EXHIBITOR INFORMATION GUIDE

BRISBANE CONVENTION & EXHIBITION CENTRE

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COVID-19

BCEC operates under a Site Specific COVID Safe Plan approved by Queensland Health. The Plan is integrated with ASM Global – VenueShield, the highest standard hygiene protocol, rolled out across 325 venues world-wide.

In order to meet the needs of our changing environment, the Centre has also developed the BCEC Safe Event Guideline prepared specifically to assist organisers in the planning of events at the Centre. This document encompasses all the necessary health and hygiene safeguards to enable events to be held in a safe and secure environment.

BCEC has incorporated COVID Safe principles into it's Food Safety Management Systems and been recertified to ISO 22000 Food Safety Management Standards.

To protect others you must:

- Practice good hand hygiene
- Practice physical distancing
- Stay at home and do not attend the Centre if you feel unwell

If you have been present at a COVID declared 'hotspot' by Queensland Health, **you must not** attend the Centre or the event.

For further information on hotspot locations and other COVID-19 resources please visit:

Queensland Government advice
https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19

Australian Government Health Department
https://www.health.gov.au/

INTRODUCTION

This manual is designed to assist you with the smooth planning of your exhibition display. Contained within this document are the Brisbane Convention & Exhibition Centre's (BCEC) evacuation procedures, exhibition regulations and forms, as well as a list of available services.

EXHIBITOR SERVICES

BCEC's online exhibitor ordering portal allows exhibitors to order multiple services at the same time and obtain tailored quotes using a secure payment gateway. Event organisers will provide an event specific link or you can search for your event.

Please ensure all online orders are placed and paid for **seven days prior** to the event. For orders later than this please contact Exhibitor Services directly to enquire if your requirements can be accommodated.

QUESTIONS?

T +61 7 3308 3536
E exhibitorservices@bcec.com.au
W Visit the Exibitor Services Portal

VENUE ACCESS

Brisbane Convention & Exhibition Centre
Cnr Merivale and Glenelg Streets
South Bank Qld 4101

T 07 3308 3000
Building map and access map

For events within the Exhibition Halls:

- Access to BCEC 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 BCEC Car Park is located at the end of the service road past Exhibition Hall 4.

For events elsewhere in the building:

- Car Parks 1-3 are accessible via Merivale Street (Car Park 3 also accessible via Grey Street).
- For BCEC events held on the Merivale Street side, use the car park lifts to proceed to Foyer Level.
- For BCEC events held on the Grey Street side, exit the car park to Grey Street and find the building entrance to your right.
- Concierge trolleys can be borrowed from Information Desks, subject to availability.

SERVICES AVAILABLE FOR PRE-ORDER

CLEANING

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

If you wish your individual stand to be cleaned you must pre-book this service using the online exhibitor ordering portal.

AUDIO VISUAL

A range of Audio Visual equipment is available to hire from the BCEC. Please submit a quote detailing your requirements via the online portal.

RIGGING

For safety reasons, all rigging of overhead banners and signage will be completed by BCEC and must be pre-arranged with the Centre prior to the Exhibition. Please submit a quote via the online portal.

EXHIBITOR CATERING

Catering, barista service and on-stand networking functions can be arranged via BCEC's online ordering service. View options here.

Please note some restrictions may be set by your event organiser.

UTILITY SERVICES

Exhibitor Services can arrange for any water, waste, compressed air or electrical services you may require, please book via the online portal.

INTERNET

Casual wireless internet is available at no cost to all visitors of the Centre and is designed for web browsing and checking web based email. It is not designed for accessing VPN's or downloading large files. The speed is limited to 1MB. The network name is BCECLINK and requires no password.

Designated internet connections can be arranged via the exhibitor portal.

SAFETY AT BCEC

Brisbane Convention & Exhibition Centre require **all** contractors and staff working to complete an online safety induction prior to coming onsite. Please click here to complete this prior to coming onsite.

EMERGENCY FIRST AID & MEDICAL

In an emergency situation or if first aid is required, please alert a BCEC staff member immediately. Contact Security on any BCEC fixed phone by pressing '8'.

The nearest Public Hospital Casualty Department:
Mater Misericordiae 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 who are fully trained for an emergency situation. Security and Building Services staff are qualified First Aiders.

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

1st alarm sound… **BEEP BEEP**

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

2nd alarm sound… **WHOOP WHOOP**

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.

If you have an emergency while in the Centre, dial "8" on one of the BCEC in-house telephones. Let Security know the details/location of the emergency and they will respond.

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 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. A permit is required.

FIREPROOF 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.

FORKLIFT & MATERIAL HANDLING

Forklifts and drivers are available for hire from Agility Fairs and Events. 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. Contractors are not permitted to operate BCEC forklifts.

All Forklift Operators shall, when required, present their Forklift Permit when asked to do so.

All Forklift Operators shall wear seatbelts at all times when using Forklifts.

All Forklift Operators shall be accompanied by a “Spotter” at all times when the Forklift is in use.

Forklifts are to be stored outside Exhibition Halls at the end of each days “Bump-In” / “Bump-Out” period.

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 offsiders 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.

Safety vests can also be purchased from the Information Desk in the Main Foyer or the vending machines located on the Exhibition Hall concourse and loading dock entrance at a cost of $10.

SECURITY

BCEC Security Officers will maintain security throughout the building. Whilst every reasonable precaution is taken, the organisers and the BCEC accept no responsibility for any loss or damage occurring to persons or property at the Exhibition.

