Smart Buildings SHOW
14-15 October 2026 • ExCeL London

EXHIBITOR MANUAL

Thank you for choosing to exhibit at Smart Buildings Show.

This document contains all the information you will require to prepare your stand and have a smooth-running event.

It includes:

- Organising Team Contacts
- Show Timetable
- Access Information
- A-Z General Information
- Shell Scheme Information
- Space Only Information
- Keeping Yourself & Others Safe
- Order Forms and Additional Service Options
- Stand Information Form ***COMPULSORY TO COMPLETE***
- Stand Nameboard Form ***COMPULSORY TO COMPLETE***
- Official Contractor Contacts

If you have any queries, we - the Operations Team - are here to assist prior to the event, so please do contact us via the details below. During the event we will be based in the Organisers' Office on-site to offer any assistance you may need there.

ORGANISING TEAM CONTACTS

Operations Team		
Nika Czoch	+44 (0) 7771 893817	nika@eventdoctors.net
Managing Director/Editorial & Content Director		
John Hatcher	+44 (0) 7941 401418	j.hatcher@turretgroup.com
Event Director		
Claire Hatchett	+44 (0) 7976 613 352	c.hatchett@turretgroup.com
Marketing, Press & PR		
Tracey Rushton-Thorpe	+44 (0) 1733 308992	tracey@keystonecomms.co.uk
Conference Coordinator		
Charlotte Ansell	+44 (0) 7575 716716	charlotte.ansell@ligevents.co.uk

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SHOW TIMETABLE

BUILD UP	TIMES	STAND TYPE
Monday 12th October	0900 - 1800hrs	Full Space Only Build Stands ONLY
Tuesday 13th October	0800 - 2000hrs	Modular Builds/Lightboxes
Tuesday 13th October	1200 – 2000hrs	Shell Scheme Stands

EXHIBITION OPENING TIMES		
DATE	HALL OPEN	SHOW OPEN
Wednesday 14th October	0800 - 1715hrs	0930 - 1700hrs
Thursday 15th October	0800 - 2200hrs	0930 - 1600hrs

BREAKDOWN	TIMES	STAND TYPE
Thursday 15th October	1615 - 2000hrs	Shell Scheme Stands
	1700 - 2200hrs	Space Only Stands

Although the show closes at 1600hrs, breakdown will not begin until all visitors are clear of the hall and this is likely to be at approximately 1615hrs.

NEW FOR 2026: HIGH VIZ MUST BE WORN THROUGHOUT BUILD UP AND BREAKDOWN, WITHOUT EXCEPTION

Grey or Black Reflective Safety Vests will NOT be permitted as they are not classed high visibility in the indoor exhibition environment. Cycling straps will also NOT be permitted.

ACCESS INFORMATION

Venue Address

Excel London
Sandstone Lane
Newham
London
E16 1FR

Excel London is located within the **Ultra-Low Emission Zone (ULEZ)**. Please visit https://tfl.gov.uk/modes/driving/ultra-low-emission-zone/ulez-where-and-when to check whether your vehicle is subject to the ULEZ charge.

Exhibition Hall

Smart Buildings Show takes place inside Halls N11 and N12. Access on foot, from the venue boulevard is via Entrance N6.

Vehicle Deliveries – Loading Bay Access

- Make sure the delivery vehicle you are using is booked on the Excel London Vehicle Booking System before arriving on-site
- Arrive no earlier than 15 minutes prior to the confirmed booking time. If you are not booked in, you will be turned away
- **Booking slots open on the 21st September**

It is essential that all vehicles needing access to the venue's loading bays are pre-booked on the Excel London Vehicle Booking System. All exhibitors and contractors must book every time they need to access the loading bays, whether during build-up, break-down or in exceptional circumstances when the show is open. This does not apply to couriers (please see the 'Courier Deliveries' section below).

Any exhibitor or contractor vehicles not booked into the system will be denied access to the loading bay by the on-site traffic team. To avoid confusion and congestion, **please arrive no earlier than 15 minutes prior to the confirmed booking time**.

Exhibitors will be notified that the Excel Vehicle Booking System is live **21 days prior** to the event's first tenancy date (**21st September**). No access permission will be given to the loading bay without a booking confirmation.

We recommend using Google Chrome, as the system requires an up-to-date internet browser. The system will work on mobile devices and smart phones and has its own dedicated app available through the App Store or Google Play, please search – Voyage Control.

Schedule your loading in slot

- Sign-up to the Excel London booking system by going to Excellondon.voyagecontrol.com
- Select [**Smart Buildings Show**] and your user type
- The stand location can be identified from the floorplan that is shown in the system.

- Select the appropriate event phase (Build, Open or Breakdown) and date when the vehicle will be on site.
- Select the access point (lorry door) and the type of vehicle that is making the delivery.
- Once all details have been entered, press the "Get Time" button at the bottom of the page to see the available time slots. Time slots are allocated on a first come, first served basis. Time slots and unloading/loading times will vary based on availability, user type and vehicle size.
- Once the time slot is selected, please provide the following details:

  - Exhibitor company details
  - Delivering company details (if different)
  - Stand details
  - Driver name
  - Journey starting point postcode
  - Vehicle registration number

Please note if the driver details or vehicle registration number are not known at the time of booking, the time slot can still be reserved, and the details provided at a later date. Please note that all details must be completed prior to arriving at the venue.

- Your time slot will be confirmed by email along with the vehicle pass.
- **Please ensure your driver has this before arriving at the venue**. This can be either printed or presented electronically.
- Once registered on the system, any time you need to book another slot your details will already be stored and associated with your username and password.
- If you need any support using the system or have any questions about its operation, please use the "support" button in the vehicle booking system itself or contact voyagecontrol@Excel.london

Details can be amended, or a booking made at any time before arriving at the venue. This means traffic delays can be taken into consideration as the system will remain live until the end of that day. If the driver did not make the booking, please make sure they let the administrator know of any delay so the slot time can be amended.

Space Only Contractors

IMPORTANT: Contractors building space-only stands are strongly advised that their breakdown booking time must be based on when the stand is broken down and ready to load. **Do not book the slot for any time before the stand is dismantled, as the driver will not be able to stay on the loading bay beyond the allotted time**.

Approach Route to Excel

- Approach access is via Royal Albert Way
- Coming from the A13 /A406 Beckton Roundabout, exit onto the A1020 Royal Docks Road, until Gallions Roundabout
- Take the fourth exit onto Royal Albert Way and continue westbound along Royal Albert Way until the Excel London Roundabout
- Approach via Sandstone Lane to the traffic marshalling area

Arrival at the Loading Bay

Have your printed or electronic version of your vehicle booking ready to show on arrival at the Traffic Marshalling area. Drivers will be asked to wait in their vehicle and the Excel traffic team will scan the confirmation.

Once granted access to the loading bay, depending on the size of vehicle, the following times will have been allocated to you for unloading and leaving the loading bay:

- Small vehicle – **30 mins**
- Transit vans up to 12t – **1 hour**
- 17t, 25t and articulated vehicles – **1.5 hours**

When your time slot has expired, your vehicle will need to be taken off site or parked in the venue car park.
In the unlikely event of a delay, please respectfully follow the Excel traffic team's instructions. Any failure to do so may result in access to the venue being denied.

Venue Parking

There is an underground car park at Excel with Automatic Number Plate Recognition (ANPR) technology along with a pre-booking system. Parking (for standard vehicles up to 2m in height and over height vehicles from 2m-2.8m) costs £27.50 per calendar day (00:00-23:59) when pre-booked and £30 per day on-site on-day (only available when Excel are not operating a prebook only car park).

To pre-book your space, visit the official Excel London online booking platform (aeroparker.com).

Parking is available for transit vans and minibuses up to 3.5T. Parking for vehicles over 3.5T/Lorry is £35 per day. This is not pre-bookable and based on a first come first serve basis.

Parking for larger vehicles may not be available on site and any requests should be directed to the Excel London traffic team. If you are unable to secure a space on site, there are off-site parking locations in the local area, such as Canary Wharf and Stratford.

Click here for FAQs on parking at Excel London

Courier Deliveries

The Excel London Vehicle Booking System will not apply to couriers. Deliveries will not be accepted outside the tenancy times specified in the show timetable. Couriers should follow the same directions to get to the venue; however, they will not be required to book a time slot for access.

If no one from the exhibitor team is available, please make arrangements for the official shipping contractor to receive goods on your behalf. *Neither Excel London nor the Organiser will be able to accept goods on your behalf*.

DSV Solutions have been appointed as the official contractor for lifting, handling and storage. **They can also accept your shipment in advance of the event, and deliver it once there is someone at your stand**:

T: +44(0)20 7069 5323	**E:** pinar.eligur@dsv.com	**W:** DSV

ADVANCE DELIVERIES: (deliveries to arrive no later than Friday 9th October)
Please click here for advance deliveries guidance

DSV Solutions
Advance Warehouse – Smart Buildings Show 2026
Bays 22-24 Excel London Exhibition Centre,
Sandstone Lane
London
E16 1FR
C/o The show name / exhibitor name / stand number

Deliveries during event:

Smart Buildings Show 2026
Company Name & **Stand Number**
Exhibitor Contact Name & **Mobile Number**
Excel London Exhibition Centre
Hall N11/N12
Sandstone Lane
London
E16 1FR

A – Z GENERAL INFORMATION

Accommodation	Disabled & Less Able-Bodied Visitors	Music
Alcohol	Electrics & Lighting	Operations Team
Audio Visual Hire	First Aid	Parking
Badges	Floral	Privacy Policy
Banking & ATMs	Food & Drink	Rigging/Suspended Structures Risk
Banners	Furniture Hire	Assessment
Carpet & Flooring	Graphics	Risks
Children & Under 18s	Insurance	Security
Cleaning	Internet & Wi-Fi	Site Rules & Emergency Procedures
Code of Conduct	Lead Capture	Stand Information Form
Damage & Loss	LED Lightboxes	Stand Nameboard Form
Deadline Dates	Lifting, Handling, Deliveries & Storage	Vehicle Exhibits
Delivery Address	Materials & Stand Dressing	Waste

Accommodation

Event Express have secured a number of hotel rooms close to the venue which have favourable rates and flexible terms.

