



**COMMERCIAL**  
**VEHICLE SHOW**

**29 APRIL – 1 MAY 2025** NEC BIRMINGHAM

***EXHIBITOR MANUAL***

# Welcome

Welcome to The Commercial Vehicle Show 2025 Exhibitor Manual.

The event team warmly welcomes you as an exhibitor. We are delighted that you will be joining us. This manual contains the information needed for all the operational aspects of your stand. We hope you find this a useful tool in assisting with your preparations for the event.

The exhibitor manual is intended as a comprehensive step-by-step guide split into relevant sections that should enable you to find the information you require. The initial section contains deadlines for the various supplier forms and online orders. Please endeavour to meet these deadlines, as this will enable us and the event suppliers to meet your requirements and ensure that you don't incur any surcharges.

Our Event Management Team is here to assist you, so please contact us if you have any queries relating to your stand or your participation in the show.

The Exhibition Team	
<p><u>Operations Team</u></p> <p><b>Susan Kitchener</b> Commercial Vehicle Show T: +44 (0) 7776 300 191 E: <a href="mailto:Susan@cvshow.com">Susan@cvshow.com</a></p> <p><b>Sam Boden</b> Maelstrom Event Solutions T: +44 (0) 1743 606 744 E: <a href="mailto:info@maelstromeventsolutions.co.uk">info@maelstromeventsolutions.co.uk</a></p>	<p><u>Marketing Team</u></p> <p><b>Maggie Law</b> T: +44 (0)208 129 6734 E: <a href="mailto:mlaw@nineteengroup.com">mlaw@nineteengroup.com</a></p> <p><b>Daniel Burton</b> T: +44 (0)203 005 1059 E: <a href="mailto:dburton@nineteengroup.com">dburton@nineteengroup.com</a></p>
<p><u>Venue</u></p> <p>The NEC - Hall 5 National Exhibition Centre Birmingham B40 1NT</p>	<p><u>Event Organiser</u></p> <p>Nineteen Group Central House 1 Alwyne Road SW19 7AB</p>

## Event Timetable

BUILD UP		
<b>Saturday 26 April</b>	08:30 - 19:00	Space Only Exhibitors  <i>Some areas of the hall may have 'delayed zones' due to the implementation of the delivery schedule. You will be notified prior to build if this applies and your co-operation would be appreciated.</i>
<b>All vehicles, except display vehicles, must be booked in via voyage control (link below)</b> <b>High Vis Mandatory</b>		
<b>Sunday 27 April</b>	08:30 - 19:00	Space Only Exhibitors for Build-up and delivery of exhibits
	12:00 - 19:00	Shell Scheme Exhibitors
<b>NEC deposit system in operation - All vehicles, except display vehicles, must be booked in via voyage control (link below)</b> <b>High Vis Mandatory</b>		
<b>Monday 28 April</b>	08:30 – 21:00	Hall open for Build-up and delivery of exhibits.  All stand space must be occupied by noon. If you are unable to meet this deadline please email <a href="mailto:susan@cvshow.com">susan@cvshow.com</a> with your estimated time of arrival.
<b>NEC deposit system in operation - All vehicles, except display vehicles, must be booked in via voyage control (link below)</b> <b>High Vis Mandatory</b>		

**Hi-visibility vests MUST be worn by everyone in the hall on Saturday 26, Sunday 27 & Monday 28 April until it is deemed safe to stop wearing them. Please ensure you bring these with you in order to gain access to the hall.**

**Vehicles must register via the traffic booking system - [Voyage Control](#)**

All exhibitors, contractors, including all official contractor vehicles arriving at the NEC to deliver, offload/load during the build period and open period are required to book a delivery slot in advance before you start your journey and print your pass at work or home. Please note; Bookings on Voyage Control will open roughly one month before the Show opens.

Please ensure you book the correct time slot, and if you require additional time when onsite, please request this via the Traffic Control team so that they can arrange this for you. Please note that the NEC has a system in place to monitor the parking, therefore, if you do not adhere to your booking, you will be automatically fined an overstay charge of £100. More information can be found here: [Event Delivery Process](#).

**Please note that any display vehicles or display exhibits on the delivery schedule do not need to be booked in via Voyage Control.**

Please note that all stands must be completed by 21:00 on Monday 28 April. All rubbish and waste materials are to be cleared from stands to allow cleaners to prepare for an overnight clean. You are responsible for all your own waste material. **If you bring it in, take it out!**

**Please note, power to all stands will be switched off at 21:00 on Monday 28 April unless you have ordered 24-Hour power to your stand.**

SHOW DAYS		
Tuesday 29 April	09:30 - 17:00	Exhibitor access from 08:00
Wednesday 30 April	09:30 - 17:00	Exhibitor access from 08:00
Thursday 01 May	09:30 - 16:00	Exhibitor access from 08:00

**Power to stands will be switched off at 16:30 on Thursday 01 May**

BREAKDOWN		
Thursday 01 May	16:00 - 17:00	Exhibitors only for removal of exhibits (excluding vehicle displays)
	17:00 - 22:00	Breakdown commences for all Space Only Exhibitors and contractors. <b>Shell Scheme exhibitors must complete removal of exhibits and interior prior to 22:00</b>

Friday 02 May	07:00 – 15:00	<b>All exhibits, stand fittings, waste material etc. must be removed from site by 15:00</b>
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**Outside Exhibitor Area (OEA ONLY) breakdown will commence at 15:00.**

Due to health & safety regulations, breakdown on Thursday 01 May must not start until the hall is cleared of all visitors and delegates. Exhibitors not abiding by this term will be in breach of the event health & safety and insurance conditions.

All Shell Scheme Exhibitors and stand materials must be cleared by 22:00 on Thursday 01 May and all Space only stands must be dismantled and removed by 15:00 on Friday 02 May, otherwise costs will be incurred for additional time and storage. Any excessive waste left by exhibitors will be charged.

**NB. When designing your stand, please ensure that it can be assembled AND dismantled in the time allowed. Any costs incurred by exhibitors who have not dismantled in time will be passed on.**

# Deadline Checklist

PLEASE NOTE SURCHARGES MAY APPLY FOR LATE FORMS

Compulsory	Deadline
<a href="#">Health &amp; Safety Declaration</a>	26/03/2025
<a href="#">Display Vehicle Notification &amp; Delivery Schedule</a> To be completed for any vehicles that are due to be displayed within the halls or on the OEA.	26/03/2025
<a href="#">Stand Activity Form</a> (Must be completed by any stands doing demonstrations of any sort) Shell Scheme Stands and Space Only	26/03/2025
<a href="#">Space Only Plans</a> Drawings, Plans, Risk Assessment, H&S forms, Method Statement <i>Please see the space only section below for more details</i>	26/03/2025
<a href="#">Nameboards</a>	11/04/2025
<a href="#">Exhibitor Badges</a>	ASAP
Optional	Deadline
<a href="#">Accommodation</a>	ASAP
<a href="#">AV</a>	11/04/2025
<a href="#">Data Capture</a>	ASAP
<b>Electrics</b> (Order Form due Jan 2025)	TBC
<a href="#">Furniture</a>	28/03/2025
<a href="#">Shell Scheme Extras</a>	28/03/2025
<a href="#">Shell Scheme Graphics</a>	Early Bird: 28/03/2025 Standard: 04/04/2025
<b>Internet</b> (Order Form due Dec 2024)	Advanced - 25/01/2025 Standard - 28/03/2025
<a href="#">Freight, Handling &amp; Lifting Services</a>	Individual deadline dates depending on req.
<a href="#">Floor Covering</a>	Early Bird: 28/03/2025

# Official Contractor List

The following companies have been appointed as official contractors and information/order forms for their services may be downloaded or obtained by following the links given.

