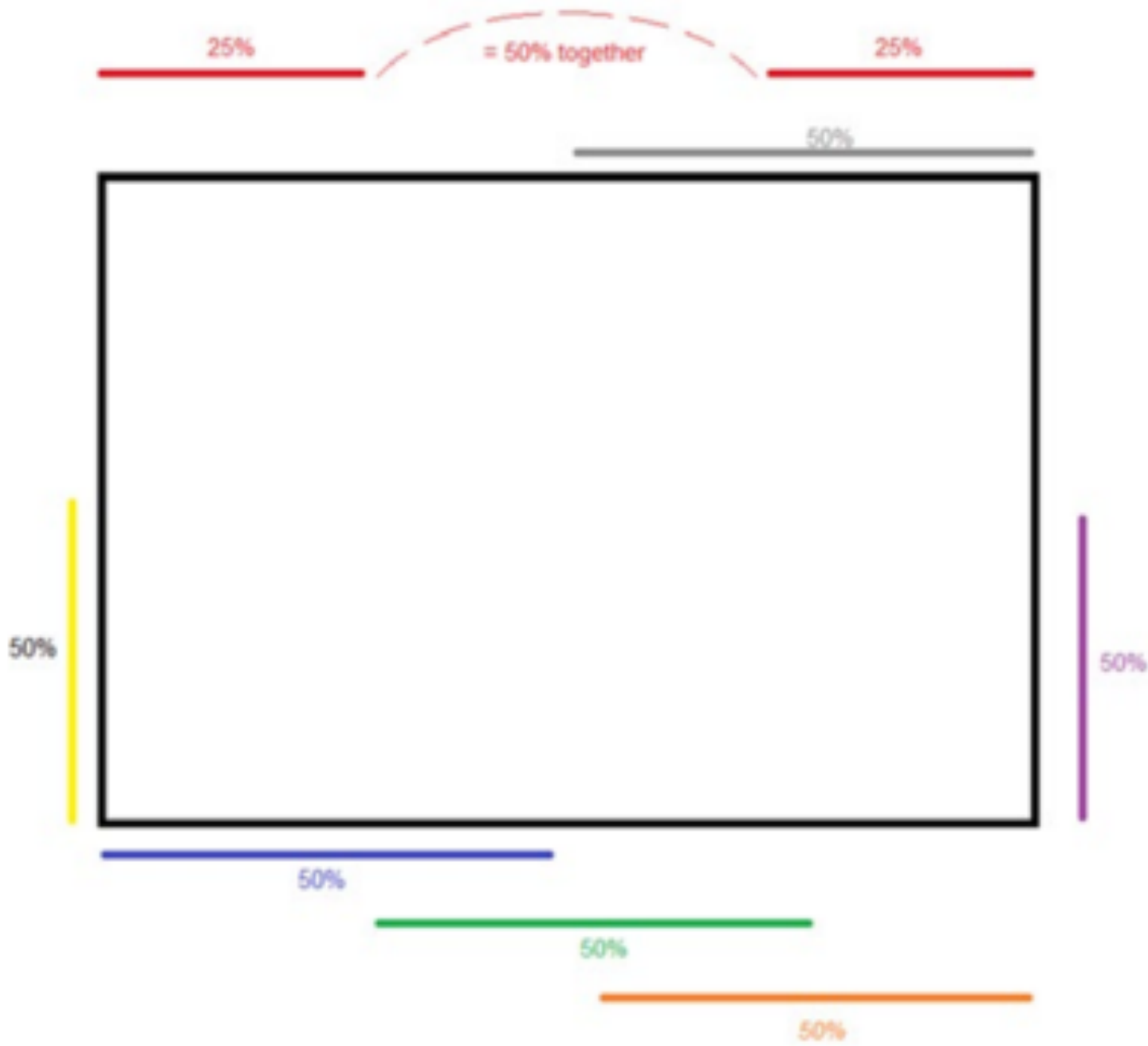


## Enclosed Exhibition Stands. 50% Walling Rule

- > Fully enclosed stands are not permitted on the exhibition floor
- > A side of a stand on the exhibition floor can only be closed off up to 50% (see example below), unless the side directly faces a venue wall
- > Under no circumstances are neighbouring stands to be visually blocked off from the rest of the exhibition
- > Walling and/or showcases must be positioned in such a way that they do not obstruct the view of the neighbouring stand and/or the exhibition as a whole
- > ISE will not allow walls to be stepped back in order to overcome this rule
- > The walls of the upper deck of a double-deck stand may be completely closed off
- > A wall that is completely closed off, needs to be decorated and branded appropriately within the boundaries of the stand
- > As the rule is to ensure visibility, handrails and low boundary walling up to 1.1m in height are permitted
- > The outside finish of the stand must be of the same quality as the inside

Exceptions to the above points referring to enclosed exhibition stands will be considered by the organiser on a case-by-case basis and will be permitted only if all affected neighbouring stands’ exhibitors have agreed in writing.

50% of any one side can be enclosed - in any format.



## Stand Height Regulations

**Space-only stands**, including those that make use of a double deck, are allowed to build up to 700cm. However, for stands classified as peninsula, corner or inline, and bordering another stand, the walls bordering the other stand(s) cannot be built higher than 400cm unless the part that is higher than 400cm is built 100cm from the edge of the neighbouring stand.

**Shell scheme stands** have a height of 245cm and, therefore, are permitted to be decorated up to 245cm. It is not permitted to use any wall of a neighbouring stand as a wall, nor to use it for decoration for your own purpose. If you would like to order a shell scheme, please do it through the ISE Fira Store.

**Please note that there are height variances in the halls.** Please refer to **chapter 11 of Fira Barcelona Technical Regulations**, which specifies the height restrictions of all halls. Below, you will find a summary of height restrictions per hall.

Hall	Build Height Restriction	Exceptions
Hall 1	700cm	n/a
Hall 2	700cm	There are some restrictions, please view the floorplan for further information
Hall 3	700cm	n/a
Hall 5	700cm	There are some restrictions, please view the floorplan for further information
Hall 6	700cm	n/a
Hall 7	700cm	There are some restrictions, please view the floorplan for further information
Congress Square	500cm	There are some restrictions, please view the floorplan for further information
Upper Walkway	300cm	There are some restrictions, please view the floorplan for further information