If you're unsure of your requirements at this stage, the flexible cancellation terms will allow you to make amendments and cancellations at no charge until closer to the event date. Hotel room rates will increase and therefore we **strongly** advise that you **book now and amend later** to guarantee your preferred hotel at the best possible rate.

The Event Express service is completely free to use with no hidden charges and no booking or transaction fees, and the friendly reservations team will liaise with the hotels directly on your behalf.

For more information, please contact Event Express directly via the email or telephone number listed below, or alternatively click here to book your accommodation online.

If you would like to book a hotel not featured on the accommodation link or have specific budgets or requirements, then please contact the team who would be happy to assist you.

Please contact Event Express using the details below:

T: +44 (0) 1905 732 737	**E:** reservations@eventexpressuk.com	**W:** Eventexpress

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Alcohol	If you would like to serve food or alcohol on your stand you will need to purchase this from the venue caterers. Please contact Excel Hospitality on the details below: **T:** +44 (0)20 7069 4100 | **E:** sales@Excelhospitality.london If you intend to serve or sample alcohol, please ensure you note this on your Stand Information Form. Please note you will need a personal licensee for your stand if you do not order via the venue caterers.
Audio Visual Hire	If you require any AV on your stand such as a sound system or a screen, please contact the official AV contractor Aztec on the details below: **T:** +44 (0) 207 803 4000 | **E:** sales@aztec.events | **W:** Aztec
Badges	**Contractor access** Contractors are required to wear contractor wristbands throughout the build-up and breakdown. They are to be used by contractors or anyone who **only** requires access during these times. You can collect your contractor wristbands from security on the doors. **Exhibitor badges** Exhibitor badges are valid during the build-up, open period and breakdown - please ensure that your team wear their badges when they are in the halls. Please use the following link to register for your exhibitor badges: https://eventdata.uk/Exhibitor/SmartBuildingsShow2026.aspx
Banking & ATMs	There is an ATM by Contractor Entrance 6 on the boulevard and on level 0 between N4 and S4.
Banners	Exhibitors wishing to rig a banner above their stands must contact the Organisers in writing for permission. All costs associated with rigging including a media charge, will be paid for by the Exhibitor and Smart Buildings Show specific rules for rigging must be adhered to. **Please email nika@eventdoctors.net with your request by 31st August**. No requests will be accepted after this deadline. To request a permit to rig, your stand must be 24sqm or larger. You must also indicate your intent to rig on the Stand Information Form. Please read the important section on Rigging on page 28 as to what is permissible. All rigging must be included in any space only stand plan submissions.
Carpet & Flooring	Showlite is the official carpet contractor and can be contacted using the details below: **T:** +44 (0) 126 436 5550 | **E**: exhibitorsales@showlite.co.uk | **W:** Showlite **Order Form:** Flooring Shell Scheme stands will have grey cord carpet. Space Only stands are required to provide their own carpet and ensure that the carpet is removed and disposed of at the end of the event.
Children & Under 18s	No one under the age of 18 is permitted in the halls at any time during the show build up, open period or breakdown.

Cleaning	Stands will be vacuumed prior to the show opening. Please note that surfaces and exhibits will not be cleaned. If you have any specific cleaning requirements, you can arrange these directly with Excel Services using the details below: **T:** +44 (0)20 7069 4400 | **E:** exhibitororders@Excel.london | **W:** Excel Cleaning
Code of Conduct	Exhibitors are not permitted to hand out leaflets or conduct business at the entrance to the event, in the gangways or any other part of the exhibition hall - unless written consent from the Organisers is obtained. The gangway widths used in this venue are the minimum permissible by law. Please plan your space accordingly and keep your exhibits inside your stands, at all times. Your stand must be staffed, and all exhibits must remain displayed during the hours that the exhibition is open to visitors. Publicity notices and materials may only be displayed on and distributed from the exhibitor's own stand. You are reminded that you must not transfer, sublet or subdivide your stand, whether for financial consideration or otherwise, or enter into any agreement to do so. The Organisers reserve the right to ensure that any products not belonging to the contracted company are removed, and any contracted company found subletting may not be offered a stand in future years.
Damage & Loss	**Exhibitors' Property** • Neither the Organisers, the venue nor the sponsors accept any responsibility for damage or loss of any properties introduced by the exhibitors and/or their agents/contractors. Exhibitors are especially warned that the exhibits are the sole responsibility of the exhibitor to whom they belong. • Exhibitors should arrange their own insurance against all risks. The strongest possible precautions against pilferage should be taken at all times. **The Venue and Stands** • Please do not fix, screw or drill into the venue's existing walls or floors. If attaching to the venue columns/walls please use white tack only. Charges will apply to any associated damages, as well as paint spillage and failure to remove large items of rubbish. • Shell Scheme exhibitors are also reminded that they are responsible for all shell scheme panels, and will be charged by the contractor for any damages through inappropriate fixings, painted panels etc.
Deadline Dates	Below are 3 key deadline dates that we would like you to be aware of. Services can often be available after the deadline date, however some of the costs may increase or availability may be restricted after this time. Compulsory forms required for completion are highlighted. **31st August - Deadline 1** • Space Only Plans & Rigging Request Submissions **14th September – Deadline 2** • Cleaning/Waste Disposal • Internet, Wi-Fi and Telephones • Water and Waste (piped services)

	21st September – Deadline 3 • Audio Visual • Catering • Electrics and Lighting • Exhibitor Badges – Badge Registration • Flooring • Furniture • Graphics • Lead Capture Devices • Logistics – Freight, Lifting and Storage • Stand Nameboard Form for Shell Scheme Stands • Shell Scheme Extras/Graphics • Stand Information Form
Delivery Address	**Please ensure that deliveries are scheduled when someone will be on-site to receive them**. DSV Solutions have been appointed as the official contractor for lifting, handling and storage. The advantage of using the show Official Contactors is that they will be on-site during the build-up, and breakdown periods of the show and are easily accessible. They are also able to receive goods on your behalf and only deliver them once there is someone on your stand. If a delivery needs to be offloaded with a forklift or if manual assistance is needed, please contact DSV using the details below: **T:** +44(0)20 7069 5323 | **E:** pinar.eligur@dsv.com | **W:** DSV **ADVANCE WAREHOUSE (deliveries to arrive no later than Friday 10th October)** CONSIGNEE: **Please click here for advance deliveries guidance** DSV Solutions Advance Warehouse – Smart Buildings Show 2026 Bays 22-24 Excel Exhibition Centre, Sandstone Lane London E16 1FR C/o The show name / exhibitor name / stand number Delivery address during the event: Smart Buildings Show 2026 **Company Name** & **Stand Number** **Exhibitor Contact Name** & **Mobile Number** Excel Exhibition Centre **Hall N11/N12** Sandstone Lane Newham London E16 1FR

Disabled & Less Able-Bodied Visitors	Exhibitors participating at Smart Buildings Show 2026 are required to meet their legal responsibilities under the Equality Act 2010. Reasonable adjustments for, and a positive attitude towards disabled people from our exhibitors will enhance the overall shared Smart Buildings Show experience and benefit everyone. Access for disabled people also includes access to written information for people with visual impairments and access to the same standard of service for all. Under the Equality Act, exhibitors are required 1) not to treat a disabled person less favourably than someone who is not disabled and 2) to make reasonable adjustments to their services to take account of disabled people. "Reasonable adjustments" can be physical changes to your exhibition stand, providing equipment or changing practices and procedures to be more inclusive. However, it is important to take account of health and safety legislation which has primacy over the disability regulations. Further details about the Equality Act, and how you can obtain copies of the act, can be found on the Government Legislation Website. Please follow this link: www.legislation.gov.uk There are 148 bays suitable for disabled drivers on-site across the car park. These are wide bays with minimum dimensions of 3600 by 4800 mm. Access to the building from these bays is along walkways with a gradient of no more than 1 in 15. All public entrances allow for access by wheelchair via low gradient ramps and an automatic door. Once inside the venue, all floors are level, offering unobstructed access. Lift control panels are located at a height which can be easily reached by someone in a wheelchair. There are Braille and tactile buttons. All lifts have a visual and voice indication of the floor reached and an intercom facility activated by an alarm button. Every area may be reached by lifts, with the exception of the upper level of the Organisers' Offices. All stairs and ramps are fitted with handrails and balustrades. All public corridors and passageways have a minimum clear width of 1200mm. Self-service equipment such as ATMs and telephones are located at levels suitable for wheelchair users. Strong tactile differences in paving are provided to indicate hazardous areas, e.g. dock edge indicated by cobble stone surface. Non-slip flooring has been used throughout the building. Door vision panels giving a zone of visibility between 500mm and 900mm above floor level are provided on all public access doors. https://www.Excel.london/visitor/venue-guide/accessibility Mobility Aids are available for booking here please note that all aids are free of charge to hire and available on a first come first serve basis, subject to availability.
Electrics & Lighting	All connections to the main power supply must be made by the Official Contractor, Showlite. If you or your contractor are undertaking any electrical work at the event, please refer to the eGuide Electrical Regulations for compliance. **The Showlite Electrical Guide will also give you all the information you need to ensure that you place the correct electrical order for your stand.** *Please be aware that the use of lithium batteries, including to power lights, is strictly forbidden inside the venue*. **Mains cable** Each Island site or Block of stands will have a mains cable installed by the venue electrical contractor under instructions from the Official Electrical Contractor for the exhibition (Showlite). • The official electrical contractor will order the mains to the position based on information given by the exhibitor / stand build contractor for the exhibition

- Where the cable exits the duct, it is the responsibility of the exhibitor / stand contractor to incorporate the mains cable, Mains box and nominated contractors switch gear into the design of the stand and the means for them to be installed i.e. some to hang them.
- There are many ways to incorporate a mains cable into stand design:

Build a platform (Not supplied by venue or nominated electrical contractor)

- This is always the best option as mains cable and all final circuits installed by nominated contractor can be installed under it removing all trip hazard

Cable Ramping (Not supplied by venue or nominated electrical contractor)

- This is another great way of covering the mains cable to its point of installation. This would need be installed on top of the carpet.