ACCOMMODATION	AV	CATERING
<b>Pacific 7</b> <a href="mailto:reservations@pacific7.co.uk">reservations@pacific7.co.uk</a> T: +44 (0) 844 338 8338	<b>Aztec</b> <a href="mailto:sales@aztec.events">sales@aztec.events</a> T: +44 (0)20 7803 4000	<b>NEC Catering</b> <a href="mailto:eventorders.nec@necgroup.co.uk">eventorders.nec@necgroup.co.uk</a> T: +44 (0)1217 673 634
DATA SCANNERS	DISPLAY VEHICLE DELIVERY SCHEDULE	ELECTRICS
<b>LiveBuzz</b> For enquiries, please follow this link - <a href="#">The CV Show 2025 Registration</a>	<b>Maelstrom Event Solutions</b> <a href="mailto:info@maelstromeventsolutions.co.uk">info@maelstromeventsolutions.co.uk</a> T: +44 (0)1743 606 744	<b>GES</b> <a href="mailto:cvshow@ges.com">cvshow@ges.com</a> T: +44 (0)2476 380 190 Order Form - TBC
FLORAL	FURNITURE HIRE	SHELL SCHEME GRAPHICS
<b>Classic Plants</b> <a href="mailto:sales@classicplants.co.uk">sales@classicplants.co.uk</a> T: +44 (0)2476 470 729	<b>GES</b> <a href="mailto:cvshow@ges.com">cvshow@ges.com</a> T: +44 (0)2476 380 190 <a href="#">Order Form</a>	<b>GES Graphics</b> <a href="mailto:graphicsholding@ges.com">graphicsholding@ges.com</a> T: +44 (0)2476 380 190 <a href="#">Order Form</a>
LIFTING & LOGISTICS	NAMEBOARDS	OUT OF HALL MEDIA AND ADVERTISING (including red brick area)
<b>DSV</b> <a href="mailto:carla.cook@dsv.com">carla.cook@dsv.com</a> T: +44 (0)121 780 2627	<b>GES</b> <a href="mailto:cvshow@ges.com">cvshow@ges.com</a> T: +44 (0)2476 380 190	<b>NEC</b> <a href="mailto:mediaandgraphics@necgroup.co.uk">mediaandgraphics@necgroup.co.uk</a> T: +44 (0)121 767 9716
PHOTOGRAPHY	RIGGING	FLOOR COVERING/CARPETING
<b>Status UK Ltd</b> <a href="mailto:sunnie@status-uk.com">sunnie@status-uk.com</a> T: +44 (0)7510 090 296	<b>NEC Rigging Team</b> <a href="mailto:daniel.Smith@necgroup.co.uk">daniel.Smith@necgroup.co.uk</a> T: +44 (0)121 767 2691	<b>GES</b> <a href="mailto:cvshow@ges.com">cvshow@ges.com</a> T: +44 (0)2476 380 190 <a href="#">Order Form</a>
SPACE ONLY DESIGN & BUILD	SPACE ONLY PLANS	TELECOMS/ INTERNET
<b>GES</b> <a href="mailto:showready@ges.com">showready@ges.com</a> T: +44 (0)247 638 0180  <b>CSDB</b> <a href="mailto:info@csdbexhibits.co.uk">info@csdbexhibits.co.uk</a> T: +44 (0)1527 914 680  <b>Exhibit 3 Sixty</b> <a href="mailto:sam@exhibit3sixty.co.uk">sam@exhibit3sixty.co.uk</a> T: +44 (0)2476 473663	<b>Maelstrom Event Solutions</b> <a href="mailto:info@maelstromeventsolutions.co.uk">info@maelstromeventsolutions.co.uk</a> T: +44 (0)1743 606 744	<b>NEC</b> <a href="mailto:eventorders.nec@necgroup.co.uk">eventorders.nec@necgroup.co.uk</a> T: +44 (0)121 767 3253
	VEHICLE CLEANING	WASTE/SKIP HIRE
	<b>AutoClean</b> <a href="mailto:matt@autoclean.eu.com">matt@autoclean.eu.com</a> t: +44 (0)7595 844 018	<b>NEC</b> <a href="mailto:eventorders.nec@necgroup.co.uk">eventorders.nec@necgroup.co.uk</a> T: +44 (0)844 338 8338
	TEMP STAFF	SHELL SCHEME EXTRAS
	<b>Alexi Promotions</b> <a href="mailto:maria@alexipromotions.co.uk">maria@alexipromotions.co.uk</a> T: +44 (0)7970 253 735	<b>GES</b> <a href="mailto:cvshow@ges.com">cvshow@ges.com</a> T: +44 (0)2476 380 190 <a href="#">Order Form</a>

# Stand Packages

## Space Only

If you have booked a space only stand at the event you will need to submit the following information:

- Plans and build layout to include positioning of walling, features, major working exhibits, flooring, demonstration areas, audio visual equipment & rigging. Please include all dimensions and overall build height
- A specific risk assessment covering the build and breakdown of the stand
- A method statement covering the build and breakdown of the stand
- A Construction Phase Plan as your individual stand area is classed as a construction site in its own right
- Full visuals / photos to support the technical plans
- Public Liability Insurance which covers the company building and dismantling your stand for £10m (10 million pounds) per occurrence

This information needs to be submitted to Sam Boden [sjb@maelstromeventsolutionsco.uk](mailto:sjb@maelstromeventsolutionsco.uk) no later than 26 March 2025. Please see the Stand Plan Submission Checklist [here](#).

In general you should ensure that all of your stand designs and accompanying safety documentation comply with the show rules and regulations, the e-guide ([www.aev.org.uk/e-guide](http://www.aev.org.uk/e-guide)) and the general provisions under the Health and Safety at Work etc Act 1974. More specifically please find following the space only rules associated with our event.

- Having booked as a space only stand you must ensure you plan for a floor covering. Carpeting or other suitable floor covering of the whole stand area and all coverings must be secured and maintained so as not to cause hazard. Please also note that the venue will only permit that you use tape from UK Industrial Tapes Ltd [www.ukindustrialtapes.co.uk](http://www.ukindustrialtapes.co.uk) Telephone 0191 269 7810 or email [sales@ukindustrialtapes.co.uk](mailto:sales@ukindustrialtapes.co.uk). Please ensure that your own contractor is also aware of this as any floor dilaps including tape residue or any other floor stickers which require a repair or floor paint will be charged to the exhibitor.
- All space only exhibitors are required to construct freestanding partition walls between their own stand and adjoining stands. These must be to a minimum height of 2.5m and a maximum of 4.0m and extend the full width of your stand space. The exception to this is an island site.
- Where partitioning walls are constructed over 2.5m in height it is the responsibility of the exhibitor constructing the wall to dress the rear of the partition down to height of 2.5m in a neutral colour such as white, cream or beige.
- No logos or branding may be positioned on the rear of walls that overlook neighbouring stands.
- The maximum height limit for any form of stand fitting build is **4m including** any platforms. Please note that multi-storey stands are not permitted.
- Lighting rigs are positioned 8m from the floor to the underside of the rig. Banners are positioned 6m from the floor to the underside of the rig.
- The venue has certain height restrictions in place depending on your stand location, for space only stands please ensure that you have reviewed the height restrictions.
- Open Frontages - Solid runs of stand walls exceeding 50% of the length along gangway edges are forbidden. In any case walls exceeding 4m in length are prohibited. Walls should either have natural breaks, glazed panels or other such features. In addition, at least one third of any stand length must be kept completely open. The organisers reserve the right to insist on this on site if this information has not been shared at design stage.
- Platforms should not exceed 170mm in height (one step) and ramped access should be provided for people with disabilities.



- Platform corners must be splayed, rounded or angled and there must be a contrast in colour between the gangway and the platform to denote the change in level. Where a bevel edge is applied to the perimeter of a platform, it must be conspicuous.
- All glazing used in the construction of stands must consist of laminated safety glass with a minimum thickness of 6mm. Areas of glazing within 800mm of floor level and over 0.5m<sup>2</sup>, where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below (in order to comply with the 'Code of practice for safety related to human impact'): Nominal thickness

#### Maximum pane size dimensions

8mm                    1100mm x 1100mm

10mm                  2250mm x 2250mm

12mm                  4500mm x 4500mm

15mm or thicker    No limits

Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos etc. Overhead glazing shall be of wired or laminated glass, or be otherwise adequately protected from shattering.

- Any structure, regardless of its height, which requires structural calculations
- Multi-storey stands
- Sound/lighting towers
- Temporary tiered seating
- Bespoke rigging – specifically constructed / not made from an off the shelf rigging system
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms)

If you have any questions, please contact Sam Boden

E: [sjb@marlstromeventsolutions.co.uk](mailto:sjb@marlstromeventsolutions.co.uk)

T: +44 (0) 1743 606 744

All plans submitted will be replied to and if any further information is required, will be requested before final approval to build can be issued and date recorded.

It is unacceptable to make ANY alterations to approved plans without informing us of ALL proposed amends regardless of size or impact. Your plans will need to be reassessed and a further approval to build response given. Stands that do not follow this rule will be expected to pay for any additional on-site costs imposed by the Structural Engineers if they decide the stand is a complex build. This rule will be enforced by the Organiser.