# Height Regulations: Walls & Pillars 2



## Pillars

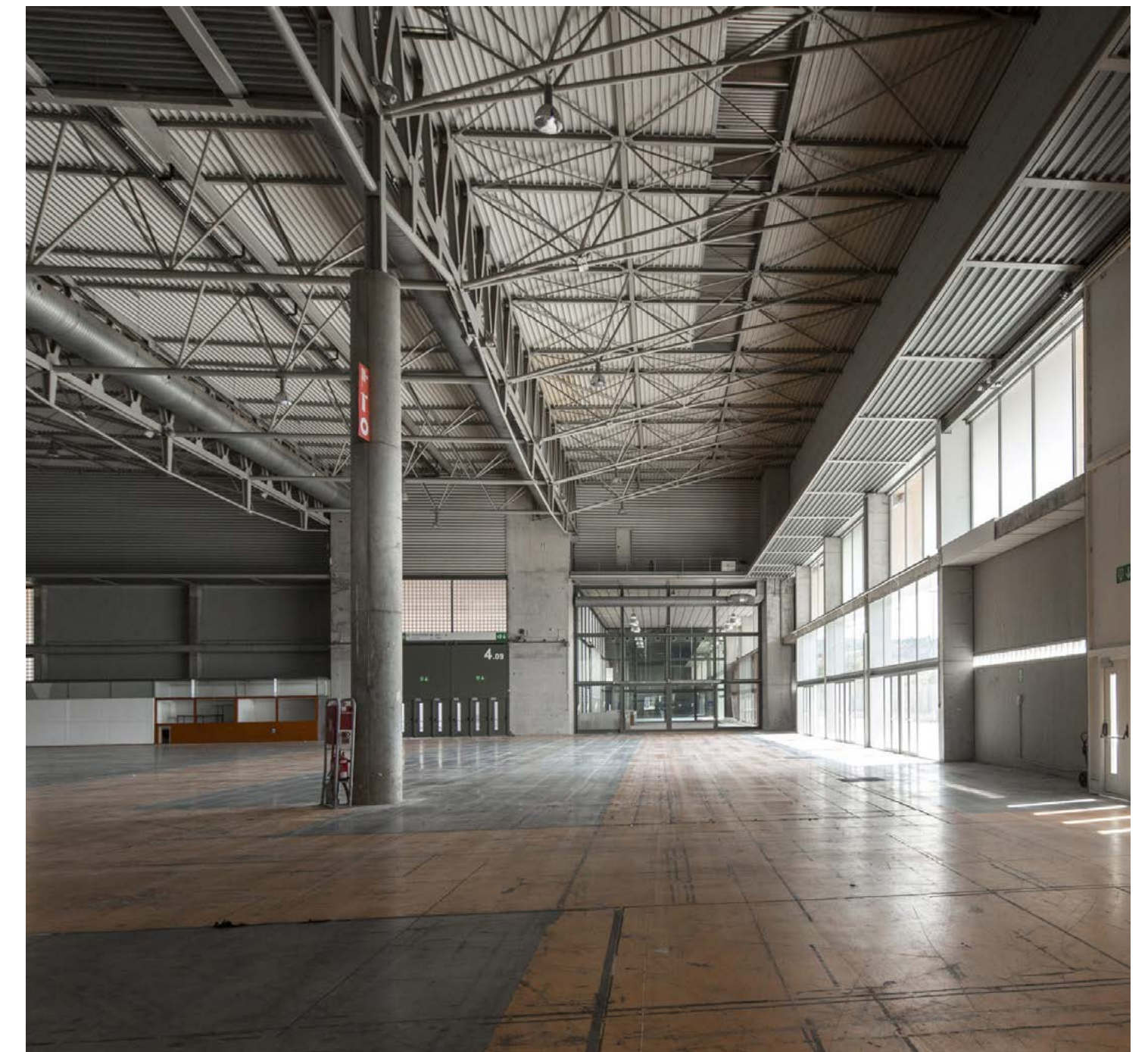
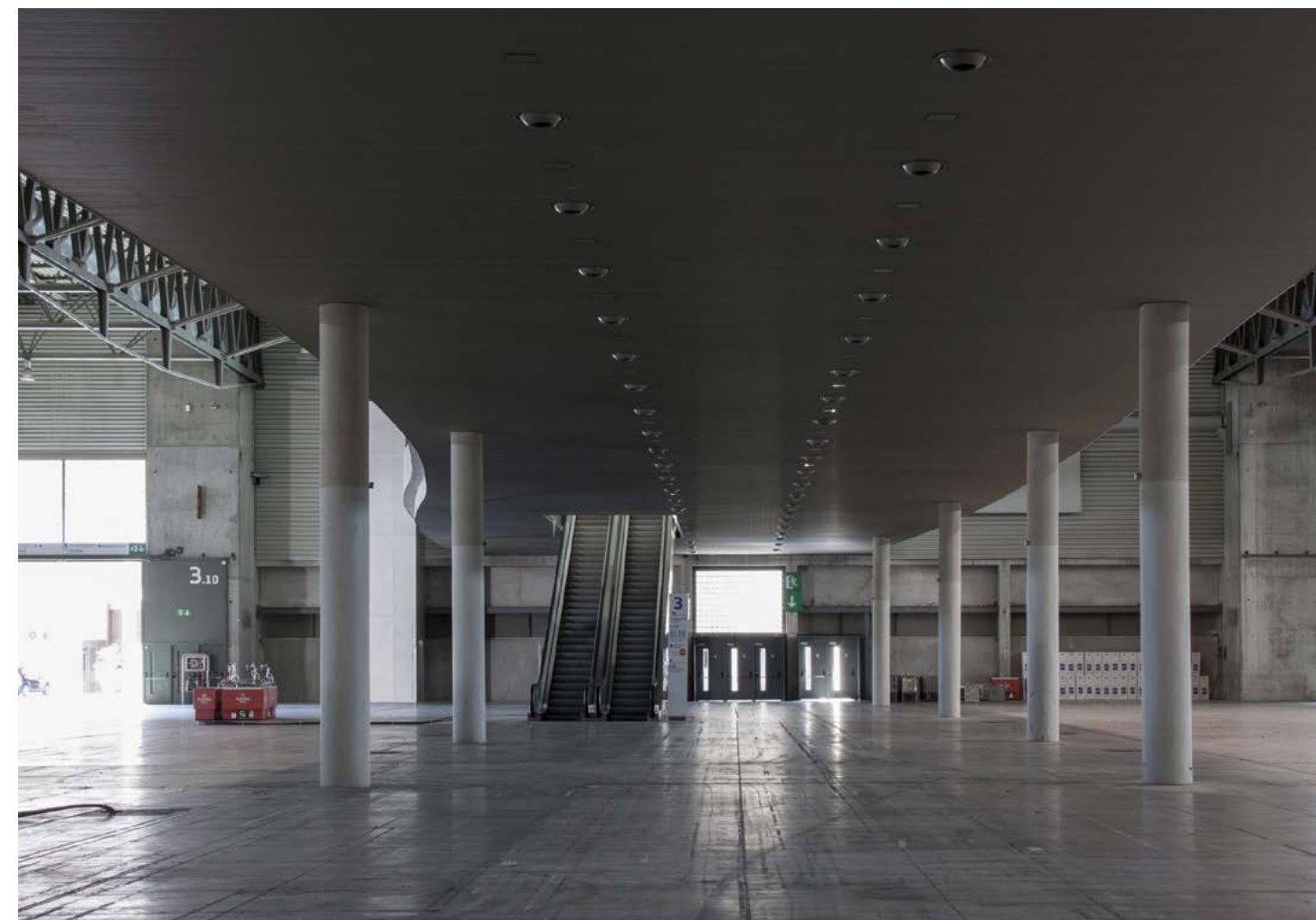
Pillars can be found throughout Fira Barcelona. It could be the case that one of these pillars is located within the perimeter of your stand. If you have any questions related to the pillar(s) located in or near your stand, please contact Operations at [cs@iseurope.org](mailto:cs@iseurope.org).

