

# EXHIBITOR INFORMATION GUIDE

Gold Coast Convention & Exhibition Centre (GCCEC)  
Sunday 14<sup>th</sup> July 2023 to Tuesday 16<sup>th</sup> July 2024



2024

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# WELCOME TO METCASH FOOD EXPO 2024

We are delighted to extend an invitation for your participation in this year's Metcash Food Expo. Whether you've been a valued exhibitor in the past or are joining us for the first time, our team welcomes you.

This event presents a unique opportunity to share the latest insights, showcase innovative offerings, and engage in meaningful networking with Independent Retailers and the Metcash team. It's a platform where you can connect with Retailers, explore new avenues, and, importantly, showcase your products by offering compelling deals.

This year's Expo revolves around the theme of "Thriving Local Communities." It serves as a fantastic platform to demonstrate how Metcash and our Suppliers are committed to supporting the Independent Network and thriving local communities.

We couldn't do it without you, and we're always blown away by the effort and planning you put into your exhibits. So, show us what you've got! Showcase new product ranges, specialised in-store offers, or behind-the-scenes support to help retailers run their businesses smoothly and thrive in their local community.

The Gold Coast Convention & Exhibition Centre (GCCEC) and The Star Gold Coast has been a consistent winning formula for the Metcash Food Expo and IGA National Conference over the past few years, and once again the event will be held at this location. We are looking forward to your attendance and support, and hope that you have a successful event and a great time.

Everyone at Metcash thanks you for your support and commitment to the independent industry, and to the 2024 Metcash Food Expo and IGA National Conference.

Speak with your Trading Managers for more details.



## GENERAL INFORMATION & OVERVIEW

### Expo Location

Gold Coast Convention & Exhibition Centre  
2684 Gold Coast Highway, Broadbeach QLD 4218  
PH: 07 5504 4000

### Expo Dates & Trading Hours

Sunday 14<sup>th</sup> July 2024:      Open: 11.30am      Close: 4.30pm  
Monday 15<sup>th</sup> July 2024:      Open: 11.30am      Close: 4.30pm  
Tuesday 16<sup>th</sup> July 2024      Open: 10.00am      Close: 3.00pm

### Expo Registration Website

Registering your Expression of Interest (EOI) to exhibit at Expo, booking stand modifications, power and lighting, and stand layout forms will all be done online via the [Expo website](#) . You will be sent email notifications of your 'Pending' Registration details initially, and a final 'Confirmed' notification with booth number (subject to change) once we have received **ALL** your Booth information.

### Critical Dates

The following are key dates that require action to be taken to meet all required tasks and ensure the smooth running of Expo:

Description	Date/s
Expo Dates	Sunday 14 <sup>th</sup> , Monday 15 <sup>th</sup> , Tuesday 16 <sup>th</sup> July 2024
Complete Expo Booth Booking	Tuesday 5 <sup>th</sup> March – Friday 31 <sup>st</sup> May 2024
Move-in (Heavy Equipment)	Thursday 11 <sup>th</sup> & Friday 12 <sup>th</sup> July 2024 <b>(As per allocated date &amp; time Bump in slot provided)</b>
Custom Stand Build/Bump In	From Wednesday 10 <sup>th</sup> - Friday 12 <sup>th</sup> July 2024 <b>(As per allocated date &amp; time Bump in slot provided)</b>
Exhibitor Stand & Stock Check	Friday 12 <sup>th</sup> July 2024 <b>(1 Hour x 2 People Only)</b>
Exhibitor Set Up	Saturday 13 <sup>th</sup> July 2024
Complete Staff Attendance	Friday 21 <sup>st</sup> June 2024
Key Expo Deals into System	Wednesday 3 <sup>rd</sup> April to Sunday 26 <sup>th</sup> May 2024 <b>(Deals keyed after this date will not appear in the Expo Deal Book)</b>
Expo Orders Entry Closes	Friday 26 <sup>th</sup> July 2024, 3.00pm <b>(Orders must be entered into MOS system)</b>
Pull Down (Move-out)	Wednesday 17 <sup>th</sup> & Thursday 18 <sup>th</sup> July 2024

## EXHIBITOR INFORMATION

The Gold Coast Convention & Exhibition Centre (GCCEC) is classified as a construction zone from Tuesday 9<sup>th</sup> July 2024, 7.00am through until Friday 12<sup>th</sup> July 2024, 5.00pm (as per WHS Guidelines). It is very important that you take note of the below information to ensure everybody's safety and wellbeing:

Anyone that has prior authorisation to visit the Metcash Food Exhibition site at GCCEC between Tuesday 9<sup>th</sup> July & Friday 12<sup>th</sup> July 2024 **MUST** sign in at the security desk located in the main foyer of the GCCEC.

Please abide by all rules and regulations, should they not be followed you will be removed from the venue.

### Custom Built Stands

Custom Built stands will commence move in and construction from **Wednesday 10<sup>th</sup> July - Friday 12<sup>th</sup> July 2024**, as per allocated date & time Bump in slot provided.

Exhibitors building a Custom-built stand will be allocated a dock number, bump in (and bump out time for after event) to give to their stand builder, after bump in they are able to commence build. The stand builder needs to adhere to the time slots to ensure that there is no congestion on the dock or Gold Coast Highway and most importantly we have a safe working environment for all involved.

### Expo Operation Hours for GCCEC (Bump in and out)

Below is the agreed time that Gold Coast Convention and Exhibition Centre will be open for operations and have security team onsite to manage the Expo construction.

DATE	OPENING TIME	CLOSING TIME
Tuesday, 9 July 2024	7.00am	9.00pm
Wednesday, 10 July 2024	7.00am	9.00pm
Thursday, 11 July 2024	7.00am	9.00pm
Friday, 12 July 2024	7.00am	9.00pm
Saturday, 13 July 2024	7.00am	7.00pm
Sunday, 14 July 2024	7.00am	5.00pm
Monday, 15 July 2024	7.00am	5.00pm
Tuesday, 16 July 2024	7.00am	2.00am
Wednesday, 17 July 2024	7.00am	5.00pm

## Large Equipment Deliveries

Exhibitors who have large equipment, specifically ovens & fridges, will be able to have them delivered on Thursday 11<sup>th</sup> July or Friday 12<sup>th</sup> July between 7:00am and 5:00pm. Bump in for this can be arranged directed with Expo Operations team, please contact us by emailing [expo@metcashfg.com](mailto:expo@metcashfg.com).

## Exhibitor Special Access

On **Friday 12<sup>th</sup> July 2024 between 8:00am to 5:00pm**, we will allow two (2) members of your company to enter the exhibition site with a special one (1) hour only pass to locate and check all your equipment and stock has arrived and is ready for you to set up the following day.