## Shell Scheme

Stand image for illustration purposes only. Please see the full Shell Scheme specification below.

### Shell Scheme Package Includes:

- Shell Scheme (Height 2.5m)
- Carpet (Colour: Pebble Grey)
- Nameboard (Colour: Light Blue)
- 1 x Chelsea Table
- 2 x Sierra Chairs
- 1 x Waste Bin
- 1 x Fluorescent Fitting
- 1 x 500w Socket



## Premium Shell Scheme

### Premium Shell Scheme Package Includes:

- Shell Scheme (Height 2.5m)
- Carpet (Colour: Pebble Grey)
- Nameboard (Colour: White)
- 1 x Chelsea Round Table
- 3 x DSW Chairs
- 1 x Astonia Lockable Cupboard
- 1 x Mesh Literature Rack
- 1 x Fluorescent Fitting
- 1 x 500w Socket



Additional services such as furniture, graphics and additional electrics can be ordered from GES [here](#). Please refer to our [Official Contractor List](#) for AV, Catering, Internet and other services.

**Please note:** all exhibitors are required to complete a [Health & Safety Declaration](#). Please return this before the 26 March 2025.

## Carpet

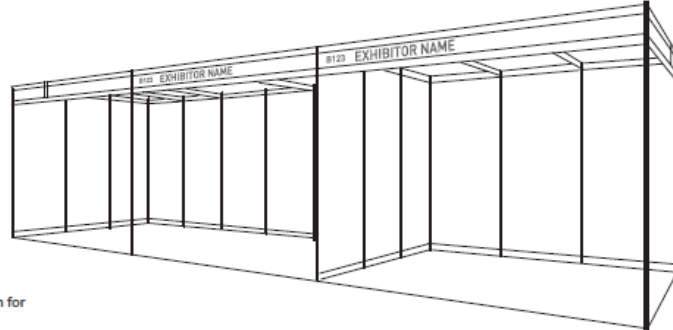
The carpet provided for the Basic Shell Scheme is grey. You can change the colour of your carpet for an extra cost via our official contractors [here](#). Please contact them directly with your specific requirements and for a quotation. For the Premium Shell Scheme GES will contact you to discuss your options of carpet colour.

# Shell Scheme System

## SPECIFICATIONS

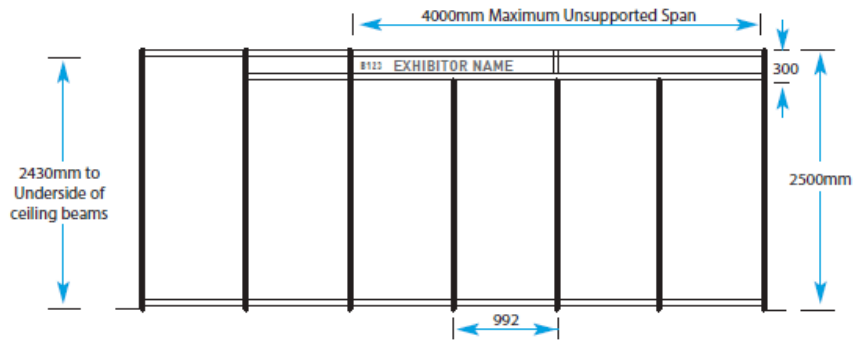
### BASIC SHELL SCHEME

- Name Panel
- Fascia
- Ceiling Beams
- Modular Wall Panels in white
- Intermediate support on all frontages in excess of 4m
- Corner support

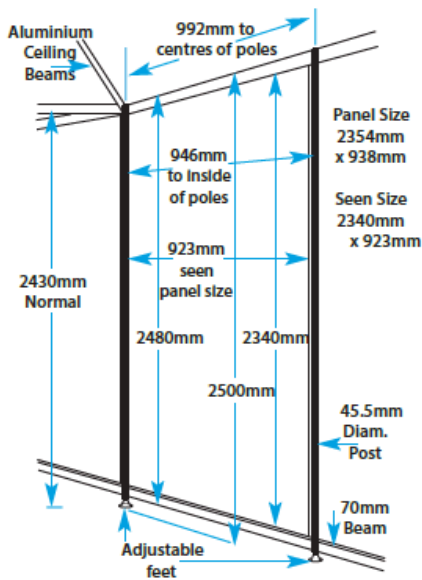


The illustration depicts typical sites. Check your own space allocation for dimensions, number and location of open frontages etc.

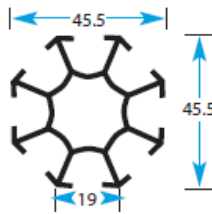
### SHELL DIMENSIONS



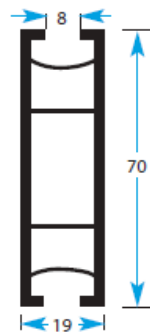
### PANEL DIMENSIONS



### POST SECTION

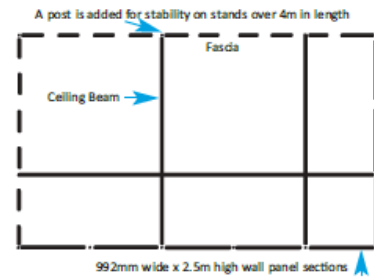
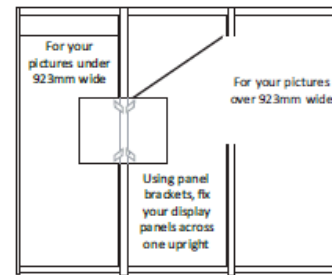


### BEAM SECTION



\* Cross section

### POSTERS & PANELS



# General A-Z

## A

### Accidents

If you are involved in or witness an accident or near miss while on site, please report it to the Organisers' Office located in Hall 5, Room 5.2 immediately.

### Accommodation

The Commercial Vehicle Show has appointed **Pacific 7** as the official hotel agent and has arranged special rates for exhibitors attending the event.

Check out their discounted rates [here](#).

E: [reservations@pacific7.co.uk](mailto:reservations@pacific7.co.uk)

### Advanced Warehousing

For further details and costs on the Advance Warehousing option please contact:

#### DSV Solutions

Carla Cook

E: [Carla.cook@dsv.com](mailto:Carla.cook@dsv.com)

T: +44 (0) 121 780 2627

### Alcohol Sale, Supply & Sampling

Any supply of alcohol at the show must be agreed and licensed by the venue. Selling alcohol for consumption at the show is not permitted. However, if you wish to provide samples for tasting or to sell unopened bottles for consumption off site, you must apply directly to the NEC. The maximum sample size permitted is as below:

Soft and hot drinks	50ml (1.75fl oz)
Beers, ciders and similar	50ml (1.75 fl oz)
Wine, fortified wine, Champagne and alcopops and similar	25ml (0.9 fl oz)
Spirits and similar	5ml (0.18 fl oz)

Download [Intent to supply form](#)

### Animal Access & Welfare

Working dogs are permitted on site. All stands showing professionally trained dogs are subject to approval. A Risk Assessment MUST be supplied.

Domestic animals will not be permitted.

Dogs should not be left in unsuitable vehicles or in circumstances that would cause them distress. Handlers should be able to produce relevant documentation regarding the animal welfare issues.

## AV

If you would like to order AV equipment for your stand, our recommended supplier is Aztec

Webshop: <https://uk.expo.aztec.events/collections/commercial-vehicle-show-2025>

E: [sales@aztec.events](mailto:sales@aztec.events)

T: +44 (0) 2078034000

## B

### Badges & Passes

All personnel working in the hall must wear identity badges provided by the organiser. Badges must be worn at all times during the build-up, breakdown and open period of the exhibition. Security staff will have instructions to deny access to the hall to any person not wearing the relevant badge.

Order your badges here pre-show using your log-in details when prompted: [Exhibitor Login Zone](#)

### Contractor Passes

**Contractors** must read the [site induction and site rules](#) and complete the [Health & Safety Declaration](#) ahead of the event.

Each contractor will need to complete this declaration prior to arriving onsite in order to be issued with a wristband by security upon entry to the halls. These are valid during build-up and breakdown.

### Balloons

If you are using helium-filled balloons on your stand, please make sure they are secured, as charges for recovery will be incurred if any float to the roof. It is preferable that you remove any helium cylinders from the venue before the show opens. However, if it is necessary for you to have a supply on your stand during the show, only one cylinder will be permitted at any time and this must be secured in an upright position. Please notify the organisers, as checks will need to be made by the venue's fire and safety officer.

