

# EXHIBITOR INFORMATION

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## **Introduction**

This manual is designed to assist you with the smooth planning of your exhibit. Contained within this document are the Brisbane Convention & Exhibition Centre's evacuation procedures, exhibition regulations, a list of available services and the order forms for these services.

All quoted prices are current at the time of printing and subject to change.  
All prices listed are inclusive of 10% GST and are in Australian dollars.

Completed order forms and enquiries should be directed to:

The Exhibitor Services Department  
Brisbane Convention & Exhibition Centre  
PO Box 3869  
South Brisbane QLD 4101  
Australia  
Tel: +61-7-3308-3134  
Fax: +61-7-3308-3138  
Email: exhibitorservices@bcec.com.au

## **Access**

Access to the Brisbane Convention & Exhibition Centre for Exhibitors and Contractors during build-up and pull-down is via Glenelg Street. The Service Road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

The Entrance to the Brisbane Convention and Exhibition Centre Car Park is located at the end of the service road past Exhibition Hall 4.

## **Accounts**

All accounts for Venue Services must be paid in accordance with Centre requirements and paid in full seven (7) days prior to the commencement of the Event.

## **Audio Visual**

Audio Visual equipment is available from the Brisbane Convention & Exhibition Centre. For further details of equipment available, tick the appropriate box on the Exhibitor Services Form or contact the Business Centre.

## **Banking**

The following Banking Facilities are located in the South Bank precinct.

Bank of Queensland  
184-186 Grey Street  
Telephone: 07-3033-4000

Commonwealth Banking Corporation  
Shop 22, 164 Grey Street  
South Brisbane Qld 4101  
Telephone: 132221

National Australia Bank  
Boundary Street  
South Brisbane Qld 4101  
Telephone: 07-3844-1323

Westpac Banking Corporation  
91 Boundary Street  
West End Qld 4101  
Telephone: 07-3844-4861

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The Brisbane Convention and Exhibition Centre provide two Automatic Teller Machines located on the Great Hall Concourse and Exhibition Hall 4 Concourse. They accept all cards however do not accept credit cards for cash advances.

## **Cleaning**

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by the Centre's cleaning staff.

Exhibitors requiring individual stand cleaning should complete the applicable section under "Utility Services" of the Exhibitor Services Form.

## **Competition and Gaming Regulations**

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitors' stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld).

For more information on conducting a competition, trade promotion or art union, exhibitors should contact the Queensland Office of Gaming Regulation on (07) 3872 0999 A/H (07) 32102906 to obtain an information sheet or visit their web site:

Competitions and Trade Promotions: <http://www.qogr.qld.gov.au>

## **Convex Cards**

Convex cards are in-house debit cards for venue services and can be used to make purchases at any of the food and beverage outlets within the Centre and for sundry items at our Exhibitor Services Office and Information Desk. A deposit of \$400 is required before cards will be issued and all convex cards remain the property of BCEC and must be returned at the conclusion of the event. An \$11 charge per card will be applied on cards not returned within 2 working days.

## **Emergency First Aid & Medical**

Emergency telephone numbers are: Ambulance - 000, Dental - 3830 4157. The nearest Public Hospital Casualty Department is at the Mater Misericordia Hospital, Annerley Road South Brisbane, telephone 07-3840-8111.

## **Evacuation Procedures**

In the case of an emergency in the Centre, please stay calm. Please follow the instructions given by BCEC staff, fully trained for an emergency situation and all our Security and Building Services staff are qualified First Aiders.

The Centre has a 2-alarm system, which is as follows:

1<sup>st</sup> alarm sound.....

BEEP BEEP

This is a stand-by alarm. Do not evacuate the room but be prepared if evacuation becomes necessary.

2<sup>nd</sup> alarm sound...

WHOOOP WHOOOP

This is the evacuation alarm, which is followed by a PA message. This message will tell you what level of evacuation is occurring, for example: a room, floor or the whole building. Please use the nearest exit and do not use the lifts in the event of a fire.

If we do need to evacuate, all exits are clearly marked with exit written in green.

Centre staff will direct you to a Safe Assembly area.

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Assembly area is South Bank Institute footpath, which is directly across the road from our bus waiting area in Glenelg Street.

If you do have an emergency while in the Centre, all you have to do to obtain help is to pick up an in-house telephone and dial "8". Let Security know the details/location of the emergency and they will respond.