**NOTE: There will be no general access for suppliers, move-in or stand set up/build until Saturday 13<sup>th</sup> July 2024 from 7:00am until 5.30pm.**

Should you find when onsite that you require additional time to setup, please go to the concierge desk and ask them to request an extension of time for you, they will locate one of the Expo Operations Team members and seek permission for you.

### Please Note:

Stand Builders can commence packing down of the stands from 6:00pm Tuesday 16<sup>th</sup> July 2024. Builders will not be able to Bump out until allocated date & time Bump out slot provided.

To ensure there is no congestion on Gold Coast Highway or GCCEC Loading Dock area, each custom stand builder will be allocated a date & timeslot to load out for either Wednesday 17<sup>th</sup> July or Thursday 18<sup>th</sup> July, it will depend on the number of stands required to be loaded and time that is required for them to be on loading dock.

If you have any specific requests or queries, please email [expo@metcashfg.com](mailto:expo@metcashfg.com)

## KEY CONTACTS

You can directly contact the Metcash Food Expo Operations team via the [Expo website](#) or Email: [expo@metcashfg.com](mailto:expo@metcashfg.com)

Please allow 48 hours for the team to get an answer to your question.

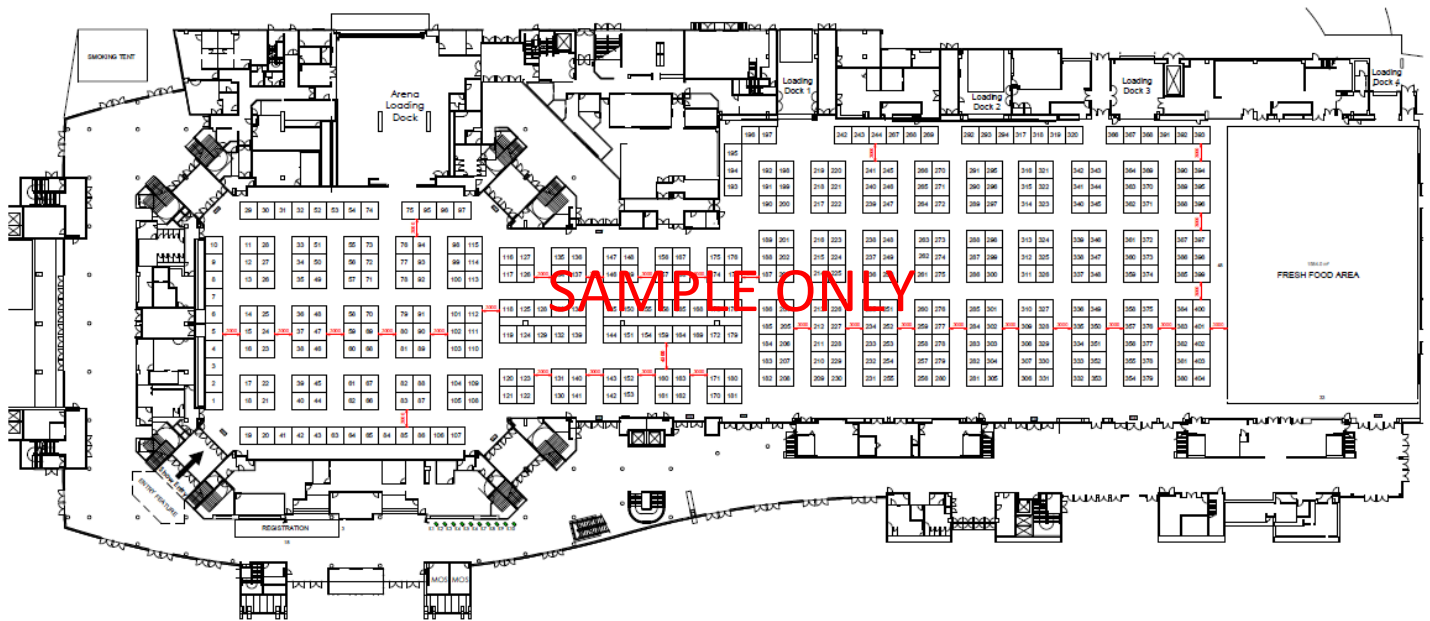
**Should the issue be urgent, please contact your Trading Manager or buyer for an immediate response.**

Should you require help or support whilst at the event, the below people will be able to assist:

NAME	FUNCTION	CONTACT DETAILS
Mark Biden	Expo Operations Manager	0419 745 439
Steve Asmus	Expo Operations Manager 2IC	0400 955 463
Greg Moreland	Fresh Area Operations	0400 558 234
Gary Cowling	Custom Built Stands	0418 347 234
Neil Henschke	Workplace Health & Safety	0419 992 187
Vickie Cowling	Food Safety	0433 823 787

## FLOOR PLAN

The exhibition hall is split into three sections: main arena, centre arena and the fresh food area.



**PLEASE NOTE:** The above floor plan is only a mockup of the proposed floor plan. Should you need an up-to-date copy please head to the [Expo website](#) under "Exhibitor Zone" you will find the most current floor plan.

## EXHIBITOR PACKAGES

Booths will be available in different packages for each supplier type. Your Trading Manager or buyer will discuss these and the charges with you prior to registering for Expo.

BOOTH TYPE	FOOTPRINT	LIGHTS (SPOT)	POWER POINT	CARPET	COMPANY SIGNAGE FASCIA	EXHIBITOR AWARDS COCKTAIL PARTY TICKETS	GALA TICKETS
<b>GROCERY</b>							
Premium Corner Booth (2 Sides Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
Standard (1 Side Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
Small ½ Booth	1.5mx3mx2.5m	1	1	Yes	Yes	1	1
<b>DIRECT/CHARGE THROUGH</b>							
Standard	2mx1.5m = 10 Shelves				Yes	1	1
Standard (1 Side Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
<b>RETAIL DEVELOPMENT / NON-TRADE</b>							
Premium Corner Booth (2 Sides Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
Standard (1 Side Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
<b>FRESH FOODS</b>							
Premium (2 Sides Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
Standard (1 Side Open)	3mx3mx2.5m	2	1	Yes	Yes	2	2
Fresh Premium	Stock, Display Attendance						2
Fresh Standard	Stock ONLY						0
<b>NOTE: The exhibitor packages do not include tickets to the IGA Awards of Excellence</b>							



## EXHIBITION CONTRACTORS

Exhibition Stand Provider

For all your exhibition stand requirements please feel free to contact ExpoNet. Custom stands, shell scheme upgrades, furniture hire, power, lighting, and signage can all be arranged by contacting ExpoNet Exhibitor Services Department – details below.