### Banners

Overhead banners are permitted above your stand. These will be positioned 6m from the floor to the underside of the banner. Overhead 2D vinyl banners are rigged by the NEC prior to the event so they will be required to be delivered 14 days before the show opens. For rigging quotes please contact:

E: [marc.yates@necgroup.co.uk](mailto:marc.yates@necgroup.co.uk)

Rigged banners need to be set in from dividing / party walling by 1m

### Build Up and Breakdown Times

Please refer to the 'Exhibition Timetable' at the beginning of this manual for access times relating to your stand type.

Build up: Exhibitors are asked to adhere to the relevant times for build-up stated for your stand type and to be vigilant once exhibits have been brought into the hall.

Please follow the advice of the traffic marshals, who are there to ensure that everyone can load and unload as quickly as possible.

Breakdown: For health and safety reasons breakdown cannot commence until all visitors have left the hall.

It will not be possible for exhibitors to exit via the main doors once the show has closed. The nominated fire exits must be used. Trolleys and goods are not allowed in the foyer at any time.

Please note that our security staff will not allow any exhibitors to remove boxes or packages from the hall before the show closes. Please do not start to pack up your stand until you hear the show close announcement – it is discourteous to visitors still remaining in the hall and is also a health & safety risk to dismantle your stand early. We ask for your cooperation in presenting a safe and professional environment for our visitors.

Once you have loaded/unloaded your vehicle, it must be removed from the loading areas, in order to make room for others.

Please see here for the [Event Delivery Process](#)

## C

### Cargo Entry

If you require a forklift during this period please pre-book this service otherwise we cannot guarantee unloading of your goods. Booked cargo will have priority to be unloaded according to the move in schedule. We also suggest you consider DSV Solutions to collect your items or to deliver them to the advanced warehouse as this would avoid delays with your vehicle at the show site. Please see the details of this service under advance warehousing.

#### [DSV Solutions](#)

T: +44 (0) 121 780 2627

E: [Carla.cook@dsv.com](mailto:Carla.cook@dsv.com)

### Carpeting/Floor Covering

Commercial Vehicle Show Shell Scheme exhibitors will receive Grey carpet

Space only stands can provide their own floor covering or order from GES.

[Carpet Order Form](#)

### Catering

Catering facilities will be open to both exhibitors and visitors for the duration of the show. Facilities will also be available during Build-up and Breakdown. If you require food/drinks for your stand during the show days, you can place an order directly with the NEC.

T: 0121 767 3253

E: [eventorders.nec@necgroup.co.uk](mailto:eventorders.nec@necgroup.co.uk)

## Chemicals

If you intend to use any chemicals on your stand, you must notify the organisers and supply a COSHH assessment, in order to comply with the venue's regulations.

E: [Susan@cvshow.com](mailto:Susan@cvshow.com)

## Children

During the build-up period, open days and breakdown, no person under the age of 16 will be admitted to the exhibition including children of exhibitors. They will not be admitted to the event under any circumstances.

There will be NO crèche facility at the event.

## Cleaning

The Organisers will provide a pre-clean of all stands prior to show open, and then on the open days will provide daily cleaning of the halls, the gangways and carpets on the stands. Exhibitors and contractors are reminded that it is their responsibility for the removal of all stand fitting materials including crates prior to show opening. The cleaning of exhibits is not included. Charges will be made direct to the exhibitor for the removal of excess waste.

After the first day of the exhibition, the stands will be vacuumed but it is the responsibility of the stand holders to ensure that the stand is left clean and tidy for the following day. Please leave general rubbish in bags in the gangway after the show has closed each day for collection.

Any materials or products left in gangways will be deemed rubbish and disposed of, for any materials removed from the gangways by accident the organisers are not held responsible.

## Cloakrooms

There are cloakroom facilities situated next to the halls. Items can be deposited at a charge of £2 per coat or umbrella and £3 per bag or luggage. Cloakrooms are open 30 minutes prior to the event opening and close when the event closes.

## Code of Practice

Please ensure that your stand is staffed at all times during the open period of the show and that your exhibits remain displayed during the show open hours. In order that no discourtesy is shown to last minute visitors to the show and that no health and safety risk is caused, we ask that no dismantling of any stands commence before the show closes or until all visitors have left the building.

## Columns

At the NEC there are columns and beams, forming part of the venue structure, that may fall wholly or partially in your allocated space. Exhibitors are not permitted to attach items to these building structures without permission from the venue but they can be clad up to a height of 6m in a neutral colour and branding can be added but no higher than 4m.

## Compressed Air & Gases

There are no compressed air facilities within the hall. If you require this service a temporary supply will have to be ordered via the venue for which there will be an additional cost. Please contact the NEC: [eventorders.nec@necgroup.co.uk](mailto:eventorders.nec@necgroup.co.uk) for more information.

## Contractor Passes

Contractors must read the [site induction and site rules](#) and complete the [Health & Safety Declaration](#) ahead of the event.

Each contractor will need to complete this declaration prior to arriving onsite in order to be issued with a wristband by security

## Contractors - Space Only

If you are employing a contractor to build or design the interior of your stand, please ensure that they receive access to this manual. They must also adhere to the venue's rules and regulations, which are contained in the e- Guide - [eGuide - AEV2024](#). It is essential that they are fully aware of relevant forms, deadlines and their responsibilities under all Health & Safety legislation.

Please ensure a copy of this manual is sent to them, alternatively if you would like us to send a copy onto your contractor please contact us and we will be happy to send your contractor the relevant information.

All plans and associated health & safety and risk assessments must be provided by 26 March 2025. All queries concerning space only stands should be directed to Maelstrom Event Solutions

E: [sjb@maelstromeventsolutions.co.uk](mailto:sjb@maelstromeventsolutions.co.uk)

T: +44 (0) 1743 606 744

## Customs Clearance & Point of Origin Freight Services

For all queries please contact [DSV Solutions](#)

T: +44 (0) 121 780 2627

E: [Carla.cook@dsv.com](mailto:Carla.cook@dsv.com)

# D

## Data Capture

Information is available via the [E-zone](#) - any questions contact your account manager.

## Deliveries & Collections

We strongly recommend that all shipments are packed and marked correctly. Deliveries will only be accepted during tenancy times and any early deliveries will not be accepted by the NEC. On the breakdown night all items must be removed that night and cannot be left for collection the next day.

### Delivery Address:

Stand Name

Hall 5/Stand Number

Commercial Vehicle Show 2025

Exhibitor Mobile Number

Show Name



NEC  
Birmingham  
B40 1NT

It is recommended that contractors/drivers/exhibitors bring their own trolleys to transport goods to and from their stands. This will reduce the amount of time it takes to load and unload and thereby assist the free flow of traffic.

If you are expecting goods to be delivered by courier, please ensure that they are aware of the dates of the show and hall opening times. Deliveries made before the show is in tenancy will not be accepted by the venue.

Parcels & Couriers: PLEASE NOTE all deliveries to the venue must be received by a member of your stand staff or your contractors or must be pre-booked to be received at the courier reception service offered by DSV Solutions which is chargeable.

If you choose not to use the courier service then someone must be available to meet your delivery, the organisers are unable to accept deliveries on your behalf. The organiser will not accept financial liability for such items.

No deliveries can be made to the venue prior to Saturday 26 April, however you can arrange delivery/storage with DSV Solutions

Movement of Deliveries: DSV Solutions are the appointed handling contractor for the event and will control all storage and lifting services operating inside the venue, therefore if you have a large delivery please contact them directly to discuss your requirements.

Contact [DSV Solutions](#) on T: +44 (0) 121 780 2627 E: [carla.cook@dsv.com](mailto:carla.cook@dsv.com)

## **Demonstrations**

Any exhibitor wishing to carry out any activity on their stand must complete the [Stand Activity Form](#) giving details of what is planned.

Exhibitors wishing to operate machinery or carry out mechanical demonstrations at their stand must ensure that this does not constitute a fire or safety hazard or interfere with the activities of visitors or other exhibitors. All moving parts must be guarded and controls sited beyond public reach. The organisers reserve the right to curtail practice, which they consider dangerous or detrimental to the show. Noise levels must be kept below 50 decibels and not cause annoyance to neighbouring exhibitors and/or visitors. In the case of dispute, the organisers decision is always final. We reserve the right to disconnect the stand power.

## **Dilapidations, Damages & Removals**

Exhibitors are responsible for all panels, walls, columns, flooring, shell scheme goods within their stand area and any damages will be made good at the exhibitor's expense.