## **Exhibitor Services**

Exhibitor Services is situated in the concourse between Exhibition Halls 2 & 3. It is open during move-in, operational and move-out stages of the exhibition. Services provided include faxing, photocopying and the sale of stationery items.

## **Fire Regulations**

All materials used in stand construction and decoration must be fire retardant and conform to Local Statutory Building Regulations.

The storage of any flammable liquids or fuel within the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel and be free of leaks.

Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

The use of LPG gas on stands shall comply with regulations available from the Centre.

## **Fire Proof Materials**

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non-combustible and inherently non-flammable material
- Durable flameproof fabric
- Self-extinguishing plastic
- Plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

## **Food Sampling**

The Centre Management has sole rights for the sale or distribution of any article of food and beverage, therefore no food or beverage may be brought into the Centre without the consent of the Centre's Management.

The food and beverage sampling guidelines are as follows:

Samples to be given away free of cost to the patron must be:

- Items which registered members of the association buy wholesale in the normal conduct of business or
- Are produced by equipment used in the normal conduct of their business

The sale of such sample products is not permitted.

- Portions must be of tasting size only:
- Liquid portions should not exceed 30% of what would be considered to be standard serving size.
- Solid food should be no larger than bite size.
- Health regulations apply.
- Exceptions to the above require written approval.

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## **Forklift / Material Handling**

Forklifts are available for hire from the venue and must be operated by a licensed driver. Charges apply for forklift and driver.

This service is available to all Exhibitors and must be booked and paid for at least 48 hours prior to event build-up.

## **Freight**

Agility Fairs & Events are our in house freight logistics company and handle all freight at BCEC.

Any freight enquiries should be directed to:

Sebastian Bufalino

Email: [agility@bcec.com.au](mailto:agility@bcec.com.au)

Telephone: 07-3308-3385 / 0419-612-895

The Organisers and the Venue and/or Agility will not accept any responsibility for the safety or well being of any items on, or delivered to, the site in the absence of the Exhibitor of his/her agent or contractor.

All deliveries must be addressed with the attached delivery note to assist with the smooth delivery of goods.

Courier Companies should be instructed to pick up post event freight from Kitchen Loading Dock via Glenelg Street on **Monday 20<sup>th</sup> April 2015 or latest Tuesday 21st April 2015**. The Centre will not take responsibility for freight left after this time.

## **Health Regulations**

The following health requirements are applicable for exhibitor's stands from which samples of food or drink are promoted to the public.

- Perishable packaged foods are required to be refrigerated.
- Where unpackaged food is to be given away, openly stored, displayed and handled, the following facilities and services need to be provided: -
  - A hand basin with hot and cold water.
  - A refrigerated display and/or storage cabinet if the food is perishable.
  - Glass or Perspex screens or sneeze guards to protect food from contamination.
  - A washable impervious floor e.g. sheet vinyl.
  - Where serving implements or utensils are used, a separate sink with hot and cold water will be required.
  - Where drainage and water is required, stands must be located with access to the appropriate service pits.
- All eating and drinking utensils must be disposable (paper cups, plastic spoons, plastic wine glasses) and must not be reused.
- When food or drink samples are given away for promotional purposes:
  - They must be offered in such a manner as to avoid being handled by the public e.g. apportioned and toothpicks inserted.
  - They should be protected from contamination, for example by the use of trays fitted with plastic covers.
  - Condiments such as sauces and mustards are to be contained in squeeze type dispensers or individual sealed packets.
- For other than food related exhibitions, cooking of food by Exhibitors is prohibited unless approved by the Centre. Early consultation with the Brisbane Convention and Exhibition Centre Management is mandatory.
- Exhibitors must provide receptacles for rubbish collection. These receptacles must be located in within or near to the stand and the contents shall be disposed of in a manner approved by Centre Management.

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- All stands involved in the presentation of food & beverage must abide by the “Food Hygiene Regulations 1989”

Please note extra cleaning charges may be imposed for the disposal and cleaning of wet and food waste.

## **Parking**

The Centre provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities. The flat rate for exhibitor parking is \$15.00 per day/per vehicle. Which can be validated each day at the Grey Street or Merivale Street Information Desk with proof by an exhibitor ID Badge.

## **Post Office**

The nearest Post Office is located at 75-77 Russell Street, South Brisbane,  
Telephone: 07-3844-6317

## **Rigging**

For safety reasons all rigging of overhead banners and signage will be completed by the BCEC and must be pre-arranged with the Centre prior to build up of the Exhibition.