Build a wall over the duct

- By installing a wall over a duct, a mains cable can run along it to its point of installation

Build a store / void / office space

- By installing a store / void / office space over the duct where the mains cable can come up straight into this area and be out of the way of the public

Design a stand around venue duct position

- If you are designing a stand and don't want to install a platform and don't want to see cable matting or ramping, try arranging all items that need electrics around the venue ducts

Lightboxes

- If you are considering having LED lightboxes as part of your stand display, please click here to be aware of some important points regarding electrics and see page 13 for more detailed information regarding lightboxes.
- Please also advise the electrics team if there is a gap/channel under the lightbox to allow for cabling to run under the stand or not, so as to avoid mains being installed on that stand if at all possible.

What's included in a Shell Scheme Stand?

Shell Scheme Stands will receive the following electrics:

- 1 x 500 watt electrical socket
- 2 x LED spotlights

What's included in a Plug & Play Stand?

Modular Plug & Play stands will receive the following electrics:

- 1 x 500 watt electrical socket
- 1 x LED spotlight

If you would like to order any additional electrics for your stand, please contact Steve Smith on the details below:

T: +44 (0)126 436 5550	**E:** ssmith@showlite.co.uk	**W:** Showlite **Order Form:** Electrics/Lighting

First Aid

If you require first aid, please contact security or alert the Organisers' Office so a medic can attend.

Please do not summon the emergency services directly, as the venue will need to expedite their arrival to the site.

<table>
<tr><td>Floral</td><td>Artificial plants/flowers are not permitted; this is due to being combustible as well as giving off toxic fumes.

Silk-type flowers are acceptable, providing they are fireproof or have been treated and proof can be supplied.</td></tr>
<tr><td>Food & Drink</td><td>If you would like to serve food and/or drinks on your stand you will need to purchase this from the venue caterers, Excel Hospitality. Please contact Excel Hospitality on the details below or order via https://Excellondonhospitality.exhibitorcatering.co.uk/

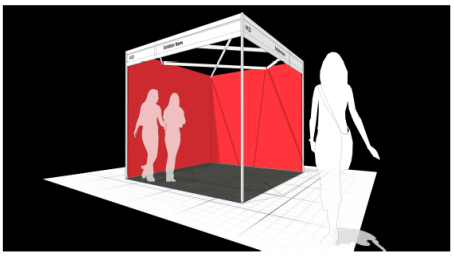
<table><tr><td>T: +44 (0) 207 069 4126</td><td>E: sales@Excelhospitality.london</td><td>W: Excel Hospitality</td></tr></table>
If you intend to have alcohol on your stand, please indicate this on your Stand Information Form.</td></tr>
<tr><td>Furniture Hire</td><td>The Official Furniture Contractor for the show is Showlite.
No furniture is included in Shell Scheme or Space Only stands. To order furniture for your stand please contact Showlite on the details below:

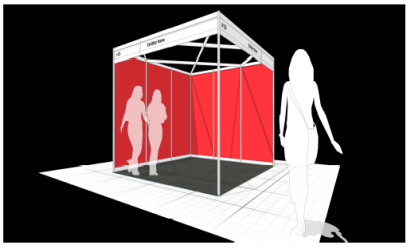
<table><tr><td>T: +44 (0) 126 436 5550</td><td>E: furniture@showlite.co.uk</td><td>W: Showlite
Order Form: Furniture</td></tr></table>
If you have a Plug & Play stand, you will receive the following furniture on your stand:
1 x lockable cupboard
1 x bar stool</td></tr>
<tr><td>Graphics</td><td>If you would like to attach items to your shell scheme such as posters, graphics and/or material, please ensure you use fixings that will not leave a residue. The shell scheme panels are velcro/double sided sticky pad* accepting and this option will not cause damage. Please do not stick anything to the metal work. Any damage incurred will be charged for.

*If you have any queries about the materials recommended for attaching items to shell, please liaise with the Show Operations Team.

If you are planning to produce full size graphics to cover the shell scheme walls you are advised to contact Showlite first to determine the shell scheme walling configuration. Please note - depending upon the size of the adjoining stands, a number of ½m walling panels may be used to construct your stand rather than 1m panels.

If you would like to order graphics for your stand, please contact Showlite below:

<table><tr><td>T: +44 (0) 126 436 5550</td><td>E: exhibitorsales@showlite.co.uk</td><td>W: Showlite
Order Form: Graphics</td></tr></table>

Flush Fitting Graphic


Infill Graphic</td></tr>
</table>

Insurance	Whilst we will take every precaution to ensure security and safety at our exhibitions, we do not accept any liability for loss or damage to exhibitor's property or injury to exhibitor's staff. Exhibitors should take out and maintain at all times employee liability insurance for this and public liability insurance against personal injury/death of third parties and to or loss of property of third parties. **It should be noted that insurance cover for exhibitors is a mandatory requirement for exhibiting at this event.**
Internet & WI-FI	Excel's policy precludes the use of proprietary internet access devices. To help maintain a stable, fast and reliable Wi-Fi connection for all, exhibitors are asked not to bring their own wireless routers to the venue or to use hotspots from mobile devices. These can cause direct conflict with venue infrastructure, compromising the performance of the venue connections. Wi-Fi access will be available for general browsing and checking emails etc. but should not be relied on for presentations, streaming 4k video content, website/software demonstrations or accessing back-office applications. Secure and reliable hardwired connections or faster Wi-Fi connections can be ordered through the Excel London webshop using the details below. We remind exhibitors to place orders before **14th September**: **T:**+44 (0)20 7069 4400 | **E:** exhibitororders@Excel.london | **W:** Excel.london/webshop Review FAQs here or contact exhibitororders@Excel.london for more information.
Lead Capture	**NEW for 2026: Lead capture built into the Smart Buildings Show app** Provided by our app partner, Sitka. Exhibitors can now benefit from Sitka's lead capture service being fully integrated with the Smart Buildings Show app. **How to Order** Lead capture devices can be ordered via this link: https://smartbuildings.sitka.co.uk/ • Essentials Package (includes 1x scanner license): £198 per exhibitor • Additional licenses: £101 per additional license **Sitka Portal** The portal lets you configure tailored lead qualification questions; invite team members to your exhibitor account; set 1:1 meeting availability for your team and download lead data – in real time and with a click of a button. **Need Support?** For more information or assistance, contact: support@sitka.co.uk
LED Lightboxes	If you intend to use a modular LED Lightbox as your stand display, **it is imperative that the whole display fits inside your allotted floor space**. If your display overspills into the gangway, it will *not* be permitted. **We remind you to factor in the depth/thickness of your LED display when calculating the required length at time of ordering.** If you have pre-existing LED lightboxes, please ensure that the stand space you have booked is large enough to accommodate them. So, for example, if you have booked a stand that is 3m x 3m with 2 sides open, and you wish to have 2 LED displays lining each wall, **you must ensure that you take into account the**

dept/thickness of the LED walls, as both LED walls will be positioned at right angles to each other and will therefore stick out into the gangway by the depth (thickness) of the structure.

A simple way to think about it is - you cannot fit a 3m x3m shoe box inside another exact same size 3m x 3m shoe box!

If your LED display is to sit within a shell scheme construction, please use the exact internal measurements of the shell scheme when calculating the length of your displays. For example, a 3m x 3m shell scheme stand has an internal measurement of 2930mm x 2930mm because of the support beams. Please refer the size guidelines and shell scheme specification sheet for exact measurements.

Important: when calculating the above, please factor in the orientation and depth of the support feet of your structure. If these stick out into the gangway, they constitute a trip hazard that will not be permitted on site.

> **PLEASE NOTE:** some online suppliers are offering LED Lightbox displays with incorrect dimensions and misleading visuals that do **not** work within an octanorm shell scheme stand of the same size, due to the issues outlined above. If in doubt, please contact nika@eventdoctors.net for guidance.

If you are using a lightbox as part of your display, please indicate this on the Stand Information Form. If you have any concerns, please do not hesitate to contact the Organisers on nika@eventdoctors.net

Electrics & Lightboxes

Please be aware that lightboxes can cause some issues with the electrical connection on your stand. Please read the below carefully or click here:

Why LED Light Boxes Trip Breakers?

Even though LEDs are energy-efficient, the drivers (internal power supplies) behave differently than traditional Lamps.

