



**17-19 SEPTEMBER 2018**  
EMPERORS PALACE CONVENTION CENTRE

# EXHIBITOR MANUAL

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## EXHIBITOR MANUAL INTRODUCTION

The Management Team welcomes you as an Exhibitor to **AfricaGEO 2018**.

This Manual is intended:

- I. to furnish you with information regarding the exhibition, your participation therein and to provide answers to the most frequently asked questions.
- II. to provide guidelines and to act as a useful checklist.
- III. to facilitate and simplify your arrangements in coordinating a successful exhibit.

**All Exhibitors are earnestly requested, in their own interest, to read this manual; to carefully peruse all the material contained herein and to respond timeously before the relevant deadlines indicated.**

It is the intention of the Organisers to apply the rules and regulations in a manner which will be of benefit to all Exhibitors and we look forward to having the Exhibitor's co-operation in this regard.

This manual is not intended to replace our personal service. Please contact the Organisers should you have any queries and we will be more than happy to be of assistance. Kindly contact Lesley Ferreira on Tel: +27(0) 21 671 7670, Fax: +27 (0) 86 692 7220, or email: [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za).

### SECRETARIAT & EMERGENCY CONTACTS

Contact: Lesley Ferreira  
Cell 082 494 5475  
e-mail [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za)

**Doctors** 11 9221000  
**Municipal Ambulance** -10177  
**City Hospital** 011 9221000  
**Police Station** 011 9775400

#### **Venue Physical Delivery Address:**

64 Jones Road  
Emperors Palace  
Groups & Conventions

**THIS MANUAL IS INTENDED FOR THE PERSON/S DESIGNATED TO MANAGE THE RUNNING OF THE EXHIBITION STAND BEFORE, DURING AND AFTER THE EXHIBITION.**

## EXHIBITION TIME PLAN

### BUILD-UP / MOVE-IN

Time	Date	Action	Function
06h00 – 9h00	16 <sup>th</sup> Sep	Scan Display	Marking of hall, electrical installations
09h00 – 15h00	16 <sup>th</sup> Sep	Stand Builders	Erection of stands, furniture & additional services
15h00 – 18h00	16 <sup>th</sup> Sep	Exhibitor	Dress stands
15h00 – 18h00	16 <sup>th</sup> Sep	Exhibitor	Registration

All stand fitting, exhibits and decorations are to be completed by 18h00 on 16 September to allow for cleaning of the venue prior to the commencement of conference.

### EXHIBITION OPEN DAYS / SOCIAL FUNCTIONS

Time	Date	Function	Venue
09h00 – 20h00	17 <sup>th</sup>	Exhibition Open /Welcome Function	Centre Court
09h00 – 17h00	18 <sup>th</sup>	Exhibition Open/Networking Function	Centre Court
09h00 – 15h00	19 <sup>th</sup>	Exhibition Open	Centre Court

Early Exhibitor access will allow for preparing / restocking your stand before the exhibition opens. Exhibitors are required to be on their stands at least 15 minutes before the exhibition opens in the mornings to take responsibility for all personal items on their stands.

**PLEASE NOTE:** There will be some flexibility regarding Open Hours to match those of the conference. It is in the Exhibitors interest to ensure their stand is manned at all times during the conference.

### EXHIBITION BREAK-DOWN / MOVE-OUT

Time	Date	Action	Function
15h00 – 18h00	19 <sup>th</sup>	Exhibitor	Final removal personal goods
18h00 – 23h59	19 <sup>th</sup>	Stand builder	Final removal all goods

Exhibits or stand fittings are **NOT** to be packed up, removed or dismantled before Wednesday 19<sup>th</sup> at 15h00 as the delegates will be having the final tea break in the Exhibition Area.

Final items are to be cleared by 24h00. Security will cease at 24h00 at which time the Exhibitor accepts responsibility for all his goods remaining on the exhibition floor. **Any items not removed by this time will be considered scrap and disposed of by the Organisers and charges levied to the Exhibitor concerned.**

## GENERAL INFORMATION

### EXHIBITION TIMES

Please refer to the EVENT TIME PLAN

### EXHIBITOR ADMISSION

Exhibitor Badges will allow personnel of exhibiting companies' access to the exhibition from build-up to break-down. **Exhibitors are reminded that catering and access to the proceeding is not included in the exhibitor badge.** Should you wish to attend the social functions this will be at an additional charge of R380 per person for the Welcome Function and R120 per person for the Networking Function. Exhibitors are encouraged to take advantage of these additional opportunities to interact with the delegates.

### REGISTRATION OF STAND STAFF

**All stand staff are required to register online prior to the start of the event. This is to avoid large ques at registration onsite.** Please visit <https://africageo.org.za/registration/>. There is no restriction to the number of stand staff allocated to each stand. Should you wish to attend the social functions this will be at an additional charge of R380 per person for the Welcome Function and R120 per person for the Networking Function. Exhibitors are encouraged to take advantage of these additional opportunities to interact with the delegates.

**Kosher OR Halaal meals will bear no surcharge but should be indicated on all forms to ensure delivery.**

Exhibitors may enter the Exhibition Area from the stipulated time before the exhibition opens in the morning to prepare their exhibits. The hall is to be cleared within half an hour after the official closing time at the end of the day. Access to the hall before/after hours is to be pre-arranged with the Organisers.

### ACCOMMODATION AND TRAVEL

Accommodation is available for exhibitors and delegates at Emperors Palace at highly preferential rates. To book your accommodation please visit <https://africageo.org.za/accommodation/>. To take advantage of these preferential rates all bookings must be done via the conference website or on the booking form.

### SOCIAL PROGRAMME

The Welcome Function on 17<sup>th</sup> September will take place in the Exhibition Area after the proceedings and includes limited beverages and catering.

The Networking Function on 18<sup>th</sup> September will take place in the Exhibition Area after the proceedings and will include limited beverages only.

### MANNING OF STANDS

Kindly allow visitors to leave the hall before you secure your exhibit for the night. During the exhibition open times stands must be completely open, fully operational, exhibits uncovered, presentable for viewing and have an adequate number of staff in attendance.

### INSURANCE

#### Property Damage / Loss and Personal Injury

- i. All Exhibitors and persons using the venue MUST arrange, at their own cost, "all risks" insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.
- ii. Exhibitors shall ensure that they are fully covered by insurance and take out "public liability" and "comprehensive" protection.
- iii. The period of liability of the exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.
- iv. Exhibitors are strongly advised to pack and remove from the exhibition hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. These items MUST NOT be left unattended at any time.
- v. The organisers will not be responsible for the safety of articles of any kind brought into the hired venue by the exhibitors, their agents, contractors, visitors and/or any other person/s whosoever.

- vi. The Exhibitor shall insure, indemnify and not hold the venue and organisers liable in respect of all costs, claim demands and expenses to which they may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.
- vii. Exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.

#### **INDEMNITY**

The Exhibitor acknowledges that the layout of the exhibit area and the large numbers of people present in the exhibition area make it impossible for adequate security to be provided to protect the Exhibitor's merchandise and other property. Accordingly, the Exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the Exhibitor located in the exhibition area, storage or any other area where access has been provided to Exhibitors by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of the venue or any other person either authorised or not authorised to be present at the exhibition hall. Furthermore, the Exhibitor acknowledges that security personnel are provided by the venue and organiser's merely as a service and that neither have made representation regarding the adequacy of such security measures. This is a public venue and the exhibitors, service providers and delegates are responsible for the safe keeping of their belongings. The organizers recommend that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

#### **PAYMENT FOR STANDS**

Payment for stands is required in advance of the exhibition. An Exhibitor will NOT be allowed onto their stand unless full payment in this respect has been received.

#### **PAYMENT FOR EXTRA SERVICES**

Please ensure that payment is made to the correct Service Company. Contractors will not fulfill their orders unless payment has been received according to their individual contracts.

#### **PARKING AREAS / COST/TRAFFIC CONTROL**

There is a separate entrance for deliveries. This is the first gate on your left after the main entrance. Security guards will usher the deliveries through to the loading bay. All deliveries/companies are in charge of their deliveries, they will have to ensure they have sufficient personnel to assist with their own trolleys, cherry pickers, fork lifts. The venue does not have additional equipment on standby. No vehicles may be left in the loading bay, once everything is off loaded all vehicles must please park in the public areas available.

