

**LONDON  
MUSLIM  
SHOPPING  
FESTIVAL**  
25<sup>th</sup>-26<sup>th</sup> FEB  
EXCEL LONDON *2023*

**Exhibitor Manual 2023**

# WELCOME

This exhibitor manual is designed to help you plan a successful event, to avoid any problems and to enjoy a smooth, trouble-free run-up to the event. Please do not hesitate to contact the organising team if you have any queries.

Please ensure you read this manual fully and don't forget to send your completed forms back to us by the stated deadlines.

The ORDER FORMS section of the manual lists all of the compulsory and optional forms and acts as a useful checklist for you.

This manual is not designed to replace our personal service. If you have any questions, require special assistance or any clarification whatsoever, please do not hesitate to contact us.

**Have a great event!**

# EXHIBITION TEAM

## Event Operations

Maelstrom Event Solutions

Tel: +44 (0) 1743 606 744

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

# EXHIBITION TIMETABLE

## Build-up

Friday 24 <sup>th</sup> February	0800 – 1900	Space Only exhibitor build continues
	1400 – 1900	Access for Shell Scheme Exhibitors <b>All stand construction to be completed by 19.00</b>

All gangways must be kept clear of all exhibits, packaging and stand fitting materials to assist movement around the hall by other exhibitors and our service providers and all gangways must be totally clear by 14.00 on Friday 24<sup>th</sup> February to facilitate the gangway carpet lay and gangway pre-clean.

Initial power onto stands is made as soon as possible but will not be available for stand construction by contractors at the start of build-up unless a temporary supply has been ordered via the official electrical contractor.

Power to stands will terminate each evening, from 30mins after the show has closed.

## Open Period

Saturday 25 <sup>th</sup> February	1000 – 1900	Show open to visitors
Sunday 26 <sup>th</sup> February	1000 – 1800	Show open to visitors

There will be exhibitor access to the hall from 08.00 each morning. Halls will remain open to exhibitors until 19.00 on Saturday 25<sup>th</sup> February.

If you place late orders for stand fitting extras, electrics or furniture Friday late afternoon and on the morning Saturday 25<sup>th</sup> February, our contractors are unable to guarantee fitting / delivering your orders to your stand before the show opens and will fit any outstanding items at the end of the day. Please also note that there will be a surcharge on late orders.

## Breakdown

Sunday 26 <sup>th</sup> February	1800 – 2000	Removal of exhibits and display materials from shell scheme stands
	1800 – 2000	Access for Space Only Stand Contractors

It is a contractual requirement that your stand is not dismantled in any way and that your stand is manned and stocked until the show closes. Contractors will only be granted access into the hall once it is cleared of all visitors and any staff who will be breaking down your stand and also working on the stand during the open period are requested to comply with these timings.

**Please note that the official show contractors will begin dismantling shell scheme stands as soon as they are clear of display material and it is deemed safe to do so. Any items left on shell scheme stands after 20.00 may be removed to allow the stands to be broken down.**

For reasons of security, all exhibitors are advised to remove all portable and valuable items from their stand as soon as possible on the Saturday evening of breakdown and not to leave their stand unattended until all such items are clear.

It is your responsibility to remove ALL stand fitting materials, carpet tape, packaging, excess literature and waste from the hall. Anything left will be charged back to the exhibitor.

**No exhibits or stand fittings are to be removed before 17.30 on Sunday 26<sup>th</sup> February or until the public are clear of the hall. Please note that any items left unattended in the hall from 20.00 on Sunday 26<sup>th</sup> February onwards could be deemed as rubbish and thrown away. Any costs for disposal will be charged to the exhibitor/contractor accordingly.**

Please note: the show will **not** be able to breakdown until **all visitors and children under the age of 16 have left the hall**. Exhibitors who have children under the age of 16 will also need to leave the hall to allow breakdown to commence.

## QUICK REFERENCE GUIDE TO CONTRACTORS

Accommodation	Holiday Inn White Chapel	<p>Weblink: <a href="https://www.excel.london/visitor/hotels">https://www.excel.london/visitor/hotels</a></p> <p>Tel: 0207 791 9012</p> <p>Email: : <a href="mailto:Lonuk.Reservations@ihg.com">Lonuk.Reservations@ihg.com</a></p>
Audio Visual	Ritzy	<p>Email: <a href="mailto:Vinay@ritzymusic.co.uk">Vinay@ritzymusic.co.uk</a></p>
Carpet / Floor Covering	Xav-Eight	<p>Tel: 01446 509 110</p> <p>Email: <a href="mailto:info@xaveight.com">info@xaveight.com</a></p>
Catering	ExCeL	<p>Tel: +44 (0)20 7069 4100</p> <p>Email: <a href="mailto:sales@ExCeLhospitality.london">sales@ExCeLhospitality.london</a></p>
Cleaning	ExCeL	<p>Tel: 020 7069 4400</p> <p>Email: <a href="mailto:exhibitororders@excel.london">exhibitororders@excel.london</a></p>
Compressed Air	ExCeL	<p>Tel: 020 7069 4648</p> <p>Email: <a href="mailto:pipedservices@excel.london">pipedservices@excel.london</a></p>
Electrics	Xav-Eight	<p>Tel: 01446 509 110</p> <p>Email: <a href="mailto:info@xaveight.com">info@xaveight.com</a></p>
Furniture	ExpoCart	<ol style="list-style-type: none"> <li>1. Create your account on ExpoCart: <a href="https://www.expocart.com/customer/account/create/">https://www.expocart.com/customer/account/create/</a></li> <li>2. Select 'Hire' at the top of the page</li> <li>3. Add your relevant items to cart</li> <li>4. When in checkout, fill in the following details: <ul style="list-style-type: none"> <li>Exhibition: London Muslim Shopping Festival</li> <li>Exhibitor name: Provide the name that will appear on your stall</li> <li>Stall &amp; hall number: Provide your stall number. Your hall number is S9</li> <li>Onsite contact name: Georgina Spooner (Maelstrom Event Solutions)</li> <li>Contact email: Provide YOUR email</li> <li>Mobile number: Provide YOUR contact number</li> </ul> </li> <li>5. Enter billing and payment information</li> </ol>
Stand Graphics	Xav-Eight	<p>Tel: 01446 509 110</p> <p>Email: <a href="mailto:info@xaveight.com">info@xaveight.com</a></p>
Internet & IT Services	ExCeL	<p>Tel: 020 7069 4400</p> <p>Email: <a href="mailto:exhibitororders@excel.london">exhibitororders@excel.london</a></p>
Shell Scheme & Fascia Nameboard	Xav-Eight	<p>Tel: 01446 509 110</p> <p>Email: <a href="mailto:info@xaveight.com">info@xaveight.com</a></p>
Stand Plan Inspections	Maelstrom Event Solutions	<p>+44 (0)1743 606 744</p> <p><a href="mailto:info@maelstromeventsolutions.co.uk">info@maelstromeventsolutions.co.uk</a></p>
Water & Waste	ExCeL	<p>Tel: 020 7069 4400</p> <p>Email: <a href="mailto:pipedservices@excel.london">pipedservices@excel.london</a></p>

# A-Z OF SERVICES AND REGULATIONS

## Access

On arrival, vehicles need to make their way to the Traffic Administration Office on Sandstone Lane, sat nav postcode E16 1WW. There is a holding area in front of the Traffic Administration Office, please follow the Marshal's directions to park, then proceed to the Traffic Administration Office in person. Drivers will then be issued with a Lorryway Access Document (LAD). This will detail the date, show name, name of the stand, stand number and vehicle registration number. It will also indicate a time limit for unloading or loading. Drivers must adhere to the specified time limit. Those exceeding the time limit will be clamped or removed. If extra time is needed, please see a traffic marshal. Exit the Traffic Administration Office and return to your vehicle. You will be directed to a queuing system where you should wait until space is available on the lorryway to unload which will be advised to you by a marshal.

On completion of unloading/loading, vehicles must be removed to the relevant parking area or leave the site immediately.

## Accommodation

There are a variety of hotels and serviced apartments to suit every budget within close proximity of the venue. A full hotel listing and booking service for individual accommodation requirements is available via ExCeL website - <https://www.excel.london/visitor/hotels>

**Holiday Inn London Whitechapel** located 20 minutes by DLR directly to ExCeL

## Alcohol

The consumption of alcohol during build-up and breakdown is not permitted.

## Audio Visual

Coming Soon

## Balloons & Inflatables

All types of balloons are prohibited within the exhibition halls as some can cause damage to the air-handling system; exhibitors will be charged for all costs arising from contravention of this regulation.

## Breakdown

Please refer to Exhibition Timetable.

