

Exhibitor and Contractor Manual

Welcome to the AIX 2020 Contractor Manual.

This manual is designed to provide you with simple, step by step information to help you effectively plan your participation at AIX. This manual is not designed to replace our personal service, our team will be happy to assist you with any queries that you may have.

Contact the team

- [New Regulations for 2020](#) – Please spend some time reviewing new information for 2020.
- [Checklist](#) - A list of all the deadlines to help you complete tasks in a timely manner.
- [Exhibition Timetable](#) – Provides information of the build-up, show open and breakdown dates and times.
- [Badges & Passes](#) - Information on how to order and collect your badges and passes for onsite.
- [Shell Scheme Stand and Package Information](#) - We advise that you to give this section a couple of minutes of your time, as it provides you with a quick and simple overview of what you need to do to have a successful exhibition.
- [Space Only Stand Information](#) - We advise that you to give this section a couple of minutes of your time, as it provides you with a quick and simple overview of what you need to do to have a successful exhibition.
- [Deliveries](#) – Information on how to get your deliveries to the venue.
- [Traffic, Lifting & Storage](#) – Information and contact details for any lifting or storage requirement you have.
- [Venue & General Information](#) – Detailed information on the venue and other specific details you may find useful.
- [Stand Build Regulations](#) - This section contains information about the rules and regulations for designing your stand and participating at the event
- [SmartSpace](#) - Our in-house stand build team, providing an innovative approach to stand design.
- [Health & Safety](#) - Please ensure you read this section so that you understand all of the risks and safety procedures involved in anything you plan to do onsite.
- [Security](#)- Tips on how to keep your stand safe during the build-up, show open and breakdown.
- [Emergency Procedures](#)
- [Official Suppliers](#) - Contact details of the official contractors.

New Regulations for 2020

Hamburg Messe Webshop

Access to the venue [webshop](#) will require a separate login. This will be managed by the venue and you will receive an email directly from them with your login information shortly after you receive access to the exhibitor manual. For any webshop queries you may have, please contact customerservice@hamburg-messe.de. The webshop account will be created for the main stand holder as per your exhibition contract. If you require additional access for a colleague or contractor please contact customerservice@hamburg-messe.de.

Vehicle Access and Traffic Guidelines

Due to a change in vehicle access around the venue fairground we have updated the venue access and traffic guidelines available [here](#).

Walling (as per 2019)

Following the implementation of this regulation in 2019 we will continue to enforce the updated walling regulations as per the below.

- Long runs of walling along open perimeters of stands are not permitted.
- Just 50% of any open side is permitted to be a solid wall.
- Where long runs of walling are present along open sides they must be relieved by display items. Any walling exceeding 50% of any open side should be set back 1m from the open perimeter of the site.

We introduced this industry wide regulation to ensure all of our Exhibitors are given equal opportunity for footfall and visibility. If you have any questions, please email aix.operations@reedexpo.co.uk.

Checklist

This is the list of services provided for the show - you can order all your exhibition requirements here.

To submit a form or order a service, click on its name and fill out the form with the information required. Please be mindful of the deadlines.

Services	Supplier	Early bird	Deadline
Audio Visual	Hamburg Messe und Congress GmbH		3 rd March 2020
Car Parking	Hamburg Messe und Congress GmbH		3 rd March 2020
Catering	Käfer Service Hamburg		
Electricity Mains Connections	Hamburg Messe und Congress GmbH		3 rd March 2020
Floor Covering	Hamburg Messe und Congress GmbH		3 rd March 2020
Furniture	Hamburg Messe und Congress GmbH		3 rd March 2020
Furniture	JMT Indisplay		
Hamburg Messe Online Service Centre	Hamburg Messe und Congress GmbH		3 rd March 2020
Lifting and Shipping	Schenker Logistics		26 th March 2020
Method Statement Form	Reed Exhibitions Ltd		21 st January 2020
Music and Performance Application form	Hamburg Messe und Congress GmbH		3 rd March 2020
Rigging	Uberkopf		03 rd March 2020
Risk Assessment Form	Reed Exhibitions Ltd		21 st January 2020
Space Only Stand Plan Submission	Reed Exhibitions Ltd		21 st January 2020
Stand Functions & Hospitality Form	Reed Exhibitions Ltd		
Stand Graphics	Insite Graphics	14 th February 2020	28 th February 2020
Traffic Regulations			

Early Access

Thursday 26 th March	0800 - 2000	On application - €633 charge
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Build Up

Friday 27 th March	0800 - 2000	Space Only stand construction
Saturday 28 th March	0800 - 2000	Space Only stand construction
Sunday 29 th March	0800 - 2000 1200 - 2000	Space Only stand construction Shell Scheme interior display
Monday 30 th March	0800 - 2000 0800 - 2000	Space Only stand construction Shell Scheme interior display

All stands, displays and exhibits must be completed by 2000 on Monday 30th March.

To apply for early access or to work outside of these published hours please contact aix.operations@reedexpo.co.uk immediately. All extra working must be prearranged with the Operations Team. The cost for access on Thursday 26th March (0800-2000) is €633 per stand and additional hours are charged at €118 per hour if confirmed and paid for before Tuesday 3rd March, or €231 per hour after this date including on site.

Stand plans, showing height dimensions, along with a risk assessment and method statement must be submitted for approval no later than Tuesday 21st January 2020.

Open Days

Tuesday 31 st March	0800 - 2000 0900 - 1700 1700 - 1900	Exhibitor access Exhibition Open Exhibitor Hospitality
Wednesday 1 st April	0800 - 2000 0900 - 1700 1700 - 1900	Exhibitor access Exhibition Open Exhibitor Hospitality
Thursday 2 nd April	0800 - 2200 0900 - 1700	Exhibitor access Exhibition Open

Breakdown

Thursday 2 nd April	1800 - 2000 1800 - 2200	Removal of portable exhibits & displays dismantling of stand fitting
Friday 3 rd April	0800 - 2000	Dismantling of stand fitting
Saturday 4 th April	0800 - 1600	Dismantling of Standfitting

All shell scheme exhibits must be removed by 2000 on Thursday 2nd April 2020 as the dismantling of shell scheme stands will begin at this time. If you are unable to remove your exhibits by this time, please contact aix.operations@reedexpo.co.uk and someone will assist you in making alternative arrangements.

All stand fitting & excess waste must be removed by 1600 on Saturday 4th April 2020.

Any items remaining in the halls at this time will be disposed of as rubbish and any costs incurred will be charged to the exhibiting company.

Stand plans, showing height dimensions, along with a risk assessment and method statement must be submitted for approval no later than Tuesday 21st January 2020.