The Earth Leakage Problem

Every LED driver "leaks" a tiny amount of current to the earth as part of its normal operation
The Limit: All installed sockets are protected by a 30mA RCD (Residual Current Device).
The Cumulative Effect: While one light box is harmless, plugging 4 boxes into a single 4-way extension lead can exceed that 30mA limit.
The Fix: Order additional socket outlets. This isn't for more power, it's to spread leakage across multiple RCDS with sockets being on separate RCDS, avoiding any nuisance tripping.

Inrush Current (The Startup Surge)

When power is turned on to the LED Light Boxes, the capacitors in the LED drivers charge up instantly. This creates a massive surge of power for a short period.
The Result: This surge can trip the MCB (Miniature Circuit Breaker).
The Fix: Sequence your start up. Turn your light boxes on one at a time, rather than all at once.

Safety

If your MCB trips with only one light box plugged in, you might have a genuine issue

- **Physical Inspection**: Check for pinched cables, exposed wires, or damaged plugs.
- **PAT Testing:** Ensure all equipment has undergone In-Service Inspection and Testing (PAT) before arriving on-site. This confirms the equipment is internally safe and won't compromise the venue's or nominated electrical contractors' electrical system.

<table>
<tr><td>Lifting, Handling & Storage</td><td>DSV Solutions has been appointed as the official contractor for freight forwarding, lifting, handling and storage. The advantage of using the show official contactors is that they will be on-site during the build-up and breakdown periods of the show and are easily accessible.

They are also able to receive goods in on your behalf and only deliver them once there is someone on your stand.

If a delivery needs to be offloaded with a forklift or if manual assistance is needed, please contact DSV using the details below:

<table><tr><td>T: +44(0)20 7069 5323</td><td>E: pinar.eligur@dsv.com</td><td>W: DSV</td></tr></table></td></tr>
<tr><td>Materials & Stand Dressing</td><td>Exhibitors and Contractors must have test certificates for any materials which they intend to use in the construction of a stand.
As a guide, plastic flowers (except fire retardant silk flowers), flammable paints and fabric backdrops (unless treated) are NOT to be permitted.

If you have any doubts, please refer to the Construction Materials section within the Stand Construction section of the eGuide - Stand Build Section</td></tr>
<tr><td>Modular Stands</td><td>If you are intending to bring a lightweight modular stand solution such as a T3 System, it is imperative that it includes full cross bracing and ballast systems for stability. Exhibitors are advised to check with their respective systems solution provider that their chosen stand display
has adequate standalone structural integrity. It is not permissible to brace to a neighbouring stand. IMPORTANT: Please be advised, that if your stand does not conform to an onsite health and safety inspection for structural rigidity, it will be condemned and closed for access on site, until it is rectified.</td></tr>
<tr><td>Music</td><td>A PRS Licence is required for all exhibitors playing any form of music such as CDs, tapes, DVDs, video streaming and live music. The Performing Rights Society collects royalties on behalf of the composers. Exhibitors are responsible for obtaining a PRS Licence. Follow this link to apply for a licence: PPL/PRS Licence.

A PPL Licence is also required for all exhibitors for the use of all sound recordings (i.e. CDs, tapes, DVDs). The PPL collects royalties on behalf of the record label. It is the responsibility of the exhibitor to inform the Organiser if they are playing sound recordings on stands as this licence needs to be applied for by the Organiser.

If you require a PPL Licence, please fill out the Stand Information Form as soon as possible.</td></tr>
<tr><td>Operations Team</td><td>Nika and the Operations Team will be able to assist with any operational questions you may have over the upcoming weeks and months.
To contact them please use the details below:

<table><tr><td>T: + 44 (0) 7771 893817</td><td>E: nika@eventdoctors.net</td></tr></table>
On-site, the team will be based in the Organisers' Office, signposted on the show floor.</td></tr>
<tr><td>Parking</td><td>Parking (for standard vehicles up to 2m in height and over height vehicles from 2m-2.8m) costs £27.50 in the car park, located underneath the venue, per calendar day (00:00-23:59) when pre-booked and £30 per day on-site on-day (only available when Excel is not operating a prebook only car park).</td></tr>
</table>

	• Parking is available for transit vans and minibuses up to 3.5T. Parking for vehicles over 3.5T/Lorry is £35 per day. This is not pre-bookable and based on a first come, first served basis. • Motorcycle parking is free of charge. New access control via Automatic Number Plate Recognition (ANPR) technology along with a pre-booking system means spaces can now be pre-booked prior to arriving on site. To pre-book your space, visit the online booking platform. The entrance to the venue car park can be found using What3words reference: what3words.com///**expect.likes.eager** **Please note the Sandstone Lane and Seagull Lane stretch of private road on the north side of the venue is now permanently closed. Access to the car park under the venue will only be via Royal Victoria Dock Road or the A112.**
Privacy Policy	By signing the Contract to Exhibit the Exhibitor is consenting, under all relevant data protection legislation, to the Organiser communication with Exhibitors by telephone, fax, email and post and using personal information for the following purposes: the Organiser's internal purposes, which will include accounts processing, internal analysis of Exhibitors, inviting Exhibitors to other events, organised by the Organiser or its group, disclosure of information to contractors who provide services in respect of the Exhibition (including but not limited to shell scheme, security, registration, cleaning and freight contractors, caterers and electricians), disclosure to direct mailing contractors and disclosure or transfer of Exhibitor's personal data to members of the Organiser's group worldwide to allow the group to further develop its business and its services to Exhibitors. The Organiser may also pass Exhibitor details to Official Contractors who provide goods and services likely to be of interest to Exhibitors. Please contact the Organiser in writing if you do not wish your personal information to be used in any of the ways mentioned above.
Rigging & Suspended Structures	Exhibitors wishing to rig a banner above their stands must contact the Organisers in writing for permission. All costs associated with rigging including a media charge, will be paid for by the Exhibitor and Smart Buildings Show specific rules for rigging must be adhered to. **Please email nika@eventdoctors.net with your request by 31st August**. No requests will be accepted after this deadline. To request a permit to rig, your stand must be 24sqm or larger. You must also indicate your intent to rig on the Stand Information Form. Please read the important section on Rigging on page 28 as to what is permissible. All rigging must be included in any space only stand plan submissions.
Risk Assessment	Under UK law, you are required to undertake a risk assessment for all stages of the event; build up, open, breakdown. However, we will not request to see this unless indicated on your Construction Phase Plan (build up/breakdown) or Stand Information Form. All exhibitors who are constructing their stand or arranging for someone else to construct on their behalf should ensure that a **Construction Phase Plan** has been carried out. Your Construction Phase Plan will serve as a useful tool to ensure you and anyone around you is safe. Please note: Any element of construction deemed as Complex will require a Risk Assessment, Method Statement and Plans to be submitted to the Venue and Structural Engineer 28 days prior to first day of show build.

	www.cdm4events.org.uk is a good website explaining what is and isn't required and by whom. They also have some good online templates that will assist you in providing the correct information. If you have any questions regarding this, please email Nika Czoch on nika@eventdoctors.net or call **+44 (0)7771 893817**.
Risks	If you would like to have any of the activities listed below taking place on your stand during the show, please forward a risk assessment and stand layout showing where the activity will be taking place to nika@eventdoctors.net. Please note that most of the activities below will require specific licences or authorisation from the venue or Local Authority. • Alcohol serving (restrictions apply) • Animals • Dangerous and noxious substances, including flammable oils, liquids and gases, compressed gases / acetylene / LPG, as well as hot surfaces and naked flames • Gambling • Hazardous noise • Hazardous processes or substances • Preparation, cooking and dispensing of food • Radioactive substances • Seating (closely seated audiences) and seminars • Simulators and rides • Special effects, including lasers, real flame, smoke machines and strobes • Special treatments (invasive - breaking the skin, e.g. ear piercing and non-invasive touching skin, e.g. massage) • Temporary structures • Vehicles • Visitor participation that may expose them to risks that would not normally be associated with visiting an exhibition hall • Water equipment and features • Weapons • Working machinery and apparatus
Security	Although every reasonable precaution is taken and the hall is patrolled day and night, exhibition halls are vulnerable places and the Organisers can accept no responsibility for any loss or damage which may occur to your staff or property from any cause. Please consider these security tips when planning your stand: • **Please report any issues immediately to a member of the Organising Team**, who will be based in the Organisers' Office. • **Do not leave your items unattended** at any time during the build-up, the open period or breakdown. Do not leave the venue until all visitors have gone each evening. • **Think about how you position desirable items,** especially where you may not be able to keep an eye on them. • **Always secure desirables and valuable items.** Typically, these are plasma screens, laptops, mobile phones and handbags. • **Ensure you have enough staff** so that your area is not vulnerable to thieves and do not ask anyone else to watch over your property while you go for a break. They may become busy and not be able to keep an eye on it. • **Remove all portable items of value** each evening where possible, especially on show close evening. Do not leave them until the following day for collection. • **Arrive in time for the show opening each day.** Ensure your stand is staffed at least 15 minutes before the show opens, but remember the halls open early each day