#### **REMOVAL OF ITEMS FROM THE EXHIBITION**

Exhibitors removing portable items at any time during the exhibition or at the close of exhibition daily are required to identify themselves with their Exhibitor Badge and if necessary complete a 'Goods Removal Form' obtainable from the office which is to be handed to Security upon leaving the premises.

#### **MESSAGES**

Please contact the registration desk regularly for any messages.

#### **FIREARMS**

No firearms will be allowed on the premises.

#### **FIRST AID**

It is intended that a medical representative be on call at the exhibition or failing this the Organisers will arrange for emergencies to be taken to hospital by way of ambulance. They will not, however, be liable for any costs incurred. First Aid can be used to assist the medical service providers (paramedics) in a mass casualty situation but may not be used as a standalone medical service provider.

### VENUE CONTACT DETAILS

Name : Michelle Wilken  
Tel 011 928 1879  
Address 64 Jones Road, Kempton Park  
E-mail: [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com)

### BUSINESS CENTRE

#### Temporary Telephone / Modem / Speed point lines

The venue does not provide telephone lines at the stands, the wi-fi is uncapped and available to any attendee in the convention centre. The venue does not provide data packages/ airtime. Should you require your own secure line you will have to provide your own 3G

#### Wireless

- Only wireless enabled devices will be able to communicate with the venue wireless internet.
- As an added benefit there is also an Information/Help Desk available in the Convention Centre for any IT assistance.

**Urgent e-mails can be sent to:** [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za).

### BANNERS & BRANDING

To ensure the aesthetic integrity of the exhibition and to provide areas for Conference promotion, banners / branding will NOT be allowed to be placed outside the precincts of stands except for specially agreed to sponsor signage.

### GENERAL ADMISSION/DAY PASSES

No admission fee will be charged to registered delegates. **Exhibition Access Only Day Passes will be provided (one per day per stand per day).** This Day Pass will allow exhibitors to invite clients, not attending the conference, to visit the exhibition on a specific day. The Day Pass includes full access to the exhibition on the day, but excludes catering or access to any talks.

**When registering your stand staff member you will be able to add day passes to the registration.**

### VENUE SECURITY

The Organisers will provide general security at night from the beginning of Build-up until the end of Break-down. The security contractors officially appointed to the event will be the only security team allowed to operate in this area. The venue and organisers reserve the right to oversee any appointed security company from a compliance perspective to ensure standards, service provider's security plans and to ensure accordance with the relevant and applicable legislation. Exhibitors will be responsible for safety of the contents and their own stand. Please be vigilant, protect your possessions and do not leave your stand unattended. Have someone on your stand during Build-up until all your equipment is secure and during Break-down until all your possessions have been removed.

**OVERNIGHT SECURITY:** The Exhibition Hall will be kept locked and entrance prohibited to all, including Exhibitors, each day from close of exhibition until Exhibitor access the following day.

It must be stressed that Organisers, the venue and security contractors, whilst taking every reasonable precaution, expressly decline any responsibility or liability for any loss or damage which may befall the property of an Exhibitor for any cause whatsoever.

### PHOTOGRAPHY

No person will be allowed to take photographs for commercial use, sale or resale, within the precincts of the exhibition without written authority from the Organisers.

**EXHIBITORS TO PLEASE WEAR EXHIBITOR BADGE AT ALL TIMES.**



## BUILD-UP / MOVE-IN & BREAK-DOWN / MOVE-OUT

### STAND SECURITY

Please have someone on your stand from the beginning of build-up until all your possessions have been removed. It is stressed that neither the organisers nor the security company appointed to the exhibition can be held responsible for any loss or damage to Exhibitor's property.

### DELIVERY OF GOODS AND EXHIBITS

You will utilise the Loading Bay

- Each exhibitor is responsible for their own cherry picker, forklift, trolley and any equipment to hang banners etc. The venue does not provide this service.  
The venue has one loading bay, all deliveries must be delivered at the loading bay. No vehicles may be left in the loading bay. All vehicles must be removed once load in is finished.
- **The venue and organisers cannot be held responsible for goods that arrive early or which are left after the official breakdown period of the exhibition. The costs for disposal of any such items will be done at the expense of the exhibitor concerned.**
- Kindly note that once vehicles are off loaded, these must be moved from the loading bay immediately.

### Deliveries during Build-up:

Exhibitors should arrange for a representative to be on their stand during the build-up period to receive deliveries. **No deliveries will be signed for or stored by the organisers.**

### Collections during Break-down:

The return and/or collection of hired items is the responsibility of the Exhibitor concerned. Please make timeous arrangements.

### STORAGE

Empty packing cases may not be stored on Exhibitor's stand but must be removed from the exhibition venue and returned, if required, after the close of the exhibition. **There is no storage facility booked for AfricaGEO at the venue.**

### ACCESS POINTS

There will be strict security control at points of entry at the venue. Kindly wear your Exhibitor Badge at all times.

### CASUAL STAFF

Please arrange your staff requirements timeously and make sure they have been registered as stand representatives <https://africageo.org.za/registration/>.

### CHILDREN

No children will be allowed during build-up and break-down.

### BUILD-UP TIME: COMPLETION OF STANDS

All stands are to be ready by 18h00 on 16<sup>th</sup> September to enable cleaning of the hall and final details to be put in place prior to the commencement of conference. The Organisers earnestly request your co-operation with this.

It is a good idea to dress your stand with larger items, leaving smaller items and valuables till last. Kindly secure your stand before you leave.

### BREAK-DOWN TIME:

Initial break-down for Exhibitors commences after the exhibition closes at 15h00 on 19<sup>th</sup> September. Small, easily removed, hand-held goods may be removed. The Security may request that you complete a 'Goods Removal Form'. Kindly wear your Exhibitor Badge at all times. The Exhibition Hall will be secured for the evening until 24h00 on 19<sup>th</sup> September.

**All other goods, e.g. own furniture and heavy goods are to be removed by 19<sup>th</sup> September at 24h00.**

Exhibitors, their agents or contractors are responsible for the complete removal of all exhibits, goods and materials used by them, together with all refuse. Any items not removed by this time will be considered scrap and disposed of by the Organisers and charges levied to the Exhibitor concerned. **All goods not yet removed will be left at own risk.**

## YOUR STAND

### THE STAND PACKAGE

This consists of the following items:

Floor Space only, a plug point, one standard trestle table, one black fitted trestle table cloth and two chairs, unlimited stand representative badges which provide access to the exhibition area only, **but excludes all catering (including the Welcome and Networking Function) and access to the talks.**

### SHELL SCHEME PACKAGES

Only available to those who pre-booked and paid for this package. If you are not sure please check your invoice it will be indicated whether the package has been booked. If you would like to purchase one please email [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za).

These include:

Floor Space, a fascia board spanning the width of the stand (printed with company name), stand walls, one standard trestle table, one standard black fitted trestle table cloth and two chairs, and a 15 amp plug point and two spotlights.

Display area: approximately 100mm less than stated measurements all round. Please note that all shell scheme material supplied is on hire and may not be removed. Panels may NOT be painted.

### SHELL SCHEME STAND FASCIA BOARD LETTERING & LOGO

For the sake of uniformity we have chosen black lettering for your company name to be mounted on the fascia board of your stand at no cost. Should you require your company logo as well, this will be provided as a separate quotation.

An extra charge will be levied on Exhibitors requiring an extra fascia board over and above the supplied fascia in the stand package. This is particularly relevant to corner stands.

### ADDITIONAL REQUIREMENTS

Please contact below for all your extra stand requirements, e.g. stand furniture etc.