Exhibitors are encouraged to include the pillar(s) in their stand design, taking into account the following regulations:

- > You are allowed to clad professionally around the pillar in your stand space, provided that you maintain a distance of 15cm - 20cm from the pillar and check that there is no fire extinguisher signage on the column that will be affected while raising the truss (this is in terms of rigging only)
- > If there is a venue pillar half in the stand and half in the gangway, it will be permitted to clad all around the pillar professionally, in keeping with the stand design.
- > Sticking decals, screwing, nailing or attaching a structure in any form at all, to the pillars of Fira Barcelona is strictly prohibited. The exhibitor will be charged in full for the removal of these items and for repairs of any damage that occurs.
- > Where there is a venue column in your stand space that includes a fire extinguisher, there is a 'no-build area' between the fire extinguisher and the gangway. This means no construction in front of the fire extinguisher under any circumstances. The venue must have access to all emergency service points at all times even if these are located in your stand space
- > If you share a pillar with another exhibitor, please contact Abraxys via [ise@abraxys.com](mailto:ise@abraxys.com) to discuss the possibilities of pillar cladding or wrapping within your stand space.

## Separation Walls

All space-only stands must provide their own self-supportive back walling, when backing onto a neighbouring stand or perimeter, with a minimum height of 250cm. Separation walls can be placed between stands that share a border. The standard maximum height of a separation wall is 400cm. **Higher separation walls are allowed under the condition that both exhibitors have agreed this in writing and have received acknowledgement from ISE.** The rear of all side and/or back walls should be finished to a professional standard in a clean, tidy and neutral manner; logos should only be used on the exhibitor's side of the wall unless the separation wall is placed at least one metre from the edge of the stand.





# Electricity 1



## Service Ducts

The official supplier of electricity is Fira Barcelona and can be contacted via Servifira, [ise@firabarcelona.com](mailto:ise@firabarcelona.com) or +34 93 233 20 00.

- > **All service ducts must be accessible at all times.** Service ducts with no live services coming from them must also remain accessible in case of emergency.
- > **If your stand contains multiple service ducts, you are free to decide which ones you want to use.** If you order your electrical installation through Servifira, should include a floorplan marking the service duct you want to use.
- > **If your service duct is shared with another exhibitor(s)**, it must be accessible for your neighbouring exhibitor(s) at any time. Therefore, shutting off power or placing a lockable cover on the service duct is strictly prohibited. Servifira will inform you which duct will be used by the other exhibitor(s) if this is the case.
- > **Where there is a live service duct, the carpet should have a cut area of 100cm or, in the case of a raised floor, an access hatch should be incorporated into the design.** With a hatch, a platform of 5cm is recommended for electrical cables only, and 10cm if a water connection is planned for any of the neighbouring stands.
- > Please note that it could be the case that live services are being sourced from the service duct on your stand to yourself and neighbouring exhibitors. **If you are unsure whether you have a service duct on your stand**, please contact Servifira on [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

For technical details of electrical installations, please read [Fira Barcelona Technical Regulations](#)

## Power Supply

- > **All ‘space-only’ stands** will need to order power through the ISE Fira Store.
- > All electrical installations must be standardised and certified by a licensed electrical installer, authorised by the Autonomous Catalan Government (Generalitat de Catalunya) which draws up the necessary documentation. Please contact Servifira for more detailed information as they are the official licensed supplier of ISE.
- > Non-EU electricians are highly recommended to order their power box through Servifira. If it is not ordered through them, the stand constructor or exhibitor, as applicable, must ensure that the installation is made by an officially certified electrician in Catalonia or a European electrician who has prior experience in carrying out the aforementioned procedure.
- > Electricity installation ordered through Servifira includes the following: all the installation, the power box with 10m of cabling, the power supply (daily or continuous), the certificate showing compliance with legislation according to local laws, electricity taxes and assistance in case of any incidents. The power boxes are installed the first day of the official build-up period.
- > All exhibitors with ‘space-only’ stands who do not order a power box through Servifira, must order electricity through the ISE Fira Store in order to have a power supply to the stand. Power is charged in € per kW and day. Exhibitors can order as much power as they need for build-up, show and breakdown days. If this power requires special installation this may result in extra charges which will be advised by Servifira in advance. Electricity consumption will be billed before the event and Fira Barcelona must have received payment for the installation to be approved and to ensure electricity at the stand.
- > Stands with more than 50 kW require a Technical Design Project and must be approved by a local collegiate engineer. A fee is required in order to receive approval. Please find more detailed information in [Fira Barcelona Technical Regulations](#): Chapter 6.2 – Page 39 or contact Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com).
- > The power supply will be available from 48 hours before the opening of the show. On the last event day, Friday 3 February 2023, power to stands in exhibition halls will be switched off at 18:00 for logistical reasons. If you need power at any other time (including build-up and breakdown) you should order it separately from Servifira, via [ise@firabarcelona.com](mailto:ise@firabarcelona.com) or at the Exhibitor Services Desk located at the venue.
- > For large amounts of electricity (this can include exterior areas) a power generator may be needed. Please contact Servifira for more information.
- > If you are building a double deck stand and require electricity on the top level, please contact Servifira to make sure that the cables reach up to the required location.
- > Should you require a high amount of kW or a three-phase switchboard in any of the halls, please contact Servifira for more information.