Badges & Passes



Exhibitor Personnel Badges:

To order your badges for both Main Stand Holders and your Exhibiting Partners, you will need to return to login to the Exhibitor Portal and click on "Exhibitor Badging" from the menu.

Contractor Badges:

Contractor passes are required by any personnel that will be entering the exhibition during the build up and/or breakdown only e.g. delivery men, stand contractors etc. and these will be issued on arrival at the venue by security staff or from the organiser's office.

Please ensure your team received, read and understood the site rules - a copy can be downloaded [here](#).

Maintenance Passes:

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the organisers by 14:00 hrs on the same day.

Charges may be incurred by the exhibitor to cover additional costs for staff and venue services.

Shell Scheme Stand and Package Information

Please refer to your Exhibition Agreement, for your stand details, dimensions and number of corners. If you are unsure of what you have booked or would like to amend the type of stand please contact the [sales team](#).

If you have booked a shell scheme stand you can find further information about what is included on the links below;

- [Standard Shell Scheme](#)
- [Premium Shell Scheme](#)
- [Trend Shell Scheme](#)
- [First Time Exhibitor \(FTE\) Package](#)
- [Furniture Packages](#)

Space only Stand Information

If you have booked a space only stand this means you will be allocated an empty space on the show floor and you will be responsible for providing everything else.

As a space only stand you are required to submit certain documents in advance of build. For more information on this please [click here](#).

Deadline date for submission of all stand designs is: Tuesday 21st January 2020

An alternative to your current space only would be to upgrade to a SmartSpace Stand - which will be cheaper than creating your own stand from scratch and also far less hassle, as the SmartSpace team will manage the whole build process for you. Please [click here](#) more information about SmartSpace.

Stand Design Submission

As you have booked a space only stand you are required to submit stand plans us by:

Tuesday 21st January 2020

Stand design submissions must include plans and elevations showing all heights including the height of platforms, dividing walls and total build height. They must show the position and heights of all rigging visuals, risk assessment, method statement. Double Deck and complex stands must also include structural calculations and drawings.

In order to help our exhibitors and contractors, Reed Exhibitions have set up an online Stand Check System (SCS) for the submission and management of stand plans. This system is an online tool which you and your contractor can access to upload documents and see the status of your stand plan submission.

Please [click here](#) to login in to your account or set up a new account. Please note that your username is your email address. If you have forgotten your log in details, you can select the 'Forgotten Password/New User' option.

The contact set up against your stand is the main contact i.e. the person that booked the stand so if your email is not found within the system then please email reedexhibitions@standplans.co.uk and we can add you against the stand.

You are also able to upload files by replying to any emails received from reedexhibitions@standplans.co.uk.

IMPORTANT: If you have a stand contractor who is managing your stand build then please ensure once you have logged into the system you add them as primary contact under the contact section. This will then send a link directly to them to access the online stand check system and they can therefore manage the upload of information to us.

To help you navigate the system please find below a summary of the pages you will find within the website:-

My Stands - This lists all the stands that you are associated with. To manage a specific stand please select it from the list.

Status - Summary of the status of the stand checking process. The checks are colour coded as follows:-

Red - Either no information received or information submitted is not sufficient

Amber - Information received but not sufficient or forwarded for checking or subject to an onsite check.

Green - Check completed.

We will only issue permission to commence build once we are happy with the level of information received.

History - View all documents uploaded and emails sent

Upload (new file) - Upload new documents relating to the stand design. Complete the description and select the file. If there is any important information to go with the document please include this in the message section. Once the file is uploaded this will be displayed in the history section.

Contact - All stand contact details. Please note that the Primary Contact will receive all the direct communications from the Stand Check System. If you know who your stand contractor is then add their details here and change them to the Primary Contact

If you have any questions or queries then please do not hesitate to contact the [Operations Team](#).

Deliveries

This section contains information on how to get items delivered to Aircraft Interiors Expo.

All deliveries to the show, must be addressed to:

Contact Name and Mobile Number
Company Name and Stand Number
Aircraft Interiors Expo Hamburg 2020
Bei den Kirchhöfen, 20355 / Tor B6
Hamburg
Germany

PLEASE NOTE that the Venue nor the show Organisers will accept or sign for any deliveries. Please make sure that there is someone present on your stand to accept deliveries. Alternatively, you can contact our official courier contractor [DB Schenker Limited](#), who can accept your deliveries and deliver them to your stand once you arrive onsite at an additional charge.

Please [click here](#) for the DB Schenker booking platform, LIFT.

You will be able to book, track & monitor, pay and interact with our customer service teams utilising the system through all stages of our service Lifecycle. Further features of the system include:

- End to End user interface with automatic updates and tracking of all logistics bookings
- Input bookings / amendments and notes at ease
- Documentation exchange
- Invoicing and work order database with 24/7 access
- Online chat for immediate assistance and advice from our logistics experts

If you are sending deliveries through another courier company please ensure they have the correct delivery details on the order as listed above. Direct deliveries must not arrive at the venue before 26th March 2020 they will be returned to your local logistics/carriers depot. If there is no one at your stand to receive your delivery, and the delivery is accepted at the Venue then please be aware that there may be an additional handling fee from.

We strongly recommend you utilise the services of the official appointed agent.

Deliveries During Build Up

Build up is a very busy period and many courier companies either refuse to deliver to a show during this time, arrive late or fail to locate a signatory for the delivery. These problems generally do not occur if the official freight contractor, DB Schenker UK is used. Please contact aixops.uk@dbschenker.com for further information or a quote.

During the build up period of Aircraft Interiors Expo Hamburg, access to the exhibition ground will only be possible by leaving a deposit. This deposit will be fully returned as long as the vehicle is removed within the time deadline.

It is important that you forward this information onto your contractors to avoid any delays for them on site.

We will not accept deliveries prior to 0800 on Friday 27th March. Please contact the official freight contractor for assistance with any early deliveries. For more information regarding access and deposit costs, please visit the Traffic section of the manual and download the [Traffic Regulations document](#).

Deliveries during the Exhibition

Deliveries are possible before the open period of the exhibition 0730 - 0830 only. No trolleys will be permitted in the halls during the open hours of Aircraft Interiors Expo Hamburg.

During show open hours, couriers will not be permitted to enter the exhibition halls.

Please email the Operations Team if you have any catering delivery requirements before Friday 24th January.



Traffic & Parking

Please [click here](#) for a full Traffic Guide and further information about these new access procedures including location details of the holding area.