ExpoNet's team of design and event management experts, offer clients seamless turn-key solutions for all their exhibition requirements. They have a wealth of experience and knowledge in the exhibition industry, a combination of skilled people, quality product offerings and a strong culture of service. Core values ensuring the best possible exhibition experience for all their clients.

They are very familiar with our event and the layout of the exhibition centre, with dedicated personnel onsite for the duration of the event.

ExpoNet can assist with custom, and system stand packages and they offer affordable design for tight deadlines.

**Contact Information:**

Exhibitor Services Department

Phone: 02 9645 7000

Email: [esd@exponet.com.au](mailto:esd@exponet.com.au)

Web: [www.exponet.com.au](http://www.exponet.com.au)



### ExpoNet Online exhibitor Kit (OEK)

ExpoNet have implemented an easy way for exhibitors to complete their forms using the Online Exhibitor Kit (OEK).

All exhibitors will be provided with a URL link to the event, with their username and password to log-in to the Online Exhibitor Kit.

The Online Exhibitor Kit will provide exhibitors with quick access to complete stand forms plus order any product and services offered by ExpoNet. Whilst exhibitors visit the online portal they can order/or view some of the stylish yet inexpensive packages that are available to lift their stand appearance to a whole new level.

### ExpoNet Services:

- Australia's largest range of contemporary furniture and display equipment for hire
- Modular shell scheme stands/exhibition booths, including design, installation and fit out
- Custom stands, designed and constructed
- Event signage and graphic services
- Audio visual and computer equipment with technical support
- Innovative display equipment and portable signage for sale

## THE METCASH ORDERING SYSTEM (MOS)

This year we will again be using the Metcash Ordering System, which will take away the need for manual turn-in orders, alleviate errors and give us up-to-date information on orders as they are placed.

With the Metcash Food Expo, our retailers are looking forward to the very best deals exclusively available at Expo. Please ensure that the deals on offer are the best deals available and recognise the opportunity to move big volume with face-to-face negotiations with our retail network.

Retailers will be advised prior to the Expo which suppliers will be participating and their items on offer via the Expo Deal Book, which is sent to stores approx. 3 weeks prior to Expo.

We publish these to the retailers to allow them time to do some homework. Please ensure that your deals are offered so that all retailers regardless of size and channel can avail themselves of the great Expo-only deals.

All deals will be entered into the ordering system prior to Expo. Please note the Expo Deal Book will run directly from the data entered in the ordering system, all deals must be entered into MOS by Sunday 26<sup>th</sup> May 2024 to be included in the Deal Book.

All deals are to be entered in retail carton quantities, not single unit deals.

**The use of the system will be compulsory to all warehouse suppliers that wish to take orders at Expo. No manual orders will be accepted.**

The Metcash Food Expo system is split into two systems:

1. Deal Entry – The deal entry system consists of a deal details component – which enables suppliers to set up and manage the deals they are offering retailers. Deals can be either against a single item or packaged up into a deal bundle.
2. Order Entry – The order enquiry component allows suppliers to enter a customer's order requirements, accept a customer's online order submission, enquire on orders placed, or view reports against order progress to date.

### **USERNAMES & PASSWORDS:**

After your registered for Expo has been processed you will receive notification of your username and password to log into MOS.

### **KEY DATES:**

Deal Entry Opens: Wednesday 3<sup>rd</sup> April 2024

Deal Entry Closes: Sunday 26<sup>th</sup> May 2024

NB: Deals can be modified after this date; however, those changes will not be included in any printed catalogues, or deal books. Therefore, deals can only be improved after this date.

### **MOS INSTRUCTION GUIDES:**

Metcash Ordering System (MOS) instruction guides can be found on the [Expo website](#). There will be a few critical dates that will need to be met to ensure that the deal book and Expo ordering are ready to go on time; this information is readily available on the website.

## **EQUIPMENT:**

Laptops are available to all suppliers using MOS and will be available for pick up at the MOS Station at the GCCEC from Saturday 13<sup>th</sup> July and will need to be signed out by your stand exhibitor representative. This is a dedicated laptop that is assigned to your stand, and it will be preloaded with the Metcash Ordering System (MOS).

When designing your booth, you will need to consider that this hardware will need to be placed on your booth. Additional power points will be supplied to your stands to run this equipment at no extra cost.

Representatives from Metcash Food and the GCCEC will be on hand to assist during the move-in and during the show. These people will be wearing pink safety vests with the words "Metcash Ordering System (MOS) Support" printed on the back. The registration desk will also house a dedicated IT helpdesk support for exhibitors and retailers during the event.

**It is imperative that all laptops issued to you are safely secured out of show hours. At the conclusion of the show on Tuesday 16<sup>th</sup> July, 2024, all laptops will need to be returned and signed back in.**

If your stand has the electronic ordering process, please ensure that you complete the electronic ordering form sent to you by ExpoNet as well as the stand layout form that shows exactly where the equipment will be positioned in your stand. This will assist in ensuring the power and data cables are positioned correctly on each stand.

### **NOTE:**

**Anybody involved in your stand construction is not to remove any computer cables that may be around your stand or build over the top of them.**

## **DON'T MISS THE OPPORTUNITIES:**

The Metcash Food Expo is not only about deals, but also the ideal time to present new ranges, re-launches, advertising campaigns, promotional opportunities and to present category growth initiatives.

The manning and management of your stands with fully trained personnel will ensure maximum benefit for all concerned. As MOS is an online portal, you can arrange for keying to occur from any remote location – to allow a real "sales and customer service" focus on your stands.

### **Ordering System Support**

If you have any questions or would like some help with the ordering system (deal entry, Lines not loaded), please send an email to [mos@metcash.com](mailto:mos@metcash.com)

## **EXPO ORDERS DELIVERY WINDOWS**

<b>All Expo Orders (Excl. Tobacco)</b>	<b>Tobacco Products</b>
W/C 09/9/2024	W/C 19/08/24
W/C 21/10/2024	W/C 16/09/24
W/C 25/11/2024	

## GENERAL INFORMATION

### Construction Site (Gold Coast Convention & Exhibition Centre (GCCEC))

The Gold Coast Convention & Exhibition Centre (GCCEC) is classified as a construction zone from Tuesday 9<sup>th</sup> July 2024, 7:00am through until Friday 12<sup>th</sup> July 2024, 5:00pm (as per WHS Guidelines).

It is very important that you take note of the below information to ensure everybody's safety and Wellbeing.