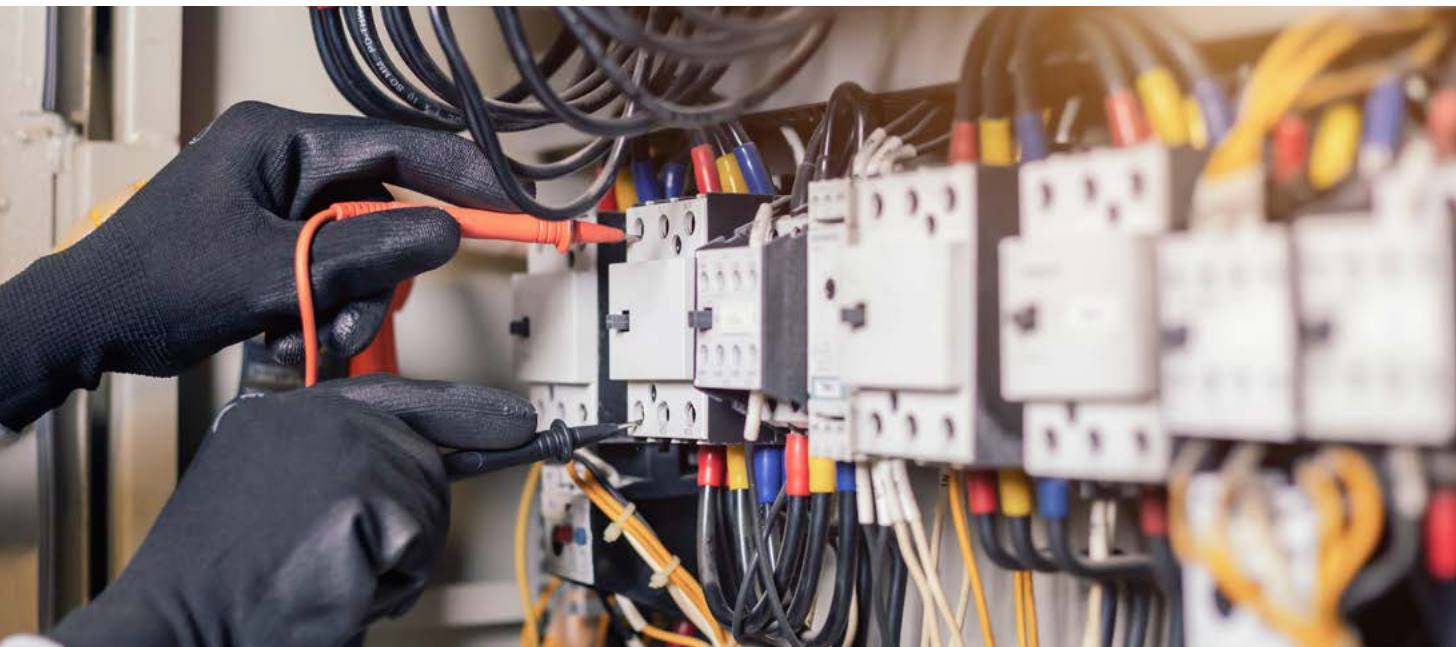


# Electricity 2



## Installation

- > Metal structures or anything that contains metal parts and that could cause harm if a fault occurred, shall be connected to the ground distribution.
- > Trusses, steel constructions and aluminium system stands must be earthed if any electrical installation (light fitting, wall outlet, cable or any related objects) is present in its immediate vicinity (on/below/through).
- > Where earthing takes place by using a separate wire, connect this as close as possible to or at the earthing point of the switch and distribution.
- > Junctions can be made with wire connectors, provided these are suitable for the cable in question.
- > In any situation, junctions must be protected by a junction box.
- > Earth leakage circuit breakers must have classification A (AC are not permitted).
- > Splitters are not permitted.

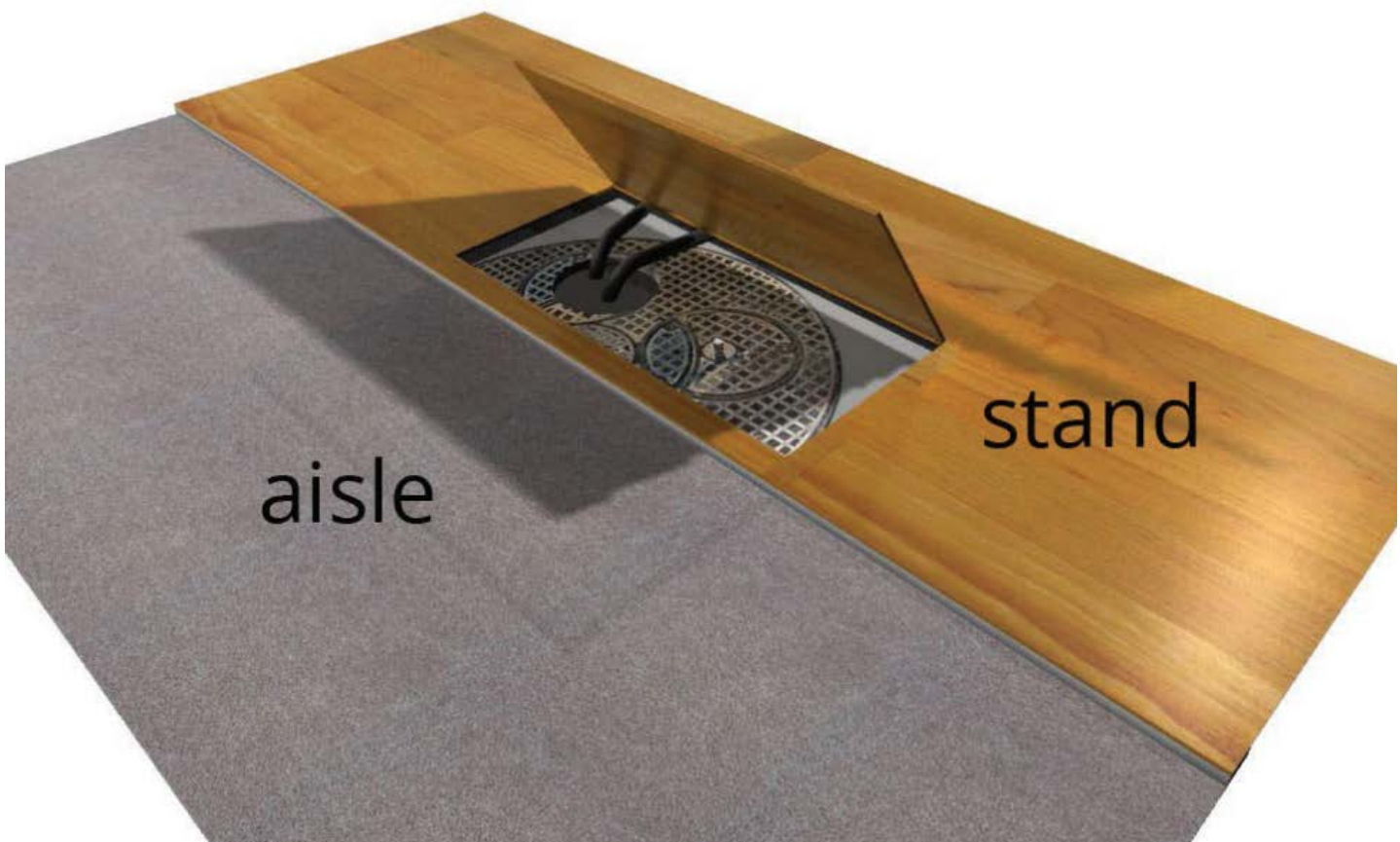


## Raised Floors

It could be the case that the electricity outputs are not easily located within your stand. Please take this into consideration when building a stand with a raised floor. A plan with your electricity outputs can be requested from ISE Operations via [cs@iseurope.org](mailto:cs@iseurope.org). Exhibitors who order a large quantity of electricity and/or water are advised to order a raised floor to cover the cables and pipes. A raised floor can be ordered via the ISE Fira Store.

Stands with more than 50kW power must be approved by a local collegiate engineer. This electrical project has a fee. For more information, please find detailed information in [Fira Barcelona Technical Regulations](#): Chapter 6.2 – Page 39 or contact with Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

Please note that raised platform floors higher than 5cm (50mm) are required to have integrated ramp access to provide ease of access for everyone. **Also, if there is a venue service chest located in your floor space, your stand must be designed to ensure that the venue will have access to this service chest at all times, regardless of whether there are live services coming from the service chest or not.**





# Stand Restrictions 1



## General Restrictions

It is the responsibility of each exhibitor to check for any height and width restrictions that may occur within the rented stand space. The same goes for the location of pillars, fire extinguishers and service ducts.

From the ISE side, there will be a dedicated email sent out to the main contact person of the exhibiting company, notifying the exhibitor if there is a pillar, height restriction or fire extinguisher in the stand. If you require more information, please contact ISE Operations via [cs@iseurope.org](mailto:cs@iseurope.org).

## Floor Resistance

There are different levels of floor weight resistance per hall.

Please see an overview below of the different maximum weight resistance per sqm per hall:

Hall	Max Weight
Hall 1	3000kg/m²
Hall 2	5000kg/m²
Hall 3	5000kg/m²
Hall 5	3000kg/m²
Hall 6	5000kg/m²
Hall 7	3000kg/m²

## Visibility

Space-only stands, located within the yellow zones, are required to be covered with a ceiling structure to hide unsightly areas such as storage rooms, kitchens, etc. Spaces such as a seating or display area are exempt from this rule. This is done to conceal internal structures from gallery viewing and to create a harmonious, aesthetically pleasing effect. If you are not sure whether or not your stand space falls within the yellow zones, please check this with the ISE Operations team directly on [cs@iseurope.org](mailto:cs@iseurope.org).