Removal of exhibits and displays commences after the exhibition has closed and all visitors have left the exhibition hall. Under no circumstances may any goods be removed or packed away from your stand before this time. Trolleys must not be used until the hall is clear of visitors, and please note that contractors will not be permitted into the halls until the visitors have left. In the interests of safety, exhibitors are asked to not continue with hospitality on their stands after the show closes.

Electrical power to stands will be switched off 30 minutes after the show closes.

**Please note:**

Any items left on shell scheme stands after 20.00 may be removed to allow the stands to be broken down. We strongly advise you not to leave any items unattended on your stand during this time.

Please note that if you are leaving items on your stand to be collected by couriers, you must notify the organiser's office and supply a contact telephone number for both the courier company and a representative of your organisation.

It is your responsibility to remove ALL stand fitting materials, carpet tape, packaging, excess literature and waste from the hall. Please note that any items left in the halls after 20:00 on Sunday 26<sup>th</sup> February will be deemed a rubbish and thrown away. The exhibitor/contractor responsible for the rubbish will be charged accordingly.

**PLEASE NOTE YOU SHOULD WEAR SUITABLE FOOTWEAR DURING THESE PERIODS – OPENED TOED SANDALS, FLIP FLOPS AND OTHER FLIMSY FOOTWEAR ARE NOT ALLOWED. SECURITY HAVE THE RIGHT TO REFUSE ENTRY TO ANYONE WITHOUT SENSIBLE FOOTWEAR.**

### **Build-Up**

The timetable for build-up is given under Exhibition Timetable. It is important that you contact us if you foresee any problems keeping to this schedule.

All stands must be finished by 19.00 on Friday 24<sup>th</sup> February in time for the venue cleaning staff to prepare the hall for the opening of the show.

**PLEASE NOTE YOU SHOULD WEAR SUITABLE FOOTWEAR DURING THESE PERIODS – OPENED TOED SANDALS, FLIP FLOPS AND OTHER FLIMSY FOOTWEAR ARE NOT ALLOWED. SECURITY HAVE THE RIGHT TO REFUSE ENTRY TO ANYONE WITHOUT SENSIBLE FOOTWEAR.**

### **Business Centre**

For all your business needs including photocopying, fax, and essential stationery supplies visit the Business Centre in the Boulevard.

### **Car Parking**

Car Parking ExCeL London offers on-site car parking spaces directly beneath the venue. All onsite parking is pay and display. The ticket machines are located within the car parks and accept coins, notes and credit cards. As ExCeL London is a green venue, all pay and display machines will be found on stand-by which will activate as soon as you insert your card or cash.

### **Carpet**

Shell scheme stands and gangways will be carpeted.

**Space-only stands will not be carpeted by the Organisers but the provision of carpet is compulsory on every stand.**

Exhibitors wishing to lay their own floor coverings may do so direct to the hall floor, on floor flats or



a platform. Please note that no damage must be done by screw or bolt to the hall floor and only approved tape can be used to affix floor coverings. The cost for removing any carpet tape left on the floor at the end of breakdown will be passed directly to the exhibitor concerned. Please note that all 'space only' exhibitors are responsible for the removal of any carpet supplied to them.

The official carpet contractor for the show is:

Xav-Eight

Tel: 01446 509 110

Email: [info@xaveight.com](mailto:info@xaveight.com)

## Catering

ExCeL London's exclusive caterers are ExCeL London Hospitality and Stand Catering. They have sole rights over the hospitality and stand catering activity at ExCeL London. All Food & Beverage for both stand catering or hospitality catering must be purchased from ExCeL.

ExCeL London Hospitality can deliver fresh food and beverages to your stand to cater for staff lunches, parties or client entertaining. For more information or to place an order, please visit <https://excellondonhospitality.exhibitorcatering.co.uk/>

For your own personal consumption, a wide range of food and beverage is on around the venue.

## Children

No person under the age of 16 years can be admitted to the halls during build up or breakdown. This regulation also covers exhibitors' children and is necessary to comply with safety regulations. During the show open days children are allowed into the hall, provided an adult accompanies them. Baby changing facilities are available throughout the venue.

## Cleaning

The Exhibition Hall and Stands will be cleaned prior to opening each day. Exhibitors are requested to place refuse for collection in bags and leave them in the aisles at the close of business.

If you require an enhanced service to your stand, please contact ExCeL London Cleaning on:

Tel: 020 7069 4400 Email: [exhibitororders@excel.london](mailto:exhibitororders@excel.london). Please note that there may be an additional charge for this service.

ExCeL London recycles on average 86% of its waste. There are recycling bins throughout the venue in both the halls and boulevard.

Please note that there may be an additional charge for this service.

## Common Areas

All common areas must be kept unobstructed at all times. Contractors, exhibitors, their staff and agents **must keep ALL common areas clear**. The Cloakroom is located on the main Concourse. There is a charge for this service.

## Complex Structures (Stands and/or features)

A complex structure is any form of construction of any height which requires cross-bracing and/or would normally be designed by an engineer and /or has, through a risk assessment, been found to present significant risk. Structures over 4 meters in height, multi-storey stands and suspended items of 400kg and over are always treated as complex structures. Platforms and stages 600mm or over in height, tiered seating and stairs are also considered complex structures. Such structures must have fully detailed Structural Calculations and/or a detailed Constructional Method Statement along with a suitable and sufficient Risk Assessment submitted at the same time as your stand plans. Full details must be submitted to Maelstrom Events for inspection at least 30 days prior to the show. Please refer to the Stand Plan Approvals section for details of the full stand plan submission process.

Stand Plan Deadline date – 14<sup>th</sup> January 2023

Please note that no Complex Structure may be built without prior consent from the Organisers before the planning process takes place.

If you would like to speak to someone regarding your Stand Design please contact:

Maelstrom Event Solutions

Tel: +44 (0)1743 606744

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

## Delivery Of Goods

All exhibits and materials must be delivered carriage paid, direct to the stand. The goods should be clearly labelled as follows:

Attn: *(Contact Name & Mobile Number)*

*(Stand Number and Stand Name)*

London Muslim Shopping Festival 2023 (S15-S18)

ExCeL London

Royal Victoria Dock

London

E16 1XL

Exhibitors must ensure that a representative of their company is on-site to receive and sign for deliveries. Please note, deliveries **must not** be made to the Centre prior to the tenancy. The Organisers and the ExCeL are unable to accept responsibility for any goods delivered to stands that are unmanned and regret that they are unable to sign for goods, exhibits or other material on behalf of an exhibitor or contractor due to limited storage facilities.

If an exhibitor is unable to be on-site to receive deliveries the official lifting/ freight forwarding company will take receipt of the goods for a charge. Please see the Freight Forwarding & Storage Form.

## Distribution Of Literature

Distributing material, such as printed leaflets, cards, circulars or articles, is prohibited unless from your own stand. This includes the gangways surrounding your stand.

## Electrical Services & Electrical Regulations

Xav-Eight are the official Electrical Contractor for the London Muslim Shopping Festival. They have a comprehensive range of electrical services for hire and installation and offer an extensive range of light fittings and flexible power supplies.

The installation or alteration of any electrical fitting by any person other than a member of the contractor's staff is strictly prohibited. In accordance with current health and safety legislation all electrical equipment and fittings should comply with applicable test regulations. **Any items failing such a test will NOT be connected to the Hall's supply.**

**Exhibitors/Contractors who bring portable electrical appliances on-site should ensure that they have been regularly PAT tested (Portable Appliance Tested) and bear a recent PAT test pass certificate.**

Any exhibitor in need of additional electrical requirements should contact:

Xav-Eight

Tel: 01446 509 110

Email: [info@xaveight.com](mailto:info@xaveight.com)

## Electricity Supply Timetable

Electricity will be energised to stands as quickly as possible during the build-up period, subject to satisfactory inspection and testing of installations. Occasionally delays may occur due to the fact that adjoining stands are not complete and ready for inspection. During the full open days, power to stands will be from 08.00 each day until 30 minutes after the show closes. Any exhibitor needing electricity for the running down of machinery or working equipment etc. after the exhibition closes on the final day must inform the Organising Office of their requirements.

If you require power after the published build-up hours, you must notify the organiser's office who can arrange this with the venue who will notify you of the charges.

**Please remember to specify 24-hour electricity supply if this is required for refrigerators and/or computer equipment.**

## Equality Act 2010

Exhibitors are responsible for ensuring that the design and construction of their stands provides for increased access for disabled people. This is not only about physical access to the stands for wheelchair users but also includes access to products and written information for people with visual impairments and access to the same standard of service for all other disabilities. However it is important to take account of health and safety legislation which has primacy over the disability regulations.