	(please check timetable at the front of this document) for maintenance and re-stocking. • **Use a lockable cabinet** to store your personal possessions during the show open hours. • **Consider using a night sheet.** • **Hire an alarm** for your area if you have valuable or portable items. • **Ensure your insurance arrangements cover you** for this exhibition. If you see any unusual activity around the building, please report it immediately to the security team or Organisers' Office. *If you are a victim of theft, please report the matter immediately to a member of the Organising Team who will be based in the Organisers' office.*
Site Rules & Emergency Procedures	Please pay careful attention to the Site Rules & Emergency Procedures and ensure they are circulated to all stand staff. The Site Rules will be sent out with the Pre-Show Information closer to the event.
Stand Information Form	Please ensure you complete your Stand Information Form. This is a short form which takes approximately 3 minutes to complete and provides some basic information about your stand and any open period activities you may have taking place.
Stand Nameboard Form	Please complete the Nameboard Form to let our contractor know what text you want on your shell scheme stand nameboard: Nameboard Order Form
Vehicle Exhibits	If you are planning to have a vehicle within the hall, please indicate this on the Stand Information Form. The Ops Team will then be in touch to liaise with you regarding access times etc. Please ensure you make a note of the below for any vehicles within the hall: • The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage. • Fuel tanks of motor vehicles manufactured after 1984 may contain fuel. • The fuel tank must be sealed, wherever possible with a lockable cap. • Vehicles may require a drip tray and must be positioned within the boundaries of the stand. • The running of engines during the open period is strictly prohibited. • Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times. • Keys to the vehicle must be left with the floor manager in case of an emergency.
Waste	We welcome working with exhibitors in creating as sustainable an event as possible. The venue has implemented new waste management practices designed to minimise environmental impact whilst maintaining high standards of cleanliness and efficiency. We kindly request all exhibitors and contractors follow Excel's waste management guidelines and pre-book waste management services, as necessary. To maximise recycling and minimise waste sent for incineration, please order containers according to the appropriate waste stream (e.g., wood, dry mixed recycling (DMR), general waste). It is a legal requirement to separate WEEE (electric/electronic) goods and hazardous materials so please ensure relevant disposal services are ordered for these items.

We encourage all exhibitors and contractors to limit the use of single-use materials, plastics, and unnecessary packaging choosing reusable stand designs and materials where possible or opting for eco-friendly alternatives that can be recycled post-event.

Anything that would not normally go in a black bin bag is classed as 'unreasonable building waste' and will need to be removed from site by yourself or your contractor or make arrangements with the venue cleaners to remove it.

T:+44 (0)20 7069 4400	**E:** exhibitororders@Excel.london	**W:** Excel.london/webshop

- Prebook waste services prior to coming on site via the Excel London webshop
- Book on site via QR codes or at the Exhibitor Service Desk

All of your own waste must be removed from your stand before you leave the site.

Any items left behind intentionally OR unintentionally will be treated as waste and disposed of at the end of the tenancy - the cost for removal will be passed on to the exhibitor.

SHELL SCHEME INFORMATION

If you have booked a Shell Scheme stand, this section explains what is included and what options you have to enhance your stand. Within your Shell Scheme stand you get:

- Walls
- Fascia with a nameboard
- 1 x 500-watt electrical socket
- 2 x LED spotlights

Please use the following contacts should you wish to upgrade any elements of your stand:

Shell Scheme Additions		
T: +44 (0) 126 436 5550	**E:** exhibitorsales@showlite.co.uk	**W:** Showlite Shell Scheme
Nameboard		
T: +44 (0) 126 436 5550	**E:** exhibitorsales@showlite.co.uk	**W:** Showlite Nameboard
Electrics		
T: +44 (0) 126 436 5550	**E:** ssmith@showlite.co.uk	**W:** Showlite Electrical
Furniture		
T: +44 (0) 126 436 5550	**E:** furniture@showlite.co.uk	**W:** Showlite Furniture

The Shell Scheme
The stand will be a white powder coated aluminium shell scheme system, supplied with white 3mm thick Foamex infill wall panels. If you would like to attach to the shell panel, we advise that you use double sided Velcro.

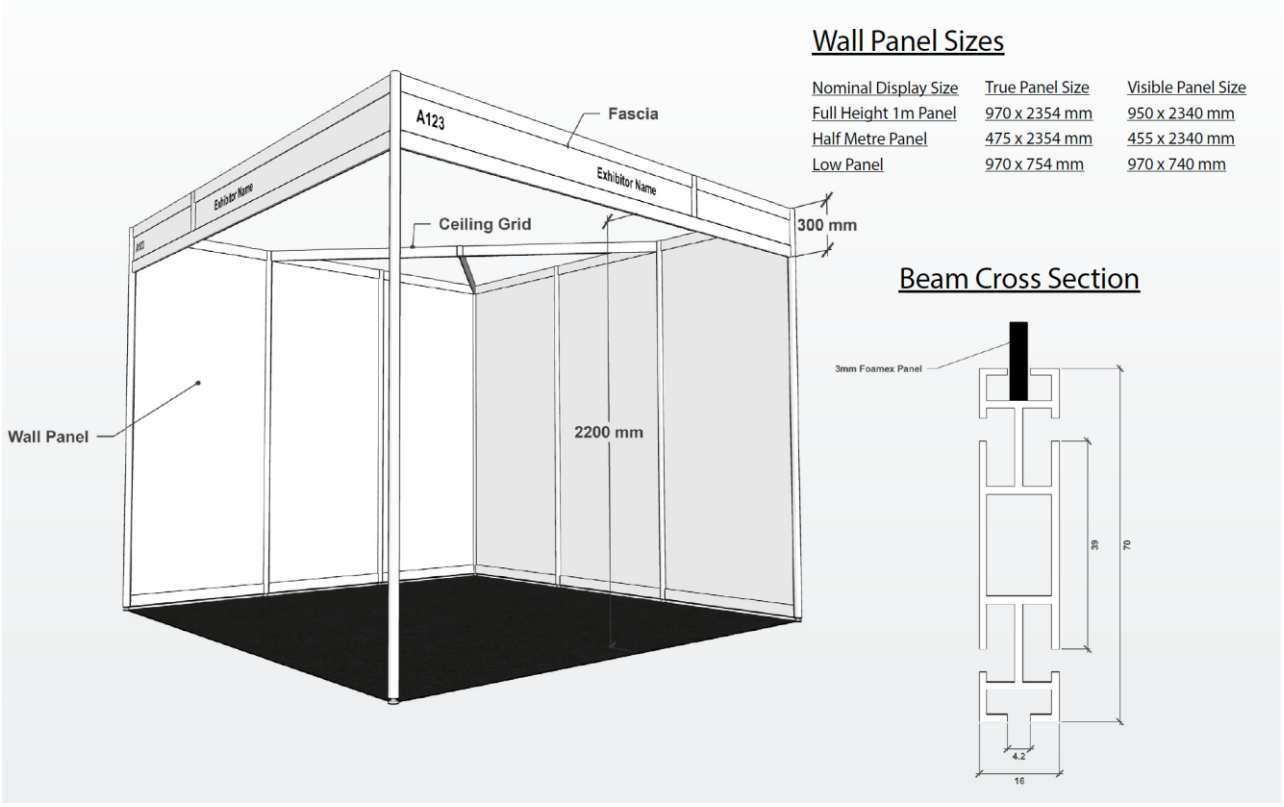
Please note exhibitors may request their fascia to be removed from their stand, however, the fascia is integral to the structural stability of the stands. This may only be removed in exceptional circumstances and where the stand layout allows sufficient stability.

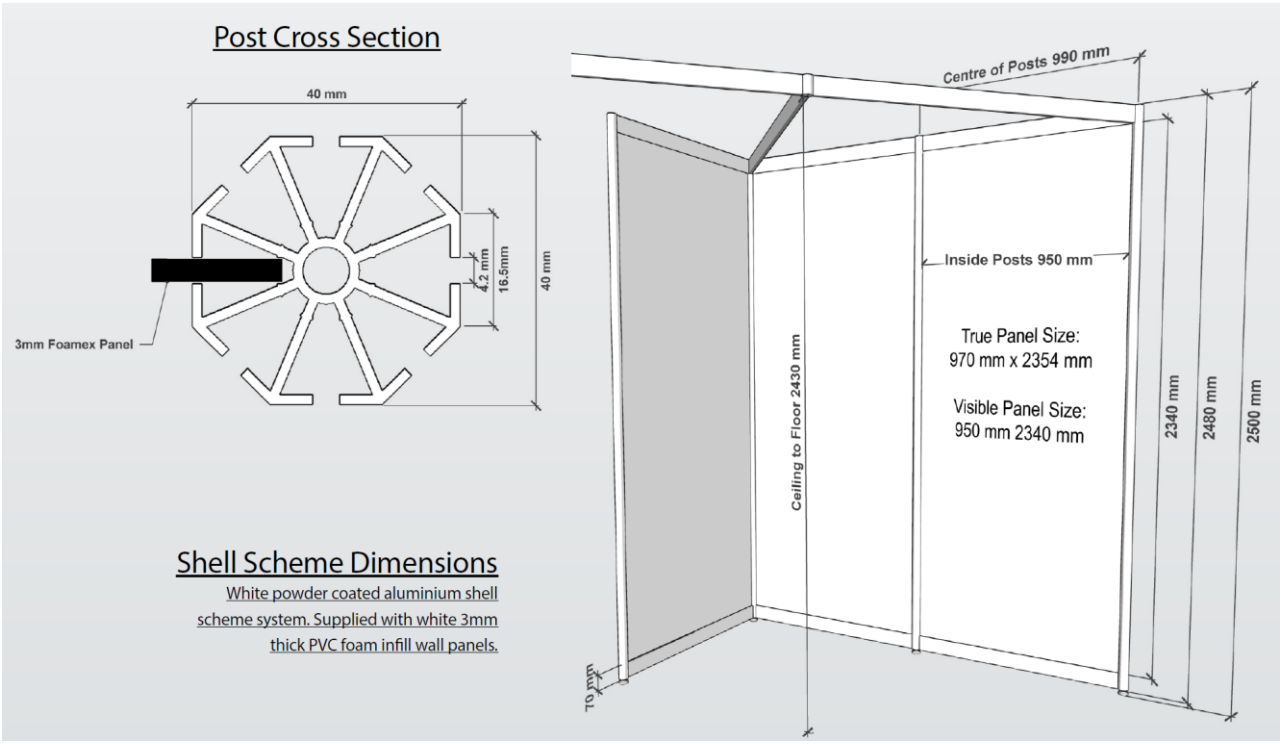
Showlite are the appointed Shell Scheme contractor; should you have any queries they can be contacted via the details below:

T: +44 (0) 126 436 5550	**E:** exhibitorsales@showlite.co.uk	**W:** Showlite

Shell Scheme Specification:

The seen size for graphics is 950mm x2340mm





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Stand Design:

When designing your stand, you need to make the most of the space you have - and there are a number of tried and tested ways to give the stand more impact:

- Assess the likely traffic flows around your stand and establish points of interest that will make visitors stop in the aisles.
- Make your stand open and inviting.
- When a crowd develops at your stand, make sure visitors can see your products over the heads of others.
- Ensure your message is clear and your company name prominent so that visitors in other aisles are aware of your presence.
- Ensure you have enough room to display your products and literature and entertain and talk to clients on your stand.
- Ensure there is sufficient space for machinery and any printed products they may produce.
- Posters and the like may not be displayed in the gangway.
- Ensure there is somewhere to store items - cluttered and messy stands are uninviting.

There are also logistical issues to consider:

- Your stand must be designed so it can be erected and dismantled within the time and space available.
- We would also ask that stands be designed in a way that allows access for wheelchair users.

SPACE ONLY INFORMATION

If you have booked a Space Only stand, there are a number of responsibilities that you need to undertake:

- Ensure your stand can be built within the time frame given.
- Appoint a reputable contractor - are they an ESSA member (Event Supplier and Services Association)? – www.essa.uk.com.
- Ensure your contractor has the information they need to be able to do their job properly.
- Ensure your contractor knows they are to supply walls if your stand adjoins another stand (or other stands), and a platform if you wish to use your own flooring.
- Read and abide by the Terms and Conditions of your exhibiting contract.
- Understand your responsibilities under UK Legislation including CDM Regulations (www.cdm4events.org.uk).

Please ask your contractor to send the following information:

- Layout plans including elevations and any rigged elements
- Construction & Demolition Phase Plan including key risks
- Method Statement
- Completed Stand Design Inspection Form

All stand designs and safety paperwork (Construction Phase Plan & Method Statement) must be submitted by **31st August** to Amelia on the details below:

T: +44 (0)7968 268519	**E:** info@eventdoctors.net

Please brief your contractors to abide by the https://www.aev.org.uk/resources/e-guide along with the show guidance below.

General Guidance

- Adequate precautions must be taken by contractors to protect the fabric of the building during construction and dismantling. Any damage caused to the venue structures will be charged to the exhibitor.
- All stands should be designed and built in line with the https://www.aev.org.uk/resources/e-guide Venue and Organiser regulations.
- The visible element at the back of your stand should be as well presented as the front – any reverse section of walling that is higher and therefore visible above your neighbour's stand must be finished off.
  NEW FOR 2026: Due to the increased use of lightbox structures by shell scheme stands, we ask exhibitors make good any walling down to 2.2m.
- All stand structure, signs, notices etc. must be confined within the area allocated and may not project into or over gangways.

Aesthetic Rules / Walling Regulations	**Unbroken walling** • A minimum of 50% of any open side must remain fully open. • Please ensure that your stand conforms to the requirements and does not visually block neighbouring stands off from the rest of the exhibition. Please note: walling that contradicts the above will be considered on a case-by-case basis. **Walling that adjoins another stand** • Exhibitors on part-island sites must provide partition walls between themselves and their neighbours on the block and if applicable, separate the stand from the venue wall. • Neighbouring exhibitors can liaise with one another to ensure that at least one of them is building a wall or to arrange to share the cost. • Where you are building your own wall, this must be dressed in a neutral colour without graphics from the top of the wall to the hall floor. • Please note: receiving a 'Drawing inspection notice' does not mean that adjoining stand plans have been checked for compatibility.
Bridging	Bridging of gangways will NOT be permitted.
Columns	Where columns are present, wholly or partially within the area of the allocated stand space, they may be encased by the Exhibitor on all four sides to a height of 2.4m. The casing must be self-supporting and may not be fastened to the column. Only the faces of the casings (not the column) which stand within the allotted space may be used for display of graphics or other pictorial matter.
Complex Structures	A Complex Structure is any form of construction of any height, which may require input from a Structural Engineer or would be designed by an engineer and/or has, through a Risk Assessment, been found to provide a significant risk of collapse. If a stand is not constructed from 'shell scheme' it is the responsibility of the stand designer to determine whether the construction is complex or not and indicate this on the Space Only Plan Submission. The most common examples of Complex Structures include: • Any structure, regardless of its height, which requires structural calculations or has had input from a Structural Engineer • Multi-storey stands • Any part of a stand or exhibit which exceeds 4m in height • Suspended items, e.g. bespoke structure, banner systems or suspended stand build • Freestanding sound/lighting towers

	• Temporary tiered seating • Platforms and stages 0.6m and over in height • All platforms and stages for public use (not including stand floor flats and platforms) However, the Venue or Organisers may class other stands as complex structures where it has not correctly been determined by the designer. The Structural Engineer nominated by the Organisers will inspect the Complex Structure at the design stage, during the build-up and on completion. All charges incurred for the use of this service are the responsibility of the exhibitor and there will be a charge for this. Please note - Risk Assessments, Method Statements and Plans will need to be submitted to the Venue and Structural Engineer 28 days prior to the first day of show build.
Construction Phase Plan	Under UK law, you are required to undertake a Risk Assessment. However, we will not request to see this unless you notify us of a specific risk within your Construction Phase Plan or within your Stand Information Form. All risk assessments need to be available for inspection on-site upon request. All exhibitors who are constructing their stand or arranging for someone else to construct on their behalf should ensure that a **Construction Phase Plan** has been carried out. Your Construction Phase Plan will serve as a useful tool to ensure you and anyone around you is safe. www.cdm4events.org.uk is a good website explaining what is and isn't required and by whom. They also have some good online templates that will assist you in providing the correct information.
Design	All stand structures must be designed with the method of working and the environment and time frame that it needs to be built in mind. The following basic considerations must be addressed: • The sequence of construction and destruction as well as the sequence for the removal of any temporary parts. • The design should consider the safest means of connecting components and, where appropriate, indicate the necessary provision of access equipment and the safe system of work to reduce the time spent working at height. • The method of construction / destruction and use of appropriate and safe working practices. • Stability at all stages of construction and destruction. • Identifying the point at which the structure can support itself. • Identifying the permanent elements that ensure stability. • Calculations indicating the relevant forces and load capability of the structure. • The floor loading capacity of the venue. • A thorough check of orientation, columns, obstacles, ducts etc. The design should take account of the safe handling, lifting, storage, stacking and transportation of the components relevant to their size, shape and weight: • Weights of components should be clearly marked and where necessary, lifting points indicated.

	• Components should be stacked and delivered so that they can be removed in the desired order. • Deliveries must consider the floor loading in the area of erection or unloading. • As much of the construction as possible should be completed at floor level. This should include decking and the erection of handrails to ensure a safe place of work on the upper level, once lifted, to avoid the provision of additional safety measures such as temporary edge protection and fall restraint or arrest systems. • Welding and cutting (fabricating) are not allowed within the venue without the prior written consent of the venue. • Plant and equipment must only be operated by a competent person and copies of their licences or certificates must be available for inspection at any time. It must be completely self-supporting and stable. No stand should be supported by direct suspension from the roof of the exhibition halls, nor may any fixing be made to the structure of the building. Nothing may be drilled, attached or bolted to the hall floor. Please ensure you consider ALL visitors when designing the stand. Exhibitors are reminded of their legal responsibilities under the Equality Act 2010 for making their stand accessible. The e-Guide offers further guidance on accessibility within its Disability and Stand Construction sections. Exhibitors should be encouraged to design their stands without platforms, where practicable, and they must incorporate a ramp into any platform so that customers can be served on the stand and not from the gangway. Additional information can be found in the 'Disabled and Less Able-Bodied Visitors' section on page 10. The Organisers may, at the expense of the exhibitor, remove or alter anything in, on or forming part of any stand if, in their opinion, it is desirable to do so in the interest of the exhibition.
Doors/Vision Panels	Doors must have a vision panel with a zone of visibility spanning from 500 mm to 1500 mm above the floor. The exception to this is doors to small storerooms, where a small panel may suffice. The minimum effective clear width of a door should be 800mm. Doors must be recessed where they open on to public circulation areas, i.e. they must not open directly on to a gangway. Emergency exit doors must open outwards in the direction of escape. Sliding doors are not acceptable as emergency exit doors. Please refer to the eGuide for full regulations.
Draping Stand Construction	Stands should not use drapes alone as a wall. Precautions must be taken to ensure that persons pushed against the draping cannot fall through the drapes onto the stand. Suggested Precautions: • Hang drapes against a solid wall that stands at least 1.1m high. • If building with Trilite, ensure extra cross bar bracing is installed as a barrier. • As an added precaution, ensure drapes are the correct size. There should be no excess draping on the hall floor. The drapes should be tucked in and secured to the hall floor, to ensure persons cannot kick up the drapes as they walk by. • Drapes, curtains, hangings etc. must be inherently or durably flame-proofed. Test certificates must be available for inspection for any materials intended to be used. • Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.