#### Approved Attendance Schedule:

DAY	Tuesday	Wednesday	Thursday	Friday	Saturday
DATE	9th July 2024	10th July 2024	11th July 2024	12th July 2024	13th July 2024
TIME	7:00am - 5:00pm	7:00am - 5:00pm	7:00am - 5:00pm	7:00am - 5:00pm	7:00am - 5:00pm
Metcash Food Expo Operations Team	✓	✓	✓	✓	✓
Metcash Food Team Members				✓	✓
Exhibitors & Suppliers					✓

#### **NOTE**

1. There is no exception to the above rule; should you have any questions about entering the GCCEC on any of these days please email: [expo@metcashfg.com](mailto:expo@metcashfg.com)
2. **EVERYONE** must sign in at the Expo operations desk located in the front foyer of the GCCEC; a safety vest and closed in footwear must be worn.

At all times outside of the Expo opening (prior to 11.30am Sunday) and after closing (3.00pm Tuesday), the venue is considered a construction zone. Queensland OH&S legislation requires everybody within the Expo arena and exhibition halls to wear a safety vest during these times. For those exhibitors who don't have their own vest, these can be purchased from the Metcash Food exhibitor information desk for \$10.

## ELECTRICAL EQUIPMENT

### Test & Tag

Electricity has great potential to seriously injure and/or kill. It is the exhibitor's responsibility to ensure that all electrical equipment (leads, power boards, LCDs, computers, etc.) brought into the GCCEC and used on the stand are safe and have a current test and tag attached in accordance with Australian Standards.

### IMPORTANT

- The use of double adaptors and dual adaptor plugs (piggyback plugs) are not acceptable.
- All electrical installations must be performed by a licensed electrical contractor.
- All equipment being brought in the GCCEC must clearly display a current test tag.

If it is identified that there is equipment on your stand that has not adhered to this regulation, you will be asked to go to the ExpoNet Operations desk and book a time for the onsite electrician to come and complete a test and tag on all equipment not displaying a current tag. There is a charge of \$30 per item that needs tagging, which will be at the cost of the exhibitor and payable at time of testing.

## STAND INFORMATION

### Common Shared Walls

On any common "shared" wall with another exhibitor's stand, a wall must be built along the entire shared wall or perimeter.

- The common wall or perimeter wall must be a minimum of 2.5m high
- The common wall (that is the wall that overlooks another exhibitor's stand) must be finished off in white and have no corporate branding or information above 2.5m Height.

### Displays & Equipment

All display equipment must conform to the GCCEC safety regulations. If you have any queries regarding this, please contact [ExpoNet Exhibitor Services Department](#).

### Food Preparation Areas

There are multiple food preparation areas located back of house that can be accessed by exhibitors to prepare food or beverage samples. These areas are set with stainless steel benches, wastes bins and have an adjoining cool room for exhibitors to store refrigerated items accordingly. These areas do not have cooking facilities included, therefore all cooking equipment that may be required i.e. ovens, deep fryers, microwaves etc, must be ordered through the Exhibitor Services Team at the GCCEC.

*Please note: These items will be subject to availability due to limited stock available.*

These areas are easily accessed and are identified with signage on the entry doors to the space. Please be aware the GCCEC does not take any responsibility for items stored in these back of house areas and cool rooms.

### Cooking Equipment

Exhibitors who require cooking equipment set in food preparation areas will need to order these items through the Exhibitor Service Team at the GCCEC. Refer to the Equipment Hire Order Form.

All equipment ordered will be set in the closest available food preparation area and labelled with the company's name.

A GCCEC Team member will set equipment in the closest available kitchen and connect it to power. Exhibitors will be briefed on the correct use of the equipment by a GCCEC Team member during Exhibitors bump-in.

### Hand Wash and Utensil Wash Facilities

All food preparation areas will be supplied with hand wash and utensil wash facilities, and will include dishwashing liquid, hand soap and paper towels.

There will be portable hand wash stations set up within the Exhibition area and they will be located within a 5-metre radius of the stands that are offering food sampling.

### Plumbing

All plumbing requirements must be ordered directly through the Gold Coast Convention and Exhibition Centre's Plumbing Water and Waste Request Form.

***Please note: Access to water and waste services will only be available if a floor pit with water and waste services is located directly within the stand's footprint.***

### Internet (Wifi / Cable Internet)

GCCEC offers complimentary public Wi-Fi services throughout the venue, which is suitable for basic internet browsing, social media, and email. A premium network service can be tailored to your requirements. Any special services that need to be connected to the GCCEC networks must be approved by the GCCEC IT Services Department. Refer to the Technology Communication and Data Order Form.

### Stand Cleaning

GCCEC Cleaning team is responsible for the day-to-day cleaning of common areas, including foyers and aiseways within an Exhibition area. GCCEC offers individual Stand Cleaning to Exhibitors to keep your stand looking clean and tidy. Refer to the Stand Cleaning Order Form.

### Banners & Rigging

Rigging and banner hanging must be carried out by the Centre's riggers. ALL rigging top points must be installed and removed by a GCCEC licensed rigger (charges will apply for this service). All rigging plots must be submitted to the GCCEC for venue approval **no later than 21 days prior** to an event.

### Hot Works

Hot work is a process that can be a source of ignition when flammable material is present or can be a fire hazard regardless of the presence of flammable material in the workplace. Common hot work processes are welding, soldering, cutting, and brazing. To ensure that any hot work is properly assessed prior to commencing work ensuring it is carried out safely, so as not to produce sources of ignition in areas where flammable gases or dusts may be present. NO hot works is permitted without a permit, please ensure the SAFE 311.3 permit to complete hot work has been completed and given to WHS officer onsite.

### Insurance

Please refer to your booking sheet regarding necessary insurances for your exhibit.

**It is most important that your company fully insures your equipment and stock and liability during Expo. If you have not done so, please ensure this is completed before the commencement of Expo. You may be asked for this information at any time before, during and after the event.**

## Exhibitor Awards Cocktail Party

Exhibitor awards will be judged before the show opens (Saturday 13<sup>th</sup> July). The awards will be presented at the Exhibitor Cocktail Party evening – Sunday 14<sup>th</sup> July, 5:00pm – 7:00pm at The Star Gold Coast, Marquee. Attendees to this function are those exhibitors who have received notification in their registration packs. Be sure to bring your ticket with you to gain entry to this Event.

## Registration Packs

The Expo registration desk will be open from Saturday morning near the main entrance doors of the Gold Coast Conference and Exhibition Centre (GCCEC). Registration packs including entry passes and event tickets will be available from this time.

Prior to this a satellite desk will be set up within this vicinity and manned by Metcash Food team members. Anyone requiring access to the exhibition floor to move-in, or to assist with any part of the build, must first register and sign in at this desk. Confirmation of any necessary documentation and safety vest requirements will be done at this time (please see "Safety/Rules/Regulations" on the next page).