### The Law

The Equality Act aims to ensure that disabled people are not treated less favourable by requiring that reasonable adjustments be made to enable disabled people to access the services on offer or that reasonable alternative means are provided; in the case of wheelchair access to a stand this could be achieved by the provision of a ramp but could equally be achieved by ensuring that

assistance by suitably trained staff is available at all times.

### **Getting onto the stand**

Exhibitors choosing to incorporate a ramp for wheelchair access must ensure that this complies fully with the requirements set out in this Manual.

### **Moving around the stand & accessing information**

Information and products must be displayed in a position and at a height that can be reached by everyone and to ensure that people can move about the stand with ease; circulation areas between stand displays should be at least 1m wide; goods and products should be placed at a height between 650mm and 1060mm and information displayed at a height between 900mm and 1200mm; where any of these provisions are not possible staff on the stand must be proactive in assisting people to reach the information that they require.

### **Writing surfaces**

The typical height of a counter top is between 1000 and 1200mm which provides very poor access to the writing surface for a range of disabled people; where possible provide a low level counter section at a height of 760mm with a clear 400mm horizontal depth below and a gently raised edge or provide a lightweight clipboard or lap tray for visitors to write on; sufficient lighting should be provided at the counter and this should not be positioned behind stand staff to avoid silhouetting their faces.

### **Seating**

Different sizes, shapes and types of seating should be available since a seat that is too low or too high or has inappropriate armrests or side supports can have an impact on customer comfort; a variety of seating will accommodate those with differing mobility requirements. Seating arrangements must not obstruct access for wheelchair users or create trip hazards for people with visual impairments.

### **Flooring surfaces**

No single floor finish is universally suitable for all disabled people but care should be taken in the choice of materials; flooring should be slip resistant even when wet, should not be highly glazed and should not create trip hazards at junctions of different materials; carpets should provide a firm surface to facilitate wheelchair passage and excessive use of underlay should be avoided.

### **Information and signage**

The way that information is presented can impact significantly on the ease with which this can be accessed; signs must not create obstructions and glare from lighting should be avoided; avoid the use of high gloss finishes and internally illuminated signs; provide clear colour contrast between text and background and use upper and lower case text in preference to large blocks of upper case.

### **Colour Contrast**

Colour contrast via usage of different colour tones will assist the visually impaired in accessing, moving and identifying exhibits. Reduction and prevention of reflective glare will ease stand accessibility.

### **Filming, Televising and Recording**

Full details of any filming or recording for television, radio, etc., must be submitted to the Organisers in advance of the event. Only hand held, battery operated equipment is allowed in the hall during the open hours of the exhibition. The siting of cameras, cable runs or other equipment in the aisles is not permitted. Equipment must not be left unattended.

Filming of the exterior, interior and contents of the venue will be allowed in so far as it will not be detrimental to, or bring into disrepute, the venue or the event.

### **Fire Regulations/Fire Safety**

There are strict regulations governing the materials that may be used in the construction of stands and in the demonstration of products. Stands will be inspected during the build-up period by Fire Officers and the Local Authority and we would remind you that the Local Authority has the right to remove any materials that do not meet the regulations and ultimately to close down the stand.

You must draw the attention of your contractor to the strict regulations that apply.

ExCeL will provide extinguishers to comply with standard regulations and a copy of the Centre's emergency procedures will be circulated to all exhibitors at the beginning of the exhibition.

If you require any further information about fire-retardant materials and regulations, please contact: Maelstrom Events: 01743 606744.

Any goods on your stand will be subject to the following regulations:

#### **Timber used in stand construction and displays**

All timber under 1" thick must be impregnated (pressure process) to Class 1 standard. Boards, plywood, chipboard, etc., must be treated in the same way if they are under ¾" thick - timber over 1" thick need not be treated. Treated boards will have BS476 Class 1 marked on them.

#### **Plastics**

Plastics used for construction and display purposes (including exhibits) must conform to BS476, Part 7/Class 1 Fire Regulations. Perspex must not be used; other polycarbonates or plastics that comply with BS476, Part 7/Class 1 can be used instead (Lexan and Macrolon are examples of acceptable alternatives).

#### **Fabrics used in display**

Textile fabrics used for interior display purposes on the stand must be flame proofed or purchased already treated by use of the approved chemicals, in accordance with BS5438.

Certain fabrics need not be proofed i.e. wool, twill and felt.

Textile fabrics used for interior decorative purposes within stands must be fixed taut and or/ in tight pleats (not draped) to a solid backing and secured 3" above floor level, not touching light fittings.

#### **Stand dressing**

Artificial plants and flowers are combustible and give off toxic fumes and must not be used for stand dressing. Silk type flowers are acceptable provided they have been fireproofed to BS476 (part 7) and are thus marked.

## **Gangways**

The gangways used in this venue are the minimum permissible in law. Under no circumstances will exhibits, stand dressings, tables etc., be allowed to encroach into gangways. Offending items are liable, without warning, to be removed.

## **Storage**

No excess stock, literature or packing cases may be stored on or around your stand.

## **Naked Flames**

Naked flames or flammable liquids are only permitted if they are part of the product being exhibited and only at the discretion of the Venue's Fire Officer. A full Fire Risk Assessment must be carried out by a competent person on behalf of the Exhibitor, and all safety control measures so required must be in place at the show and the Venue Fire Officer notified. The Organisers must be notified at least 14 days prior to the tenancy, and permission gained in writing.

## **First Aid**

The First Aid room is located on Level 0 in the Boulevard. If you require first aid please contact the medical treatment room on T: +44 (0) 20 7069 5556. Alternatively, contact the Organiser's Office and contact will be made from there.

## **Floor Loadings and Base Plates**

Stand structures, equipment and vehicles must not exceed the Venue loading limits and where appropriate base plates must be provided.

## **Furniture**

ExpoCart have been appointed as the office furniture provider for London Muslim Shopping Festival 2023.

## **Gangways & Aisles**

During the build-up and breakdown periods, Emergency Gangways will be in operation and must remain completely clear at all times.

During the open period under no circumstances must any part of a stand, furniture, or exhibits project beyond the boundary of the stand, with the exception of the Organisers' shell scheme fingerboard, which will project into the gangways.

Doors or windows must not open outwards onto gangways. All doors must have vision panels.

Exhibitors should not engage in any activity or employ any person or device that, in the opinion of the Organisers, tends to create unreasonable congestion in the gangways.

## **Health & Safety**

Please see the Health & safety section of the manual.

## **Height Restrictions**

Please also refer to the Stand fitting Regulations.

The height limit is a maximum of 4 metres for all stands. Under exceptional circumstances it may be possible to build to 5m with written consent from the Organisers prior to the event. Should an exception be made and build agreed over 4m in height full structural calculations must be provided and a fee for structural inspection will be charged directly to the exhibitor.

**Please refer to rigging for details about banners and lighting rigs.**

### **Insurance**

Every exhibitor is required to have public liability insurance. If you do not have public liability insurance, please order this through the portal - <https://www.muslimshoppingfest.com/client>. Alternatively, if you already have public liability insurance, please send a in a copy of this.

### **Internet Services**

ExCeL IT & Communications have been appointed the official contractors for the Show, and if you require telephone/fax/ISDN lines for your stand, orders should be placed directly with them using the form in the order form section.

ExCeL London - IT & Communications  
Tel: +44 (0) 20 7069 5444  
Email: [exhibitororders@excel.london](mailto:exhibitororders@excel.london)

There is free unsupported Wi-Fi within the venue. If elements of your stand are internet critical we suggest you order a hard wire or a dedicated Wi-Fi login for this as these will be supported.

### **Late Working**

No late working is permitted.

### **Lost Property**

Lost property will be retained by the venue's security office for a limited period; if at the end of that period the property has not been claimed the venue will consider that it has been abandoned and shall become entitled dispose of the items.

### **Music**

In accordance with the copyright Designs and Patents Acts 1988 licences are required from the Performing Right Society, Phonographic Performance Ltd and Video Performance Ltd where music (whether by means of television, DVD, video, slide tape presentation, record player etc.) or original video soundtracks are played. Any exhibitor intending to carry out such activities must complete and return the application form by the due dates (see relevant Appendices). Live music is NOT permitted on exhibitors' stands.

### **Nameboards**

All Shell Scheme exhibitors should complete the nameboard order form to ensure that the correct name appears on their nameboard. A 30-character limit applies to all Fascia Nameboards.

If your fascia name board form is not submitted by the deadline date then the company name on your contract will be used unless you notify us otherwise.