	• Curtains on exit routes must hang 75mm clear of the floor, be parted in the centre and not conceal any exit signs.
Electrical Regulations	All work on stands must be ordered through the official contractor. All electrical installations must comply with the eGuide - Electrical Regulations Please refer to the Showlite Electrical Guide for additional information to ensure you place the correct electrical order for your stand. Please note that the use of lithium batteries is strictly prohibited at the venue.
Electric Suppliers & Installations	Any requirement for three-phase supplies will be assessed by the Electrical Contractor. 24-hour supplies and non-standard voltages can also be provided. Please ensure you contact the Electrical Contractor as soon as possible for a quote. Power will be switched off at source 30 minutes after the show closes each evening. Please contact the Electrical Contractor if you require power outside of standard hours, or if you need your power by a certain time during the build-up / breakdown phase.
Employment of Labour and Contractors	There are some services which the Organisers are bound within the terms of the tenancy to use. There are additional services where in the best interests of the show the Organisers have appointed Official Contractors. Grouped together these are: Electrical & Mains, Catering, Rigging, Water & Waste, Gas, Lifting, Security (not individual stand security). Where no sole appointment has been made it is recommended that as far as possible, exhibitors should make use of the contractors named in the manual who will be available on-site. It is the responsibility of the exhibitor to ensure the competency of the contractor and his/her suitability for the work you are specifying in the exhibition. NOTE: The Organisers reserve the right to stop work being carried out by any person where the work is, in the reasonable opinion of the Organisers, being carried out in breach of these regulations and the Organisers may require such persons to stop work immediately and may direct such persons to leave the exhibition.
Escape Routes, Inner/Trapped Rooms & Travel Distance	The maximum travel distance from any part of a stand to a gangway shall not exceed 50m. • Where there is only one means of escape from the stand, this must be reduced to 20m. • Travel distance must also be reduced by 25% where alcohol is being served e.g 37.5m/15m. Alternative escape must be available from any point within a stand or structure leading to a place of safety. Escape routes should have a minimum, unobstructed height of 2.1m, other than within doorways, which should have a clear height of not less than 2.06m. Occupied inner rooms on stands can have a single emergency exit for up to 60 people (30 where the occupants require assistance escaping) but thereafter there must be a minimum of two, sited remotely from each other. If the travel distance from the room to a gangway exceeds 20m, there must be two exits in any case (reduced to 15m where alcohol is being served in the room).

	The exhibitor must also anticipate the requirements of disabled and other vulnerable visitors when determining the number of exits. Stands under 100m² must have a minimum exit width of 1m wide and stands over 100m² must have exit widths of 2m wide. Please refer to https://www.aev.org.uk/resources/e-guide for full regulations.
Exits and Entrances from Stands	**Exits and Entrances** Exits and entrances must be a minimum of 2.1m high, and emergency exits must be at least 1m wide (<100m²) and 2m wide (>100m²) wide: • Exits with doors opening directly onto a gangway must either open inwards or be recessed into the stand • There should be a distance of no more than 50m to the nearest exit from any point on the stand. Reduced to 37.5m if alcohol is served and 20m with single points of exit, reduced to 15m if alcohol is served • No floor shall be constructed having a slope in excess of 1 in 12 **Stand Lighting** Consideration should be given to the lighting design and layout of a stand, so as to minimise discomfort caused by glare and dazzle to those viewing products. Adequately maintained general and safety lighting, with maintained illuminated exit notices shall be provided to any enclosed area on a stand. **Emergency Lighting** The illumination provided by normal lighting and emergency lighting should be sufficient to enable anyone to see their way out of stands, seminar rooms and theatres at all times. The horizontal luminance at floor level provided from either source along the centre line of defined escape routes should not be less than 0.2 lux and preferably 1 lux. Any battery used for emergency lighting should be capable of maintaining the full load connected to it for a minimum of three hours after the failure of the normal supply. **Exit Signs** Exit signs must be: • A minimum height of 200mm and a minimum width of 400mm • On a 24-hour electrical supply and illuminated at all times • Positioned so they are conspicuous Doors and gates forming part of an escape route shall be provided with a vision panel of clear glazing at sight level and must be hung to open in the direction of escape, clear of any steps, landings or gangways.
Flooring/Carpet	All floorcoverings must be suitable for its purpose and securely fixed using approved fixing tape. Cables must be hidden away, located out of main walkways and securely fixed down and ramped so they do not present a trip hazard. Please ensure floorcovering and platforms fully comply with the regulations detailed within the manual and eGuide

	Fixing to the hall floor is not permitted. All floorcovering and fixing tape must be removed during breakdown. Flooring solutions are available from Showlite – see Order Form Section. Please ensure you remove your carpet at the end of the show and arrange for its disposal.
Gangways	Items may need to be moved if they are left in gangways for any significant time or if access is then required. Please request advice from our Site Managers when looking at the most suitable location for you to work from.
Height Limit	**Important:** the height limit of any stand build **must not exceed 4m**. We ask all exhibitors to dress the reverse of any walling down to 2.2m.
Materials	All materials used in the construction of stands, features and displays, including signs and fascias, must be: • Of a suitable nature and quality for the purposes and conditions of their intended use • Adequately prepared and fixed in order to adequately perform the functions for which they are designed • Compliant with the British Standard relevant to the particular material or item and non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7 • Water-based, where applicable, e.g. adhesives, paint and fillers British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply. Please refer to the eGuide for more information. We encourage the use of reusable stand designs and materials where possible or opting for eco-friendly alternatives that can be recycled post-event.
Personal Protective Equipment	You are reminded that this is the last form of control measure and not the first. Therefore, please ensure you have limited your risks as much as possible before considering your PPE requirements. As a minimum, the Organiser requires anyone in the loading/unloading areas and during stand construction to wear high visibility clothing of some form. Please note, ***Grey or Black Reflective Safety Vests will NOT be permitted as they are not classed high visibility in the indoor exhibition environment. Cycling straps will also NOT be permitted.*** This is to ensure pedestrians are as visible as possible in an area where there is vehicle movement. Please advise your staff to wear suitable footwear (closed toe, sturdy shoes or safety boots if required for your level of stand construction and activity).
Platforms	When designing your stand, you should consider whether a platform to the stand is absolutely necessary. If so, please consider the needs of people with disabilities: • A platform to the overall area of your stand should not exceed 170mm in height (one step) and must have a ramp incorporated into the design to accommodate wheelchair users

	• The distance between supporting timbers of platforms constructed from battens (25mm thick minimum) and sheet materials (plywood or MDF, 18mm minimum), must not exceed 400mm from centre to centre • Platforms must be of a strength and stability sufficient to carry and distribute the weight of the stand fitting, stand personnel, visitors and exhibits having regard to the loading limits of the floors • Platform corners must be splayed, rounded or angled to prevent sharp corners and tripping hazards • Where there is a platform within your stand area or there is a stage, this will be deemed a complex structure where its height is 600mm or more, and full structural calculations and/ or drawings should be submitted for inspection Any stage should have protection, such as handrails and balustrades, on all sides that are not the performance edge. Any individual platform (not including a platform to the overall area of the stand) should have balustrades and/ or handrails on all four sides.
Rigging	**Exhibitors wishing to rig a banner or suspended structure above their stands must contact the Organisers for permission in writing by 31st August.** Rigging requests after this deadline will not be accepted. The following will apply to any requests: ➢ There will be a Media Charge for all suspended items ➢ You stand size must be a minimum of 24sqm ➢ You will be required to conform to the Smart Building Show Rules regarding the permissible size of your suspended item – *a banner width can only be a maximum of 50% of stand width (e.g. a 10m wide stand can have a 5m wide banner)* ➢ 6m is the maximum trim height of the suspended structure from floor level ➢ You must indicate your intent to have a rigged item on the Stand Information Form ➢ If approved, the Official Contractor Excel Rigging will undertake all rigging **Please email nika@eventdoctors.net with your request**. **Production and Production Charges** All production costs associated with rigged items including Excel rigging costs and the preparation of any necessary structural calculations, will be incurred directly by the Exhibitor. The production of all suspended items is the sole responsibility of the Exhibitor. The Official Contractor will undertake and charge the Exhibitor directly for all rigging. **Media Charge** The following Media Charge will apply to any suspended item, payable to Smart Buildings Show. This is in addition to any direct production charges the Exhibitor may incur: • Non-complex - £750 + VAT • Complex - £1250 + VAT **Stand Plan Submission** Details of any rigging must be included with your stand plans – see important information below: The Official Contractor will undertake all rigging. Orders will only be processed when the following information is provided: • A fully dimensional drawing • Weights

- The dimensions of structure or banner to be hung
- Orientation
- All rigging and materials should be in accordance with the venues Rigging Code of Practice
- Banners will only be de-rigged from the halls at the end of the tenancy period due to health & safety reasons

Complex Rigging – Suspended Elements

Complex Rigging is any form of rigged construction, which has not been designed to be hung, has been modified to be hung or any structure constructed with timber including fascia's, clad truss etc.

In addition, if the rigging has had input from a Structural Engineer, or through a Risk Assessment been found to provide a significant risk of collapse.

Generally, fabric banners, foamex signs, screens, lighting truss, AV Equipment, lighting bars and proprietary non-modified banner systems are usually not complex unless they fall into the category defined above. The suitability of this equipment/materials, installation and stability would be the responsibility of the Stand Holder and Contractor.