## Lunch/Meals

Coffee and tea facilities will be available on set up days and open to everyone. A BBQ will be provided on Friday and Saturday beginning at 8:00am.

A \$5.00 donation will be sought with proceeds going to a local charity.

Lunch and light refreshments will be provided, during Expo in the at the Exhibitor Break Area, located on the Expo tradeshow floor area, the same area as ExpoNet Operations desk is located during expo set up.

## Roving Expo Spruiker

One of the added sales drivers available to suppliers at Expo is our roving spruiker who can be used to bring attention to your stand and rev up retailers to inspire greater sales. Our spruiker will be moving through the Expo announcing major attractions, celebrities, super deals, and giveaways.

The spruiker will come to your stand and do a live personalised broadcast to create atmosphere and activity around your stand. The roving spruiker is available throughout each day of the Expo. The best way to contact him is to go to our Expo Concierge Desk located near the main registration counter. There are several ways you can utilise the spruiker, some suggestions are listed below:

- Announce a celebrity
- Communicate a super deal
- Broadcast a one-off deal ... "the next 10 orders receive a further 10%", etc
- Inform retailers of an exciting new line
- Announce a giveaway

## Giveaways

Any exhibitors running games of chance or giving away prizes at Expo must ensure they abide by the Queensland Government regulations. For more information, visit

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/gaming/not-profit-charitable/competitions-raffles-bingo>

We would appreciate you advising prior to the Expo if you have any special events planned during the show. Any build-up of special events will enhance your sales opportunities. Personalities and/or demonstrations should be made known to us prior to the Expo.

Please advise us by Friday 14<sup>th</sup> June 2024, so we may help utilise and promote such initiatives, via the askROSS Communications Portal – our one stop shop communication portal for retailers.

## Safety/Rules/Regulations

All exhibitors have a responsibility to conform to the Gold Coast City Council health regulations. This is especially relevant to those exhibitors who are preparing and sampling food. Please refer to our Food Safety guide located on the [Metcash Food Expo website](#) or for more information please head to the [City of Gold Coast website](#)

## Stock Removal (Tuesday)

On the final morning of the show (Tuesday) each exhibitor will be approached individually and asked whether they require to leave the exhibition premises with any stock or display product. They will then be issued with the appropriate number of passes that will allow them to do this.

Unless you are carrying a stock pass, GCCEC security will be instructed to stop anyone leaving the venue with stock and it will be taken from them.

Many exhibitors choose to give their stock away to merchandising staff or swap with other exhibitors. Unless the appropriate pass has been issued by Metcash Food team members, individuals will not be allowed to exit the exhibition area carrying any stock or display product.

If caught, they will be asked to leave the merchandise behind, and it will be returned to the supplier or donated to charity. Additional security will be in place to enforce this.





## Foodbank

Foodbank will once again be available for stock donations. They can provide you with a certificate that will allow you to claim the stock nominated as a genuine tax deduction to charity. Foodbank will have a form that needs to be filled in and signed for any stock donation. This is for Metcash Food records. During the Expo if you have any queries, please see our Concierge Desk.

## EVENT FLOW – DAY TO DAY

### Thursday 11<sup>th</sup> July & Friday 12<sup>th</sup> July

Heavy equipment, e.g., cases and fridges, is authorised to be delivered on these days if arranged with Mark Biden (0419 745 439) or Steve Asmus (0400 955 463).

**Equipment:** Exhibitors can have heavy equipment, e.g., fridges, delivered to the Gold Coast Convention & Exhibition Centre, corner of TE Peters Drive and Gold Coast Highway from 7:00am. Ensure your equipment is clearly labelled with your company's name, booth number and contact details. Given this information, we can have the equipment delivered to the correct booth in readiness for the supplier Expo build and set up on Saturday 13<sup>th</sup> July.

**Transport:** If you are using a small van or station wagon, as soon as you have completed unloading, please move your vehicle to the designated parking areas. There is a \$15.00 per day parking fee. **Vehicles left in the clearways, or the loading docks will be towed away. Vehicle drivers must not leave their vehicles unattended.**

**Deliveries General:** All deliveries must be clearly marked with your company name, booth number and contact person and phone number. Confirmation of delivery is your responsibility, and we suggest that this is done on Friday with your transport company to ensure all stock and equipment has arrived.

On **Friday 12<sup>th</sup> July from 9:00am to 5:00pm**, we are allowing two (2) members of your company to enter the exhibition site with a special one (1) hour only pass to locate and check all your equipment and stock have arrived and are ready for you to set up the following day. **There is no general move-in for exhibitors on this day.**

### Saturday 13<sup>th</sup> July

**Supplier Expo Build:** Suppliers/Exhibitors Expo build day commences at 7:00am on Saturday 13<sup>th</sup> July. You must endeavour to have completed your Stand build/set up by 5:00pm. Should you have any queries regarding your build, please email [expo@metcashfg.com](mailto:expo@metcashfg.com). Metcash Food team members will be on hand to assist where necessary.

Exhibitors must always wear a safety vest prior to 11:30am Sunday and after the closing of the event. For those exhibitors who don't have their own vest, these can be purchased from the Metcash Food exhibitor information desk for \$10 each and **MUST** be worn to gain entry (the desk will be located near the main entrance of the GCCEC). Security personnel will deny access to anyone not wearing a safety vest.

Specialist stand construction companies building displays for exhibitors need to contact Steve Asmus (0400 955 463) for special arrangements.

**Stand Judging:** Judging for the stand awards will be done on Saturday, so make sure your stand ready. Winners will be announced at the Exhibitor Awards Cocktail Party on Sunday 14th July.

### Sunday 14<sup>th</sup> July

*All stand design and dressing must be completed by 9:00am Sunday 16<sup>th</sup> July.*

The exhibition opens this day at 11:30am. Sunday morning should be devoted to final touches and cleaning. **We do not allow exhibitors to commence Expo build on Sunday.** For fresh food suppliers who wish to come in early, please advise Mark Biden on (0419 745 439) or Steve Asmus (0400 955 463) so that security is notified, and the necessary arrangements can be made.

**The exhibition opens at 11:30am.**

Meals: Lunch and light refreshments will be provided, during Expo in the at the Exhibitor Break Area, located on the Expo tradeshow floor area, the same area as ExpoNet Operations desk is located during expo set up.

**Expo closes at 4:30pm.**

### Exhibitor Award Cocktail Party

An Exhibitor Cocktail Party will be held at The Star Gold Coast, Marquee (5:00pm-7:00pm) for those exhibitors who have received notification in their registration packs. Bring your ticket with you to gain entry. The Exhibitor Stand awards will be presented at this event.