To book rigging, tick the appropriate box on the exhibitor services form.

## **Safety Vests**

All Organisers, contractors and exhibitors and their staff must wear safety vests and closed in shoes whilst on the loading dock, service road or in the exhibition hall during the construction, bump in and bump out of events.

Vehicle drivers and offsidors or passengers utilising the service road or dock areas, who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

## **Security**

BCEC Security Officers will maintain security. Whilst every reasonable precaution is taken, the Organisers and the Brisbane Convention and Exhibition Centre accept no responsibility for any loss or damage occurring to persons or property at the exhibition.

## **Smoking**

The Brisbane Convention & Exhibition Centre has a “No Smoking” policy within all areas of the Venue. Exhibitors are therefore requested not to smoke within the Exhibition Area.

## **Stand Construction & Exhibits**

### **1. Cables**

Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Where possible cable should be raised above the walkway. If this is not possible, cables need to be covered with carpet tile, matting or taped with gaffer.

In high traffic areas changes in floor level should be highlighted with high visibility or yellow/black hazard tape.

### **2. Demonstration of Equipment**

Where an event or exhibition has demonstrations using portable electrical equipment, the Safety Manager must give special approval. Also extra safety precautions must be taken to protect members of the public. These extra precautions must be complied with at all times or the demonstration will be stopped.

### **3. Electrical Equipment**

The BCEC Management reserves the right to request removal from the site of any electrical equipment it deems to be non-compliant or suspect and can call upon internal specialists to assist when necessary.

All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and Workplace Health & Safety Legislation. Any electrical equipment found not tested will have to be done immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the Centre's Security Department.

#### **4. Fire Regulations**

All materials used in stand construction and decoration must be fire retardant to conform to local statutory building regulations.

The storage of any flammable liquids or fuel within the exhibition is not permitted. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

The use of LPG gas on stands shall comply with regulations.

#### **5. Floor Load Weight Limits**

All floor areas within the BCEC have specified loading limits per square metre. Any equipment or item to be displayed, or used during an event weighing more than 500 kilograms must be assessed prior to the item or equipment being positioned. BCEC requires the following information in advance of the commencement of the build:

- The dimensions of the base of the item
- The gross weight of the item
- A picture or diagram of the item
- Indication on the floor plan where the item is to be located.

#### **6. LPG Gas – Use on Stands**

The use of LPG on stands is allowed in the Exhibition Halls, however, the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations
- All appliances must be approved for use in accordance with the relevant acts and regulations
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day.
- Maximum Cylinder Size = 45kg
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system are not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public
- Each evening at the close of show the LPG must be turned off at the bottle and all cylinders must be removed from the building overnight to designated areas.
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser
- The LPG supply must be connected and disconnected by a certified tradesman.

#### **7. Motor Vehicle Displays**

All vehicles should have a full tank of fuel when left in the Centre to reduce the vapour space in the tank as per Queensland Fire Service advice (Workplace Health & Safety, Risk Management Advisory Standard 2000). All vehicles must be supplied with a drip-tray. The vehicle keys are to be left with Security Control, unless alternate arrangements have been made with the Event Manager.

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All vehicles displayed on a gradient (e.g. one set of wheels on a ramp) are to be locked and no access to be granted unless removing the vehicle from the display. If the display has the vehicle totally off the floor level, chains or straps for added safety must also secure the vehicle.

## **8. Temporary Structures**

All temporary structures will be professionally designed, structurally sound and will contain reasonable provision for:

- Safety of persons to be accommodated in the event of fire, including means of egress
- Prevention of fire
- Suppression of fire
- Health of persons accommodated
- All structures over 2.4 metres in height, where persons either staff or guests gather, must be certified by an engineer.
- Patrons must give consideration for wheelchair access to the Stand (Building Code of Australia – Section D3.3)

The reduction of the existing level of fire protection is not permissible. Designers and builders have an obligation to design and construct to these principles and any relevant standards or legislation while meeting the special needs of their client. These principles include:

- Stands over 18sqm where roofing is fitted must have a “Smoke Detection Device” and have a fire extinguisher installed. The recommended material for the roofing is “shark tooth” type material that allows water penetration from sprinklers and fire canon.

### **Storage**

As limited on site storage facilities for packing materials and boxes are available, it is recommended that exhibitors keep packing materials to a minimum.

Exhibitors may not leave boxes and packing material in the Exhibition Display Area during the event.