The venue management will charge for any damage made to the walls, floors, paintwork, carpeting and other facilities. Therefore, exhibitors must protect the walls, flooring and fabric of the hall from damage at all times, particularly when moving materials or equipment and if painting or using other fluids on site.

Notices must not be affixed to the fabric or the building without prior permission. Sticky fixers, Blue tack, Sellotape must not be used on painted surfaces. Under no circumstances must cables, wires etc. be attached or affixed directly to the walls or ceilings in the main exhibition areas. All Exhibitors need to be self-sufficient with regards to use and provision of equipment and the rigging/de-rigging of display material.

All exhibits and stand fitting material including carpet tape must be removed from the venue. For any items which the events official cleaners have to dispose of, charges will be made to the individual company. We take no liability for any loss of anything if left behind on site.

NB: The NEC only approve Carpet Tape from UK Industrial Tapes Ltd:

[UK Industrial Tapes Ltd](#)

E: [Sales@ukindustrialtapes.co.uk](mailto:Sales@ukindustrialtapes.co.uk) or [matthew@ukindustrialtapes.co.uk](mailto:matthew@ukindustrialtapes.co.uk)

T: 0191 269 7810

**All other tape is no longer authorised at the NEC. Use of any other tape not authorised by The NEC may result in you being charged dilapidation fees.**

Please also ensure that you have adequate insurance cover in place to cover you for any damage, loss, public & private liability.

## **Disability Access**

Please ensure that you consider accessibility to your products and services for disabled people when designing your stand. This may include (but not exclusively) providing wheelchair access ramps, induction hearing loops, low level desks, transaction aids and appropriate signage. Useful information on accessible stand designs is contained in the e-Guide at [eGuide - AEV](#)

## **Disability Discrimination Act Exhibitor and Contractor Factsheet**

Part III of the Disability Discrimination Act 1995 came into effect on 1 October 2004. Security Exhibitions Ltd are committed to the implementation of the Act at all exhibitions held by Security Exhibitions Ltd. Security Exhibitions Ltd is dedicated to the provision of good customer service for all our exhibitors, contractors and visitors. Therefore it is important that our contractors and exhibitors understand their responsibilities under the Act.

There are three principal duties under the Act:

1. to provide a disabled person with the service that it provides to others
2. the service must be provided on the same terms
3. the service must be provided to the same standard

Changes and adjustments that are made must be 'reasonable' and reasons for making, or not making, changes and adjustments must be 'reasonable'. Exhibitions are an important environment because they are often brand and industry showcases and therefore negative media coverage due to unreasonable behaviour under the DDA would not be wise. Furthermore, disabled visitors are part of a valuable and growing market segment which should be catered for.

### **Tips for Exhibitors and Contractors:**

- Access to exhibits must be available to all visitors
- Platforms must have ramps. Portable ramps which are put in position temporarily to provide access are acceptable.
- Doors must be wide enough for wheelchair access (750mm min. requirement) and have vision panels.
- Wheelchair users can only reach 1.4m and therefore low level counters (760mm) or lap trays should be used. Alternatively, staff can assist, but this should be clearly signposted.

- If it is 'unreasonable' to provide access for disabled visitors, alternative access could be in the form of detailed literature and visuals or video footage.
- Information and literature must be printed clearly and available in alternative formats such as enlarged, tactile or audio
- Presentations must have transcripts or subtitles, be well lit and have access for wheelchairs
- Signage must be positioned where it is visible to all visitors and a minimum of 16 point
- Staff should be briefed on their responsibilities and trained to assist disabled visitors

This list is not exhaustive and must be used as a guide only. If you require further information please see below. Useful information on accessible stand designs is contained in the [e-Guide](#).

Useful equipment such as portable ramps, loop hearing systems, pen grips etc. can be purchased through the Access Support Group.

[Access Support Group Disability](#)

## Disabled Facilities

To view all the disabled facilities available on site, please visit the [NEC Website](#) for information. Disabled facilities include: access and parking, toilets, hearing assistance, medical facilities and mobility equipment hire.

## Distribution of Material

Exhibitors may not distribute any material whatsoever for any reason except within the boundary of their own stands or, where sponsorship has been agreed, and then only within the terms of that sponsorship arrangement.

## Drawing Approval for Space Only

All Space Only exhibitors are required to submit detailed plans of their stand for approval. Please provide details as soon as possible and by the deadline of the 26 March 2025. Please see the Stand Plan Submission checklist [here](#).

For any queries about plans, please contact Sam Boden [sjb@maelstromeventsolutions.co.uk](mailto:sjb@maelstromeventsolutions.co.uk)

# E

## Electrical Guidelines

All electrical installations must comply fully with the NEC Rules and Regulations and BS7671, 17TH edition IEE regulations of which the following is a brief summary:

### General

Electrical fittings should be ordered from the appointed contractor on the official order form in this manual.

All electrical equipment and exhibits must be guarded to prevent accidental contact with live terminals. Items intended for use on stands must be PAT tested and labelled accordingly.

Electrical cables must not be run under carpet or up stand fitting support posts. Cables on the floor which may be walked on must be protected by conduit or with protective ramping (tape is not acceptable). All other wiring below 2.4 metres must be protected in PVC or metal tubing.

In the event of electrical failure, please report this to the organisers' office (Room 5.2, Hall 5).

## Lighting

Light fittings must be secured using clips or heavy-duty electrical ties and earth bonded appropriately.

Light fitting flex must not be draped across the ceiling grid (if applicable), or left hanging in coils or wrapped around any part of a metal structure. Cable ties must be used to secure flex to the structure.

Spotlights/floodlights/halogen lamps, etc must be guarded and mechanically fixed, so as to prevent risk of injury to persons.

All lighting must be kept at least 300mm away from muslin/fabric ceilings and other combustibles.

Lighting circuits must not exceed 1,000 watts. They must not be looped or connected to power circuits.

Heavy fittings (over 1 kg) require a secondary means of support.











## Socket Outlets

Only one 4-way extension lead may be connected to a 500w socket outlet and the maximum length of lead permitted is 2 metres.

Extension leads must not be plugged into other extension leads (commonly known as 'daisy-chaining').

Block adaptors and drum reel extension cables must not be used.

## Electrical Safety Tips

<b>Exhibitors should order their electrical fittings from the appointed contractor. In the event of an electrical failure, the matter must be reported to the organisers' office.</b>	
DO NOT tamper with the fuse board. Only qualified electricians may access the fuse box. Ask for help at the service desk.	
 DO NOT coil up your cables. Unroll them to ensure they don't heat up or have them cut to a suitable length.	
DO NOT wrap cable around metal objects. The cable should be clipped to the top edge of the stand as part of your lighting connection.	
 DO NOT plug everything in one outlet and DO NOT plug one lead into another. This causes overheating and may blow the fuse. Order enough sockets for your needs. Remember: 1 x 500watt socket = 1 x 4-way extension lead	
DO NOT use multi-way adaptors. These are not suitable for use in commercial premises. Use an extension lead.	
 DO NOT allow conductors to become exposed. The inner colored sheathing is to protect the conductors; the outer sheathing is to protect you.	
DO NOT let cables drop to the floor unprotected. Exposed cables must be in a conduit or mini trunking.	
 All electrical equipment intended for use on stands must be PAT tested and labelled accordingly.	
Cables must not run under carpet. If they run across the floor ensure they are covered by conduit or protective ramping (tape is not acceptable). Cable ramping stops trips and prevents damage.	
 All lighting must be kept at least 300mm away from fabric ceilings and other combustibles. All light fittings must be secured appropriately and heavy light fittings must have a secondary means of support.	
<b>Ask us and we will help you get it right!</b>	

## Electrical Services & Lighting

All on-site electrical work must be carried out by a qualified, competent person and inspected by the appointed electrical contractor prior to energising.

GES is the exclusive electrical contractor for space only and shell scheme stands.

During build-up, initial connections to stands are made as early as possible; however, space only exhibitors/contractors are advised that stand power will not be available for actual stand construction at the start of build.

If a supply is needed at the start of build then a temporary supply must be ordered for use during build-up and breakdown, if required. Use of the venue's electrical sockets is not permitted and cables must not cross gangways. Once power has been energised during build-up, it will be switched off each night, including the pre-open night. If you need power overnight, you will need to order a 24-hour supply.

For any questions please contact GES:

**GES Service Centre**

T: +44 (0)2476 380 190

E: [cvshow@ges.com](mailto:cvshow@ges.com)

Electrical Order Form due January 2025

## Emergency Procedures

Emergency procedures for the NEC can be found [here](#). Please ensure that all your stand personnel are aware of these procedures.