#### Brandon du Preez

TFS, Custom & Furniture Stock Co-ordinator and Services Manager.

tel      +27 21 4091200  
cel      +27 71 429 1967  
fax      +27 21 421 4494

### CARPETS

- Centre Court is carpeted. Should exhibitors wish to cover these carpets, it is essential to supply 16 mm plywood to protect the area onto which the external carpet will be placed. Where electrical requirements are necessary, then  $\frac{1}{2}$  m<sup>2</sup> must be cut out to expose the pit area for access in case of emergencies. The carpets must be protected by the contractors against any damage.
- Should there be any damage to carpets the full replacement cost and labour will be charged.
- Floors and platforms made of natural timber must be a minimum thickness 25 mm and chipboard not less than 18 mm.
- Corners to be rounded off or splayed. Corner guards must be added as required.
- Druggest (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

### ELECTRICAL SUPPLY & INSTALLATION

Only the **officially appointed Electrical Contractor** to the exhibition is permitted to carry out electrical work and installations at the exhibition.

**Extra Electrics other than those provided with your Stand Package will be charged to your own account by the contractor.**

**Please Note:**

Please do not exceed the wattage draw-off from the power points you have ordered, i.e. 500 w per plug. The use of ripcord for wiring on stands is not permitted. All appliances for heating purposes, including kettles, cookers and heaters, must be thermostatically controlled.

The venue's under floor connections are situated in pits every 6 - 8 m and must remain accessible at all times to accommodate emergencies (tripping etc.) We suggest that Stand Builders placing floorboards on carpets, should cut out a trap door for accessibility to the under floor pits.

Appliances should be tested by a qualified and competent person before connection to the power supply.

Socket outlet multi-way adaptors are NOT permitted OR only one double adaptor per power plug point supplied is allowed and this also depends on equipment used.

A charge will be levied for the movement of incorrectly placed electrical fittings if not shown on Stand Plan.

Where electrical and light fittings are pre set-up or installed in pre-fabricated displays before their delivery to the exhibition, such fittings must be installed by qualified electrical contractors. **An Electrical Certificate will be required and should be sent to the organisers 7 days prior to build up.** The connection of such displays to the power sources at the exhibition must, however, be undertaken by the appointed electrical contractor, for which a connection fee will be charged. The cost of any modifications required to comply with electrical regulations will be charged to the Exhibitor by the Electrical Contractor.

**Due to the strict regulations governing the venue, please take cognizance of the following:**

- i. No Twin flex is permitted.
- ii. No 15 amp double adapters are permitted. Rather use a SABS approved multi-socket outlet.
- iii. All purpose built stand shell schemes/equipment are to be undertaken by a registered Wireman only and must comply with South African Bureau of Standards and Occupational Health & Safety Act i.e. Certificate of Compliance to be furnished to the venue contact person.
- iv. Only SABS approved multi-socket or multi-extender plugs or cable may be utilised.
- v. All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5 mm<sup>2</sup> e.g. (3 core cable).
- vi. No joints to trailing cable will be accepted.
- vii. Multiple wiring will not be permitted to terminate to a single plug top 15 amp (SA 3 pin round plug).
- viii. Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- ix. Should any termination points be necessary on a wire-way, these need to be insulated and of a mechanical nature i.e. strip connector or screw-in connector (no twisting of wires).
- x. Stands constructed of a conductive material will be required to be double earthed to the Centre's earthing system.
- xi. Electric connections are available on request at a nominal fee. Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all Exhibitors.
- xii. Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- xiii. No electrical installation and/or fitting may be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of the venue and if permitted, a fee will be levied.
- xiv. 30 Amp and 60 Amp, 3-phase power including earth and neutral is available on request. Any power requirements in excess of 60 amps needs to be discussed with the venue contact person.
- xv. **Neon Lighting** – this lighting may not be installed without prior arrangements and written authorisation from the venue contact person and all neon lights MUST have a 'Fireman's switch'.
- xvi. **Fluorescent fittings** – must be earthed.
- xvii. All electrical fittings and equipment must be SABS approved e.g. transformers, distribution boards, plugs etc.

**N.B.** *Please place orders early to facilitate submission of electrical plans to the Organiser for venue approval together with the stand design. Late and/or wrong orders cause delays in the supply to your stand. Please note that the physical conditions of the exhibition, being different from those of the Exhibitor's premises, may affect the electrical supplies and installations and thus allowances must be factored into the orders made. The venue*

*reserves the right to reject any installation and/or item of equipment deemed to be unsafe and failing to comply with the statutory gazetted requirements.*

#### CONSTRUCTION PARAMETERS

**All stand construction staff must wear their Company's identification badges and T-shirts. NB!!!!**

- No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, without the prior knowledge and consent of the venue. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nail, screw or other device is to be driven into, or holes to be made in any part of the building.
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.
- Painting is not permitted anywhere within the building, whether by brush, spray or roller.
- The organisers appreciate that exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc. Exhibitors should note however that this is inside the venue and a specific area will be demarcated outside for this purpose. **A hot works permit is required for welding and grinding.**

#### Covered Stands

Covered stands are not permitted unless detailed drawings are submitted to the Organiser, who will forward this on to the Venue Safety Officer for approval. A copy of the above is to be provided to [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za) at least twenty one (21) days prior to the event for approval by the venue.

#### "Floor Space only" Stands

- All "Floor Space only" stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side and top elevations), to [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za) for approval at least twenty one (21) days prior to build-up day.
- Custom built stands over three (3) metres in height need to be certified by either a structural engineer, as determined by the Municipality's Chief Officer and the venue's Safety Officer, on completion, using the relevant Structural Certification Form.

**NB: Failure to comply with this requirement may result in refusal of permission to erect the stand.**

#### High Structured Stands (Double, triple and above)

Stand builders of multiple tier stands are also required to submit detailed plans/drawings of the proposed stand/s (incorporating front, side and top elevations) to [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za) for authorisation thirty (30) days prior to the event.

**On completion of a stand/s above a height of 3 meters must be certified by a Structural Engineer. He is required to forward a formal certificate on their company letterhead to Event appointed Safety Officer and/or venue Safety Officer. The engineer must be onsite to carry out the inspection in the presence of the Safety Officer. If the stand/s is 3 meters and below in height the venue requires a stand builder's certificate** confirming the structural integrity of the stand and that they take responsibility should the stand injure anyone or damage property. Any structure/exhibition stand that uses support cables attached to the ceiling/beams to support it requires a structural certification.

**NB: Failure to comply may result in refusal of permission to erect the stand and/or closure of the stand.**

#### Lights

- No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.
- No strobe light effects are permitted.
- Any additional lighting put up in stands after the official contractor has signed off the Certificate of Compliance, will be removed unless the Organiser can provide the venue with a Certificate of Compliance for all additional lighting.

- Stand builders installing their own lighting and electrics will be required to give the venue a copy of their Certificate of Compliance once the stand has been completed.

#### **Presentations and/or Demonstrations of Exhibits/Products**

An Exhibitor intending to present and/or display equipment/exhibit product at their stand must:

- Give proper consideration to the safety conditions under which the exhibit will be demonstrated.
- Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons.
- Adequately guard all moving parts of machinery to prevent injury to any person.
- Isolate starting devices to prevent operation by any visitor or other unauthorised person.
- Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall. Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.
- Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities. Any damages caused will be the responsibility and for the expense of the Exhibitor concerned.
- Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to the venue for the Metro Fire Department's approval. Without this, no such product or display will be permitted in the exhibition venue.
- Ensure that all the relevant local Government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.

#### **Stand Builders / Sub-Contractors**

- All stand construction staff must wear their Company's identification badges and T-shirts, together with the necessary safety shoes and hard hats for the duration of build-up and break-down of the exhibition.
- Failure to advise the venue of contractors coming on site could result in prevention of entry.
- All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractor, are required to provide the Organiser of the event with an indemnity guaranteeing their observance of the rules and regulations as required by the venue, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up, live and breakdown days).
- Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.
- All contractors are to have their Health and Safety File on site. Ad-hoc inspections will be conducted by Winston Mullany-Complex Health and Safety

#### **Stand Cleaning**

- Exhibitors are responsible for maintaining their own stand in a clean and tidy condition at all times. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.
- The venue have a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages) which consists of carpet vacuuming and emptying of the venue waste bins during the night shift (between 19h00-05h00). This excludes cleaning of stands, exhibits and displays.
- Toilet Attendants

#### **Water & Drainage**

- Kindly note that the venue does not have water provision/drainage facilities.