## **Notification Of Own Contractor**

It is requested that exhibitors with Space Only sites notify the Organisers of their appointed contractors as soon as possible. Please note that Exhibitors are responsible for undertaking a suitable and sufficient Risk Assessment with their contractors, specifically for the show.

When briefing your contractor, please ensure that they are aware of the stand building regulations specific to this show.

## **Public Address System**

The Organiser will endeavour to pass urgent messages to exhibitors, however it must be clearly understood that no guarantee can be given. The public address system will not be used for personal messages during exhibition open days other than those of the most urgent nature. The decision of the Organiser is final.

## **Rigging**

Any exhibitor wishing to rig any items at the show should, in the first instance, contact Maelstrom Event Solutions.

All rigging must be quoted, ordered and paid for via Mark Allen Group.

To view a copy of the rigging rules and regulations please see Rigging Rules.

## **Risk Assessment & Method Statement**

All Exhibitors must return a Health & safety Declaration Form to Maelstrom Event Solutions.

All Exhibitors must also ensure that their Risk Assessment covers the entire duration of the event i.e. build-up, the open period and breakdown.

Space only exhibitors must also ensure that the company responsible for building and dismantling their stand send a copy of their Risk Assessment and Method Statement when submitting stand plans.

Please refer to the Health & safety Section of this manual for guidelines and sample Risk Assessments/Method Statements.

## **Security**

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment the organisers cannot accept responsibility for injury, loss or damage or any consequential losses which may befall your personnel or their property.

The organisers will implement comprehensive security cover throughout our tenancy for London Muslim Shopping Festival 2023. The following precautions will help reduce the risk of theft from your stand:

1. Be especially vigilant during the build-up and breakdown periods
2. Ensure that your stand is manned well before the show opens and until all visitors have left at the close



3. Secure items of value, particularly personal effect, mobile phones, handbags, briefcases, and laptop computers. These items are particular targets for petty thieves and should be kept secure.
4. At night lock away items of value or possible take them with you.
5. Utilise the secure store for overnight safe keeping of items of value.

**NB. Please report any theft or suspicious incident to the Organisers or a member of the security team immediately.**

**THE ORGANISERS CANNOT TAKE RESPONSIBILITY FOR ANY ITEM LEFT UNATTENDED AT ANY TIME.**

### **Seminar Area/ Mini Lectures / Space Theatre-Style Seating**

Exhibitors intending to incorporate a closely seated audience of more than 15 people or an enclosed Seminar Theatre of any size on their stand will require specific approval. Details must be submitted to Maelstrom Event Solutions at least 30 working days before the exhibition. Please include the following details when submitting detailed plans:

- Access and egress
- Gangways and gangway widths: Gangway widths depend on the total number of seating with a minimum of 1.1m. There must be 300mm minimum gap between seat back and of the front seat immediately behind it.
- Seating layout and dimensions. Only flat floor seating permitted (tired seating on stands is not permitted at this exhibition)
- Method of securing seating

Please contact Maelstrom Event Solutions well in advance for guidance.

### **Shell Scheme**

Shell Scheme includes:

- White Foamex Stand Panels
- Carpet
- Fascia
- Nameboard – displaying company name and stand number

#### **Name Board**

The name panel will show company name and stand number. The maximum number of characters is 30.

### **Walling**

Panels are white foamex. Graphics can be attached to stands directly with hook and loop velcro or sticky pads. No other fixings are permitted. Panels are attached to each other by aluminium uprights which stand 20mm proud. Fixings for large or special graphics are available on request from Showlite.

### **Special Effects**

Strobe lighting, Smoke Machines, Pyrotechnics, Laser Pointers, Ultraviolet Lights, High Power Projectors, Real Flame Effects and Firearms are not permitted.

## Stand Fitting Regulations

See Stand Fitting Regulations

## Stand Plan Approval: Space Only Stands

Fully detailed and scaled plans must be submitted for all Space Only stands. Photographs, unclear faxed drawings or drawings from other exhibitions will not be accepted. All plans and associated documentation must be submitted in English. No stand may be constructed on-site without official approval. Upon confirmation from Maelstrom Event Solutions, no alterations can be made to the drawings submitted.

### Complex Structures

A complex structure is any form of construction of any height which requires cross-bracing and/or would normally be designed by an engineer and /or has, through a Risk Assessment, been found to present significant risk. Structures over 4 meters in height, multi-storey stands and suspended items of 400kg and over are always treated as complex structures. Platforms and stages 600mm or over in height, tiered seating and stairs are also considered complex structures.

Structures over 4m in height and other complex structures require approval from a structural engineer both pre-show and on-site and this is subject to a minimum charge of £295 + VAT (Please expect an invoice from MA Exhibitions Ltd post show). Copies of the scaled drawings, together with structural calculations and construction drawings to prove stability must be submitted to Maelstrom Event Solutions no later than 25th January 2023 Alternatively if you are able to email all of the necessary paperwork, one copy will suffice.

Plans should include:

- All dimensions
- Building materials to be used
- A ground plan and elevation drawing
- The name, postal and email address and telephone number of the exhibitor, contractor or designer submitting the plans
- A copy of the Risk Assessment and method statement
- For complex structures, a full copy of the structural calculations

All plans should be sent to:

Maelstrom Event Solutions

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

If stand plans are not received together with the appropriate documentation from structural engineers (where necessary), stand building will not be allowed to begin until the organisers, and where necessary the venue, has approved them. Late submissions of plans can result in the venue failing to gain a licence for the show; therefore the stand will not be allowed to be constructed.

## Storage

Please see the Freight & forwarding section of the manual

## Trolleys

Please ensure you bring your own trolley to the show, as there are no trolleys available on-site. No porters or trolleys are allowed into the hall during the open period of the show.

### **Unusual Exhibits/ Activities**

If you are doing anything out of the ordinary on your stand, it is important that you notify the organisers to make sure that all necessary permissions are sought from the venue, Local Authority or any other parties.

### **Water & Waste**

Please be aware that any leftover items and waste after the show will be charged for. Please ensure that you also make your contractor aware that all items must be removed. This includes pallets, Foamex, graphics, carpet scraps, carpet tubes, carpet tape and all literature amongst other items.

You can order your own bins and skips from the venue. The official contractor for this service is ExCeL Services Department. Please see the water & waste order form.

For further information contact:

ExCeL Services Department

Tel: 020 7069 4648

Web: <https://www.excel.london/webshop>

# FOOD & DRINK EXHIBITORS

## *Preparation, Handling, Sampling and/or Selling Rules and Regulations*

Any exhibitor/company intending to sample or sell any type of food and drink at the event must complete the 'food sampling and selling' form prior to the event and return it before **Wednesday 1<sup>st</sup> February 2023** to [info@maelstromeventsolutions.co.uk](mailto:info@maelstromeventsolutions.co.uk)

### **Venue Requirements**

It is possible to sell food and beverages directly from your stand for onsite visitor consumption, provided you follow the hygiene and allergy requirements for the event and submit the 'food sampling and selling' form prior the event, as instructed.

### **Cooking**

The cooking of food onsite may be permitted but only if the correct extraction can be achieved and the process can be carried out safely without danger to exhibitors or visitors – e.g. heat shields may be required. Please note cooking with any type of gas or naked flame is not permitted. Please be aware that you will be required to follow the general food hygiene legislation which may include the requirement to have hand washing facilities and hot water on your stand.

If you are sampling, cooking or retailing any type of food or drink you will be required to provide a full HACCP, method statement and risk assessment for the activity and a minimum level 2 food hygiene certificate & food business registration.

### **Food labelling**

All food and drink products must have ingredients written in English on them in accordance with current Trading Standards legislation. Regulations on food labelling were introduced in the UK in December 2014.

Exhibitors who have not provided the correct labelling of ingredients in English, will be required to cease the sale or provision of food and drink

**Allergies. Signage must be clearly displayed at any stand exhibiting food or drink listing allergens and all staff should have a knowledge of the relevant allergy information.**

### **Food Hygiene**

All companies exhibiting require at least one member of staff to possess a food hygiene certificate (minimum level two).

Level two Food Hygiene same day certification can be acquired online, please visit - [www.food-safety.org.uk](http://www.food-safety.org.uk) In accordance with the Food Hygiene (England) Regulations 2006 Food Safety Act 1990, Exhibitors handling food and drink must carry out the preparation, sampling and sales of any such food and drink according to the regulations set out below.

Exhibitors must follow a food safety management system: 'Safer food, better business' food safety system developed by the Food Standards Agency. The relevant information can be found from the sources given below. The Organiser strongly recommends all food and drink Exhibitors to look through the literature prior to the show, and to bring relevant information with them as print outs or handbooks, for easy reference during the show.

