

BREAKDOWN PROCEDURES



Breakdown period:

Tuesday 12 September

1730 – 2200 hrs

Wednesday 13 September

0800 – 1600 hrs

1. The Exhibition closes at 1700hrs on Tuesday 12 September. The hall will remain open until 2200hrs.
2. The Organisers, in conjunction with the Venue, will not admit contractors onto the exhibition floor until they are satisfied that all visitors have cleared the building and it is safe for breakdown to commence. **There will be an announcement when breakdown is called, please do NOT start breaking down / clearing your stand prior to this tannoy.**
3. Trolleys will not be permitted into the hall until the Organisers and the Venue are satisfied that visitors are clear of the hall.
4. Under no circumstances may goods be removed from the Hall before the Exhibition closes.
5. No under 16's will be allowed in the halls once breakdown commences.
6. **Power supplies to stands will be switched off 30 minutes after the close of the Exhibition** unless an extension is specially requested. Please email the Organisers **by Wednesday 23 August**.
7. **Water supplies will be terminated immediately after the close of the Exhibition**; this includes the water supply to the Wash Up Areas provisioned by the Organisers. If you require more time to complete dishwashing, please inform the Organisers Office onsite **by midday on Monday 11 Sept**.
8. **All portable exhibits, valuable items and any graphics or artwork required for future use should be cleared from the hall on the evening of Tuesday 12 September. Please DO NOT leave these items in the hall for collection on Wednesday.**
9. If for any reason it is not possible for you to clear your stand on the first night of breakdown the Organisers strongly advise that a guard be positioned on the stand until the exhibits and valuables are removed from the hall, OR you should make arrangements with the Organisers to store the goods overnight. If you take the guard option, the Organisers should be notified by 1200hrs on Tuesday 12 September of the appointment of any independent guard, their name and the company through which the guard is employed. This can also be arranged through onsite Security.
10. **We recommend that you do not leave your stand unattended during the breakdown period.** If possible, work in pairs, as this is a "high risk" time as far as security is concerned.
11. Whilst the Organisers take every precaution to ensure the safety of the Exhibition, they nor any of their contractors can take responsibility for losses or damage that occur during breakdown. Security will be in operation in the hall but exhibitors and their staff are advised to take every precaution in safeguarding exhibits and other valuables at all times during this period. If you are concerned about leaving your stand unattended, please contact the Organisers Office before breakdown begins.
12. If you have furniture on hire from contractors, please note that this will be collected on Tuesday evening. Please do not use them for overnight storage for product, leaflets or any other such valuable items.
13. **Olympia has a zero-waste policy, all stands must be cleared of displays, graphic, stand fitting materials and waste, anything not removed from site will be charged to the exhibitor/ contractor.**

VEHICLE ACCESS TO HALL

1. **All vehicles must be booked with Olympia's Online Traffic Booking System, Voyage Control, IN ADVANCE.** This system goes live on **Tuesday 8th August** and ensures you are able to collect exhibits straight away without delays onsite. Please also print your vehicle pass to prevent any delays upon your arrival. To book your time slot please visit <https://www.voyagecontrol.com/olympialondon>
2. **Early time slots will only be given to cars and light vans up to transit size until 1900hrs. Only after this time will larger vehicles be admitted.**
3. There are several car and lorry parks around the area and exhibitors are advised to use these facilities, as the police will not allow waiting or parking on the street. **DO NOT RISK THE REMOVAL FEES THAT YOU WILL OTHERWISE INCUR.**

**REMEMBER: DO NOT BRING VEHICLES TO THE HALL UNTIL GOODS ARE PACKED AND READY TO LOAD.
PLEASE CO-OPERATE WITH OLYMPIA TRAFFIC STAFF – THEY ARE THERE TO HELP.**

PLEASE ALSO READ EMERGENCY PROCEDURES



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Instructions for Exhibitors & Contractors

This sheet is intended as a quick guide to your action in the event of a fire or bomb threat. Please fully brief your staff and keep this sheet readily available but NOT on public display.

Exhibitors and Contractors are asked to check for suspicious objects and ensure that their personal bags and possessions are kept safely locked away at all times to prevent causing unnecessary concern or invite theft. Please be aware of the location of the nearest fire extinguisher and nearest emergency exit.

1. MEDICAL EMERGENCIES

All medical emergencies, including requests for ambulances should be reported to the venue's Control Room immediately on +44 (0)20 7598 2666 (internal 2666). Please do not call the emergency services directly, as this could waste vital time and result in inaccurate location and medical information being communicated to ambulance crews.

Olympia London provides first aid assistance, which can be requested via the telephone number above. There are also emergency telephones outside the venue's first aid room, located in Olympia Grand, and in Olympia National at the shutter adjacent to the Grand, both with a direct link to the Control Room.

2. SEARCH ("Staff Call 100")

In the event of a bomb threat, you will hear the announcement (or receive the telephone call) as follows:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"

Do not leave the building. Inform your colleagues, and then assist in searching for suspicious objects in your work area. If you find a suspicious object, **do NOT touch or move it.** Clear the area of people calmly. Report to Control on +44 (0)20 7598 2666 (Internal 2666) giving the exact location of the object. **Please do not cause undue concern to visitors at this stage.**

If you receive a bomb threat directly on the stand, please obtain as many details as possible and then inform Control on +44 (0)20 7598 2666 (internal 2666).

3. FIRE

If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point FIRST, then inform Control on +44 (0)20 7598 2666 (internal 2666).

4. EVACUATION

If evacuation is considered necessary, you will hear the following announcement:

"ATTENTION PLEASE, ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT."

5. STAND DOWN

The signal for a return to work is made by the cancellation of emergency procedures. The search procedure is cancelled by the announcement:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED."



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