During the build up period of Aircraft Interiors Expo Hamburg access to the exhibition ground will only be possible by leaving a deposit. This deposit will be fully returned as long as the vehicle is removed within the time deadline.

Please be aware that Hamburg Messe is entitled to have vehicles towed away for the following reasons:

- No valid parking permit during the fair
- Hindrance of exhibition stands on the open air grounds
- Hindrance of stand assembly or dismantling
- Blocking of fire-brigade access routes
- Parking on no-parking or prohibited areas

The cost for towing away a vehicle will be at the charge of the owner.

Please inform your co-workers working on the exhibition ground respectively delivering exhibits about our traffic regulations.

Pre ordering car parking passes for the car parks during the open days is no longer required. You can purchase the tickets directly from the car parks on your arrival. Car parking is charged at 2€ per hour with a maximum of 16€ per day.

No permanent parking spaces for trucks, trailers, vans, cars higher than 2.10 m in the complete B-Area.

Overnight parking is NOT available at the Hamburg Messe. You will need to seek alternate arrangements if you are looking to park trucks and vans for the duration of the event.

Unloading Schedule

DB Schenker will operate an unloading schedule for all commercial goods vehicles unloading/loading at the show. Therefore all vehicles must be booked onto this schedule prior to delivery. Please contact aixops.uk@dbschenker.com to book a slot or visit their website www.schenkerlift.co.uk. This does not relate to private vehicles.

Lifting

DB Schenker Limited have been appointed as the official lifting contractor for **AIX 2020**. No other company may operate any lifting equipment inside the hall and around the perimeter of the venue.

To order a forklift for unloading or loading for stand materials and exhibits please contact DB Schenker Limited to discuss your lifting requirements and to request a quote for their services or visit www.schenkerlift.co.uk.

Please contact [DB Schenker Limited](#) at the earliest opportunity with details of large or heavy exhibits. These may need to be positioned in the early part of build-up and may require special handling.

DB Schenker Limited

Contact: Bruna Malone

Telephone: +44 (0)1268 632 200

Email: aixops.uk@dbschenker.com

Website: www.schenkerlift.co.uk

The use of vehicle mounted 'HIAB' type cranes and self-drive lifting equipment and de-mountable forklift trucks will not be permitted within the halls or offloading areas. Schenker Logistics will be happy to provide you with advice and a quotation for your requirements.

Exhibitors planning to transport their goods through an international courier are recommended to use the services of DB Schenker Limited who have special facilities in place for the event.

Storage

During the build up of Aircraft Interiors Expo Hamburg, [DB Schenker](#) will be operating service desks in each hall where you will be able to collect your storage labels. Once you have completed the label and attached one to each piece which requires storage, only then will DB Schenker remove them from your stand.

DB Schenker will be operating a two tier services for the empty case storage: Priority and Standard services. Please confirm which you require when collecting your labels from the DB Schenker service desk.

Once the show has closed and all visitors have left the halls, DB Schenker will then start to return the priority storage to your stand. Once priority storage has been returned the standard service stand returns will begin.

DB Schenker endeavor to return all empty case storage as quickly and as safely as possible and do appreciate your patience during this period. Please also bear this in mind when making your return travel arrangements.

Whilst every precaution is taken to ensure the safety and security of the storage areas, we cannot accept any responsibility whatsoever for any, loss or damage or any consequential losses which may befall on your property. Please refer to the [Security Section](#) for further information.

Venue & General Information



Venue Address and Access

Hamburg Messe und Congress

Aircraft Interiors Expo Hamburg will be held in halls B1 to B7 of Hamburg Messe and is co-located with World Travel Catering and Onboard Services Expo (A1 and A4).

The full contact details are:

Hamburg Messe und Congress

Messeplatz 1

D-20357 Hamburg

GERMANY

T: +49 40 3569 - 0

F: +49 40 3569 - 2203

www.hamburg-messe.de

info@hamburg-messe.de

The Aircraft Interiors Expo Organiser's Office will be situated in the East Entrance (B4) and will be open throughout the tenancy period Thursday 26th March - Saturday 4th April. The direct telephone line for the Organiser's Office at Aircraft Interiors Expo Hamburg will be issued nearer to the exhibition.

For travel information, please [click here](#)

Aisles

Exhibitors and contractors are not to leave items in the aisles. Exhibitors/Contractors must remove all waste materials other than small items. Designated emergency aisles must be kept clear at all times - a floorplan of the emergency gangways can be found in the on-site Organisers' office. Please ensure you adhere to these rules to ensure a safe & accessible build-up and you must co-operate with our Aisle Marshals.

During the open period no objects must protrude from the stands into the aisles nor must furniture or displays or parts of displays be placed in the aisles.

To help with navigation throughout Aircraft Interiors Expo, we have introduced different colour carpets to help identify each hall.

- B1 Lower - Sky Blue
- B1 Upper - Sky Blue
- B2 Lower Linkway - Sky Blue
- B2 Lower - Purple
- B2 Upper - Sky Blue
- B3 Lower - Purple
- B3 Upper - Sky Blue
- B4 Lower Linkway - Purple
- B4 Upper - Purple
- B5 - Navy Blue
- B6 - Grey
- B7 - Red

Alcohol, Drugs and Smoking

Drinking alcohol onsite during the build up and breakdown phase is forbidden.

The taking of drugs is strictly forbidden at all times.

The venue enforces a no smoking policy throughout the exhibition build up, open period and breakdown. Smoking will only be allowed in designated smoking areas outside.

Audio Visual Equipment

See [official suppliers](#) for details

Catering

Käfer Service Hamburg are the official caterers. Catering can be ordered through the Online Service Centre by clicking [here](#). Exhibitors wishing to order stand catering, organise food and drinks for a reception or event, or make group bookings for the restaurants should use the form to order or contact Kafer directly by [clicking here](#).

Käfer Service Hamburg

Tel. +49 40 3569 3217

Contacts: Isabella Hahn

E-mail: i.hahn@feinkost-kaefer.de

Web: <https://www.standcatering-hamburg.com/>

Each hall has a catering outlet.

Children

Children under the age of 16 will not be permitted in the halls during build and breakdown under any circumstance.

On event open days, no one under the age of sixteen years will be permitted to attend unless they have obtained prior written consent of the Organisers and may be required by the Organisers to be accompanied by a parent or guardian.

Visitors with children will be responsible for their children and will be asked to put their mobile number on a wristband to be worn by the child.

Cleaning and Waste

See [official suppliers](#) for details.

It is your responsibility to maintain your stand in a clean condition at all times.