Stands located outside the yellow zones, are not required to have a ceiling structure, but are allowed to have one if desired. In both cases, the material needs to be fire-retardant (see also chapter 1.4 in the official [Fira Document](#)) and approved by Abraxys, the official ISE supplier for Stand Design Approval and Health and Risk Assignment. ISE reserves the right to assign required changes in ceiling finishes at the expense of the exhibitor.

All ceilings in the ‘Visibility Zone’ are dressed to a professional standard. Where solid ceilings are incorporated into stand designs you may be required to order additional smoke alarms or sprinklers to meet the regulations of the venue. Orders for such equipment should be placed directly with Westpoint, via [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

## Smoke Detectors in Stands

- > Ceilings made from textile wire mesh are accepted without a smoke detector if they are fire resistant M0, M1 or M2 (Euroclass A, B or C) and have a minimum opening of 2mm x 4mm or 3mm x 3mm. Textile ceilings are to be one layer only and stretched horizontally.
- > Ceilings made with a metal grid are accepted without a smoke detector, if they are fire resistant M0, M1 or M2 (Euroclass A, B or C) and have a minimum opening of 10mm x 10mm.

### Stands with more than 100m2 enclosed space or double decker stands

- > Stands with enclosed rooms under a second level (regardless of the m2) or with more than 100m2 enclosed space will require the following:
  - > A professional smoke detector system that meets the requirements of UNE 23007-14:2009 including
    - > Alarm buttons
    - > Interconnected smoke detectors
    - > Control panel
    - > Certified by an authorised and competent local supplier
    - > At least one smoke detector per enclosed room

- > The smoke detector system must be connected with Fira’s Control Centre using a communication device which has to be hired from Servifira
- > The smoke detector system requires a 24h power supply in order to operate correctly

It is recommended to contact Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com) for a quote regarding installation by Fira’s official supplier of these systems. Below is a list of some of the requirements for such installations as an example:

- > Alarm buttons must be placed so that any person within these spaces should not have to move more than 25m in order to reach/press the alarm button. In places where it is expected that users may have limited mobility, the distance covered should be reduced. In general, the buttons should be set at a height between 1.2m and 1.6m from the floor
- > The sound of the fire alarm must have a minimum level of 65 dB (A) or 5 dB (A) above any other noise that will probably persist for a period of 30 seconds if this level is higher. The sound level should not exceed 120 dB (A) at any point where there is likely to be people

## IMPORTANT

Westpoint is the venue’s recommended supplier for the installation of a fire alarm on the stand.

In the event of an alarm on the stand, the exhibitor is fully responsible in the first instance to investigate the reason for the alarm as well as notifying the Hall Manager or H&S Team onsite. It is in the best interest of the exhibitor to allow Fira, the venue and Westpoint on to the stand as soon as possible to check the alarm. Failure to do so can delay any action required, the length of time the alarm sounds, disturbing visitors and neighbouring stands as well as the possible health & safety risk.

If you are planning on installing a kitchen as part of your stand design, you must include a detailed layout indicating the exact location of any electrical equipment (ovens/kettles etc.) on your stand plan submission to allow this to be checked by the appointed Health & Safety Company.

If you wish to contract a smoke detector installation, please contact Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com) for further information or call +34.93.233.20.00.



Ramps - Disabled Access

All stands with a platform higher than 5cm must have a uniform access ramp that is no steeper than 1:10. Level landings must be provided at the top and bottom of ramps as well as in any intermediate position where exit doors open on to them. The minimum width of the ramp should be one metre and the slope should be included within the stand and should not protrude into the aisle.

Glazing

- > Any exhibitor using glazing in their stand construction must make use of laminated safety glass. The use of annealed or tempered glass is not allowed
- > When clear glazing is used on large uninterrupted areas, warning markings must be implemented. These could be in form of stripes, dots or logos
- > Glazing or finishing strips for the glazing must be finished in a clean and safe manner
- > Please note that there are certain requirements when it comes to handrails on glass walls on upper levels in double-deck stands
- > Glass shall be laminated. These are the glazing thickness conditions:

Size	Thickness Required
1100mm x 1100mm	8mm
2250mm x 2250mm	10mm
4500mm x 4500mm	12mm
No Limit	15mm

Handrails

- > When your stand includes a stair with two or more steps, a continuous handrail is required
- > Where stairs include a platform, the continuous handrail is also required on the platform
- > The handrail must be placed at a minimum height of 900mm, measured vertically from the step of the stair to the top of the handrail, and the width of the handrail must not extend more than 100mm
- > On double-deck stands, it is necessary to install railings not only in all places which pose a threat of falling from height, but also where there is risk of impact by an object in the case of glass walls

Doors

- > Doors that are placed within stands are not allowed to open outwards
  - > Unless room capacity is more than 50 persons where there are specially appointed emergency exits.
  - > Rooms with maximum 50 persons capacity: door can open inwards
  - > Rooms with more than 50 persons capacity: door must open outwards
  - > Rooms with more than 99 persons capacity: a minimum of two separate doors is needed
- > All emergency doors must open in the direction of exit. This means that doors close to the gangway edge must be recessed sufficiently inside the stand so that when fully open the door remains fully inside the stand space and does not protrude into the gangway.
- > Automatic sliding doors can only be placed in an area with a maximum capacity of 50 people. These doors must either be backed up with a security system that automatically opens the doors in the case of a power cut or have a manual override button that can open the door in case of emergencies. Please note that such installations require a 24-hour power supply to your stand.
- > Manual sliding doors located in emergency routes must also adhere to the above-mentioned points Stand Restrictions.

Carpet

- > ISE carpets the aisles throughout the exhibition halls.
- > Exhibitors with a space-only stand need to arrange for their floor covering, be that a carpet or any other material, on their own account. Only exhibitors with a shell scheme will be provided with a carpet.
- > Exhibitors with a space-only stand are obliged to provide their stand with a floor covering. The material used must be fire-proof and must not harm the venue’s floor. Therefore:
  - > The floor covering must be within the boundaries of the designated stand. ISE retains the right to remove any floor covering that is placed outside the boundaries of the designated stand, at the exhibitor’s expense
  - > The use of adhesive glue, including tape or any other similar material, is not allowed to fix your carpet/flooring to the halls’ floor
  - > Bolting, fixing or screwing to the halls’ floors, by use of cable clips, nails, bolts or any other similar material, is not allowed
  - > The removal of tape or any other show-related material applied by the exhibitor, and the cleaning related to this, must be performed before the tenancy period ends. Material that has not been removed by the exhibitor, will be removed by ISE and charged directly to the responsible exhibitor
  - > Damage to the venue floor, or any other part of the venue, caused by the exhibitor, will be charged directly to the responsible exhibitor
- > Servifira is ISE’s official supplier when it comes to carpets and platforms for your stand. Please refer to the EBO for more information

Balustrades

When landings, balconies or any other form of level change exceeds 360mm, exhibitors are required to install balustrades.



# Rigging/Banners 1



## Hanging Banner/Ceiling Policy

Our official rigging partner is Fira Barcelona, Servifira which monitors all rigging requests. All stand designs that include any rigging services must be included in your stand plans and must be reviewed and approved by Abraxys before rigging services can be ordered from the venue. **Any construction that requires use of the venue rigging points will be deemed complex.** Any item that requires rigging must be part of your stand design and must remain within the parameters of the stand.