### Monday 15<sup>th</sup> July

Exhibitor access to the exhibition area is 7:00am or as early as is necessary. Please advise Mark Biden on 0419 745 439 or Steve Asmus on 0400 955 463 if you require access prior to 7:00am.

**The exhibition opens at 11:30am.**

Meals: Lunch and light refreshments will be provided, during Expo in the at the Exhibitor Break Area, located on the Expo tradeshow floor area, the same area as ExpoNet Operations desk is located during expo set up.

**Expo closes at 4:30pm.**

### Tuesday 16<sup>th</sup> July

Exhibitor access to the exhibition area is 7:00am or as early as is necessary. Please advise Mark Biden on 0419 745 439 or Steve Asmus (0400 955 463) if you require access prior to 7:00am.

**The exhibition opens at 10:00am.**

**Expo closes at 3:00pm.**

**Close & General move-out** as the expo closes at 3.00pm, everyone (Retailers, Suppliers & Metcash Team Members) will be asked to leave the expo floor. There will be security staff on hand at doors to ensure only personal items, e.g., personal laptop computers leave the hall at this time.

Please ensure your team and any contract employees are aware of the process for removing stock and product from the exhibition floor. Without the necessary stock pass, all individuals will be stopped, and stock will need to be left behind. Additional security will be onsite during this time to enforce this.

(Please refer to "Stock Removal" on page 15 in this document).

## Bump Out / Custom Stands

As the Metcash Food Expo is finishing on Tuesday 16<sup>th</sup> July at 3:00pm, we are offering all exhibitors the opportunity to re-enter and clear the items off their stand on this day to allow the stand builder to commence pack down.

### How it will work

3:00pm: Leave Expo via arena main door and head to the registration/concierge desk. There will be a security desk set up for you to sign in and gather necessary safety gear. (Please bring your safety vest as it is required to gain entry. If you do not have a safety vest, they will be available to purchase at a cost of \$10)

3:30pm: Access will be granted back onto the Expo floor for two (2) hours to pack and gather items from your stand.

5:30pm: Leave the Expo floor to enable stand builders to commence packing down stands.

Stand Builders can commence packing down of the stands from 6:00pm Tuesday 16<sup>th</sup> July 2024.

To ensure there is no congestion on Gold Coast Highway or GCCEC Loading Dock area, each stand builder will be allocated a date & timeslot to load out for either Wednesday 17<sup>th</sup> July or Thursday 18<sup>th</sup> July, it will depend on the number of stands required to be loaded and time that is required for them to be on loading dock.

Prior to the event, if you have any specific requests or queries, please email [expo@metcashfg.com](mailto:expo@metcashfg.com)

## Wednesday 17<sup>th</sup> July

**General move-out:** To assist in easing the congestion, gate passes to the loading dock area will be issued at the completion of the packing up of your booth. This will allow quick turnaround of vehicles in the loading dock area. No one will gain access to the back dock without a gate pass. These can be obtained from a specially marked booth managed by Metcash Food team members and set up in the main foyer area of the GCCEC.

Pull down commences at 7:00am with forklifts, pallet jacks and trolleys provided to assist you. Metcash Food team members will be on hand to assist with an orderly exit from the venue. If you are organising a transport pick up, please do not leave until your equipment has been collected.

All stock and equipment that is being picked up by courier or a transport company must have details attached to each item. It will be brought to the loading dock by Metcash Food personnel. We do not accept responsibility for stock or equipment that is left unattended.

**General move-out must end by 11:00am on Wednesday so that heavy equipment can then be removed.**

## FUNCTIONS

### Sunday 14<sup>th</sup> July 2024

#### Exhibitor Awards Cocktail Party

- Admission:** For those exhibitors who have received notification in their registration packs. Bring your ticket with you to gain entry.
- Where:** The Star Gold Coast, Marquee
- Time:** 5:00pm – 7:00pm
- Awards:** The Expo awards will be presented at this event at 5:30pm
- Dress:** Business casual – the clothes you have worn to Expo are perfect!!

### Monday 15<sup>th</sup> July 2024

#### Awards of Excellence (by invitation only)

- Admission:** If you are a Royal Supplier, please ensure you have collected your envelope with your table ticket enclosed at the GCCEC registration desk.
- Where:** The Star Gold Coast Event Ballroom
- Time:** 6:30pm – late
- Dress:** Lounge suit or cocktail dress

### Tuesday 16<sup>th</sup> July 2024

#### Gala Extravaganza

- Admission:** To gain access to this function you must always wear the official 2024 Gala Extravaganza wristband and have it on. Persons not wearing the wristband will be escorted from the venue by security personnel.
- Where:** The Star Gold Coast Event Ballroom
- Time:** 7pm – late
- Theme:** Bringing Back the 80's
- Dress code:** Smart Casual/80's

The night will be yours to let your hair down, celebrate and catch up with new and old friends. Enjoy a delicious smorgasbord of great food and be amazed by the terrific line up of talent we have planned for you!

The chill out marquee will be available for those of you who just want to relax and take in the whole night. There will be something there for everyone!

If you would like to purchase additional tickets, the registration desk at the GCCEC will be happy to assist you, please note there is a cost to for additional tickets.

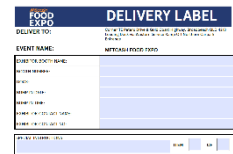
**IMPORTANT:** To obtain your table number/wristband for any of the events above you will need to present your tickets to the registration desk (all of which you will receive with your name badges in the registrations packs) – you will then be given your wristbands/tickets for entry into the functions.

The exchange process will commence from 2:30pm Sunday 14<sup>th</sup> July, through until 2:30pm Tuesday 16<sup>th</sup> July 2024.

## GENERAL DOCUMENTS AND LABELS

### Delivery Label

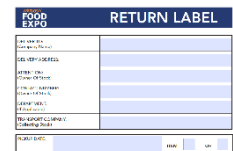
Any stock or equipment that is sent to the Gold Coast Convention & Exhibition Centre (GCCEC) must have a delivery label fixed to it and clearly displayed. This label is available from the [Expo website](#) in the Exhibitor Zone page.



The screenshot shows a 'DELIVERY LABEL' form for 'FOOD EXPO'. It includes fields for 'DELIVER TO:', 'EVENT NAME:', 'DELIVER TO NAME:', 'DELIVER TO ADDRESS:', 'DELIVER TO CITY:', 'DELIVER TO STATE:', 'DELIVER TO POSTCODE:', 'DELIVER TO PHONE:', and 'DELIVER TO FAX:'. There are also 'PRINT' and 'PDF' buttons at the bottom right.