Aircraft Interiors is striving to reduce the waste impact involved at the event and with the help of exhibitors, contractors, the Messe and their waste removal company MRG MesseReinigung & Gebaudedienste look to separate reusable materials so they can be recycled appropriately. Costs for reusable materials amount to just 50% of costs incurred for general waste, and as such the principle is less waste = less costs. All exhibitors are obliged to limit and dispose of any waste produced in the construction, running and dismantling of their stand at the event.

Compressed Air, Gas, Water & Waste

See [official suppliers](#) for details

Copyright Music

If you intend to play recorded or live music on your stand during the course of the exhibition, you are required by law to obtain music licence.

Exhibitors are solely responsible for obtaining any licence required to play music on their stand.

Dilapidations

Please remember that you are responsible for making good any damage caused to the fabric of the Exhibition buildings, by you, your agents or contractors. In your own interests you should satisfy yourselves as to the condition of your stand site before the building of your stand and after its clearance.

It is essential to use a recognised adhesive tape when fixing any carpet directly to the hall floor as all carpet tape must be removed at the end of the exhibition. The correct tape can be purchased from the Organising office onsite at the exhibition.

Any charges incurred by the organisers as a result of failure to remove carpet/carpet tape will be passed onto the exhibitor.

Disabled Access and Parking

Please [click here](#) for information regarding disabled access and [parking](#) at the venue.

First Aid

First aid will be available onsite, details of which will be sent out prior to the show.

Floral

See [official suppliers](#) for details

Hostess & Stand Staff

See [official suppliers](#) for details

Furniture & Floorcoverings

See [official suppliers](#) for details

Internet Access & Communication Services

See [official suppliers](#) for details

Lost Property

If you have any queries regarding lost or found property, please contact the organiser's office or ask a member of the security team.

Parking

Please [click here](#) for more information on parking.

Patents and Copyrights

By entering into an agreement to attend this exhibition you warrant to Reed Exhibitions that all designs and artwork on or relating to your stand and any exhibits and items displayed on your stand shall not infringe any trademarks or copyright or patents or other intellectual property rights of any third party in any way.

In the event that the exhibition is under any legal obligation (whether by virtue of a court injunction or order or judgement or a recommendation or decision of a Trading Standards Officer or otherwise) to have removed either any item or items displayed on your stand or any design or artwork on or relating to your stand then (without prejudice to any other rights which Reed Exhibitions may have) Reed Exhibitions reserves the right to assist the relevant authorities and where appropriate to have that item or items removed from your stand or to close your stand at the exhibition. No compensation or damages will be payable as a result of such removal or closure by Reed Exhibitions.

The Organisers cannot accept responsibility for any conflict of trading at the Exhibition

Please be advised that it is an offence under Section 107 (3) of the Copyright, Design and Patents Act 1998 to screen films in public without a non-theatrical licence. For further advice on copyright, please contact [Federation against Copyright Theft \(FACT\)](#).

Public Address System

The Public Address system is for use of the Organiser and Authorities only. Only official and emergency messages will be broadcast, any requests for information to be announced will be refused.

Site Rules

Please [click here](#) to view the site rules for the build and breakdown of the event.

VAT Reclaim

Overseas exhibitors can recover the VAT paid on many of their exhibition costs. Please contact [Quipsound](#) for more information.

Stand Build Regulations

Below you will find both show specific and venue specific stand build regulations which must be applied to your space only stand design. We have also highlighted various general regulations, which you may find helpful when designing your stand however please note that this is not a definitive list of regulations. It is the responsibility of the exhibitor and their contractor to ensure their stand design complies with all applicable stand build regulations detailed in the [venue technical regulations](#).

Failure to comply with the regulations laid out below may lead to your permission to build being revoked and changes to the stand build being undertaken onsite or complete removal of the stand.

Venue and Show Specific Regulations

Build Height Restrictions

In certain parts of the venue there are additional build height restrictions. It is the exhibitor's responsibility to check if their stand is affected. Please contact the [Operations Team](#) for a detailed stand plot of your location.

The height limit for stand fitting, including cladding of columns is 6m from the floor level. However there are height restrictions in certain areas of the halls.

Construction over this height will only be permitted with the express written permission of the Operations Team.

Double Deck/2 storey stands must be submitted to the operations team with full working drawings, along with structural calculations no later than Tuesday 21st January 2020 for approval. For more information please read the [Double Deck](#) section of the stand build regulations.

It is not permitted to obstruct access to permanently installed electrical junction boxes and other technical equipment.

Ceiling on Stands

The tops of stands in the halls must be open in order not to impair the sprinkler system. If your stand –

- is covered by a non-permeable material for more than 50% of the overall stand sqm
- is cover by a non-permeable if more than 30m² in total
- has an upper deck

You must install a sprinkler system. This can be arranged with the [HMC Venue Customer Services team](#). Stand sprinkler systems must comply with the standards of the German Insurance Association (VdS), and may be installed by any suitable company.

Ceilings using sprinkler-safe material are acceptable. The material used must be perforated (holes of at least 2 x 4 mm or 3 x 3 mm) and stretched across the top of the stand horizontally, in a single layer. The fabric should be prevented from sagging if at all possible. Only flame-retardant materials in accordance with the DIN 4102/B1 norm may be used for this purpose. Test certification corroborating that the material used is flame-retardant and sprinkler-safe is mandatory.

Demonstrations

Demonstrations on stands during the event must be safe and without risks to health and safety and where necessary covered by a risk assessment. Any presentation/ demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand and clearly shown on stand drawings, if it

causes obstruction within the gangway and/or nuisance to any other exhibitor, we reserve the right to cancel the presentation/demonstration or restrict the frequency.

Please send details of intended demonstrations or seated audience activities to the [Operations Team](#) for approval.

Early/Late Working

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual. Early or late working outside of the published build up and breakdown timetable may be permitted but only with prior approval from the [Operations Team](#) before Tuesday 3rd March 2020. Please note there will be a charge per hour for any early/late working requested.

Electrical Installations & Testing

Mains Power supplies must be ordered through the Online Service Centre, please [click here](#) to be taken to the link to access this. Each stand to be supplied with electric power (up to 415 V) will be provided with one or more safety fuses (DIN VDE 0664 part 2) and sockets (up to a maximum of 3.0 kW) or FI safety fuses, meters and additional connection facilities in accordance with the respective order.

The Exhibitor is not entitled to obtain the power for his stand from persons not authorised by the venue for this purpose. In particular, the Exhibitor is not permitted to obtain electricity from neighbouring stands. Installation of these connections may be carried out only by the Hamburg Messe und Congress authorized contractor.

The material listed in the mains order form is made available on a rental basis. All orders must be accompanied by a ground plan indicating the desired placing of the connections.