Food Hygiene (England) Regulations 2006 Food Safety Act 1990:

<http://www.legislation.gov.uk/uksi/2006/14/resources>

Safer food, better business links: Guide: <https://www.food.gov.uk/business-guidance/saferfood-better-business>

Handbook for caterers: <https://www.food.gov.uk/business-guidance/safer-food-better-business-for-caterers>

Handbook for retailers: <https://www.food.gov.uk/business-guidance/safer-food-better-business-for-retailers>

The e-guide: <https://www.aev.org.uk/eguide> For further information regarding food advice and allergen labelling please visit: <https://www.food.gov.uk/business-industry/allergy-guide>

A Food Safety and Hygiene Consultant will visit the Festival to ensure that all regulations are being followed correctly.

Local Authority official(s) may also visit the Venue during the Festival to conduct a safety inspection. Exhibitors found to be in violation of any of the relevant regulations may be required to cease trading

### **Hand washing**

Exhibitors intending to conduct food preparations at the show must have hand-washing equipment with hot water and soap at their stand. The Food Safety & Hygiene Consultant may provide instructions on the correct procedures for washing hands hygienically. Each Exhibitor is required to have appropriate anti-bacterial spray, wet tissues and other hygiene amenities, as appropriate, to ensure that hands are always kept clean.

### **Cold food**

- All high-risk foods, e.g. fish, rice, cooked meats, eggs, dairy products and other foods which will not receive further treatment (and which are capable of supporting bacterial growth), must be stored at or below 5°C at all times.
- All chillers must be suitable to ensure the storage of foods at or below 5°C.
- No hot/warm foods should be placed within any chillers • No hot/warm foods should be placed within any chillers
- Cold food within display units must similarly be kept at or below 5°C.
- Cold food may be kept for up to 4 hours above 5°C but the exhibitor must demonstrate that
- The food was for service or display
- It had not been kept at above 5°C for more than 4 hours
- The food had only one continuous period above 5°C (e.g., food put on display for one hour cannot have another 3 hours above 5°C at the next display period)
- Food which remains uneaten at the end of the display period must be discarded
- Free-standing insulated containers, such as cool boxes, may only maintain foods at or below 5°C for short periods. It is therefore recommended that they are not relied upon to store foods from delivery to service. Adequate refrigeration to maintain temperature control must be provided

## **Hot Food**

- Hot food must be kept above 63°C whether in the kitchen awaiting service, in transit to the stall, or on display
- Hot food may be held for one period of up to 2 hours at a temperature cooler than 63°C but the exhibitor must demonstrate that:
  - The food was for service or on display.
  - It had not been kept for more than 2 hours below 63°C
  - The food was only kept below 63°C for a single period.
  - Food which remains uneaten at the end of the display period must be discarded
  - Food must be thoroughly cooked and re-heated to an adequate temperature of at least 75°C at the core of the food
- Temperature records
  - A thermometer with a probe must be available to ensure that food remains at safe and appropriate temperature throughout the food chain
  - Appropriate temperature records must be maintained of each refrigerator and freezer
  - These records must be kept in each stall and should be signed off daily by the stand supervisor

**Sampling / Selling of Food and/or Drink Permission Form**

You must complete and return this form if you are undertaking any of the above activities

Please return to: [info@maelstromeventsolutions.co.uk](mailto:info@maelstromeventsolutions.co.uk)

Company Name:

Stand No:

Contact Name:

Email address:

Are you sampling or selling food?

Sampling  Selling  Both

Are you sampling or selling drinks?

Sampling  Selling  Both

Does anything you are selling/sampling contain alcohol? If so, give details below:

I intend to sell/sample food and/or drink at the event the London Muslim Shopping Festival 2023 and attach the following;

Local Authority Registration Certificate as food business Y/N

HACCP (full food/drink safety system) Y/N

Food hygiene certificate minimum Level 2 Y/N

Risk Assessment Y/N

Method Statement Y/N

I can also confirm that all my products have a full list of ingredients clearly available in English and allergen information is clearly displayed.

Signed:

Name:

# REGULATIONS FOR STAND BUILDING

## General Stand Fitting Regulations

1. All advertising and logos must be within the specified height limits and must not be sited on back of dividing walls, especially where they overhang an adjoining stand.
2. All stand structures, signs, exhibits etc. must be contained within the area allotted and may not project into or over the gangway.
3. If you have a shell scheme stand, all exhibits and stand fitting material must be contained within your shell scheme stand.
4. The design of the stand must be such that it can be erected and dismantled within the time available.
5. All stand structures must be completely self-supporting. Suspension may not be made from the roof of the exhibition halls, nor may any fixing be made to the structure of the building. Nothing may be drilled, attached or bolted to the hall floor.
6. It is the responsibility of the exhibitor to examine the site allotted pre-show in order to avoid costly adjustments to stand structures from any building obstruction or pillars, for which the organisers cannot accept any responsibility.
7. All timber less than nominal 25mm in thickness and plywood, hardboard, block board and chipboard less than 18mm must be rendered flameproof by a recognised process to a Class 1 standard when tested in accordance with BS476 Part 7 1971. Plywood and pulp boards that have been rendered flameproof in a manner approved shall be branded with a recognised mark.
8. The use of plastic grade less than Grade 1 BS476 Part 7 1971, whether in stand construction or display arrangement is prohibited. Limited amounts of plastic materials of a grade better than Class 3 can be permitted providing the details are submitted prior to construction.
9. Textile Fabrics - unless non-combustible - may not be used for partitioning stands and so far as they may be used for decorative treatment of such portions, the fabric must be backed with materials similar to that required for the construction of the stands. They shall be fixed taut to the backing board and secured at floor level by a skirting board not less than 75mm deep.
10. Upholstered seating must meet and pass the criteria for smouldering ignition source 0, flaming ignition source 1 and crib ignition source 5 when tested in accordance with BS 5852 1990.
11. All painting must be carried out in water paint. Finishes having oil cellulose base cannot to be applied on site.



12. Carpets and other floor coverings must comply with BS 4790 and shall be secured and maintained so as not to cause a hazard. Only approved recommended carpet tapes may be used directly onto the exhibition floors.

13. All glazing must comply with current UK Building Regulations including BS 6206 and BS 6262. Any large areas of clear glazing shall be indicated with warning stripes or dots etc. Overhead glazing shall be of wired glass, laminated glass or be otherwise adequately protected from shattering.

14. The general height of any platform floors may not exceed 100mm and the flooring must not be less than a nominal 25mm thick. Flooring must, in any case be laid with close joints. Wood chipboard or blockboard used for a floor shall be of minimum thickness of 18mm. Platforms must be of a strength and stability sufficient to carry and distribute the weight of the stand fitting, stand personnel, visitors and exhibits having regard to the loading limits of the floors.

## Stand Fitting Regulations - Space Only Sites

Space Only Exhibitors are reminded that no construction will be carried out on their behalf. Exhibitors must arrange for their own electrical mains, electrical fittings, carpets, dividing walls and other items in addition to the supply of materials needed to construct their stand. All work must be carried out within the requirements of the Rules and Regulations of the venue. Any stand structure materials, graphics, lighting, fittings etc must be confined within the allocated area as items are not permitted to project into or over gangways.

### Basic Stand Design & Walling:

These basic guidelines must be followed when designing exhibition stands for this event. They have been introduced to ensure that the exhibition continues to deliver an event that is welcoming and not intimidating to visitors with good sight lines and excellent traffic flow!

Where these design guidelines have not been followed stand build approval will not be issued.

- The maximum stand build height is 4m. Under exceptional circumstances it may be possible to build to 5m with written consent from the Organisers prior to the event. Should an exception be made and build agreed over 4m in height full structural calculations must be provided and a fee for structural inspection will be charged directly to the exhibitor.
- Low walling is permitted to any open side of a stand to a maximum height of 1.2m. However, access to the stand on at least one side must be a minimum of 3m wide or 50% of the length of the wall if this is smaller (i.e the stand side is less than 6m in length) . All stands must also meet with all relevant health & safety access/egress regulations.
- A maximum run of 3m of 'full walling' is permitted on any open side. Each section of 'full walling' must be separated by at least a 1m 'space' between it and the next run of walling. 'Space' is defined as low walling (max 1.2m high), no walling or obstruction, clear panelling or glazing only with no blinds, tints, frosting or graphics except decals at eye -level of not more than 30mm diameter
- **Any build above the height of 1.2m is considered `full walling`** and this includes trilite, flagnet materials, voiles, screens, graphics, showcases, louvred materials, etc. • The **only** exceptions are: 100% clear paneling or glazing - this may not be tinted, frosted or have graphics adhered to it. Any paneling or glazing of this type is expected to remain clear for the duration of the event - i.e the use

of blinds, curtains, etc is not permitted. Only a line of decals at eye level and not more than 30mm diameter would be permitted.