## F

### Fascia Nameboards - Shell Scheme Exhibitors Only

Please [Click Here](#) to complete your Name Board Order Form.

In the event that instructions are not received, the Organisers reserve the right to use information supplied from the Exhibitor's stand order form. Any changes made after the deadline may be made at the exhibitor's cost.

## Fire Regulations

The following regulations are included in the [eGuide - AEV](#) and must be complied with by all contractors and exhibitors. They do not apply to exhibits:

All materials used in the construction of stands features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order to adequately perform the functions for which they are designed
- non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7 water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on site to ensure that they comply.

## First Aid Facilities

Medical cover will be provided. They will be in operation during build, open and breakdown days.

Should your team need medical assistance, please report to the Organiser's Office in Hall 5 Room 5.2.

## Floor Loading

Floor Loading is given as 50kN/m<sup>2</sup> (5 ton/m<sup>2</sup>). To discuss floor loadings outside of these maximum permitted values, please contact the organisers ([Susan@cvshow.com](mailto:Susan@cvshow.com))

## Forklift and Heavy Lifting

Forklift & heavy lifting services are available on-site from the official show contractor, DSV Solutions. It is strongly recommended that forklifts are pre-booked to minimise waiting time. Please contact [DSV](#)

[Solutions](#) on

E: [carla.cook@dsv.com](mailto:carla.cook@dsv.com)

T: +4 (0) 121 780 2627

## Freight Forwarding and Storage

By using [DSV Solutions](#), the official freight forwarder, your goods will be admitted in advance of move in time and delivered to your stand for your arrival. Packaging will be stored during show open times and returned to your stand as a priority as soon as the halls are clear of visitors. For expert advice and a quotation please contact DSV Solutions on T: +44 (0) 121 780 2627 E: [carla.cook@dsv.com](mailto:carla.cook@dsv.com)

Please note that there are no storage facilities for use by exhibitors at the venue.

## Furniture

**GES** have been appointed as the exclusive furniture hire company for the The Commercial Vehicle Show

[Furniture Order Form](#)

E: [cvshow@ges.com](mailto:cvshow@ges.com)

Explore the furniture range [here](#)

We strongly recommend that you order all furniture in advance as it will save you time and money (furniture ordered on-site can cost up to 30% extra).

## G

### Gangways

Exhibitors may only conduct business on their own stands.

In order to help us ensure that we comply with the licensing authority and venue regulations, all gangways at the show must be kept clear at all times, including during build-up, the open period and breakdown.

Exhibits/furniture and other items belonging to your stand must not encroach beyond the boundary of your stand space. This is to ensure that escape routes are unobstructed in case of an emergency evacuation.

If you have any displays or activities which are likely to attract an audience, please ensure that you plan your stand layout to allow people to gather within the stand area and not in the gangways.

## GDPR

Exhibitors are responsible for their own GDPR/Privacy policy. For more information please [click here](#)

### **Nineteen Badge Policy**

Visitors understand that by allowing their badge to be scanned by an exhibitor, partner, sponsor or speaker (event partner) at one of our events:

(i) they will be providing the event partner with their personal data including contact details; and

(ii) the event partner will process the personal data in accordance with their privacy policy.

Should they wish to prevent their personal data being processed in this way, they will contact the event partner directly.

The Nineteen Group Privacy Policy can be found here [Nineteen Group | Privacy Policy](#)

## Generators

### **Generators (Indoors)**

The use of generators is not permitted within The Commercial Vehicle Show.

### **Generators (Outdoors)**

You are only permitted to use generators if they are an integral part of your stand display.

## Graphics

For further information about branding your stand or for production of promotional graphics please contact our official contractor GES:

### **GES Graphics**

T: +44 (0)2476 380 139

E: [cvshow@ges.com](mailto:cvshow@ges.com)

## Gratuities

Appointed contractors should carry out all work in good time and you should not be asked for any sort of gratuity to obtain priority service. If monies are solicited, please inform the Organisers immediately.

## H

### **Hazardous & Excessive Waste**

Exhibitors and their contractors must remove excessive or hazardous waste at the end of the show, otherwise charges will be incurred.

Excessive waste is defined as: more than 2 boxes of literature, stand fitting material, pallets, material packaging and quantities of unsold stock or 'give-aways'.

Hazardous waste is classified by the 2005 Hazardous Waste Regulations as: light bulbs and fluorescent tubes, electrical equipment and fittings, gloss and emulsion paint and their containers, cooking oils and their containers, aerosols both full or empty, oils, lubricants and oily rags.

## Health & Safety

As an exhibitor, it is your legal and moral responsibility as far as reasonably practicable to ensure the health, safety and welfare of everyone sharing your work site at the exhibition.

Any exhibitors who have activity/ demonstrations of any sort on their stand must also complete and return a [Stand Activity Form](#) advising of the details involved.

All exhibitors must complete the forms which are applicable to their stand type, please note any exhibitor failing to complete these forms will not be able to dress or build their stand.

The forms should be returned by for Space Only and all Shell Scheme stands no later than 26 March 2025

For any questions concerning the forms please contact [Susan@cvshow.com](mailto:Susan@cvshow.com)

## Hot Works

A permit issued by the venue's safety team is required for any hot work, such as grinding, cutting and welding to be carried out on site. Contractors should contact the organisers office in the first instance to request a permit.

|

## Insurance

Please note that our Terms and Conditions require all exhibitors to hold a minimum £10,000,000 limit of Public Liability insurance. This protects you against legal claims for accidental injury to third parties and/or for damage to third party property. This is not the same as Employers' Liability insurance. You may already have Public Liability insurance, however not all business policies cover events taking place outside your business premises. If in doubt you should consult your insurance provider.

If you would like to arrange cover for your company our recommended broker is:

### [Inevexco](#)

T: +44 (0) 173 242 4286

E: [exhibitor@inevexco.co.uk](mailto:exhibitor@inevexco.co.uk)

## Internet

The NEC is Wi-fi enabled and this service is now provided free of charge and is considered by the venue to be sufficient for checking emails or low level browsing. Access is granted once Wi-Fi Registration is complete.

However, it is recommended that exhibitors requiring an internet connection on their stand for showing videos, demonstrating products etc are advised to purchase a more advanced connection, which would give a more dedicated bandwidth with increased download speeds. This type of connection is charged per event, and is ordered directly with the NEC - Order Form due Dec 2024

E: [eventorders.nec@necgroup.co.uk](mailto:eventorders.nec@necgroup.co.uk) T: +44 (0)121 767 3253

Please see [internet guidelines](#).



## L

### Lifting and Handling

DSV Solutions are the appointed handling contractor for the event and will control forklift trucks and other distribution inside the venue. Please contact them directly to discuss your requirements and ensure that you pre-book any lifting or handling services.

**DSV Solutions** E: [carla.cook@dsv.com](mailto:carla.cook@dsv.com) T: +44 (0) 121 780 2627

### Lost Property

Lost Property should be handed into the Organisers Office (located in Room 5.2, Hall 5) or Control Centre without delay. Any lost property handed in to control will be logged and kept for 7 days. Enquiries regarding lost property can be made directly to the NEC

### Loudspeaker Announcements

It is not possible to make announcements to exhibitors or visitors during the open days of the exhibition due to the number of theatre presentations taking place.

## M

### Maintenance & Repair Work

Maintenance work must be carried out in the morning between the hours of 08:00 – 08:45 or after the close of the show by prior arrangement with the organisers. No maintenance will be permitted during the open hours.

## N

### Night Sheets

If you are intending to use a night sheet on your stand, this must consist of non-flammable material, or be treated to render it non-flammable. Please also ensure that you leave a duplicate key at the organisers office, so that the cleaners may gain access to your stand.

Night sheets must be firmly rolled up and secured, if left on the stand during the day, so as not to cause any obstruction.

### Noise Levels

Please note that any audio & video presentation or practical demonstrations in the halls must be maintained less than 50 dB as measured at the perimeter of your stand. Please plan your stand's sound system carefully so that speakers are directed only on to your own stand and set at volume levels that will not annoy adjacent exhibitors. In the case of dispute, the organisers decision is always final. We reserve the right to disconnect the stand power.

## O

### Outdoor Exhibits

Exhibitors are reminded that generators are only allowed in the outdoor area if they are an integral part of the equipment on display.

Heavy exhibits must utilise sufficiently sized spreader plates to ensure no damage is caused to NEC ground work. Any damage caused will be the responsibility of the exhibitor and any costs involved will be charged to the exhibitor post show.