Power consumption with connections totalling upwards of 3.0 kW will be calculated by measurement (calibrated meters). For connections totalling less than 3.0 kW, consumption will be invoiced based on the exhibitor's estimate combined with a reconciliation factor.

The power supply will be terminated on the final day of the event one hour after closing time. Any subsequent requirements must be arranged with the [Operations team](#) in advance.

Electric installation work on the stand can be executed by the venue contracting company once the order has been placed. Such work may also be carried out by other qualified electricians or approved firms in accordance with VDE regulations, the regulations applying in Europe and the current state of the art. Electric installations are created by the connection of electrical working materials (Accident prevention regulations BGV A3, Art. 2, para 1). The applicable accident prevention regulations are to be applied in order to avoid endangering the event activities of exhibitors and visitors.

Before the mains supply is switched on, the correct fitting of the electrical installation in accordance with BGV A3 the test and hand-over certificate must be confirmed. This form is to be submitted to the responsible venue contractor on site. A random check based on the form submitted will be conducted by the venue contractor and charged at the standard rates listed in the order form for electrical installations.

If the exhibitor/stand builder cannot submit a certificate for the electrical installation, the contracting companies will conduct the acceptance test in conformity with BGV A3 based on the amount of time and work involved.

The Hamburg Messe und Congress is not required to supply power if the exhibitor/ stand builder refuses to have this test effected, or if changes are made after the test has been carried out.

The entire electrical installation is to be carried out in accordance with the latest safety regulations of the Association of German Electrical Engineers (VDE). Special attention must be paid to VDE 0100, 0108, 0128 and IEC standard 60364-7-711. High/low frequency interference to the mains must not exceed the

limits set in VDE 0160 and VDE 0838 (EN 06 006) and EN 61000-2-4.

Electrically conducting stand components e.g. rigg are to be included in precautions against indirect contact (stand earthing/potential compensation). Only cables with a minimum thickness of 1.5 sqmm (material: copper) may be used. No flat cables of any type may be used.

Bare electrical conductors/terminals may not be used in low-voltage systems. Secondary lines should be protected against short circuits and overloads. If low-voltage halogen lamps are used, these should incorporate appropriate protective glass. Where low-pressure material is used, on proof of this the use of protective glass is not essential.

As a special precaution, all heat-generating electric appliances (hotplates, floodlights, transformers, etc.) are to be mounted on non-flammable, asbestos-free bases. Depending on the heat generated, an adequate distance is to be maintained from flammable materials. Light fittings may not be mounted on combustible decorations or the like.

Additional emergency lighting in accordance with VDE 0108 is required for those stands where special construction renders the existing general emergency lighting system ineffective. The system should be designed to ensure that people could find their way to general escape routes.

During the build up and breakdown, power must only be taken from the temporary supplies provided by the official electrical contractor and not from cleaner's sockets or other hall sockets. There should be sufficient correctly installed and rated power sockets to preclude the use of extension leads and long trailing flexes. If essential, extension leads must be correctly fused and limited to one per socket. Multi-sockets must not be used.

Electrical cabling is not permitted to run under carpet/ flooring underlay or foam.

Emergency Lighting

Additional emergency lighting in accordance with VDE 0108 is required for those stands where special construction renders the existing general emergency lighting system ineffective. The system should be designed to ensure that people can find their way to general escape routes.

Enclosed Stand/Meeting Rooms

Walling on open sides should be kept to a minimum but if unavoidable the outside of the wall must have suitable graphics and/ or have material texture changes, windows, plasma screens or any other elements to provide suitable relief to the neighbouring exhibition stands. Please remember that any additions to the walling, such as screens or lights must be kept within the perimeter of the stand and not overhang into the surrounding gangway. For ceilings - the tops of all stands must in all cases be open, in order not to impair protection by the sprinkler system.

Long runs of walling along open perimeters of stands are not permitted. Just 50% of any open side is permitted to be a solid wall. Where long runs of walling are present along open sides they must be relieved by display items. Any walling exceeding 50% of any open side should be set back 1m from the open perimeter of the site.

We introduced this industry wide regulation to ensure all of our Exhibitors are given equal opportunity for footfall and visibility.

If you have any questions about the above, please contact aix.operations@reedexpo.co.uk

The top of a stand is considered to be open if no more than 50% of the surface area of each individual square metre is covered.

Sprinkler-safe ceilings with holes of at least 2x4 mm or 3x3 mm are acceptable. The material used must be stretched across the top of the stand horizontally and in a single layer. The fabric should be prevented from sagging if at all possible. Only flame-retardant materials in accordance with the DIN 4102/B1 norm may be

used for this purpose. Test certification corroborating that the material used is flame-retardant and sprinkler-safe is mandatory.

If more than 30sqm of a stand surface area is covered, including enclosed meeting areas, in any hall, a sprinkler system must be installed. Sprinkler systems must be connected by HMC service partner. Stand sprinkler systems must comply with the standards of the German Insurance Association (VdS), and may be installed by any suitable company.

The minimum requirements in respect of the number and clear width of escape routes are as follows: -

- Up to 100m² – 1 escape route 0.90m wide
- 100m² to 200m² – 2 escape routes, each 0.90m wide
- 200m² to 400m² – 2 escape routes, each 1.20m wide

If more than 1 escape route is required these need to be in opposite direction i.e. you cannot have 2 exits on the same side of the stand

The inclusion of large enclosed areas within a stand can only be permitted with the organiser's prior written permission. Please send details to Operations Team before **Tuesday 21st January 2020**.

Floor Loading Restrictions

Please note the following floor loading limits below:

Halls B1-B4 (Lower) - 2000kg/m²

Halls B1-B4 (Upper) - 750kg/m²

Halls B5-B7 - 5000kg/m²

If you are intending to exhibit heavy items, please notify the [Operations Team](#) and provide details of the exhibit.

Lift Access

If you are exhibiting in any of the upper halls please be aware of the dimensions and weight loading for the lift access to the upper halls.

Height: 2.5m

Width: 2.5m

Depth/Length: 5.5m

Maximum Load: 6000kg.

Pillars/Columns

It is your responsibility to examine the area and site allotted to you in order to avoid costly adjustments to stand structures. Where possible the organisers will provide on request detailed stand plots indicating the position of service ducts and pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the Exhibition. For more information please contact the [Operations Team](#)

Platforms, Ladders and Stairs

Areas accessible to general public that are on platforms of 20mm and over, need to be surrounded by railings. These must have a height of at least 1.10m and have at least a top, middle and bottom railing provided.

Evidence of structural soundness must be provided for platforms on request by the organizer.