- Fascia over open areas may not be more than 0.5m deep and not sited more 4m high (to the top of the fascia) and not less than 2.5m high (to the bottom of the fascia)

Please also remember:

- The back of the stand should look as good as the front.
- Any damage caused to the venue structures will be charged to the offending Exhibitor (this includes balloons trapped in the hall roof), damage to flooring, etc

#### **Access & Egress from Stands:**

- Entrances/exits must be a minimum of 2.5m high and emergency exits must be at least 1.5m wide
- Exits with doors opening directly onto a gangway must either open inwards or be recessed into the stand and must contain a vision panel or window
- There should be a distance of no more than 12m to the nearest exit from any point on the stand
- No floor shall be constructed having a slope in excess of 1 in 12
- Where required exits must be marked with appropriate signage - this may include illuminated exit signs.

#### **Carpet/Floor Covering:**

Please note that the venue does not have carpet and all `space only` stands must arrange their own floor covering. Uncovered floor is not permitted.

#### **Columns:**

Where columns fall wholly or partially within the area of the stand they may be encased by the Exhibitor on all four sides to a height of 4m. The casing must be self-supporting and may not be fastened to the column. Only the faces of the casings (not the column) that fall within the allotted space may be used for display of graphics or other pictorial matter.

#### **Equality Act:**

Please ensure that you pay attention to the requirements of the Equality Act including access/egress from stands, signage and other items.

#### **Drapes:**

Drapes alone may not be used as walling and precautions must be taken to ensure that persons pushing against draping cannot fall through. Precautions should include:

- Hanging drapes against a solid wall that stands at least 1.2m high
- If building with trillite, ensure extra cross bar bracing is installed as a barrier
- Drapes must be the correct size. All drapes must be tucked in and secured to the hall floor or to the top of walling, to prevent trips hazards.

#### **Electrical Regulations:**

All work on stands must be ordered through the official contractor. All electrical installations shall comply with the Exhibition Venues Association Regulations (revised 2012) that include the following points:

- Only a registered competent person is permitted to undertake an electrical installation following the detailed methodology for installation of electrics that forms part of the eGuide.
- All `space only` stands must undertake a regulated test and inspection prior to connection - this should be either by the official electrical contractor or by the stand build company where an application has been received and approved prior to the event tenancy period by the official electrical contractor
- The wiring of stands in flexible cord is not allowed, the maximum length of flexible cord to any appliance is 2 metres, extension leads on reels or drums are not permitted
- Plug tops must comply with the appropriate British Standard and be suitably fused. Not more than one flexible cord to be connected to one plug top
- Appliances supplied and used by stand holders must be tested before being used, and must comply with regulations and are subject to spot checks
- No light fitting or other electrical appliance may be suspended from the roof of the Exhibition Hall
- All lighting final sub circuits are limited to a maximum of 1200 watts
- Low level spotlights and floodlights, etc., must be guarded, so as to prevent risk of injury to persons
- All transformers shall be fused on primary and secondary side
- Particular attention should be paid to the regulation relating to extra low voltage lighting (SELV). Bare conductor catenary low voltage systems are not permitted
- Lamps and appliances with high temperature surfaces should be guarded and kept well away from combustible material
- All sockets must be 13amp metal switch sockets
- No exposed means of cable joints are permitted
- All neon signs have specific regulations and must be controlled and approved by an approved, accessible firearms switch. Please note you must have written approval from the Organisers
- Exhibitors are not allowed access to under floor ducts
- Only one 4-way socket extension lead is permissible for each socket outlet ordered the official electrical contractors are advised in the exhibition manual

The standard supplies of electrical current available at the venue are:

- a) Single-phase alternating at 230 volts, 50Hz
- b) Three-phase alternating at 400 volts, 50Hz

**PLEASE NOTE:**

- Supplies of three-phase current required are assessed by the official Electrical Contractor based on information given to them by the Exhibitor.
- 24-hour supplies and non-standard voltages can be arranged provided the Exhibitor gives sufficient advance notice of requirement. Quotations for such supplies can be obtained from the official Electrical Contractor.
- Stand power will be switched off on each day of build at 2200hrs and 30 minutes after the show closes on open days. If you require power after this time, please ensure that you notify the electrical contractor when booking your supply.
- Prefabricated, pre-wired units may be used provided that the Electrical Contractor is informed in advance of the electrical loading of the unit and that the wiring of such a unit is to the required standard.

- Please note that the official electrical contractor must carry out any onsite electrical work relating to a pre-wired unit.
- All wiring must be carried out in PVC, Elastomeric or other plastic sheathed cables, not less than 1.5mm<sup>2</sup> and 300/500 volt grade, complying with the appropriate BS specification and with a current density not exceeding that recommended by the Institution of Electrical Engineers.
- All wiring must be physically protected to the satisfaction of the Organisers and all circuits must be separately protected for excess current with appropriate fuses.
- Where a fascia or display is illuminated, the strength and colour of lighting must be such as not to interfere with other stands.
- No light fitting or other electrical appliance may be suspended from the roof of the exhibition hall.

#### **Flag Poles:**

Flagpoles must not exceed 4m in height and must have a secure base and be very stable. Please note flagpoles will be checked on site for stability and must not (including the base) protrude into walkways.

#### **Height Restrictions:**

No stand or fixture may exceed 4m in height. Under exceptional circumstances it may be possible to build to 5m in height with written consent from the organisers prior to the event. All partition walling must be a minimum of 2.5m in height. Please see full details in sections regarding adjoining walling below.

#### **Items of Special Risk:**

Please ensure that the Organiser is aware if you will be having any of the following items on your stand:

- Stepped access, ramps and balustrades
- Helium & toy balloons or flagpoles
- Dangerous & obnoxious substances including flammable oils, liquids & gases, compressed gases/ acetylene/LPG, also hot surfaces & naked flames
- Working machinery & apparatus
- Motor vehicles in the halls during open period
- Livestock of any description
- Audio visual displays & films
- Fairground and other amusements including lasers
- Activities on water, also water & water equipment of any kind - including water features
- Radioactive substances
- Closely seated audience
- Skin piercing activities

#### **Materials:**

Please note the following regulations in relation to the materials used in stand construction.

*Timber* All timber less than nominal 25mm in thickness and plywood, hardboard, block board and chipboard less than 18mm must be rendered flameproof by a recognised process to a Class 1 standard when tested in accordance with BS476 Part 7 1971. Plywood and pulp boards that have

been rendered flameproof in a manner approved shall be branded with a recognised mark.

*Plastics* The use of plastic grade less than Grade 1 BS476 Part 7 1971, whether in stand construction or display arrangement is prohibited. Limited amounts of plastic materials of a grade better than Class 3 can be permitted providing the details are submitted prior to construction.

*Textiles* Textile Fabrics - unless non-combustible - may not be used for partitioning stands and so far as they may be used for decorative treatment of such portions, the fabric must be backed with

materials similar to that required for the construction of the stands. They shall be fixed taut to the backing board and secured at floor level by a skirting board not less than 75mm deep.

*Upholstered seating* Upholstered seating must meet and pass the criteria for smouldering ignition source 0, flaming ignition source 1 and crib ignition source 5 when tested in accordance with BS 5852 1990.

*Paint* All painting must be carried out in water paint. Finishes having oil cellulose base cannot to be applied on site.

*Carpets and textile floor coverings* Carpets and other floor coverings must comply with BS 4790 and shall be secured and maintained so as not to cause a hazard. Only approved recommended carpet tapes may be used directly onto the exhibition floors.

*Glazing* All glazing must comply with current UK Building Regulations including BS 6206 and BS 6262. Any large areas of clear glazing shall be indicated with warning stripes or dots etc. Overhead glazing shall be of wired glass, laminated glass or be otherwise adequately protected from shattering.

*Platform Flooring:* The general height may not exceed 100mm but areas may be super-elevated for display purposes. Details of super platforms, above the height of 600mm to which persons have access are regarded as a multi-storey structure must be submitted to the Organiser with full structural calculations for approval. The flooring must not be less than a nominal 25mm thick. Flooring must, in any case be laid with close joints. Wood chipboard or blockboard used for a floor shall be of minimum thickness of 18mm. Platforms must be of a strength and stability sufficient to carry and distribute the weight of the stand fitting, stand personnel, visitors and exhibits having regard to the loading limits of the floors.