### Return Label

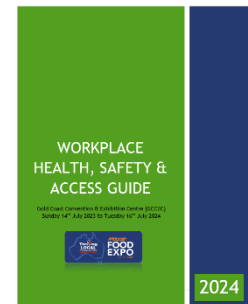
Any stock or equipment that is required to be sent to your company please ensure that a return label is fixed to it clearly displayed and information is completed. The return label is available from the [Expo website](#) in the Exhibitor Zone page.



The screenshot shows a 'RETURN LABEL' form for 'FOOD EXPO'. It includes fields for 'DELIVER TO:', 'DELIVER TO NAME:', 'DELIVER TO ADDRESS:', 'DELIVER TO CITY:', 'DELIVER TO STATE:', 'DELIVER TO POSTCODE:', 'DELIVER TO PHONE:', and 'DELIVER TO FAX:'. There are also 'PRINT' and 'PDF' buttons at the bottom right.

### Workplace Health and Safety

For all workplace health and safety information, complete with all current regulations and helpful information, you can find the **Workplace Health, Safety and Access Guide** in the Exhibitor Zone page on the [Expo website](#).



### Food Safety

Any food safety information you may need will be found in the **Food Safety Guide** in the Exhibitor Zone page on the [Expo website](#). This is complete with all current regulations and helpful information.



# TERMS & CONDITIONS

## Terms and Conditions

### 1. "Metcash" means Metcash Trading Limited ABN 61 000 031 569 and its subsidiaries:

"Exhibition" means the Metcash Food Expo and IGA National Conference held 14 July 2024 to 16 July 2024. "Exhibition Hours" means the hours during which the Exhibition will be opened as determined by Metcash in its absolute discretion and notified to the Exhibitor from time to time.

"Exhibition Site" means the Gold Coast Convention & Exhibition Centre.

"Exhibitor" means the company or individual named on the Exhibitor Booth Booking Form.

"Exhibitor Booth Booking Form" means the approved form for participation in the Exhibition by a potential Exhibitor.

"Manager" means (The Star Gold Coast – ABN 85 149 629 023)

"Owner" means The State of Queensland.

"Terms and Conditions" means the Exhibitor Booth Booking Form and the Terms and Conditions contained herein.

### 2. Amending the Terms and Conditions:

The Terms and Conditions contain the entire understanding between Metcash and the Exhibitor and supersede all prior communication between the parties. Metcash reserves the right to alter or add to the Terms and Conditions as may be necessary for compliance with any laws or with any directions given by the Owner or Manager of the Exhibition site, and generally for the efficient running of the Exhibition.

### 3. Compliance with Terms and Conditions and all Laws:

The Exhibitor agrees to comply with all directions and legal requirements of all Government and Local Government bodies, legislation and with the Terms and Conditions.

### 4. Bookings:

The allotment of space to an Exhibitor will be at the discretion of Metcash upon the receipt of a completed "Exhibitor Booth Booking Form" from the potential Exhibitor. If Metcash accepts the booking, the Exhibitor shall be bound by the Terms and Conditions.

Requirements as to the size shape and features of booths are contained in the Exhibitors "Kit" provided by Metcash on acceptance of an Exhibitor's booking. The design and character of all booths and exhibits is subject to prior approval of Metcash.

Metcash reserves the right at any time to alter the size, shape features or position of the booths and/or floor plan of the Exhibition as may be necessary for the best interests of the Exhibition.

### 5. Payment and Terms:

Prices for goods and/or services (including the allotment of space to the Exhibitor in accordance with clause 4) provided by Metcash in accordance with the Terms and Conditions are exclusive of GST.

All monies (including any applicable "Additional Costs" in accordance with clause 6) payable by an Exhibitor in respect of a booking must be paid to Metcash, without set-off, on or before 14<sup>th</sup> June 2024. Any money due but unpaid to Metcash under the Terms and Conditions will be subject to interest calculated daily and compounded monthly on the Commonwealth Bank indicator lending rate on amounts over one hundred thousand dollars (\$100,000.00) plus two percent (2%) per annum.

Where there is multiple hiring of a booth, each hirer will be jointly and severally liable for any monies owed to Metcash by any of the multiple hirers in relation to the hiring of the booth.

### 6. Additional Costs:

The total cost of monies owing to Metcash in accordance with the Terms and Conditions does not include display lights, audio-visual equipment and all other extra and special booth requirements, which can be provided at extra cost to the Exhibitor. The total cost also does not include connections for water, gas, waste, compressed air, etc. Insurance, cleaning of Exhibits, loading and handling equipment and staff, telephones, dressing of booth, food and beverages outside of the Exhibition Hours and functions not included in the booking price, and any other costs not referred to in the Terms and Conditions. These costs will be borne by the Exhibitor and will be incurred in accordance with the requirements of the venue or at the direction of, or in consultation with the Owner or Manager or Metcash.

## 7. Goods and Services Tax:

In this Goods and Services Tax clause:

“GST” includes any replacement or subsequent similar tax;

“GST Act” means the A New Tax System (Goods and Services Tax) Act 1999 (Cth) as amended;

Terms defined in the GST Act have the same meaning in this Goods and Services Tax clause unless otherwise provided. Where GST applies to a taxable Supply made by Metcash to the Exhibitor, Metcash may recover from the Exhibitor an amount on account of GST, calculated by multiplying the GST-exclusive value of the Supply by the applicable rate of GST. Metcash undertakes to provide the Exhibitor with a Tax Invoice covering every taxable supply to the Exhibitor of goods and services.

## 8. Cancellation of Booking:

If the Exhibitor fails to pay Metcash all monies (including any applicable “Additional Costs” in accordance with clause 6) owing in respect of a booking by close of business on 14<sup>th</sup> June 2024, Metcash reserves the right to cancel the Exhibitors booking, resell the booth and retain any monies already paid by the Exhibitor.

## 9. Withdrawals:

Any Exhibitor withdrawing from the Exhibition after the 14<sup>th</sup> June 2024 will be liable to Metcash for the full amount of all monies it owes Metcash in accordance with the Terms and Conditions.

## 10. Termination:

Metcash can immediately terminate the booking by giving notice to the Exhibitor if:

- Any money payable by the Exhibitor to Metcash is not paid when due;
- The Exhibitor does not comply with a requirement of the Terms and Conditions that in the opinion of Metcash is material;
- The Exhibitor dies or becomes bankrupt or legally incapable of managing its affairs;
- The Exhibitor is insolvent or enters into any compromise or arrangement with its creditors; or
- A provisional liquidator, liquidator or controllers is appointed to the Exhibitor.