Depending on usage, floor load must in accordance with DIN1055, page 3, table 1, be designed for at least 2.0 kN/sq m.

Platforms accessible by one step only are not to be higher than 20mm. Ladders, stairs and catwalks must conform to the accident prevention regulations.

Railings in areas accessible to trade fair visitors must be 1.10 m high in accordance with VStättV HH 2003. They must also withstand a horizontal load of 1 KN/m (DIN 1055-3). The construction of the railings must prevent them from being climbed over.

Ramps

All stands with a platform that exceeds 13mm in height should incorporate a ramp for disable access with a minimum unobstructed width of 1.5m.

Rigging

Suspension of lightweight ceilings, advertising signs, banners, light fittings or lighting bars/gantries from the hall ceiling is possible using the fittings provided. This suspension facility is not available in all areas of the halls. Please contact the Operations team with details of the rigging required for confirmation of height restrictions on your stand area.

Please note that the Hamburg Messe no longer allows ground supported rigging. For more information, please view the venue's [Rigging Technical Bulletin](#).

To order any rigging for your stand please contact [Uberkopf](#) directly. Rigged items including the height must be included in stand plans when submitted.

Stand Roofing

The tops of stands in the halls must be open in order not to impair the sprinkler system.

The top of a stand is considered to be open if no more than 50 % of the surface area of each individual square metre is covered.

Sprinkler-safe ceilings are acceptable. The material used must be perforated (holes of at least 2 x 4 mm or 3 x 3 mm) and stretched across the top of the stand horizontally, in a single layer. The fabric should be prevented from sagging if at all possible. Only flame-retardant materials in accordance with the DIN 4102/B1 norm may be used for this purpose. Test certification corroborating that the material used is flame-retardant and sprinkler-safe is mandatory.

Covered ceilings can be approved in the case of two-storey structures, exhibits or blinds under certain conditions. Any such cases must be authorised by HMC. Costs incurred due to the imposition of such conditions shall be covered by the exhibitor.

If more than 30 sq m of a stand's surface area are covered in any Halls a sprinkler system must be installed. Sprinkler systems must be connected by an HMC service partner. Stand sprinkler systems must comply with the standards of the German Insurance Association (VdS), and may be installed by any suitable company.

Walling in Open Sides

Walling on open sides should be kept to a minimum but if unavoidable the outside of the wall must have suitable graphics and/ or have material texture changes, windows, plasma screens or any other elements to provide suitable relief to the neighbouring exhibition stands.

Please remember that any additions to the walling, such as screens or lights must be kept within the perimeter of the stand and not overhang into the surrounding gangway.

Please provide visuals showing these elements in the stand plan submission process and we will provide further comment or suggestions if necessary.

Long runs of walling along open perimeters of stands are not permitted. Just 50% of any open side is permitted to be a solid wall. Where long runs of walling are present along open sides they must be relieved by display items. Any walling exceeding 50% of any open side should be set back 1m from the open perimeter of the site.

We introduced this industry wide regulation to ensure all of our Exhibitors are given equal opportunity for footfall and visibility.

If you have any questions about the above, please contact aix.operations@reedexpo.co.uk

General Stand Build Regulations:

Accessibility

It is the exhibitor's responsibility to remove all barriers to service and make their stand accessible to wheelchair users. Where exhibitors have a platform on a stand over 13mm a reasonable adjustment is to incorporate a ramp into the platform within the stand area. Whatever the content of the stand is it needs to be accessible to all. Please note the following when designing your stand:

- Stands with platforms that exceed 13mm should incorporate a ramp into their stand design.
- Ensure that your stand incorporates enough space. The DDA requires 1.2 metres aisle width - though only 750mm for an internal door - suggesting that 750mm would be enough
- The gradient of any ramp should be no greater than 1:12
- If a stand is a double-decker, then it is probably not practical to offer lifts. Therefore please ensure that any services such as refreshments can be brought downstairs on a tray for those that need it
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people

Balloons

Helium Balloons, Blimps and Toy Balloons are not permitted.

Chipboard

Please note that chipboard, particleboard and low-density fibreboard (LDF) is not suitable for construction and in particular of weight bearing structures. The H&S Manager and Structural Engineer will identify stands which do not comply during the build process and all necessary remedial work must be completed before the stand will be permitted to open.

Complex Structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk. The following are classed as complex structures;

- Stand exceeding 4m in height
- 2 storey structures e.g. Double Deck
- Platforms 600mm in height and above
- Custom built suspended structures made of non-modular materials e.g. wooden structures and exhibits
- Anything deemed by the organiser to be a complex structure

All complex structures including suspended structures must submit technical drawings and structural calculations electronically to our online stand design submission system along with all other [stand plan submission documents](#).

Late submission of complex stand details or the failure to supply sufficient detail, including structural calculations will result in permission to build over 4m in height or your suspended structure not being granted.

Technical drawings must show the form and dimensions of every structural element with appropriate general arrangement plan, sections and elevations, including full details of stairways. All calculations of loading and strength must be in English, and all drawings must be to scale. Please find full double deck stand build regulations [here](#).

Compressed Gas e.g. LPG

Use of compressed gases such as LPG (Liquid Petroleum Gases – propane, Butane etc.) will only be permitted where essential and by exception and these must be registered as a special risk. A certificate of installation by a Gas Safe Register fitter is required for LPG installations.

If you require the use of compressed air or gasses contact the [Operations Team](#) 6 weeks prior to the show.

Dividing Walls

On divided sites, you are responsible for erecting and decorating dividing walls facing onto your stand area to a minimum height of 2.5m. Walls above 2.5m must be clad and finished on both sides, with the reverse side being decorated from 2.5m upwards by the Exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only. The minimum height for dividing walls is 2.5m.

The maximum height for dividing walls of single-storey stands is 6m where height limits allow (see [Height Limits](#)). This is 6m from the venue floor to the top of the wall and not from the top of your platform.

Please note any build height over 4m is deemed a complex structure so structural calculations are required on submission.

Doors / Vision Panels

- The required minimum effective clear width of a door is 800mm.
- Doors must have a vision panel with a zone of visibility spanning from 500mm to 1500mm above the floor. The exception to this is doors to small storerooms, where a small panel may suffice.
- Emergency exit doors must open outwards in the direction of escape and sliding doors are not acceptable as emergency exit doors.
- Doors must not open directly on to a gangway.
- Doors must be hinged ie swing doors. Revolving doors, doors with coded locks or sliding locks are not permitted on escape routes

Double Deck Stands (inc. Staircases)

All complex structures and double deck structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed independent structural engineer. Permission to enter the exhibition premises will not be given until permission to commence build from the structural engineers has been issued.