## P

### Parking

All exhibitors, contractors, including all official contractor vehicles arriving at the NEC to deliver, offload/load during the build period and open period are required to book a delivery slot in advance before you start your journey and print your pass at work or home. Please note; Bookings on Voyage Control will open roughly one month before the Show opens. Vehicles must register via the traffic booking system - [Voyage Control](#)

Please ensure you book the correct time slot, and if you require additional time when onsite, please request this via the Traffic Control team so that they can arrange this for you. Please note that the NEC has a system in place to monitor the parking, therefore, if you do not adhere to your booking, you will be automatically fined an overstay charge of £100.

A limited number of Exhibitor Parking passes will be available, free of charge and is allocated according to stand size. If you wish to collect these on size please email [susan@cvshow.com](mailto:susan@cvshow.com) with your requirement. Please note that they are allocated using the following guidelines but are not guaranteed as we are only allocated a limited amount by the venue.

0 sq ms – 10 sq ms	up to a maximum of 2 passes
11 sq ms – 50 sq ms	up to a maximum of 3 passes
51 sq ms – 100 sq ms	up to a maximum of 4 passes
101 sq ms – 250 sq ms	up to a maximum of 5 passes
251 sq ms – 400 sq ms	up to a maximum of 6 passes

## Performing Rights

If you wish to play pre-recorded music on your stand, you will need to apply for a [Phonographic Performance \(PPL\)](#) licence and [Performing Rights Society \(PRS\)](#) licence. If live music is being performed, you will only require a PRS licence.

## Photography/Filming

Please be advised that photography and filming will be taking place at the event. By participating in the event, you consent to the publication, release, exhibition, and/or reproduction of such photos/filming for use in the event's promotional activities. If you do not wish to appear in any captured images, please contact Susan Kitchener [susan@cvshow.com](mailto:susan@cvshow.com)

## R

### Rigging

All rigging must be undertaken by the **NEC Rigging Team**.

E: [daniel.smith@necgroup.co.uk](mailto:daniel.smith@necgroup.co.uk)

T: +44 (0) 121 767 2691

PLEASE NOTE: It is not permitted for exhibitors to rig banners in the hall without prior permission of the organisers.

NB: Lighting rigs are positioned 8m from the floor to the underside of the rig.

Banners are positioned 6m from the floor to the underside of the rig.

### Risk Assessment

As an exhibitor, it is your legal and moral responsibility as far as reasonably practicable to ensure the welfare of everyone sharing your work site at the exhibition.

It is a legal requirement that each exhibitor undertakes their own risk assessment prior to the event, listing the tasks to be undertaken, identifying any significant hazards they present on site, then listing ways to minimise and control those hazards. Exhibitors are otherwise liable to prosecutions and heavy fines.

If your stand is Shell Scheme/Outdoor exhibitor and no significant risks are found in relation to the displays or activities taking place on the stand, you must confirm this to the organiser using the hazard identification form at the front of this manual. The construction of shell scheme stands will be assessed by the appointed contractor – GES. Each space only exhibitor must also obtain a separate risk assessment and method statement from their principal contractor regarding their activities.

By law, a risk assessment must be 'suitable and sufficient', but it must also be simple to understand and implement.

**Step 1:** Identify the task/hazard. What equipment, materials and chemicals will be used? How much noise and dust will there be? What is the weight loading limit? What vehicle movements and lifting operations should be considered? Do you need to schedule a 'late working rota' to avoid tiredness and mistakes? How are you disposing of waste? Do you have any electrical installations? What are the emergency procedures?

**Step 2:** Decide who could be harmed and how. Who will be affected by your work and be most at risk? Think of your employees, contractors, exhibitors and visitors on or near your stand. Safe working depends on co-operation between all the companies on site. Take this into account and consider necessary precautions on every aspect of the work being carried out, which include training and the provision of information to all the different parties who are at risk.

**Step 3:** Evaluate the risks. Once you have done this adequately, you can then decide on the appropriate action. Ask yourself (a) Can the hazard be removed completely or the work done in a different way? (b) If the hazard cannot be eliminated, can it be isolated, controlled, or reduced? (c) Can protective measures be taken that will protect the entire workforce on site? Protective clothing should be the last resort and is often not the only solution.

**Step 4:** Record the findings. Write down the findings of your risk assessment. Pass on information about significant risks to those people identified in Step 2 and record the measures you have taken to control those risks for future reference.

**Step 5:** Review your findings. This allows you to learn by experience and take account of any unusual conditions or changes that occurred on site. Where stand building is involved (especially steelwork erection and lifting), the principal contractor should draw up a specific method statement and discuss it with the exhibitor in advance of the exhibition.

### **Key Risk Areas**

This is by no means a comprehensive list but includes the main areas which normally give cause for concern. Please give the following your due consideration whilst on site and incorporate them into your risk assessment:

- Only commercial equipment appropriate for the task must be used, including tools and ladders.
- Lifting operations must only be carried out by the appointed contractors who have fully trained and qualified personnel. Craning operations must be cordoned off.
- Hard hats must be worn at all times when in the vicinity of overhead working.
- Vehicles (including forklift trucks) are to observe a 5-mph speed limit on the exhibition site and use a banksman when reversing. Beware of pedestrians at all times; they have right of way.
- Where possible, use only 110v or battery-operated power tools. All portable tools are to be PAT tested prior to coming on site.
- Only use machinery, especially bench saws, with the correct guards fitted.
- Portable power tools and equipment must have the minimum length of trailing lead, if fitted, which must be protected from damage and not left so as to cause a trip hazard.

- Children under the age of 16, the general public and animals, except security and assistance animals, (including inside cabs of vehicles) are not allowed on site during build-up and breakdown.
- Schedule a late working rota to prevent tiredness and accidents.
- Correct scaffolding must be used during the construction of any stands or structures, using safety features in accordance with British Standards. Tower scaffolds must be properly stabilised and propped.
- Contractors must wear suitable personal protective clothing relevant to the task; this includes head, eye, hearing, feet and hand protection.
- Understand the fire and emergency procedures. Notify your staff of the location of the first aid facility, fire exits and emergency assembly points.
- Use and storage of flammable liquids and substances: Take note of the precautions (read the Safety Data Sheet) required for certain chemicals prior to use. Isolating them from waste and other risk areas is important. Chemicals and flammable liquids must be safely removed after use by the user and not placed in general rubbish bins or skips.
- The work area must be maintained free from general waste materials which could present a hazard to operatives.
- All waste should be disposed of in the proper manner.
- Fire equipment will be supplied for stands by the venue. All extinguishers should remain in the position in which they are placed and free from obstruction throughout the event. They are for use by the venue and other trained staff only.

If you have a shell scheme and no significant risks are found in relation to the displays or activities taking place on the stand, you must confirm this to the organiser using the basic [Risk Assessment and Health & Safety](#) declaration form. Please submit your completed form to [Susan@cvshow.com](mailto:Susan@cvshow.com)

Shell Scheme stands with risks in relation to displays or activities taking place on the stand, must confirm this to the organiser using the [Stand Activity Form](#) by 26/03/25. The construction of shell scheme stands will be assessed by the appointed shell contractor, GES.

Please note, any exhibitor failing to complete these forms will not be able to dress or build their stand.

Each space only exhibitor must submit a risk assessment and method statement themselves or from their contractor regarding their activities. This should include a fire risk assessment. These should be submitted with stand designs to **Maelstrom Event Solutions** for overall approval:

E: [info@maelstromeventsolutions.co.uk](mailto:info@maelstromeventsolutions.co.uk)

T: +44 (0) 1743 606 744

# S

## Security

Security is provided for the duration of the event in line with the exhibition timetable. Please do not arrange for goods to be delivered to the hall before this time. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Contact the exhibition security for advice on how to secure items on your stand.
- There may be an overnight secure store for valuable items.
- Take home valuable items each night if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build-up, the open period or the pull-out of the show.
- Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember that the hall is open from 0800 hours.
- Use a lockable cabinet to store your personal possessions during the show open hours. You should be able to hire one from the appointed furniture company.
- Use a night sheet. If you have a shell scheme stand, you should be able to hire one from the stand fitting company.
- Hire an alarm for your stand if you are exhibiting valuable or portable items. These should be available from the show security company.
- If you are a victim of theft please report it immediately to the show security company.

## Smoking & Vaping

Smoking is prohibited in all internal areas of The NEC, in accordance with current legislation. Smoking is permitted in the designated smoking areas outside the Piazza main entrance, Piazza Garden and Atrium main entrances.