#### **Space-only stand adjoining another space-only stand**

Exhibitors on part-island sites have an obligation to provide a partition walls between themselves and their neighbours. The Organisers will not provide walling between adjoining space-only sites. On back-to-back space only sites, neighbouring exhibitors may liaise with each other to ensure that at least one of them is building a wall and/or to arrange to share the cost, etc. If a sharing agreement is in place then a copy of this agreement must be sent in writing to the Organisers prior to the event. Where Exhibitors are building individual walls, they must ensure that the back of any wall adjoining another stand is finished down to 2.5m high to a standard acceptable to the Organisers, in a neutral colour and without graphics. Please note stand approval does not mean that adjoining stand plans have been checked for compatibility.

#### **Space-only stand adjoining a shell scheme stand**

Where a space-only stand adjoins a shell scheme stand, the reverse side of the shell scheme wall may not be of display quality. The wall must not be used to hang graphics or exhibits. Any adjoining walls that are built above the height of the shell scheme (2.5m) must be finished down to this height to a standard acceptable to the Organisers, in a neutral colour and without graphics.

#### **Submission of Plans**

Designs, plans, a full risk assessment and method statement to cover the build and break periods are required for all space-only sites. This documentation should be sent for approval to:

Maelstrom Event Solutions

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

# HEALTH & SAFETY

## Health & Safety

Please also refer to Risk Assessment & Method Statement.

Please ensure that you submit the Health & Safety Declaration Form.

### IMPORTANT - PLEASE READ AND ACTION

Algebra Consulting take their responsibility as laid out in accordance with the Health & Safety at Work Act, etc. 1974 very seriously and it is vital that exhibitors and contractors do the same. The Health and Safety at Work Act embraces exhibition and conference venues as places of work and as an Exhibitor it is therefore essential that you are aware of your legal obligations under the Act. Exhibitors and their Contractors should refer to [www.hse.gov.uk](http://www.hse.gov.uk) for all relevant guidance on HASAWA74.

As a guide only, these responsibilities are to ensure, so far as is reasonably practical, the health, safety, and welfare of all your employees, and any plant, article, substance or system of work which may be used, is safe and without risk to health. This includes that all **employees, contractors** and **visitors** employed, instructed, invited or entertained by you are provided with suitable and sufficient information, instruction, training and supervision to ensure their health and safety as well as others working on or near your stand, or affected by your work actions or inactions during the show's tenancy.

The principal areas, which need to be brought to your attention and any contractors, include the following.

1. It is a legal requirement that you carry out a suitable and sufficient Risk Assessment outlining the control measures you will implement to eliminate or reduce to an acceptable level any major hazards or risks posed by your work activities.
2. Ensure all persons understand the Fire and Emergency Procedures and the location of the First Aid Centre. All your staff and contractors must be notified of these procedures, and it is recommended that at least one member of your team has undertaken a basic first aid course.
3. It is imperative that emergency exits and specific gangways are kept clear at all times.
4. Working at height must be done in a safe manner, using suitable equipment in the approved way i.e. steps, scaffold towers, powered access equipment etc. Any unsafe work will be stopped by the organisers, the venue or their health and safety representatives until a safe method of work has been established. Contractors and or exhibitors working at height must wear hard hats and ensure that the area is cordoned off so as to avoid injuring other parties.
5. Operatives must wear suitable protective clothing relevant to their job, which may include fall arrestors as well as head, eye, hearing, foot and hand protection.
6. All powered access equipment, i.e. forklift trucks, cranes etc. are only to be operated by the appointed contractors who are fully trained, competent and licensed. All such equipment has been recently inspected in accordance with the Lifting Equipment & Lifting Operations Regulations 1998. Where restraining devices are fitted they must be worn.
7. Only acceptable substances are allowed on-site and full compliance with the COSHH (Control of Substances Hazardous to Health) regulation is required. Safety Data Sheets must be available for all such substances and brought to the attention of the Organisers.
8. All portable, mains powered electrical equipment must carry a current Portable Appliance Test (PAT) certificate and the device must not have been modified in any way. Ensure portable power equipment is only used for the purpose for which it is designed, with safety



guards and other safety devices fitted and used. Power leads must be kept to a minimum and only cross gangways if properly taped down. Power requirements must not overload the systems order. Such equipment must never be left unattended with power supplied to it. Please do not create a trip hazard at any time.

9. It is the Exhibitor's responsibility to ensure that all their staff and contractors are fully trained to ensure safe working practices at all times. Good housekeeping and tidiness in all work areas minimises hazards and aids security.
10. Please ensure all persons employed by yourself or your company or affected by your work actions are aware of these Health & Safety responsibilities. Exhibitors must obtain their contractors Health & Safety Policy and Risk Assessment detailing specific safety procedures, hazards and their associated control measures, competence and training of staff, and a named individual safety officer responsible for their work activities throughout the shows' tenancy.
11. It is the exhibitor's/contractor's responsibility to ensure that they and their staff are not working excessively long hours. Staff should be permitted suitable rest periods and if late working is undertaken, staff should be rotated in line with a work schedule.

## Risk Assessment & Method Statement

### RISK ASSESSMENT GUIDELINES

As exhibitions and events are deemed as hazardous environments, it is a requirement under Regulation 3 of Management of Health and Safety at Work Regulations 1999, that every employer and all self employed carry out a risk assessment. This regulation requires exhibitors to assess the risks to workers and others, who may be affected by their work business. This will enable them to identify the safety control measures they need to take to comply with health and safety law. All exhibitors are required to undertake a suitable and sufficient Risk Assessment which should include all work practices, hazardous exhibits and the risks to be found on site. Space Only exhibitors must also ensure that they or the company responsible for building and dismantling their stand send a copy of their Risk Assessment and Method Statement when submitting stand plans.

**By Law, your Risk Assessment must be 'suitable and sufficient':** A suitable and sufficient risk assessment is one that:

- Correctly and accurately identifies the hazard.
- Disregards inconsequential risks and those trivial risks associated with life in general.
- Determines the likelihood of injury or harm arising.
- Quantifies the severity of the consequences and the numbers of people who would be affected.
- Takes account of any existing control measures.
- Identifies any specific legal duty or requirement relating to the hazard.
- Will remain valid for a reasonable time.
- Provides sufficient information to enable the employer to decide upon the appropriate control measures, taking into account the latest scientific developments and advances; enables the employer to prioritise remedial measures.

**It must also be simple to understand, implement and communicate to all your staff and contractors. Below are some guidelines to assist you with writing a Risk Assessment.**

#### **Step 1: Look for the hazards:**

What equipment, materials and chemicals will be used? How much noise and dirt will there be?

What are the ground conditions? What vehicle movements and lifting operations have to be considered? Do you need to schedule a 'Late Working Rota' to avoid tiredness and accidents? How will you be disposing of waste? Are there any electrical installations? What hazardous vehicles/exhibits do you have? Can visitors fall from a height? Can visitors harm themselves on any of your exhibits/stand fitting? What fire prevention measures will be put in place? Will anyone be undertaking any heavy lifting? Is there any working at height taking place? Are any power/hand tools being used? Will there be catering on the stand that will result in food waste? Will there be any hot surfaces? Are you having any live displays on the stand that will require additional safety measures? Is there anything that could pose a slip/trip hazard?

**Step 2: Decide who could be harmed and how:**

Who will be affected by your work and most at risk? Think of your employees, contractors or Exhibitors on or near your stand, through to the visitors themselves. Safe working depends on co-operation and exchange of information between firms on site, so take this into account and consider necessary precautions on every aspect of the work being carried out, which may include training and the provision of relevant information.

**Step 3: Evaluate the risks and write down Control Measures:**

Once you have done this adequately, you can then decide on the appropriate action you are going to take to eliminate them. Ask yourself (a) can the hazard or risk be removed completely or done in a different way; (b) if the risk cannot be eliminated, can it be isolated, controlled or reduced (and detail how); (c) can protective measures be taken that will protect the entire workforce/visitors on site? Protective work wear should be considered as the last step to take and may not be the only solution.

**Step 4: Record and notify 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 what measures you have taken to control those risks. Write it all down, then do it on site and remember to keep it simple.

**Step 5: Review your findings :**

This allows you to learn by experience and take account of any unusual conditions or changes that occur on site. The Stand Manager and/or Principal Contractor should draw up the Risk Assessment as well as a specific Method Statement and go through it with all relevant parties in advance of the Show. Update the Risk Assessment as and when required, such as if new work practices are brought in or new staff employed or the working environment changes in any way. Ordinary hand-written changes are quite acceptable, but remember to implement the changes required for next time.

**Remember that you must communicate any changes to your Risk Assessment to all those that are involved, otherwise you will have wasted your time and potentially put your colleagues at risk.**

Refer to sample Risk Assessment.