The deadline date for complex & double deck stand designs is **Tuesday 21st January 2020**.

It is vitally important that you meet this deadline date – we cannot guarantee permission to build will be granted to if the design is submitted late.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with these regulations.

Please find full double deck stand build regulations [here](#).

Dust

Sanding, the use of solvents and any other activities that creates dust must be minimised and controlled at all times.

Equipment with dust extraction and non-hazardous alternatives should be used. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.

Fire and Safety Regulations

It is prohibited to use highly inflammable materials, materials which drip when burning or form toxic gases, e.g. polystyrene hard foam, PVC or similar. The materials used may not lead to the development of thick smoke.

For safety reasons, load-bearing structural elements may in certain cases be required to satisfy certain specific requirements (e. g. non-flammability).

Decoration materials shall at least comply with Section B1 of DIN 4102, or at least Class C-s3dw of EN 13501-1 i.e. they shall be non-flammable.

In certain areas normally flammable decoration materials may be used, provided that the mode of their installation provides adequate protection against catching fire.

A test certificate of the fire classification of materials used may be required.

The use of deciduous and/or coniferous trees is permitted only if they have moist, potted roots. As a rule, these requirements are not met by materials such as bamboo, reeds, hay, straw, cattle mulch and peat.

Normally flammable decoration materials (liquid dripping), such as artificial flowers, vines, fruits, etc. are not permitted in overhead decorative arrangements.

It is not permitted to use cable ties made of plastic to attach structurally loaded parts or to attach lamps or other components.

The use of naked flames of any kind must be authorised by HMC (T-V), including the number of flames, environmental conditions, etc.

It is always recommend all exhibitors to keep suitable fire extinguishers for fighting incipient fires at the ready. Provision of suitable fire extinguishers is mandatory in any of the following cases:

- Use of open fire (subject to approval)
- Stand size >30m²
- Multi-storey construction
- Use of cookers or electric radiant heaters
- Other flammable actions

On instruction by the Organisers or Venue

Flooring

Open space sites are not carpeted - exhibitors must provide their own floor covering.

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the organisers.

Nothing may be structurally attached to the floor of the Exhibition premises. Carpet may only be fixed to the venue floor with approved carpet tape.

All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

Glass & Acrylic Glass

Only glass suitable for the purpose may be used. For constructions made of glass, only safety glass or acrylic glass may be used. There are specific requirements for use of glass in floors, balustrades, walls and ceilings. Please ask for our "Information sheet on use of glass/acrylic glass in stand construction".

Hazardous Substances

Hazardous substances are not be brought into the halls unless essential. The use of hazardous substances must be subject to a COSHH assessment. Exhibitors must declare the use or display of hazardous substances as a special risk.

Health & Safety

Please refer to the separate [Health & Safety](#) section for full details of Health and Safety regulations that need to be adhered to

Hot Works / Permits

A hot work permit must be obtained from the organiser's office prior to any work being carried out and required the submission of a suitable and sufficient risk assessment and method statement for the activity, with evidence of competency for the use of any specialist equipment.

Lifting & Logistics

Please refer to the following sections:

[Deliveries](#)

[Lifting & Storage](#)

Live Edge Working Procedure

A Live Edge Working Procedure will be enforced for the construction and dismantling phases where applicable. Live Edge Working will be permitted onsite by the Safety Officer once the control measures described in the risk assessment and method statement and been verified with the construction team when they arrive onsite. Work will be stopped if the construction team are working without permission or if the construction team are found working unsafely and not following the procedures identified in the risk assessment and method statement. Any additional working hours required to make up lost time will be charged at the exhibitors / contractors own expense.

Mains Water & Waste

If you require mains water or waste on your stand please order this with the official [Water and Waste Contractor](#).

Mobile Exhibition Units / Trailers

Mobile Exhibition Units, Caravans or Trailer exhibits are not permitted without prior written consent from the organisers.

Organisers Right to Change Stands and Floorplan Layout

In the interests of the Exhibition as a whole, it may be necessary to remove or alter anything in - or forming part of - any stand. If we feel this action must be taken this would have to be at the expense of the Exhibitor concerned.

The exhibition floorplan is subject to change at the discretion of the organisers. Please contact the organisers to obtain the latest version of the exhibition floorplan.

Platforms, Ladders and Stairs

Areas accessible to general public that are on platforms of 20mm and over, need to be surrounded by railings. These must have a height of at least 1.10m and have at least a top, middle and bottom railing provided.

Evidence of structural soundness must be provided for platforms on request by the organizer.

Depending on usage, floor load must in accordance with DIN1055, page 3, table 1, be designed for at least 2.0 kN/sq m.

Platforms accessible by one step only are not to be higher than 20mm. Ladders, stairs and catwalks must conform to the accident prevention regulations.

Railings in areas accessible to trade fair visitors must be 1.10 m high in accordance with VStättV HH 2003. They must also withstand a horizontal load of 1 KN/m (DIN 1055-3). The construction of the railings must prevent them from being climbed over.

Pop-Up Stands

If you have booked a space only stand with a view to using your own 'Pop-Up' stand the following criteria must be met in full to maintain the overall look of the event

- A rear and any dividing walls must be built which is self-supported and full length
- The area booked must be carpeted to the dimensions of the space.
- A stand number must be displayed to ensure identification for the visitors.
- Your company name must be clearly visible

The Pop-Up must not infringe any neighbouring stand and be within the height restrictions for your stand location.

Stand Plans must be submitted for approval via the **stand plan submission system** and will not be approved unless the stand complies with the above. If your stand does not comply with the above, you will be asked order a Shell Scheme stand.

Ramps

It is recommended that all stands with a platform that exceeds 13mm in height should incorporate a ramp for disable access with a minimum unobstructed width of 1m.

Risk Assessment & Method Statement

All contractors/exhibitors are required to submit a full risk assessment and method statement for the design, construction and arrangement of their stand with both documents being submitted along with stand plans.

Click here for risk assessment [guidance](#) and [template](#).

Click here for method statement [guidance](#) and [template](#).

For further information please contact the [Operations Team](#).

Signage

Signage and graphics are not permitted to overlook other stands where there is a dividing wall. Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia which, in our opinion, is causing a nuisance to any other Exhibitor.

Stand Number Panel

A stand number panel must be displayed on every open side of the stand to aid visitor navigation.

This is the responsibility of the Stand Space/Exhibitors.

Vehicles for Display

Please notify the Operations Team in writing if you wish to display a vehicle on your stand.