This also applies to e-cigarettes & vaping. If you become aware of anyone contravening these regulations, please make it known to a member of Security staff or the Organisers.

## Special Effects

If you are planning to use any special effects on your stand, you must inform the organiser as soon as possible. Special effects include lasers, strobe lights, and pyrotechnics and smoke machines. The information which will be required includes a risk assessment and full

details of the operator and manufacturer. Certification from an independent specialist may also be required plus any costs associated with this will need to be covered by the exhibitor. You must also complete and return the [Stand Activity Form](#).

## Stand Construction

All stand construction must comply with the regulations contained in the e-Guide, which can be viewed at [eGuide - AEV](#). These regulations are common to the UK's main exhibition venues and are based on Building Regulations and British Standards.

One area which commonly raises issues is the construction of staircases on double-deck stands. Please ensure that the regulations stated in the e-Guide are followed, as deviations will not be permitted on site.

## Stand Activity Information

Any stand, irrespective of size or type that plans to offer activity of any sort must complete and return the [Stand Activity Form](#) by 26/03/2025.

If you are unsure whether this applies to you, please contact the organisers for clarification. E: [Susan@cvshow.com](mailto:Susan@cvshow.com)

## Stand Plans

Space Only & Outdoor exhibitors are free to build their own stands subject to approval. The Organisers will check the plans for health & safety purposes and to check that they comply with the NEC rules and regulations. Inspections will also be carried out onsite to ensure regulations are adhered to.

No build may commence without prior authorisation, which will be given in the form of a 'build approval notice', issued by **Maelstrom Event Solutions**.

Space only stands must be built by a competent person or contractor and to standards set out in the [E-GUIDE](#).

The minimum stand construction that must be done on Space Only stands is:

- Carpeting or other suitable floor covering of the whole stand area (Indoor stands only)
- Construction of a back and side wall to a minimum height of 2.5m if not an island site (Indoor stands only)
- If adjacent to another stand, walls may be built higher, on the proviso that the back of the walls, if overlooking another stand, are made good and are left in a plain and neutral colour to the satisfaction of the Organisers (Indoor stands only)
- Open Frontages - Solid runs of stand walls exceeding 50% of the length along gangway edges are forbidden. In any case walls exceeding 4m in length are prohibited. Walls should either have natural breaks, glazed panels or other such features. In addition, at least one third of any stand length must be kept completely open. The organisers reserve the right to insist on this on site if this information has not been shared at design stage.

Space only exhibitors must provide the following documentation:

- Electronic copies of scaled plans and elevations, showing all dimensions of the stand in full construction detail
- Undertake and provide a risk assessment for the build, breakdown and running of the stand during the show
- A method statement for the build and breakdown of the stand
- Proof of Public Liability Insurance that covers your activity at the Show, including the construction of your space only stand.

If you are using a contractor to build your stand, the Organisers will need their full contact details.

**The minimum height of the partitioning must be 2.5m. The maximum height of the stand should not exceed 4m.**

## Stand Sharers

There is no fee for co-exhibitors sharing your stand. Please be aware that the contract for the stand space is between you (the Exhibitor) and the Organiser. The responsibility for any damages caused by co-exhibitors rests with the contracted stand holder.

## T

### Terms and Conditions

This Exhibitor Manual forms part of the Terms and Conditions that you have agreed to on signing your contract. Please note that you may be excluded from occupying your stand if full payment has not been made by the opening of the event.

### Temporary Staff

Should you require temporary staff during the event, these agencies may be able to help:-

Alexi Promotions, Maria Martin, [maria@alexipromotions.co.uk](mailto:maria@alexipromotions.co.uk) or telephone +44 (0) 7970 253 735.

### Trolleys

Trolleys are not provided at the venue or by the Organiser, so please bring your own if you need one to deliver goods to your stand. Trolleys are only permitted on the exhibition floor outside show open hours for the safety of visitors.



# V

## Vehicles - Inside

All petrol-fuelled motor vehicles or other petrol engine equipment fitted with a fuel tank, including boats, plant or machinery, must comply with the following:

- The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features, which prevent leakage
- Fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel
- Fuel tanks on all other petrol engine equipment must be empty
- The fuel tank must be sealed, wherever possible with a lockable cap
- Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter
- The running of engines during the open period of an exhibition is strictly prohibited
- For vehicles required to operate as part of a moving demonstration, 'pit' positions must be clearly defined and agreed with the venue. Suitable fire extinguisher(s) must be provided
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.
- Once vehicles have been positioned, the keys must be taken to the Organiser's Office (Room 5.2) for safekeeping. This is in case of an emergency and if your vehicle(s) needs to be moved.

### Driver Delivery Details

All vehicles for indoor displays **must** be detailed and notified to the operations team by completing and returning the [Display Vehicle Notification Form](#).

Maelstrom Event Solutions will be in contact to schedule a suitable delivery and collection time for your vehicle(s) based on your stand location within the hall.

For any questions, or to submit multiple vehicle details, please contact:

#### Sam Boden

Maelstrom Event Solutions

E: [sjb@maelstromeventsolutions.co.uk](mailto:sjb@maelstromeventsolutions.co.uk)

T: 01743 606 744

An Indoor display vehicle pass will be emailed to you prior to the show and this will need to be shown to the lorry park on arrival.

Please instruct your driver to report to the designated lorry park on arrival. The driver must be briefed of the stand number where the vehicle is to be displayed and the name of the Exhibitor.

Your vehicle(s) will be logged in and admitted to the halls when safe to do so.

No vehicle movements will be permitted in the halls without the official floor management team being present. The floor managers will be notified of the vehicle's arrival at the Lorry

park to minimise waiting time. The floor managers will oversee the safe positioning of your vehicle.

## Vehicles - Outside

We will advise you of the Lorry park in use nearer the time. The driver must be briefed with your stand number, how the vehicle is to be displayed and the name of the Exhibitor.

Your vehicle(s) will be logged in, and admitted to your outside space when safe to do so.

## Vehicle Valeting

AutoClean Europe Ltd will be onsite. Please book your valeting requirements in advance.

E: [matt@autoclean.eu.com](mailto:matt@autoclean.eu.com)

T: +4 (0) 7595 844 018

## W

### Water and Waste

At the end of the exhibition, you will be responsible for removal of all items including brochures, graphics panels and any other effects. Any items remaining on stands at the end of the event will be disposed of and any incurred charge passed onto the company concerned.

If you require water and waste facilities, this is booked through the NEC. The venue's sanitary facilities and service ducts must not be used to dispose of waste under any circumstances. See section 6 of the [NEC Order Form](#).

T: 0121 767 3253

E: [eventorders.nec@necgroup.co.uk](mailto:eventorders.nec@necgroup.co.uk)

## WiFi

The NEC is Wi-fi enabled and this service is now provided free of charge and is considered by the venue to be sufficient for checking emails or low level browsing. Access is granted once Wi-Fi Registration is complete.

However, it is recommended that exhibitors requiring an internet connection on their stand for showing videos, demonstrating products etc are advised to purchase a more advanced connection, which would give a more dedicated bandwidth with increased download speeds. This type of connection is charged per event, and is ordered directly with the NEC - Order Form due Dec 2024

E: [eventorders.nec@necgroup.co.uk](mailto:eventorders.nec@necgroup.co.uk) T: +44 (0)121 767 3253

Please see [internet guidelines](#).

## Working at Height

A person is working at height if there is a possibility of being injured from falling (for example, when accessing areas above floor level to dress stands), even if they are working at or below ground level.

The Working at Height Regulations refers to 'duty holders': employers, self-employed and employees. This includes all contractors and exhibitors.

Duty holder's responsibilities are to ensure that:

- No work is done at height if it is safe and reasonably practicable to do it other than at height
- Ensure that the work is properly planned and organised, appropriately supervised and carried out in as safe a way as is reasonably practicable
- Plans are in place for emergencies and rescue
- A suitable and sufficient risk assessment is carried out and the significant findings recorded and acted upon
- They do all that is reasonably practicable to prevent anyone falling
- All work at height takes account of conditions that could endanger health and safety
- Those involved in work at height are trained and competent
- The place where work at height is done is safe
- Equipment for work at height is appropriately inspected
- The risks from fragile surfaces are properly controlled
- The risks from falling objects are properly controlled

Equipment used for work at height must be suitable for the task. All equipment must be industrial quality (including ladders; domestic quality ladders are not permitted).