#### **Working Area (demarcated outside)**

Whilst we understand that the Exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc., this is not permitted inside the Exhibition hall or anywhere on the premises.

Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.

**Liquid Petroleum Gas: No flammable liquid or LPG shall be used within the Venue. Please note that LPG for the purpose of cooking food is not permissible.**

#### **COMPLIANCE WITH REGULATIONS & TRADING LICENSES**

When planning, including what you wish to exhibit on your stand, please ensure that you notify and comply in all respects with the terms and conditions of exhibiting as well as regulations from the following departments and others as necessary:

- Municipal regulations
- Medical Officer of Health (M.O.H)
- Fire Regulations

All persons working on the event site need to ensure they work to the guidelines and regulations as prescribed by the Occupational Health and Safety Act (OHSACT), applicable and relevant regulations.

#### **DESIGN CONSIDERATIONS**

Any advertising material, decorations, flags, etc. may be removed or altered at the sole discretion of the Organisers, if it deems same to be in any way objectionable.

Any item of display, stand dressing, tables and chairs, etc. may not project over the frontage of the stand space or be allowed to encroach into aisles/gangways. The minimum aisle space for all exhibitions is 3 meters. Should any item or structure be placed or protrude into the designated aisle space, the organisers reserve the right to move or to have removed, the said item without any liability for loss or damage thereto.

The Organisers reserve the right to disconnect the electrical supply to any installation or illumination that, in their opinion, is dangerous or likely to cause annoyance to visitors or any other Exhibitors.

If any presentation/demonstration causes obstruction to any gangway and/or nuisance to any other Exhibitor or visitors, the Organisers reserve the right to terminate the presentation/demonstration or restrict the frequency.

All lighting shall be designed and installed to avoid nuisance and discomfort to neighboring stands and to visitors. Flashing lights or signs are not permitted, but sequence displays may be used, subject to prior written approval by the organizers.

No light fittings, other item or advertising material may be suspended from the roof of the halls.

Should you have any queries regarding stand construction or stand design, kindly contact the Organisers for assistance.



## YOUR STAND (GENERAL)

### COMPLIANCE WITH REGULATIONS & TRADING LICENSES

When planning, including what you wish to exhibit on your stand, please ensure that you notify and comply in all respects with the terms and conditions of exhibiting as well as regulations from the following departments and others as necessary:

- Municipal regulations
- Medical Officer of Health (M.O.H)
- Fire Regulations

All persons working on the event site need to ensure they work to the guidelines and regulations as prescribed by the Occupational Health and Safety Act (OHSACT), applicable and relevant regulations.

### The following applies to custom made stands only

The following are extracts from the Act and the Exhibitor shall be responsible for the following in order to ensure compliance with the provisions of the Act:

- The exhibitor's principal contractor must prepare a health and safety plan.
- The exhibitor must provide the principal contractor and his or her agent with any information which might affect the health and safety of any person carrying out work for the event.
- The exhibitor must appoint the principal contractor in writing.
- The exhibitor must take reasonable steps to ensure that each principal contractor's health and safety plan is implemented and maintained.
- The exhibitor must stop any contractor from executing construction work, which is not in accordance with, the principal contractor's health and safety plan contemplated or which poses a threat to the health and safety of persons on the property.
- The exhibitor must ensure that their principal contractor is registered and in good standing with the compensation fund or with a licensed compensation insurer and has Public Liability Insurance prior to work commencing on site.
- The exhibitor shall ensure that a copy of the principal contractor's health and safety plan is forwarded to the Organisers 14 days prior to build up.
- The organiser's may appoint a principal contractor to perform construction work, unless they are reasonably satisfied that the principal contractor which the exhibitor intends to appoint, has the necessary competencies and resources to carry out the work safely.

### PERSONAL PROTECTIVE EQUIPMENT REQUIREMENTS

The exhibitor is required to ensure that their principal contractor provides the necessary safety equipment and facilities. Principal contractors will ensure that his/her employees are instructed in the proper use, maintenance and limitations of the safety equipment and facilities provided and maintained in a good and clean condition.

- All personnel are required to wear hard hats when working in areas deemed a 'construction site' during build-up and break-down of an event
- Safety shoes are to be worn by all persons working with or lifting heavy materials. No open, canvas or trainer shoes or persons working barefoot will be permitted onto the work site
- Eye protection must be worn by all personnel cutting timber, grinding metals or welding etc.
- All saws, grinding wheels and other portable equipment are to be guarded as required by the Act and no open, unguarded, inverted saw blades will be allowed
- A "Hot Works" permit will be required where any welding or grinding is carried out. This may be obtained from the venue. Only minimal welding permitted. Area needs to be cover protected where the work is carried out. Contractor to have a fire extinguisher, proper PPE. If no Hot Works issued and work is done, the particular exhibitor/contractor will be issued a non-conformance and removed from site.
- Any person/s working in an elevated position will require a safety harness which must be secured to a safe structure
- A permit is required for all scaffolding utilised on site. This permit must be displayed on the scaffold framework during use and a copy thereof sent to the organizers 14 days prior to build up.
- All person's involved in the erection, supervision and inspection of said scaffold shall be suitably trained and appointed accordingly. All relevant safety gear ie: safety harness to be worn with any height above 2 metres. High rise ladders included.



- When moving the scaffold, no persons will be permitted to be stationed on the scaffold
- All stands will require a Certificate of Compliance (COC by a registered electrician) for temporary electrical installations should they have such an installation.
- The use of 2-core ripcord on any wiring on stands is strictly forbidden
- Approved wiring includes:
  - i. Cabtyre: 3-core 1.5 mm and larger (live neutral earth)
  - ii. Surfex: 3-core 5 mm and larger (live neutral earth)
  - iii. Trailing cable 3-phase (red, white, blue, neutral and earth)
  - iv. Twin flat and earth 1.5 mm and larger
  - v. All wiring to be carried out to standard good wiring practices:
  - vi. Single core or open wiring may not be run through stand supports.
  - vii. Joints will be done with a connecting strip and will be bound with electrical insulation tape
  - viii. All electrical equipment and appliances must be protected against earth leakage faults by ensuring that it is connected to earth leakage protection unless utilizing clearly marked double insulated equipment

#### ACTIVITIES ON STANDS

Exhibitors are reminded that their activities, unless otherwise agreed to by the Organisers, must remain within the confines of their stands.

#### DISTRIBUTION OF MATERIAL OR LITERATURE

Exhibitors are only permitted to display or hand out literature from within the boundary of their stand.

#### BANNERS

The erection of banners or any other kind of branding in and around the venue as well as outside is **NOT** allowed.

#### P.A. SYSTEMS

The use of private PA systems may only be used with permission from the Organisers. Radio Lapel Mic systems are allowed as long as they do not offend adjacent stand holders or impede traffic flow.

#### NOISE

Exhibitors must contact the Organisers if they are planning to play music or make use of pre-recorded or live performances. Volume should be kept to a level that does not cause disturbance to other Exhibitors or other events scheduled at the exhibition. In case of dispute, the decision of the organisers is final.

#### ALCOHOL AND FOOD ON STANDS

All food and beverages required for the event must be ordered through the venue whom has exclusive rights to the sale and supply thereof. Exhibitors wishing to give away samples of products must forward all relevant information for approval by [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com). Any beverage not provided as a sample will be subject to a corkage fee.

All orders must be paid by cash and/or major credit card on confirmation of order. Any order/s received after the stipulated deadline will be subject to a 20% surcharge. *Please allow approximately 60 minutes for all replenishment requests.*

Please contact Michelle Wilken – for all your requirements - E-mail: [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com) – no orders may be made on the day except beverage orders. All food catering must be placed 1 week prior to the event.

**Labour / Portage** - Bar persons, waitrons, porter service or general assistants are available – E-mail: [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com)

Normal time rates per man-hour : 08h00-18h00 weekdays

Overtime rates per man-hour : Before 08h00 and after 18h00 weekdays

R65.00 per hour minimum of 5 hours. Public Holidays and Sundays are double charged.