## General Rules

After your rigging has been approved in the stand design stage by Abraxys, then all rigging requests need to be sent directly to Servifira, via:

[rigging.granviasouth@firabarcelona.com](mailto:rigging.granviasouth@firabarcelona.com) (for exhibitors in Halls 2 & 3) or [rigging.granvianorth@firabarcelona.com](mailto:rigging.granvianorth@firabarcelona.com) (for exhibitors in Halls 5, 6, 7).

Rigging is not always possible; therefore every request will be dealt with individually. Fira Barcelona will only provide fixing points when requests fall within the allowed parameters of your stand space. Also, in order to make use of the requested rigging points, you must respect the rules relevant to your stand space.

**It is vital that you provide the following information to Fira Barcelona:**

- > A fully dimensioned drawing in .dwg format
- > Weight loadings of each ordered rigging point including a justifying calculation
- > The dimensions of structure to be hung and final height position

**If your stand construction includes any suspended elements, you are required to submit the Rigging Information Form which can be found on the ISE Fira Store.**

For detailed information about rigging regulations, please see [Fira's Rigging Regulations](#).

## Important Information

For rigging height restrictions, consult directly with Servifira via:

- > [rigging.granviasouth@firabarcelona.com](mailto:rigging.granviasouth@firabarcelona.com) (for exhibitors in Halls 2 & 3)
- > [rigging.granvianorth@firabarcelona.com](mailto:rigging.granvianorth@firabarcelona.com) (for exhibitors in Halls 5, 6, 7)

In order to provide exhibitors with an excellent rigging service with maximum flexibility, certain parameters have been established; these can be found below. If your request does not fall within the below parameters, you must submit your project one month prior to build-up, **20 December 2022**, for a comprehensive evaluation. This will provide sufficient time to evaluate the proposal and find the best solution.

If your request is submitted and signed before 20 December 2022, these services will have a 30% discount.

**Please note the following:**

- > In the case of an Island stand, rigging is only allowed within the measurements of the stand
- > The maximum height of a banner is 700cm up from the floor; it must not be hung any higher, unless permission is given by the organiser. This height includes the truss/wall height.
- > The distance between the rigged item and the neighbouring stand must be at least 1 metre. This rule applies to Inline, Corner, and Peninsula stands
- > Rigging is not possible in the Congress Square and the Upper Walkway
- > To check if (pre)rigging is required within a stand, exhibitors must contact Servifira via:  
[rigging.granviasouth@firabarcelona.com](mailto:rigging.granviasouth@firabarcelona.com) (for exhibitors in Halls 2 & 3) or [rigging.granvianorth@firabarcelona.com](mailto:rigging.granvianorth@firabarcelona.com) (for exhibitors in Halls 5, 6, 7)

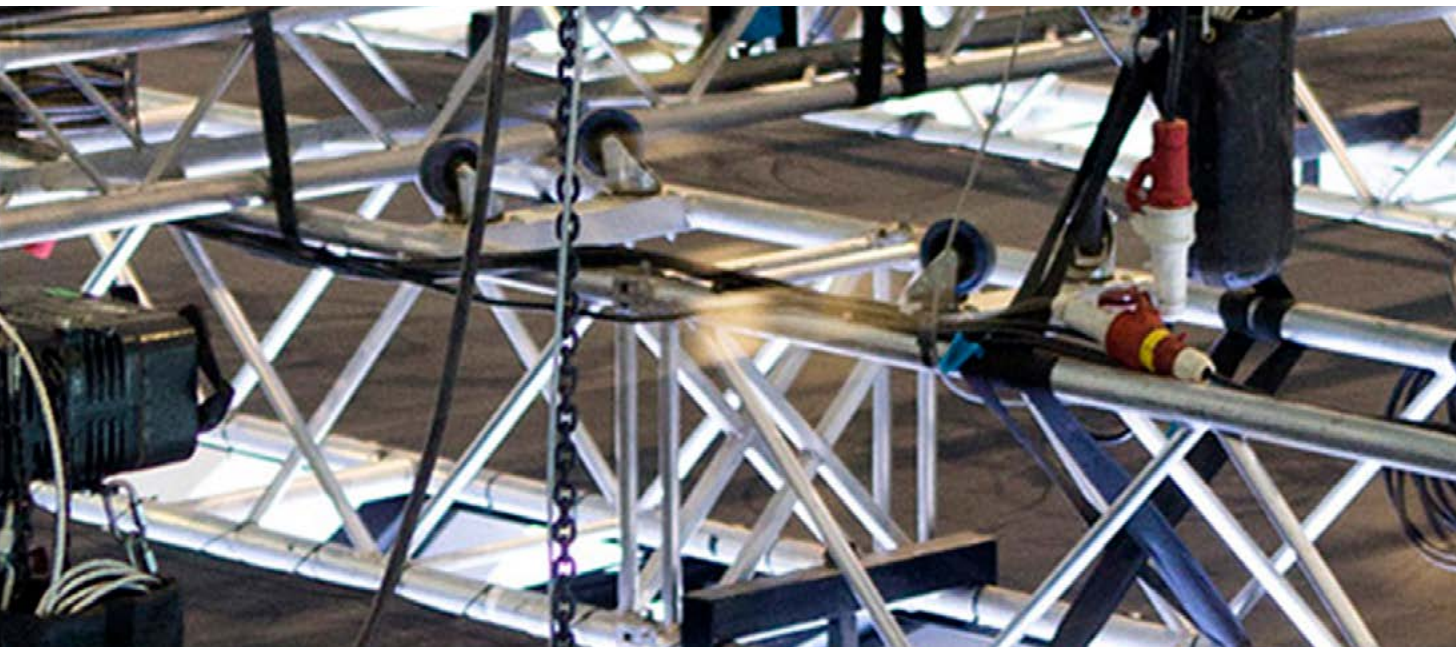
## Rigging Limitations

For rigging height restrictions, consult directly with Servifira via:

- > The minimum distance permitted between rigging points for hanging elements is one metre
- > The maximum hanging weight of rigging elements is 15kg/sqm calculated by the ratio between the total weight of the suspended elements and the contracted stand surface
- > It is not permitted to suspend one truss grid with more than six manual chain hoists
- > The maximum load of one rigging point is 1,50kN (150kg) including the self-weight of the hoist.

If any of the above restrictions cannot be met due to the complexity of the rigging request, the project must be submitted for evaluation one month prior to the beginning of build-up (**by 20 December 2022**).

For more detailed information regarding rigging limitations, please see [Fira's Rigging Regulations](#).