## Method Statement Guidelines

- It is vital that an Exhibitor undertakes a suitable Method Statement and submits it at the same time as the stand design.
- Please note that the legal requirement to produce a Risk Assessment will assist you when preparing the Method Statement.

**Question:** What do I include in the Method Statement? **Answer:** .our method statement should, as a guide, include the following:

**Responsible Person(s):**

The employee who will be responsible for the construction and breakdown of your stand): eg: 'Mr .....' is in charge on-site, and can be contacted on (mobile) in an emergency out of hours.

**Details of the Stand:**

The loadings, dimensions, location, unusual stand features): eg: To be erected in Hall ..... on stand.....surface total..... upper deck m<sup>2</sup> structural calculations for a design load of ..... kg/m<sup>2</sup>

**Access:**

Details of the entry point into the halls and the route to the final position: eg: There will be no abnormal deliveries - the estimated number of vehicles on-site will be three.

**Erection and Timetable:**

The sequence and schedule in which all the stand elements will be built, including alignment, electrical connections etc): eg: We will erect the stand in two teams - one team for the upper deck and one team for the back wall, partition walls, displays etc (forklift trucks see lifting); The estimated number of hours to erect the stand is 36 which will fit in with the Organisers timetable; there will be no late working for this exhibition; the number of personnel needed (within the time allowed) to safely complete the stand is eight.

**Stability:**

Methods of ensuring adequate structural support of any stand element that requires cross bracing, with calculations and inspection certificate from an independent structural engineer: eg: Stability will be ensured at all times. Procedures as follows: upper deck structure consists of pillars and beams (heavy-duty steel beams of square section (20 x 20cm consisting of IPB 200 steel). Steps of Erection First frame assembled on floor, truck lifted into the vertical, held by temporary props. Second frame will be likewise truck lifted to vertical and connected to first frame using beams. Props will then be removed as this rectangular structure can stand for itself. It will be positioned and aligned as appropriate. Any pillars and beams will then be connected to the basic structure one after the other (in sequence) until the upper deck is completed. Wooden beams will be inserted into the steel beams to provide support for the platform floor boards (screwed to wooden beams). Stairs will be assembled and attached to upper deck. Before proceeding to other work on the upper deck the balustrades/railings will be fitted.

**Lifting:**

Outline the equipment that will be used, their capacities, weight, locations and floor loadings. Check the operative's current licence or Certificate of Competence; check machine's inspection certificate or maintenance record: eg: Forklift truck required for erection - 2 tonnes lifting capacity to be sourced by the appointed lifting company and provided locally.

**Scaffolding:**

Include details of temporary and mobile scaffolds, access towers and other work at height which you intend to carry out: eg: A 3m mobile scaffold tower will be sourced locally, with all safeguards properly employed on-site. Operatives will be trained and experienced in scaffold systems.

**COSHH:**

(Any proposed use of hazardous and toxic substances must be advised to the Organisers and Venue. Outline the protection provided for employees and workers on adjacent stands): eg: There will be no

hazardous or toxic substances used on-site.

**Environment:**

Consider any abnormal noise that may be present, or work which may create dust or fumes. What ventilation and other control measures will be provided?: eg: No abnormal noise, dust or fumes will be present. Current hall ventilation is adequate.

**Services:**

Note where electrical work will be carried out, welding, gases, compressed air, water or waste services will be brought onto site: eg: Electrical work will be carried out by the appointed Contractors. There will be no welding, gases, compressed air, water or waste;

**Safety features:**

Identify the safety equipment and precautions that you will be providing on-site, including protective measures that you will be implementing for all of the above, and areas of risk as highlighted by your Risk Assessment: eg: Hard hats will be supplied to all staff in the vicinity of overhead work; a banks man will be employed when reversing our vehicles.

**Exhibits:**

Provide the Organisers with any/all details on exhibits which may present a risk to the public and/or the operator. How will this exhibit be delivered onto your stand? What machine guarding or other special requirements are there? What hazardous waste will be produced?: eg: The machine will be roped off and strong transparent guards used as detailed in our Risk Assessment. It will be delivered onto the stand by the appointed lifting company. The waste will be collected after the show shuts each day and removed safely by..... Ltd. Access for this company will be arranged with the Organisers prior to the show by .....

Refer to sample method statement.

## **SITE RULES**

**Whilst working at London Muslim Shopping Festival 2023, it is important that you are aware of the safety rules, procedures and arrangements that are in place for your safety and that of your colleagues.**

**All of your employees and contractors are required to read these Site Rules prior to working at The London Muslim Shopping Festival 2023 and the following apply to all staff, organisers, contractors and exhibitors:**

- Comply with Venue Traffic Rules and always follow the instruction of venue traffic marshals
- Vehicle access into the halls must be approved by the Venue/Organisers of the event
- Any vehicle or plat driven within the hall must adhere to the 5MPH speed limit and operate with hazards/turned on lights
- Drivers must give way to pedestrians within the event hall/s and pedestrians must give way to vehicles within the loading bay/s
- No persons are permitted to operate plant or machinery (including fork lift trucks) unless they have received adequate training
- Appropriate management and safe methods of working at height is always required – in any areas where working at height is being carried out, the immediate area must be controlled
- Ladder work must only be conducted for short work periods - you must NOT stand on the top tier of your ladders -any unsafe ladder work may result in the employee being ejected from the venue
- No substances are to be used in the hall which have not been pre agreed by the venue and event organiser
- Any person suspected to be under the influence of drugs or alcohol will be ejected from the venue
- Hi Vis Jackets and appropriate footwear should be worn whilst working in the venue – flip-flops, open-toed sandals, etc. are NOT acceptable
- No hot works can take place in the venue without a Hot Works Permit being issued
- All contractor accidents, incidents & near misses must be reported immediately to the organiser
- Work Tidy - during builds and breakdowns, you must ensure aisles are kept clear at all times and that all waste is to be disposed of in an appropriate manner

# SITE INDUCTION

## 1. EMERGENCY PROCEDURES

### SECURITY

- If you have any security concerns, please contact a venue employee or the organiser's office. Inform them of the nature and location of the problem.
- Do not leave any personal belongings or valuables unattended on your stand, the venue and organisers cannot be held responsible for any losses.

### FIRST AID

- Should you need medical assistance contact a venue employee or the organiser's office. Inform them of the location and nature of the medical emergency. They will radio for assistance.
- If possible, give the following information:
  - *Who you are*
  - *Who the injured person is*
  - *Exact Location*
  - *Nature of medical emergency*
  - *Is the patient male or female*
  - *Approximate age*
  - *Are they breathing, conscious or unconscious*
  - *Nature of illness – do they have chest pains/are they bleeding, etc.*

**DO NOT PHONE FOR AN AMBULANCE** – a venue first aider will do this if required,

The Medical First Aid room is located on level 0.

**All accidents, incidents or near misses must be reported to the Organiser/Venue Event Manager**

### FIRE

#### On discovering a fire:

- Break the glass of the nearest manual call point (coloured red) then contact the Security Suite by dialing **4444** on an internal telephone or 020 7069 4444 immediately.
- Do not tackle the fire unless you have been trained, it is a very minor fire and it is safe to do so. Always ensure there is a safe exit route before attempting to extinguish any fire.
- When it is safe to do so, identify yourself to a member of the ExCeL staff to assist with any follow up.

#### In the event of a fire report

- You will hear the following instructions broadcast over the public address system:

**"ATTENTION PLEASE, ATTENTION PLEASE, MR GOODFELLOW**

## **REPORT TO THE SECURITY SUITE"**

- Take no immediate action, stand-by and wait for further instructions, and prepare to evacuate. Remember do not put yourself at risk.

## **EVACUATION**

- In the event of an emergency, you will hear the following public 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. DO NOT RETURN TO YOUR VEHICLES. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".**

- Immediately leave the building via the nearest exit, do not use lifts or stop to collect personal belongings.
- Go to the nearest assembly point and do not leave this area or re-enter the building until told to do so. Please see the site map to locate your nearest assembly point.

## **2. WELFARE ARRANGEMENTS**

### **ORGANISERS OFFICE**

- The organiser's office is located at the front of the hall. If you need to contact a member or the organisers team on-site please call +44 (0)1746 764100.

### **TOILETS**

- Both female and male toilets along with hand wash basins are available throughout the venue.

### **CATERING AND WATER**

- Food outlets are available onsite during build up, open days and breakdown
- Drinking water is available to purchase in any of the food outlets.

### **SMOKING**

- Smoking (including e-cigarettes) is only permitted in the designated smoking areas

### **ALCOHOL AND DRUGS**

- Anyone found to be drinking alcohol or taking drugs will be asked to leave the venue

### 3. SITE LAYOUT