**N.B.** Supervision of labour is required. A 1 hour lunch break is compulsory for all 8 hour shifts and the minimum shift is 4 hours in any category.

- Any requirement for cooking at a stand must be communicated to the venue contact person, giving all the relevant details.
- Cooking will only be permitted where prior approval has been granted in writing by the venue.
- Solid food portions should be no larger than “bite size” portions - 85 g/20mm x 20mm x 20mm on a toothpick.
- Beverage tasting must be in “tasting cups” – 20ml (soft drinks/liquor) and 50ml for beer.
- Any other beverage will be subject to a corkage charge.
- Product demonstrations and sampling must have written permission from the venue contact person.
- There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, the venue will have no alternative but to request that the sampling be terminated.
- The exhibitor showcasing food samples are required to produce the relevant food/beverage licenses applicable as per the Health & Safety legislation
- The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags.

Please contact [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com) for all your catering requirements

#### HIRED ITEMS

Exhibitors are reminded that all items on hire remain their responsibility until equipment has been collected or returned to the relevant companies. The organizers accept no responsibility in accepting goods on behalf of an Exhibitor, nor of ensuring their safe return.

#### DELIVERY AND COLLECTION OF GOODS & EXHIBITS

The Organisers will not take delivery of any goods whatsoever on behalf of an Exhibitor, nor will the Organisers accept any responsibility whatsoever, for the safety or well-being of any such items unloaded and/or delivered to the site in the absence of any exhibitor, his agent or contractor or for any goods lost or damaged whether such loss or damage occurs before or after receipt of these goods on the exhibition premises.

It would be advisable to announce yourselves and your intentions (i.e. building up in Exhibition Area) at reception upon arrival, to ensure that the relevant doors are open and unlocked.

#### DELIVERIES DURING THE EXHIBITION

Deliveries should be completed half an hour before the exhibition opens each day. Access will only be allowed by way of an Exhibitor Badge.

#### COLLECTIONS

Please arrange timeously.

#### CLEANING & REFUSE REMOVAL

It is the Exhibitor's responsibility to maintain their stand in a clean condition at all times. Refuse is to be placed in the bins in the aisles at the close of the exhibition each day for removal. The cleaning contractors will not enter the stands.

The Organisers will be responsible for general cleaning of the venue and aisles and not individual stands. Bins will be placed in the aisles for general waste and should not be commandeered by Exhibitors.

Should you have any special requirements or anticipate a consistently heavy production of waste, please inform the venue on [mwilken@emperorspalace.com](mailto:mwilken@emperorspalace.com) 1 week prior to the event – extra cleaners will be at an additional cost of R460.08 per shift per cleaner

#### INSURANCE OF YOUR GOODS ON EXHIBITION

Please ensure that the goods on display as well as personal items e.g. cameras are covered under an extension to your existing insurance policy. Normal venue security will be present during the day and dedicated security at night should they be appointed.

#### ADDITIONAL SERVICES & SERVICE REPLY FORMS

There are various services offered to Exhibitors. Kindly refer to the attached Check List for details. Should you require any service not listed kindly contact the Organisers who will be happy to assist.

The supply and installation of services and equipment requires carefully planning and co-ordination. For this reason the Service Provider's need to receive the completed Service Bookings and payment timeously.

#### **Conditions of Hire and Supply**

The Organisers accept no responsibility for any failure/omission due to the late receipt of applicable documents. Please be aware that no order will be processed without payment and the execution of late orders cannot be guaranteed. **Services ordered late will carry a 20% surcharge.** It is the responsibility of the Exhibitor to confirm that the necessary forms have been received by the relevant parties.

The onus is on the Exhibitor to advise the suppliers of any discrepancies regarding services ordered and not supplied. Failure to comply with this request within 24 hours after the official opening will result in the supplier not holding themselves responsible or liable for any of the said discrepancies.

All goods on hire remain the responsibility of the exhibitor until collected by contractor concerned. Please read carefully and be aware of the Terms and Conditions of Hire before completing the relevant service forms required.

**UNFORTUNATELY NO ORDERS CAN BE ACCEPTED AFTER 2 SEPTEMBER 2018.**

# FIRE/SAFETY REGULATIONS & EMERGENCY PROCEDURES

## FIRE REGULATIONS

There are strict regulations governing the materials which may be used in the construction of stands, in the demonstration of products and preparation of foods.

It shall be the responsibility of each Exhibitor to observe all current fire regulations which are applicable to his circumstances.

The Local Authority has the right to remove any offending fittings or materials and ultimately close down a stand should any fire regulations be contravened or it is deemed that your stand may cause a fire hazard.

Regular inspections will be carried out by a member of the Fire Prevention Branch to ensure that the fire requirements have been met.

No flammable/highly combustible materials constituting a fire hazard such as hessian, straw, polystyrene, paper, polyurethanes, etc. may be used in the construction of stands or in the display therein.

It may be necessary or prudent to 'fire proof' your stand. Where necessary a certificate of fire proofing must be forwarded to the organizers 14 days prior to build up. Failure to do so may result in you not being allowed to construct your stand.

- **Hessian, thatch and straw** - are regarded as major fire hazards and exhibitors planning to use these as part of their display will be required to provide a current "*Fire Retardant Certificate*" indicating that the product has been treated with a fire retarding compound. A test will need to be done with regards to the effectiveness of said Fire Retarding applications. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor.
- **N.B. Please note that it is the duty of the organiser's person to ensure that the draping/materials are suitably treated and if not, we will be happy to provide the exhibitor with details of an accredited fire retardant contractor. All draping and decor that require fire treatment will be in accordance with SANS 1423, certificate is to stipulate all relevant details according to the code.**
- Electric signs and equipment must be wired to meet the specifications of local fire authorities.
- Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- Any exhibitor having equipment utilising flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must receive written approval of plans from the venue contact person and the local Fire Chief, in writing.
- Aisles must be kept clear at all times, emergency exit routes unobstructed and fire stations/fire extinguisher equipment is not to be hidden and/or obstructed in any way.
- Absolutely no storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the exhibition stand or venue walls/curtains.
- All displays are subject to inspection by the Fire Prevention Bureau. Any construction materials not found to be fireproof may be required to be dismantled.
- Polystyrene products will be prohibited unless treated by a fire retardant and certificated proof provided by the Exhibitor. Only on receipt of the Certificate may the stand be structured.
- All materials used in the Exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material.
- **Industrial Gas** The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venues unless a detailed application has been made to the Fire Department or the Factories Inspector. **No industrial/hazardous gases allowed. Any gas for any purpose is to be made known to the venue and the reason for it. A decision will then be reviewed if it will be allowed or not.**
- If approved, the Fire Prevention Bureau (FPB) conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations WILL NOT be permitted.

### WRITTEN PERMISSION

Written permission is required for the following at least 21 days before commencement of the exhibition:

- Permission to use flammable materials, e.g. straw - Storage or use of hazardous substances, flammable liquids or gasses. (Not allowed) - Open fires or demonstrations using naked flame, gas or fires, welding operations. (Not allowed) - Solid ceilings, double volume or double-storage stands.

**No open flames are allowed within the venue. Welding per previous section requiring Hot Works permit.**

**Stands other than the Organisers shell scheme - in the case of custom built stands, Exhibitors must submit detailed plans to the Organiser and they will forward these to the venue Safety Officer who will respond with requirements thereon for said custom stand approval to all cc'd in on the e-mail. Custom stands must be approved before exhibition commences and requirements stipulated on the custom stand design must be adhered to. Failure to do so may result in your stand construction being halted or not being allowed to be constructed.**

### FIRE FIGHTING EQUIPMENT

Exhibitors should familiarize themselves with the location and use of all available firefighting equipment. Additional firefighting equipment may be required at the exhibitors cost.

No person shall remove, obstruct or damage any of the fire fighting equipment provided. The Fire Department may, depending on the circumstances of each case, require an Exhibitor to provide additional fire extinguishers if deemed necessary by the Inspecting Officer. It is an offence to use fire

### SAFETY PRECAUTIONS

Each Exhibitor should ensure that there are no potential fire hazards on the stand. All appliances, water, lights and equipment should be switched off before leaving your stand at the close of exhibition each day.