## 11. Reservation of Rights:

In addition to Metcash’s rights under clauses 8, 9 and 10, Metcash reserves its rights to take any legal action it sees fit against the Exhibitor in relation to:

- The Exhibitor’s breach of the Terms and Conditions; and/or
- Failure to pay the monies owing by the due date; and/or
- The Exhibitor’s withdrawal from the Exhibition; and/or
- Any other matter.

## 12. Exhibits:

Metcash shall be responsible for the organising of the construction, erection, dismantling and connection of the shell scheme and booth signage for the exhibit of the Exhibitor.

The Exhibitor undertakes to have its display ready and completed by the time specified by Metcash preceding the opening of the Exhibition. Where the Exhibitor has arranged its own stand and signage, the Exhibitor is responsible for the “pull-down” and removal of the entire stand and signage in accordance with clause 20.

If Exhibitors engage contractors to erect stands and signage, the Exhibitor must ensure that its contractors, and/or their sub-contractors:

- (i) complete any necessary documentation to allow these persons to gain access to and work on the Exhibition Site; and
- (ii) are made aware of the safety requirements and procedures of the site before any work is undertaken on the Exhibition Site; and
- (iii) comply with all reasonable directions of Metcash.

### **13. Fire Safety:**

All plant, machinery and exhibits must comply with statutory requirements as to safety and particularly in the case of stored fuels required by this equipment. The use of heaters, heat producing devices, open flames, candles, lamps or lanterns etc. as part of an exhibition is forbidden by fire prevention law. Exhibitors may not bring anything of an explosive nature onto the Exhibition Site. An exhibitor must not bring in or use at the Exhibition Site dangerous and hazardous goods and equipment such as poisonous gas, fuel, noxious materials and other flammables and equipment using such flammable materials as gas stove, and electric stoves without prior consent from Metcash. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of Queensland and the Commonwealth of Australia. No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.

### **14. Dangerous Goods:**

Substances which are either in the opinion of Metcash or identified by State or Commonwealth legislation, to be of a dangerous, explosive or objectionable nature must not be brought into the Exhibition Site without formal prior approval of Metcash. Where it is proposed to use toxic materials or fluids, the disposal of which requires notification to statutory authorities, Metcash must be advised in writing at least two (2) months prior to the start of the event stating the nature of the fluid and the quantities involved. Not more than one (1) day's supply shall be stored in any part of the Exhibition site at any time. Toxic waste shall be stored in approval closed containers marked accordingly and the arrangements made by the Exhibitor regarding its disposal must be disclosed to Metcash.

### **15. Admission to the Exhibition:**

Metcash reserves the right to refuse any person admission to the Exhibition. It is the responsibility of the Exhibitor to ensure that passes which, on request will be supplied to its staff, are not misused or lent to other persons or duplicated.

### **16. Liability:**

The Exhibitor is responsible for all personal injury or damage to property (including injury or damage to property of any third party) arising in connection with the Exhibitor's participation in the Exhibition howsoever caused directly or indirectly by it or any of its officers, employees, contractors, servants, agents, licensees or invitees or any act or omission of any such person or by any exhibit, machinery, or other article or thing in the possession of or use of by it or any of its officers, employees, contractors, servants, agents, licensees or invitees. The Exhibitor will indemnify Metcash in respect of each and every such claim and all actions, proceedings, costs, claims and demands in respect thereof. The Exhibitor must take out adequate insurance policies in respect of all such claims, including but not limited to a Public & Product Liability policy with a sum insured of not less than \$10M, and produce evidence of the policies upon demand.

Certain Federal and State legislation including the Australian Trade Practices Act 1974 (Cth) as amended (the "Act") contains rights, which cannot be excluded, restricted or modified. The Terms and Conditions must be read having regard to such legislation to the extent that it may be applicable and nothing in the Terms and Conditions shall have the effect of excluding, restricting or modifying such rights. Should Metcash be liable for breach of a condition or warranty implied by the Act, Metcash's liability for such breach shall be limited to:

In the case of goods, any one or more of the following as determined by Metcash:

- The replacement of the goods or the supply of equivalent goods; or
- The repair of the goods; or
- The payment of the cost of replacing the goods or of acquiring equivalent goods.
- The supply of the services again; or
- The payment of having the services supplied again.

### **17. Advertising:**

Handbills, advertisements and printed matter are subject to the approval of Metcash in its absolute discretion, who also reserve all photographic rights to the Exhibition.

### **18. Force Majeure:**

If the holding of the Exhibition or the supply of any services is prevented, postponed, or abandoned by reasons of fire, lightning, natural disaster, labour dispute, strike, lockout, civil disturbance, explosion, inevitable accident, or any cause not within the control of Metcash whether of the same sort or not, or the Exhibition site becomes wholly or partially unavailable for the holding of the Exhibition, Metcash may at its entire discretion, return to the Exhibitor some of the costs of space paid by the Exhibitor. In any such case, Metcash shall not be liable in any way whatsoever for any expenditure or loss including consequential loss caused by Metcash or



any cause not within the control of Metcash, as the case may be.

#### **19. Conference Program:**

Metcash reserves the right to amend the conference program in the best interests of the Exhibition.

#### **20. Rules of Exhibition:**

The Exhibitor is at all times during the Exhibition:

- Required to keep its stand open to view and properly staffed by competent representatives during the Exhibition Operation Hours
- Responsible for the maintenance of its stand/s and display space in a clean and tidy condition
- Required to conduct any business only from its display space and to keep passageways in front of its display space free from obstruction
- Prohibited from parting with any goods on display for cash payment. Should the Exhibitor wish to distribute samples of manufactured food or beverage products, it must put such request to Metcash in writing and receive written approval from Metcash prior to the commencement of the Exhibition
- Prohibited from sub-licensing, sharing or parting with possession of its display space
- Prohibited from operating any type of machinery or equipment which, in Metcash's opinion, is likely to cause nuisance or annoyance to neighboring Exhibitors or visitors to the Exhibition
- Prohibited from doing anything which, in the opinion of Metcash, may bring discredit upon the Exhibition or Metcash
- Responsible for the security of all stock, equipment, plant, machinery and all other items involved in the Exhibit of the Exhibitor wherever located

#### **21. General:**

- The laws of Queensland govern the Terms and Conditions. The parties submit to the non-exclusive jurisdiction of the courts in Queensland.
- Exhibition Hours and access times will be communicated under a separate cover, adherence to these times will be in accordance with the terms & conditions.
- If the Exhibitor consists of more than one person, then their liability under the Terms and Conditions will be a joint liability of all of them and the liability of each of them severally.
- The Exhibitor must keep confidential (except where disclosure is required by law), the contents of the Terms and Conditions and any information relating to the Exhibition or Metcash, which Metcash would regard as being of confidential nature, unless the Exhibitor first obtains Metcash's approval in writing.