PERMITS

Permit forms are required to be submitted to exhibitor services for the below activities:

- Aerial Acts
- Amusement Rides & Devices
- Animals
- Vehicle Displays
- Child Care Facility
- Electrical Work
- Excess Weight Item (over 500kg)
- Fire Acts (fire twirling, fire breathing)
- Foggers & Hazers
- Use of Hazardous Substances
- High Risk Activity
- Medical Activities Permit including tattooing & body piercing
- Naked Flame & Liquefield Petroleum Gas
- Demonstration Product or Equipment
- Pyrotechnics & Air Cannon
- Two Storey Structures
- Stage Configuration-Alteration
- Heavily Themed Events (Helium Balloons)
- Laser

Permit forms can be downloaded here.
Once completed, please send to exhibitorservices@bcec.com.au for approval.

FOOD, BEVERAGE & CATERING

COMPETITION AND GAMING REGULATIONS

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitor's 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:

Queensland Office of Liquor and Gaming Regulation
Telephone: (07) 3872 0999 A/H (07) 3210 2906

FOOD & BEVERAGE SAMPLING

Your event organiser has agreed to the following terms:

Only BCEC Management and its representatives are entitled to (and Hirer will not) bring into or provide or sell in the event facilities or the centre, food and beverages (whether alcoholic or not). However, if the nature of the event is such as to require it, exhibitors at an event conducted by the Hirer may distribute food samples to visitors or guests at the Event with the prior written approval of BCEC Management (which will not be unreasonably withheld).

Exhibitors at Food & Beverage related events wishing to provide samples at BCEC must obtain prior approval from the Food & Beverage Service Director and/or Executive Chef. Clients without prior approval will not be able to provide samples.

A Food & Beverage Sampling Approval Form should be submitted through the online exhibitor portal.

Once permission has been granted, the exhibitors must comply with legislative requirements, including acquiring a Temporary Food Stall Licence from Brisbane City Council (BCC). Please note the conditions of supply of liquor is governed by the Qld Liquor Act and Regulations.

The sampling activity must be the core business of the exhibitor, either demonstrating a food product or equipment. The sample must be given away free of charge to the patron.

Further:

- Items are those 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
- 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; and
- The exhibitor must be fully self-sufficient in this endeavour, particularly in relation to the Health Regulations outlined on the following page.

HEALTH REGULATIONS

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

A Permit may be required from Brisbane City Council and can be arranged through the Council directly. If you are unsure of the best point of contact, please liase with the Exhibitor Services team.

- 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. portioned 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 BCEC Management is mandatory.
- Exhibitors must provide receptacles for rubbish collection. These receptacles must be located within or near to the stand and the contents shall be disposed of in a manner approved by Centre Management.
- 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 food and beverage waste.

GENERAL INFORMATION

INFORMATION DESK

Information Desks are located in the Main Foyer and Grey Street Foyer. Services include printing, photocopying and the sale of stationery items. For Exhibitor Services enquiries outside of business hours, please proceed to the Information Desk for assistance.

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
T 07 3308 3385
M 0419 612 895
E agility@bcec.com.au

Neither the organisers, venue and/or Agility will accept any responsibility for the safety or wellbeing 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 a BCEC delivery note to assist with the smooth delivery of goods.Courier companies should be instructed to pick up left over freight at the conclusion of the event. The venue and/or Agility will not take responsibility for freight left after this time.

PARKING

The Centre provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities. Car Parks 1-3 are accessible via Merivale Street and Car Park 3 can also be accessed via Grey Street.

Exhibitors are entitled to a discounted parking rate, redeemed at our pay stations with a QR code. You will receive your event specific QR code via email from the Exhibitor Services Team. Please note car parking prices are subject to change.

POST OFFICE

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

Stamps can be purchased and mail sent via the Information Desk.

SMOKING

The BCEC has a "No Smoking" policy within all areas of the venue. Exhibitors, contractors and their staff are therefore requested not to smoke within the exhibition area or loading docks.

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 materials in the Exhibition Display Area during the event.

STAND CONSTRUCTION & EXHIBITS

CABLES

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

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

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. A current permit to demonstrate must be held.

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 WH&S Act 2011. Any electrical equipment found not tested will have to be tested immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

Where an Exhibition has demonstrations using portable electrical equipment, a work permit needs to submitted to the BCEC Safety Department.

Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the Centre's Security Department by dialling (8) on a wall phone.

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. A current permit must be held for items over 500 kilograms, and 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; and
- An indication on the floor plan where the item is to be located.

LPG GAS - USE ON STANDS

The use of LPG on stands in the Exhibition Halls may be permitted if a current BCEC Naked Flames and Liquid Petroleum Gas permit is held, and all relevant statutory and regulatory requirements are met.

Permit forms can be downloaded here.
Once completed, please send to exhibitorservices@bcec.com.au for approval.

MOTOR VEHICLE DISPLAYS

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 Planning Manager.

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.

A Vehicle Display permit is required to display vehicles at BCEC.

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.

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.

CUSTOM STANDS

All custom stands must be approved by the Brisbane Convention & Exhibition Centre safety department. Please ensure that you discuss this with your custom stand builders if applicable. All custom stands plans are to be sent to exhibitorservices@bcec.com.au for approval at least 14 days prior to the event bump in. The stand design must include the stand name, number and all measurements so the safety team can assess accordingly.