### EMERGENCY ESCAPE ROUTES AND EXITS

No emergency escape routes and exits are to be obstructed prior to or during the exhibition. No structure or display shall be so placed or constructed as to impede the ordinary movement of people. Nor shall the existing facilities and signs be so obstructed.

No surface irregularities at floor level shall be placed in any exit route.

**All exhibitors/contractors will familiarize themselves with the venue and nearest emergency exits**

### EMERGENCY PROCEDURES

#### FIRE

Upon discovering a fire, close the door to the room where the fire is located and immediately sound the center's fire alarm by breaking the closest break glass unit.

Call 011 9281955, and give your NAME, your LOCATION and the LOCATION OF THE FIRE.

If the fire is large, very smoky, or rapidly spreading, leave the area immediately. The alarm may not sound continuously. If the alarm stops, continue the evacuation. Warn others who may enter the building after the alarm stops.

WALK, DO NOT RUN, to the nearest fire exit stairway if not on ground level.

When the fire alarm sounds, do not use any lifts or escalators. They may become inoperable and a trap! Give assistance to disabled persons using stairs.

Evacuate to applicable indicated assembly points. DO NOT RETURN to the building until instructed to do so by the security or fire personnel.

Notify either the venue security or fire personnel on the scene if you suspect that someone may be trapped inside the building.

Note: Detailed procedures for disabled persons are available later in this Evacuation Plan

### Safety precautions before using a fire extinguisher

If the fire is small and you are able to contain it, then use equipment but if the fire is out of control, leave the area. All people are to evacuate if there is a fire.

Sabotage and normal wear and tear can cause a fire extinguisher to become a great danger to the user. Before using any extinguisher the following must be done:

- i. Inspect for any damage. (The lid of the extinguisher is unscrewed until it is held in position by only one thread. This lid can blow off and kill the user).
- ii. If damaged, do not use.
- iii. Ensure that the extinguisher is the correct one for the fire.
- iv. Ensure that the contents are as stated on the label.
- v. When activating the extinguisher kneel next to it with the face turned away.

### Do's and Don'ts of Fire-fighting

Only certified persons permitted to use the fire equipment to engage in fire-fighting. Exhibitors or organizer to have their appointed person(s) for the particular function.

The Do's and Don'ts relating to the general principles that should be adopted when engaging in basic fire-fighting.

#### Do's

- Ensure that back-up assistance is available before tackling a fire.
- Ensure that an escape route is accessible before committing yourself to tackling the fire.
- Follow instructions on the extinguisher's label.
- Break the seal and remove the safety device.
- Check the operation of the unit by briefly activating the control mechanism before approaching the fire.
- Apply the extinguishing medium at the base of the flames and move the nozzle with a rapid side-to-side action.
- Drive the flames away from you.
- For vertical fires start at the base of the flames and move upwards.
- If the fire is outdoors, approach it from the windward side.
- When approaching the fire adopt a crouching attitude that provides some protection against heat and smoke.
- Be alert to any changes in the fire pattern.
- When tackling a fire that involves electrical equipment isolate the power as soon as possible to prevent re-ignition.
- Ensure that the fire has been completely extinguished and that no sparks remain.

#### Don'ts

- Do not put yourself at risk. If the fire is too big or starts to spread, evacuate the area immediately.
- Never tilt or invert any extinguisher while operating it unless it is the type that you turn over.
- When extinguishing the fire that arose from a flammable spillage, never walk on the spillage area in case the flames flash back.
- When tackling flammable liquid fires use a controllable discharge type of extinguisher medium until the fire is completely extinguished.
- When the fire has been extinguished, back off slowly and never turn your back on it.

### Elementary Elements to Starve the Fire

- On discovering the fire, you must do everything possible to starve it by removing the oxygen and/or combustible material.
- Close doors and windows.
- "Blanket" (smother) a small fire with a bag.
- Throw sand on the fire.

### **SERIOUS INJURY**

- Do not move a seriously injured person unless it is a life-threatening situation.
- Find the closest phone and call 011 9281955
- Give your NAME, VENUE LOCATION, and the telephone extension you are calling from.
- Give as much information as possible regarding the nature of the injury or illness, and whether or not the patient is conscious.
- Emergency Medical Services will respond to the scene.
- Return to the patient.
- A medical service provider will be on standby at the event to respond to said medical emergency. Medical Staff on standby will stabilize and transfer the patient immediately with their standby ambulance. Check for any Medic Alert bracelets or pendants with an inscription indicating a medical condition, (i.e. Diabetes, Epilepsy, Allergies etc.) A question must be asked of the delegates, exhibitors and contractors regarding special needs (Allergies, dietary requirements, disabilities, etc.) and this information must be fed to the venue regarding food requirements and allergies, allergies to the medical service provider (so they may stock the necessary medicine). If so, bring this to the attention of the responding emergency medical officer.
- Report all emergencies to the Security Department immediately on 011 9281955.

### **BOMB THREAT**

Bomb threats usually occur by telephone.

The person receiving a bomb threat should remain as calm as possible and attempt to obtain as much information as possible from the caller. Write down the exact words used in the threat while they are still fresh in your memory.

Call 011 9281955, give your name, LOCATION, and telephone extension. Inform the security department of the situation, including any information you may have as to the location of the bomb, time it is set to detonate, and the time you received the call.

The Security Department and Fire Marshals will be responsible for building evacuation once the instruction to do so is received from the Risk Management Team.

If you should spot a suspicious object, package, etc. report it to the Security Department, but under no circumstances should you touch it, tamper with it, or move it in any way. Call 011 9281955.

If instructed to evacuate, move a safe distance away (500 meters) from the building or behind barriers as directed. If severe weather conditions exist, you may move to another building a safe distance away. All to evacuate to the assigned Assembly Points in the parking lot and wait further instruction from the venue.

DO NOT re-enter the building until it is declared safe to do so.

### **ARMED ROBBERY**

- Do not attempt to stop the robbers if you are unarmed.
- Never stop armed robbers - Inform Security 011 9281955
- Think carefully and exercise caution regarding the lives of employees and customers.
- Collect relevant information about the transgressors:
  - i. Full personal description
  - ii. Distinguishing features
  - iii. Firearms/weapons used
  - iv. Direction of departure
  - v. Description of getaway car
- Report this information to Control Room immediately.
- Attend to injured persons.
- Keep curious people away.
- The safety of the people on the premises is the Security Officials' top priority.



## EVACUATION

### PARTIAL EVACUATION

- Partial evacuation is the withdrawal of a group of people from a specific area that might pose a threat to human lives or be a source of injury to persons.
- The advantage of partial evacuation is that the risk of injuries is minimized and fewer people are left moving about.
- Some employees are still available to conduct a search of the area and assist.
- Essential services can continue.

### GENERAL EVACUATION

- General Evacuation is the total withdrawal of people from the premises/building to an assembly area situated well away from where the threat might endanger them.
- People can be injured in the rush to evacuate (particularly if they are not well-trained).
- Employees are not available to help search the premises after the evacuation.
- All services must be suspended, including the essential services.

### EVACUATION PROCEDURE

- Stop doing what you are doing.
- Lock away all valuables.
- Pack papers away if possible.
- Switch off all electrical appliances
- Take handbag with you and ask visitors to accompany you.
- Escort physically challenged (disabled) persons to the nearest Fireman's lift that is appropriate for their departure.
- Evacuate via the shortest routes.
- Do not run.
- Always keep left.
- Do not use the lifts, only for physically challenged persons and emergency personnel.
- Congregate at the assembly area.
- Wait for further instructions.

The venue Risk Management Team will be in charge of all the communications and instructions in the event of an emergency, and will decide whether the fire brigade and other civil emergency services must be summoned. They will decide whether evacuation of staff is necessary and, if so, the extent thereof. Incidents involving injured and disabled persons should be reported to the Emergency Control Centre on 011 928 1955 who will arrange for their evacuation from the premises. The fire department will take the decision as to whether the building may be re-occupied.