# Rigging/Banners 2



## Complex Suspended Structures

- All suspended structures are considered complex; thus, they require load distribution calculations and structural certification through Abraxys, our official stand plan inspection agency.
- Please note that all rigged elements must be inspected on-site before being lifted.
- Any additional cost is the responsibility of the exhibitor.
- Points of attention**
- > All rigging and materials must be in accordance with [Fira's Rigging Guidelines](#) and the material specifications
  - > Please note that you are not allowed to hang any element/banner above the height limit as specified on the build height restrictions section
  - > Please also refer to the build height restrictions for more information about special exceptions regarding technical trusses
  - > Rigging orders must be placed before the deadline ends
  - > All rigging has to be finished by **Sunday 29 January 2023**, as machinery is not allowed to enter the hall and no work at height is permitted after that date
  - > Rigging is not permitted above shell scheme stands and hospitality suite packages, nor above public gangways
  - > All rigging must be installed by the official rigging provider of Fira Barcelona. All suspended fittings and apparatus such as lights, TVs sound clusters and speakers and display rigs, must be fitted with secondary safety wires/chains and brackets
  - > It is strictly prohibited to tamper with any equipment installed by the official rigging provider of Fira Barcelona including trusses, cables, shackles or slings

- > All rigging requests will be reviewed by the official structural technicians of Abraxys
- > Rigging services that have not been declared on stand plans and have not received an engineer's certificate in advance, will not be permitted on-site
- > The use of D8+ electric motors (which do not require installation of a security cable) is allowed. If D8+ motors are used, it's important to have all the documents regarding CE certification and maintenance. Documents must be sent to: [rigging.granviasouth@firabarcelona.com](mailto:rigging.granviasouth@firabarcelona.com) (for exhibitors in Halls 2 & 3) or [rigging.granvianorth@firabarcelona.com](mailto:rigging.granvianorth@firabarcelona.com) (for exhibitors in Halls 5, 6, 7)

## Considerations when Designing your Rigging Order

- In order to design rigging points adequately, you should consider the following advice:
- > All rigging requirements MUST include scaled plans and weights to be checked
  - > Reference the position of the stand with the position of the neighbouring stands and/or aisles and doors
  - > Show the position of the rigging points (X,Y-coordinates) taking one of the corners of the stand as the origin of the coordinates (0,0). This can be achieved by using an Excel spreadsheet or by indicating it directly on the CAD drawing with dimension lines
  - > Use vivid colours for the rigging point symbol. Create a legend to clearly identify rigging points on the plan. Please indicate if it is a simple point, point with safety steel, manual chain hoist or electrical chain hoist
  - > Indicate the rigging point's heights (O-ring), in a table with the reference of the rigging point number. This is compulsory in case the hoists are not provided by the official rigging supplier

- > The distance between the rigging points for lighting/branding trusses should not be more than 10 metres
- > The location of rigging points is normally at the end of trusses/crossings, but in case of heavy weights, they can be designed by load distribution criteria
- > Indicate the load per rigging point on the same drawing. Do not forget to include the hoist and the truss weight
- > Attach as much detail as possible in your AutoCAD drawings, such as trusses (with a simple silhouette or a coloured thick line), lighting, branding, AV or any other hung element. Indicate final heights measured from the floor in a rough elevation drawing
- > Heights of elements must be measured from the ground in the hall, not from the stand platform

All questions relating to these technical floorplans of your stand area should be directed to ISE Operations via [cs@iseurope.org](mailto:cs@iseurope.org).





## Complex Structures

Our definition of complex structures includes the following:

- > Stands with a height greater than 4 metres, single or double-deckers
- > Double decker stands with two levels that people can access
- > Platforms or stages with a height equal to or higher than 0.50m
- > Grandstands with access to attendees or tiered seating with access to attendees
- > Outdoor constructions
- > Any stand that requires rigging

The complex structures must comply with the requirements set forth in the current regulations and, specifically, in the contents of all sections of the Spanish Technical Building Code, as well as the basic documents of structural safety (BD SS), fire safety (BD FS) and safe use and accessibility (BD SUA).

Authorisation to construct any of these structures must be requested from Fira Barcelona Operations Department through the event management team. The following documentation must be provided:

- > Project approval by the corresponding professional association, which includes:
  - > A descriptive and explanatory report of compliance with the current regulations
  - > A structural study with static calculation, which includes the verification of each element of the structure and the description of loads transferred to the pavement under each support.
  - > A floorplan and elevation drawings, including details of the handrails and stairs
- > The evacuation and fire detection plan for structures with a surface larger than 100sqm

- > Assessment of risks and preventative measures to consider during the construction build-up and breakdown process

All outdoor structures need to withstand wind speeds of up to 100km/h.

Stands deemed complex include all double deck stands, all stands with rigging points, all stands with stage platforms over 0.5 metres high, all stands over 4m in height, any grandstands and tiered seating areas and all outdoor exhibits. All stands deemed complex will require a compulsory secondary level of approval from a structural engineer and are subject to additional fees for this formal certification process. Structural calculations are required to be submitted with complex stand plan submissions. The review and sign-off process for these stands will be coordinated and managed by Abraxys.

There is a fixed price structure for the certification of all complex stands. The tables below are for certification costs only and do not include the supply of the actual rigging point.

### Rigging Certification Costs

Number of Rigging Points	Certification Costs
1 – 10	€429.00
11-20	€550.00
21-30	€700.00
31-50	€858.00

### Double Deck Certification Costs

Upper Deck Metreage	Certification Costs
1-20 sqm	€636.00
21 – 50 sqm	€823.00
51 – 100 sqm	€1604.00

Stands with more than 50kW power must be approved by a local collegiate engineer. This electrical project has a fee. For more information, please find detailed information in the [Fira’s Rigging Regulations](#), chapter 6.2, page 39.

Alternatively, you can contact Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com).

All fees relating to this review and to official sign-off process for complex stands will be collected by Abraxys. Relevant fees must be paid before ‘Permission to Build Certificate’ can be granted. Once ‘Permission to Build Certificate’ is granted, you may request the necessary rigging points for your stand directly with Fira Barcelona via:

[rigging.granviasouth@firabarcelona.com](mailto:rigging.granviasouth@firabarcelona.com) (for exhibitors in Halls 2 & 3) or [rigging.granvianorth@firabarcelona.com](mailto:rigging.granvianorth@firabarcelona.com) (for exhibitors in Halls 5, 6, 7).

When approved by Servifira, you may order your rigging points via the ISE Fira Store. All fees relating to ordering the actual rigging points and certifications must be paid to Fira directly through the ISE Fira Store.

To order certifications for Stage Areas and Outdoor Structures, contact [ise@abraxys.com](mailto:ise@abraxys.com).





# General Regulations 1



## Aisles

- > During the show, all aisles must always remain unobstructed and accessible
- > It is strictly prohibited for any part of your stand, including furniture, exhibits or displays, to be based or projected beyond the boundary of your designated stand
- > Doors or windows must not open outwards on the aisle, apart from official emergency doors. Please note that emergency doors must open outwards (in the direction of evacuation) and must not protrude outside your stand
- > Night sheets, for covering your booth or equipment, for example, must be stored in a proper way throughout show times to avoid obstruction
- > It is strictly prohibited to build, bridge or rig across aisles

## Hall Lighting

The majority of the halls of Fira will not be darkened during ISE 2023. The only two halls which will be darkened will be Halls 6 and 7.

During build-up the hall lights will be switched on 100%.

During show days the lights will be switched on in all halls.

## Exhibition Goods Arrangements

It is not allowed to place, demonstrate or display goods outside your allocated stand space. During show times, displayed goods are not allowed to be covered up.

Also, displayed goods that can pose a danger to others, must be screened off.

ISE retains the right to remove any covers, without any liability on its part.