<u>Please note</u>

- It is the responsibility of the designer to determine whether the construction is complex and indicate this on the Space Only Plan Submission.
- The Venue or Organisers may class other rigs as complex where it has not correctly been determined by the Designer.
- The Structural Engineer nominated by the Organisers will inspect the Complex Structure at the design stage, during the build-up and on completion.
- All charges incurred for the use of this service are the responsibility of the Exhibitor.

<u>Submission of Rigging Plans</u>

- Information must be submitted to the Organisers along with the stand designs.
- Information must be submitted to the rigging contractor.
- Full drawings and calculations must be submitted to the Organiser AND rigging contractor:
    - Drawings should contain enough detail to show exactly how the structure will be rigged including connection details between venues rigging point to suspended elements, constructed details of joints between elements etc.
    - Calculations are to prove that the rigging elements are capable of span between rigging points.
    - Lifting tackles are to be proved capable of support the weight of the elements.
    - Lifting points should be clearly indicated in the drawing(s) together with magnitude of load for each individual suspension point
    - A factor of Safety of 1.5 should apply to the rigging load.
    - If standard trusses are incorporated into support the elements, calculations are to be provided to prove its capacity.
    - All lifting equipment/lifting tackle (i.e. eye bolts, threaded rod, steel cables, and hooks) should comply with all current, relevant legislation and must be rated. Test certificate should made available for inspection.

Site Rules	Please ensure that all personnel on-site have been given a full briefing of the Site Rules.
Stand Number	The name and stand number of the company exhibiting must be prominently displayed, ensuring visibility on each side of the stand.
Working Practices	Method Statements and Risk Assessments must be provided and followed. All persons involved with the work shall be competent to undertake the work and have read and understood the Method Statement and Risk Assessments and erection sequence(s). • Competent supervision is required, and supervisors must be trained and understand the work they are to supervise. They must be able to read and understand the drawings and Method Statements and ensure that they are appropriate for the structure and location. Where the methods are changed, the designer shall authorise the change, in writing, prior to the documentation being changed and these must be re-submitted to the Organiser for approval and to the venue. • Competent supervision is also required during the destruction phase The Method Statement for a stand should include: • Construction and destruction sequences, noting the starting point • Methods to ensure stability, including the use of temporary components • The detailed construction scheme that identifies the lifting, alignment and connection requirements • The preferred system to prevent falls from height, the safe means of access and any special platforms or equipment • The provision of suitable plant and equipment with which to construct the structure safely Exhibitors are responsible for ensuring that their stand contractor employs safe working practices and are aware of their responsibilities under the Health & Safety at Work Act.

KEEPING YOURSELF & OTHERS SAFE

Your Health & Safety Obligations	As an exhibitor, you have a legal duty of care for the safety of anyone who may be affected by your activities. You are ultimately responsible for all aspects of safety on your stand during the build-up, open period and breakdown of the show. Where you contract out the building and finishing of your stand, you are still vicariously responsible for the activities of your contractors. It is **your responsibility** to ensure that you have completed the below: • All exhibitors must complete the **Stand Information Form** • All exhibitors must undertake a **Risk Assessment** for their stand, relating to the entire exhibition. Any significant risks should be notified to the Operations Manager • All exhibitors who have a Space Only stand need to understand their role as '**client**' under CDM 2015 Regulations
Health & Safety at Work Act 1974	This is the legislative foundation for all workplace Health & Safety Regulations. There are a number of areas of the Act which are of particular importance to the management of contract work: • Provision and maintenance of safe plant and safe systems of work • Safe handling, storage, maintenance and transport of work articles and substances

	• Provision of information, instruction, training and supervision • Provision of a safe place of work with safe access and egress • A safe working environment with adequate welfare facilities These must be maintained for exhibitors, contractors and employees of ANY company working on the site.
The Management of Health & Safety at Work Regulations 1999	These require additional action to be taken in order to ensure compliance, namely: • Suitable and sufficient risk assessments must be completed, all significant risks must be identified with suitable and sufficient control measures put in place • Appointment of competent persons in health and safety • Establish and implement emergency procedures • Co-operation and co-ordination in shared workplaces • Provision and sharing of information The contents of this section act as a guide only and are not intended to be a complete statement of law or other regulations. Where necessary, further advice can be obtained from the Organiser.

Health & Safety Dos and Don'ts	Below is a list of various things to consider, but in terms of key risks within the build up and breakdown phases please carefully consider the following:
	
	• Awareness of vehicles in the loading bays/unloading areas
	• Awareness of how to work safely at height – please take the time to look at **https://www.aev.org.uk/resources/health-safety/stop-the-drop** and brief your teams
	
	Please also consider the following points:
	
	• **Accidents**
	  ○ Report accidents or 'near misses' to the Organisers immediately
	• **Alcohol & Drugs**
	  ○ Any person found to be under the influence of alcohol or drugs will be asked to leave the site immediately
	• **Disabled Access (The Equality Act 2010)**
	  ○ Please ensure your stand is easily accessible to all visitors. Disabled persons must be provided with the same service that is provided to others, and it is unlawful to not make a reasonable adjustment for a disabled person
	• **Electrics**
	  ○ Don't mess with your electrics! All electrical installation work must be undertaken by the official electrical contractor unless it has been pre-fabricated off site
	• **Fire & Emergency Procedures**
	  ○ Read the Fire & Emergency Procedures that are contained within the Site Rules
	• **Fire Extinguishers**
	  ○ We provide extinguishers based on the number required by the Fire Officer - please do not move them. If you require a specific type of fire extinguisher, please let us know
	• **Food Safety**
	  ○ Use the venue caterer for provision of any hospitality. If you are sampling, please notify us using the Stand Information Form

- **Ladders**
  - Use the right ladder for the job, fix at a 1:4 angle – be aware of the Working at Height Regulations. Contact the Organisers for further advice
- **Manual Handling**
  - Think before lifting / stand as near to the object as possible / bend your knees / keep back straight / grasp the load firmly / lift with your legs / hold the load closely to the centre of your body
- **Personal Protective Equipment (PPE)**
  - Wear a hi-vis vest in the lorryways
  - Wear the right clothes and shoes for what you are doing, and the environment you are in
- **Rubbish**
  - Don't keep it stored on your stand – it's a fire hazard. Contact the Organisers to arrange disposal
- **Staff**
  - Make sure your staff are briefed properly about the risks to be aware of, and have read and understood the Site Rules
- **Vehicle Movement**
  - Be careful when you arrive and are unloading – there are traffic marshals to assist you
- **Weird and Wonderful features**
  - Contact the Organisers if you are having a water feature, animals, massage, any special effects or anything that causes excessive heat or light
- **Working at Height**
  - If you are working at height, you **must** use the correct equipment and know how to use it safely **https://www.aev.org.uk/resources/health-safety/stop-the-drop**
- **Young persons**
  - Under 18's are NOT permitted during build up and breakdown (this also applies to the open period)

ORDER FORMS – REQUIRED AND ADDITIONAL SERVICE OPTIONS

COMPULSORY FORMS		DEADLINE DATE
Space Only Plans	Stand Design Inspection Form & Rigging Request	31 August
Stand Information Form	Stand Information Form	14 September
Nameboard Form	Nameboard Order Form	21 September
Exhibitor Badges	Exhibitor Badges – Badge Registration	
OPTIONAL		**DEADLINE DATE**
Audio Visual	Audio Visual Order Form	23 September
Cleaning/Waste Disposal	Cleaning and Waste Disposal Form	14 September
Electrics and Lighting	Electrics and Lighting Order Form	21 September
Flooring	Flooring Order Form	21 September
Furniture	Furniture Brochure/Order Form	21 September
Lead Capture Devices	Lead Capture Devices Order Form	21 September
Logistics – Freight, Lifting and Storage	Logistics Order Form	21 September
Shell Scheme Extras/Graphics	Shell Scheme Extras/Graphics Order Form	21 September
Water and Waste Piped Services	Piped Services Order Form	14 September
Wi-Fi, Internet and Telephones	Wireless/Wired Order Form	14 September

OFFICIAL CONTRACTORS CONTACTS

Accommodation			
Event Express	+44 (0)190 573 2737	reservations@eventexpressuk.com	Event Express
Audio Visual			
Aztec	+44 (0)207 803 4000	sales@aztec.events	Aztec
Carpet and Flooring			
Showlite	+44 (0) 126 436 5550	exhibitorsales@showlite.co.uk	Showlite
Cleaning and Waste			
Excel Cleaning Services	+44 (0)20 7069 4400	exhibitororders@Excel.london	Excel Cleaning
Electrics			
Showlite	+44 (0) 126 436 5550	ssmith@showlite.co.uk	Showlite
Food and Drink			
Excel Hospitality	+44 (0)20 7069 4100	sales@Excelhospitality.london	Excel Hospitality
Furniture			
Showlite	+44 (0) 126 436 5550	furniture@showlite.co.uk	Furniture Brochure
Graphics			
Showlite	+44 (0) 126 436 5550	exhibitorsales@showlite.co.uk	Showlite
Internet, Wi-Fi and Telephones			
Excel IT Services	+44 (0) 207 069 4400	exhibitororders@Excel.london	Excel IT Services
Lead Capture			
Sitka		support@sitka.co.uk	Sitka
Logistics – Freight, Lifting and Storage			
DSV Solutions	+44(0)121 780 2627	carla.cook@dsv.com	DSV
Shell Scheme			
Showlite	+44 (0)126 436 5550	exhibitorsales@showlite.co.uk	Showlite

Space Only Plan Inspections		
EventDoctors	+44 (0)7968 268519	info@eventdoctors.net