## SECURITY DEPLOYMENT

In the event of an evacuation, security staff at the entrances will remain at their posts to assist with the evacuation. Staff will ensure that the doors are unobstructed, unlocked, opened and that there is a safe passage for people moving out of the building. No person will be allowed to enter or re-enter the building during the evacuation. Only emergency staff will be permitted to enter via these access control points.

## ERT (EMERGENCY RESPONSE TEAM) UNIT

The venue's ERT Members will be responsible to ensure that the areas allocated to them are evacuated and to assist with any emergency situation that may occur during such evacuation.

### Third Party Security

Any third party security hired in by a client will be responsible for the evacuation and securing of the area under their control. The third party security company will however report to and receive instructions in this regard from the venue's security who will be acting under instruction from the Emergency Management Team.

A two way radio will be made available to the third party security company in order to facilitate communication with the venue's Control room. This radio must be signed out from the Control room upon arrival on site and must at all times be in the possession of the senior officer on site.



The management of any third party security deployed on site will be responsible for ensuring that all their staff are conversant with the content of this document and their required security plan. Any possible emergency condition must be reported to the venue's Control room who will escalate it to the Emergency Management Team who will make the decision as to what action should be taken.

#### **NATURAL DISASTER**

- Assess the situation.
- Determine the extent of the damage and possibly imminent dangers.
- Relay situation report to the Control Room.

#### **EMERGENCY MANAGEMENT TEAM**

**In order to work effectively and efficiently during emergencies, the venue has an Emergency Team, which is divided into five teams? To contact them please CALL THE CORRECT EXT**

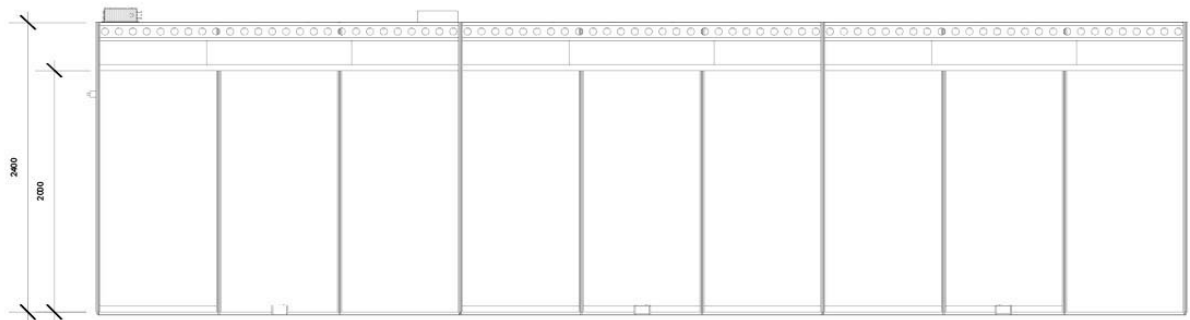
Emergency Control Room 011 9281955

NAME	POSITION	SPEED DIAL	CELL PHONE – DIRECT
Greg Harker	Group Surveillance & Corp Sec Executive	6047	082 788 5875
Chris Opperman	Protection Services Manager	6048	083 843 2046
Peter Mmotong	Gaming Security Manager	6520	082 768 3844
Witness Phiri	Hotels & Conventions Security Manager	6194	084 508 2410
Jannie Roos	Technical & Maintenance Manager	6318	082 572 6606
Eric Robinson	Assistant Technical & Maintenance Manager	6413	083 283 1377
Resort Surveillance		6912	Extensions: 1955/1956 / 1724 / 1739 / 1999
Winston Mullany	Health & Safety Officer	6107	078 355 7444
Clinic		6975/6982/6976/6973/6983	Extensions: 1734/1984

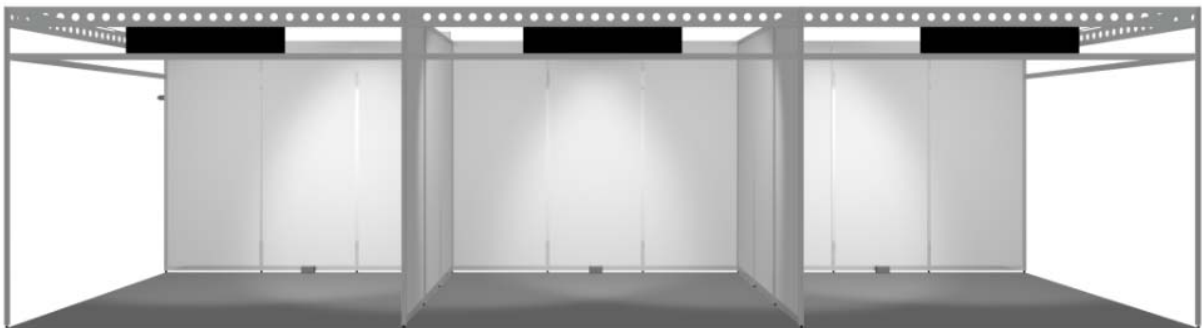


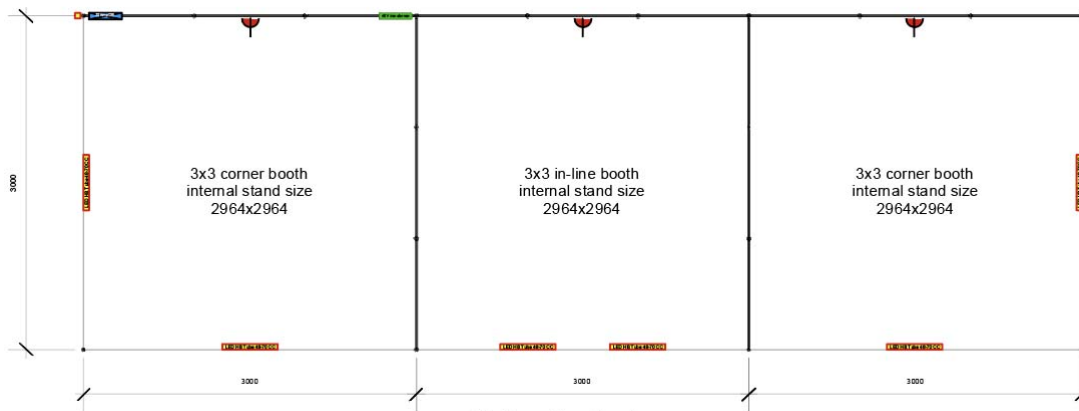
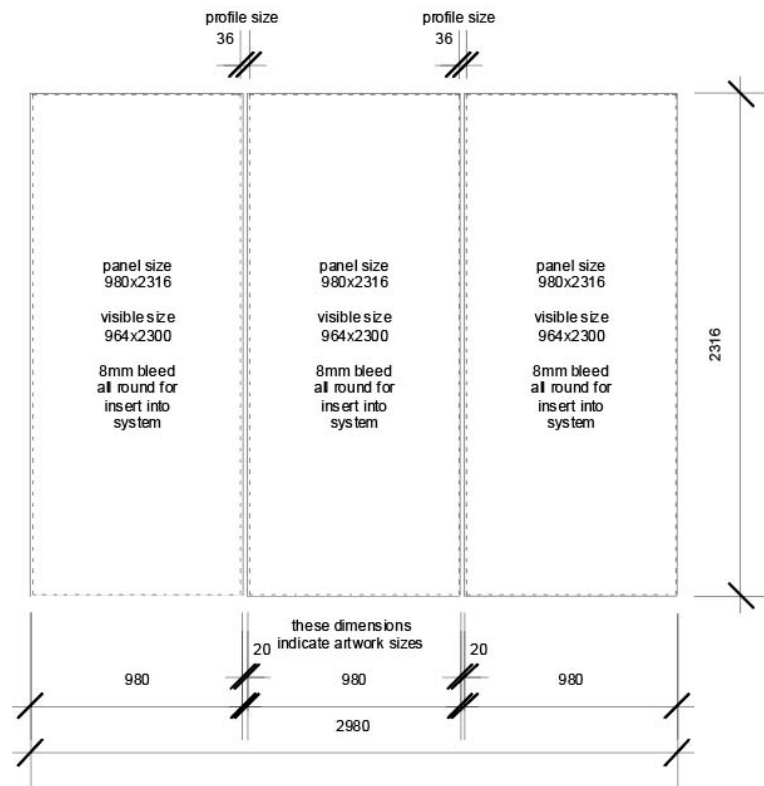
EMERGENCY EVACUATION ASSEMBLY POINTS			
#	LOCATION	ASSEMBLY AREA	ASSEMBLY POINT
1)	Peermont Metcourt & Metcourt Suitest	Parking Left & Right hand side	Assembly Point 1
2)	Centre Court Arena	Parking Right hand side	Assembly Point 1
3)	Groups & Conventions South; Training & Sales	Groups & Conventions Parking Area	Assembly Point 2
4)	HR, Admin Offices and Exec Offices	Mondior Parking	Assembly Point 3
5)	Mondior Hotel	Mondior Parking	Assembly Point 3
6)	Nu Metro	Retail Parking - One	Assembly Point 4
7)	All Retail Shops up to Col Cacchio	Retail Parking - One	Assembly Point 4
8)	All other Retail Shops incl. Smoking Casino	Retail Parking - Two	Assembly Point 5
9)	D'oreale Grande	D'oreale Parking	Assembly Point 6
10)	Gaming Suite, Hotel School	VIP/ Parking	Assembly Point 7
11)	North Casino Floor	VIP/ Parking	Assembly Point 7
12)	South Casino Floor	Retail Parking - Two	Assembly Point 5
13)	Convention North, Theatre of Marcellus and BOH Around loading bay	Loading Bay	Assembly Point 8
14)	Maintenance, Slots Workshop; Casino Admin , Surveillance, Trust offices, all Tunnel offices	Loading Bay	Assembly Point 8