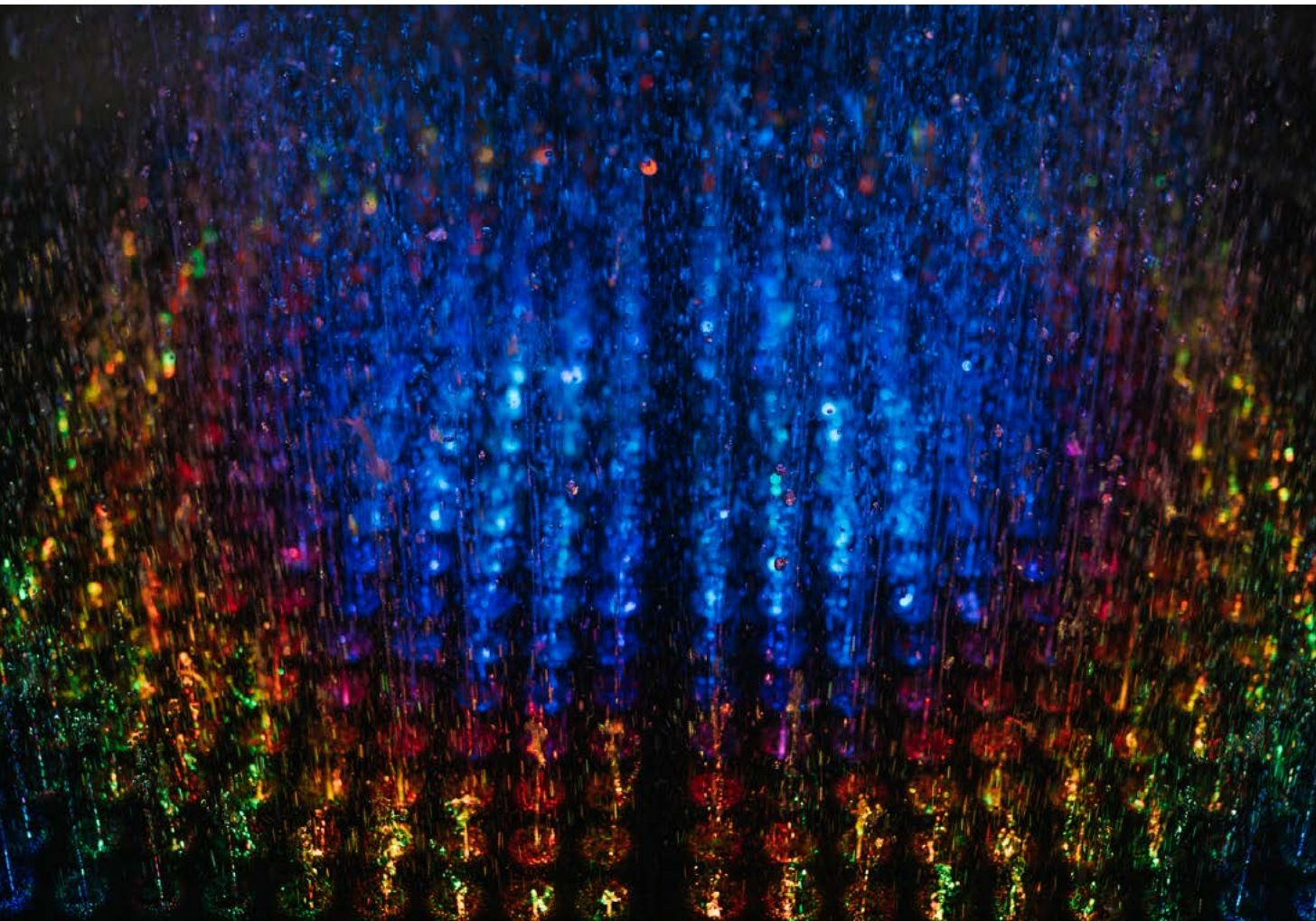
## Fuelled Exhibits

All items that run on fuel, including vehicles, machines, vessels and more, are only allowed in the venue when their fuel tanks and hoses are fully empty and properly and permanently sealed. Battery connections also must be loosened. For more in-depth information, please contact Abraxys via [ise@abraxys.com](mailto:ise@abraxys.com).

## Haze or Fog Machines

Haze machines or fog machines which are used for demonstration purposes are **only allowed for exhibitors situated within the Lighting & Staging Technology Zone during show hours only**. Exhibitors who want to make use of this option are required to ask for permission by contacting Servifira at [ise@firabarcelona.com](mailto:ise@firabarcelona.com) directly. Please note that if an exhibitor fails to request permission beforehand, they will be required to remove the haze machine from their stand.

Having a haze machine is strictly prohibited for exhibitors in other halls and other Technology Zones.



## Water and Plumbing

Water connections may be available for your stand or hospitality suite depending on where it is located.

If your stand is located in Hall 2 or on the outside of Hall 2, you must contact Servifira in order to check that this service is available, given that there are limitations in these areas.

If you are planning to exhibit with water features, please make sure no water leaks are in place and that all water is treated and that this is fully described on your Risk Assessment. ISE reserves the right to stop any water feature on exhibition stands if these safety measures are not in place.

All exhibitors wishing to use water on their stands should study **Fira's Barcelona Technical Regulations**: Chapter 5.

- > Water and drainage outlets can be found within the halls, but if any additional outlets need to be installed, these will be charged to the exhibitor who has requested them. Please contact Servifira for more information, via [ise@firabarcelona.com](mailto:ise@firabarcelona.com)
- > Pressure piping with double-sided threads must be used. Water pressure in the Fira piping system is 4 bars and at night, can reach up to 5 bars. For arrangements that require constant water pressure, it is recommended that regulators are used and, if necessary, devices installed to maintain or increase the pressure
- > Should you wish to make use of this service through Fira Barcelona, please contact Servifira for more information
- > ISE takes no responsibility for interruptions or irregularities in the water supply. Without exception, the basic regulations governing internal installations to supply water must be complied with.

Please note that the installation of toilets is not allowed.



# General Regulations 2



## Laser Features

If you are exhibiting laser features, make sure it is contained inside your stand boundaries. It is not permitted to project any lighting effect on Fira Barcelona’s walls, ceilings and/or flooring.



## Shell Scheme Stand

As of ISE 2023, shell scheme stands will be only sold via Servifira. You can find the different options in the ISE Fira Store. You can contact Servifira via [ise@firabarcelona.com](mailto:ise@firabarcelona.com) for more information.

The height of the shell scheme stands is 2450mm. All shell scheme stand holders are permitted to decorate their stands up to 2450mm.

Using the wall of a neighbouring stand is NOT allowed. Exhibitors are not allowed to use the shell scheme walls of neighbouring stands for their own purposes.

Your stand plans and health and safety documents must be submitted to Abraxys for review and sign off. Even if you believe you are only planning a simple build in your space in the hall such as placement of carpet and AV – the space-only plan submission process still applies to you and the process must be followed until you receive your ‘Permission to Build Certificate’.



## Stand Numbers and Fascia Boards

Fascia boards or stand numbers are only provided with packages such as shell schemes. ISE does not provide its exhibitors with fascia boards or stand number stickers.

**All space-only stands will need to add the stand number into the stand design.** It should be visible at all times and without it you won’t receive the ‘Permission to Build Certificate’. Please, contact Abraxys via [ise@abraxys.com](mailto:ise@abraxys.com) for more information.





# Get in touch.

If you have any questions, please  
contact our Customer Success Team:

[cs@iseurope.org](mailto:cs@iseurope.org)

Fira Barcelona | Gran Vía

31 Jan - 3 Feb 2023