# TYPICAL STAND DIMENSIONS



Unibox booths front elevation



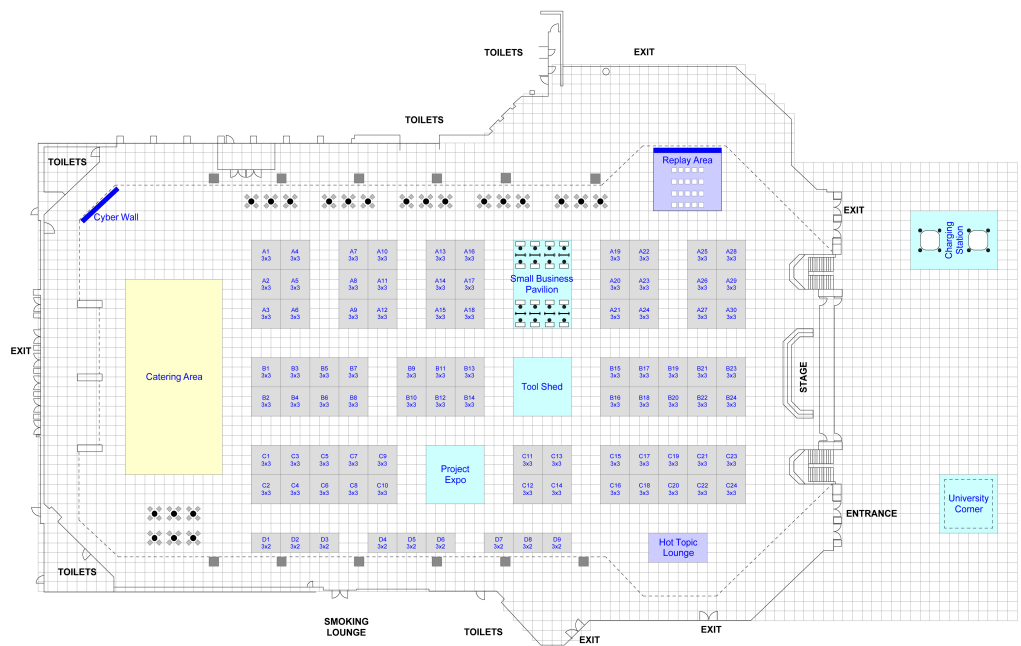


Unibox booth sizes

# VENUE LAYOUT



# FLOOR PLAN



# CHECKLIST

**Deadline for all service forms: 2 September 2018**

Kindly contact the relevant contractor detailed on the form list. This Summary acts as your checklist so you are able to follow up to ensure that all your forms have been completed and submitted. Should you have questions regarding extra services kindly contact the relevant contractor or Lesley Ferreira on [lesley@cebisaconferences.co.za](mailto:lesley@cebisaconferences.co.za)

**PAYMENT:** Payment for extra services is required in advance of the exhibition. You will be invoiced directly by the relevant contractors.

## AfricaGEO 2018

Form	Description	NOTES (for exhibitors use)
1	Register Stand Staff and Day Passes	<a href="https://africageo.org.za/registration/">https://africageo.org.za/registration/</a>
2	<b>Logo</b> (Please forward this to the organisers for advertising purposes) – <b>Mandatory for All exhibitors</b>	<a href="mailto:lesley@cebisaconferences.co.za">lesley@cebisaconferences.co.za</a>
3	Fascia Signage – <b>Mandatory for Shell Scheme Exhibitors</b>	<b>Brandon du Preez</b> TFS, Custom & Furniture Stock Co-ordinator and Services Manager. tel +27 21 4091200 cel +27 71 429 1967 fax +27 21 421 4494 <a href="mailto:brandon@scandisplayct.co.za">brandon@scandisplayct.co.za</a> <a href="http://servicesorderforms.co.za/africageo2018/">http://servicesorderforms.co.za/africageo2018/</a>
4	Customized Fascia Signage (Logos) – <b>Mandatory for Shell Scheme Exhibitors</b>	<b>Brandon du Preez</b> TFS, Custom & Furniture Stock Co-ordinator and Services Manager. tel +27 21 4091200 cel +27 71 429 1967 fax +27 21 421 4494 <a href="mailto:brandon@scandisplayct.co.za">brandon@scandisplayct.co.za</a> <a href="http://servicesorderforms.co.za/africageo2018/">http://servicesorderforms.co.za/africageo2018/</a>
5	Electrics, Extras, Branding, Furniture, AV & IT, Plants, Linen	<b>Brandon du Preez</b> TFS, Custom & Furniture Stock Co-ordinator and Services Manager. tel +27 21 4091200 cel +27 71 429 1967 fax +27 21 421 4494 <a href="mailto:brandon@scandisplayct.co.za">brandon@scandisplayct.co.za</a> <a href="http://servicesorderforms.co.za/africageo2018/">http://servicesorderforms.co.za/africageo2018/</a>
6	Container Hire, Fork Lifts, Cherry Pickers etc.	<b>Brandon du Preez</b> TFS, Custom & Furniture Stock Co-ordinator and Services Manager. tel +27 21 4091200 cel +27 71 429 1967 fax +27 21 421 4494 <a href="mailto:brandon@scandisplayct.co.za">brandon@scandisplayct.co.za</a> <a href="http://servicesorderforms.co.za/africageo2018/">http://servicesorderforms.co.za/africageo2018/</a>
7	Technical Services	<b>Brandon du Preez</b> TFS, Custom & Furniture Stock Co-ordinator and Services Manager. tel +27 21 4091200 cel +27 71 429 1967 fax +27 21 421 4494 <a href="mailto:brandon@scandisplayct.co.za">brandon@scandisplayct.co.za</a> <a href="http://servicesorderforms.co.za/africageo2018/">http://servicesorderforms.co.za/africageo2018/</a>
	Catering and Labour - Venue	<a href="mailto:MWilken@emperorspalace.com">MWilken@emperorspalace.com</a>
9	Beverage and Labour - Venue	<a href="mailto:MWilken@emperorspalace.com">MWilken@emperorspalace.com</a>
10	Stand Cleaning and Security - ICCD	<a href="mailto:MWilken@emperorspalace.com">MWilken@emperorspalace.com</a>
11	Stand Layout and Engineers Certificate (if required) – <b>Mandatory for Customized Stands</b>	<a href="mailto:lesley@cebisaconferences.co.za">lesley@cebisaconferences.co.za</a>