Vehicles with internal combustion engines may be exhibited in the halls only on condition that their fuel tanks are almost empty. The fuel tank must be locked. The tank must be topped up with an inert gas (e.g. nitrogen), to displace the explosive gases in the tank.

Hydrogen-powered vehicles may only be operated inside the buildings subject to special conditions. Hydrogen-powered vehicles may only be exhibited once the tank has been fully emptied.

Refuelling vehicles inside the halls is strictly prohibited.

If you wish to display a vehicle please contact the [Operations Team](#) 6 weeks prior to the show.

Venue and Local Authority Regulations

All work must be carried out in compliance with the regulations of the Venue and Local Authority.

If an exhibitor erects a stand which does not conform fully and in all respects to the requirements of the organiser, Venue and Local Authorities, the organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitors expense and to make it conform to the regulations and requirements. Local Authority decisions are final.

Water Features

Water features that create mists and sprays such as fountains create the risk of the spread of Legionella bacteria in the air that can cause Legionnaire's disease. Any such feature is a special risk requiring a separate risk assessment detailing how the risk is controlled through water treatment and testing. If you are intending to have a water feature on your stand please confirm the details in writing to the Organisers so that written approval can be given.

Working at Height

Working at Height is a high risk activity and close attention will be taken on working practices during the build and dismantling of stands. Where possible working at height should be avoided and if unavoidable should use work equipment or other measures to minimise the distance and consequences of a fall should one occur. Working at height is to be in accordance with LOLER and the Working at Heights Regulations. As such, all working at height is subject to risk assessment.

General Guidance:

- All rigging is to be carried out by the official [Rigging Contractor](#).
- All working platforms are to have a guardrail, mid rail and toe board. Tools are to be kept on lanyards so far as is reasonably practicable.
- Static and mobile access working platforms must be fit for purpose (see [Working Platforms](#))
- A [Live Edge Working Policy](#) will be enforced for the construction and dismantling phases where live edges are present.
- Separate risk assessments are required for working on a live edge (before rails are in place). In such cases fall arrest equipment must always be used.
- Operatives working at height other than on a static working platform designed for that purpose (e.g. Scaffold) must be clipped on.
- Operatives working at height must have suitable head protection e.g. bump caps.
- Ground access to areas in the vicinity must be controlled to prevent persons accidentally walking directly under high works. Ground workers in the vicinity must not work directly under high works and wear suitable head protection e.g. hard hats.

For further advice on working at height safety, please visit the [Stop the Drop website](#) or contact the [Operations Team](#).

Work Equipment & Tools

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations (PUWER) to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Power tools are to take power from the 110v centre tapped earths provided and not from cleaner's sockets which are 240v. Those using mains powered tools must ensure that cables are not trailed across aisles.

All portable electrical equipment must be subject to a suitable portable equipment testing regime.

Working Platforms

All **Mobile Elevated Work Platforms** (MEWPS) must comply with LOLER and have had a Thorough Inspection (TI) in the previous 6 months. All working platforms are to have a guardrail, mid rail and toe board. Mobile access towers must be correctly constructed. Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors). Mobile access towers may not be moved whilst in use and wheels must be locked off.

Ladders must be footed or tied off and used in accordance with Construction (Health Safety and Welfare) Regulations. The use of domestic ladders and steps is strictly forbidden.

All of the above are a summarised guide. For full details on any particular aspect you must seek professional advice for instance look on the HSE website www.hse.gov.uk or feel free to seek advice from the Operations Team.



What is SmartSpace?

SmartSpace is the design & build service provided by Reed Exhibitions to help exhibitors maximise their presence at the show. SmartSpace provides a full turnkey service, which means that everything you need for the stand is taken care of, so when you arrive on the stand, all you need to do is put out your products and brochures.

Benefits of SmartSpace

- Single invoice for all stand services
- Designs tailored to your specific needs
- Competitive package prices
- Saves you time
- Order forms completed on your behalf
- Project management by Reed pre-show and onsite

Contact Us

Phone: +44 (0) 20 8439 5682

Email: smartspace@reedexpo.co.uk

Website: www.reedsmartspace.co.uk

Overview - It is very important that you read this section

We appreciate that some of you may have limited experience with regards to the legal and practical aspects of health and safety management. This section is designed to give you sufficient guidance to discharge your responsibilities. Guidance, however, can only go so far and you have a legal duty to ensure that your operations do not compromise health and safety. Failing to do so can lead to prosecution and other legal sanctions. If you are unsure you are urged to contact the [Operations Manager](#). Please do not leave health and safety issues to the last minute. The earlier we have your information the better the support we can give you.

If you would like to view the safety site rules with regards to safe working then [click here](#).

For the venue emergency procedures then [click here](#).

Policy Statement

Reed Exhibitions aims to set the benchmark standard for managing health and safety in exhibitions. This is not only our moral and legal duty, but it is commercially important for the success of every event. We recognise that our exhibitors rely on us to provide a trading environment on the exhibition floor that is safe and without risks to health. We also recognise that running a public event places a special responsibility on Reed Exhibitions and extends our duty of care not only to our staff but also to exhibitors, contractors, venue staff and visitors. The Exhibition Director is ultimately responsible for health and safety at the Show. To ensure that all Reed Exhibitions health and safety obligations are met, the Exhibition Director supported by the operations team will:

- Allocate sufficient resources to meet health and safety objectives
- Provide adequate control of health and safety risks arising from our work activities
- Consult with the venue, exhibitors and contractors on matters affecting health and safety
- Provide relevant health and safety information to employees and others
- Ensure all employees are competent to do their tasks particularly with regard to health and safety training
- Ensure so far as is reasonable that the contractors we engage for the show are competent

So far as is reasonably practicable prevent accidents and cases of work related ill health and maintain safe and healthy working conditions.

Risk Assessment

Reed Exhibitions has carried out suitable and sufficient assessment of the risks associated with this event, details of which can be obtained from the organiser's office if you so require. However, general risks associated with any exhibition are as follows:

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Structural collapse of seating or an exhibition stand
- Outbreak of legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire
- Major incident and civil emergency

- Excessive working hours

This is an overview and by no means a comprehensive account of the risks involved at this event. It is the absolute duty of all parties to ensure that under the Management of Health and Safety at Work Regulations and other legislation suitable and sufficient risk assessments are conducted on all significant risks. The Management Regulations and associated guidance also requires that risks should be mitigated with a view to achieve maximum reduction in the level of risk within the bounds of what is reasonably practicable. In general terms, emphasis should always be placed on eliminating or reducing risk at source. It must be remembered that personal protective equipment is usually a control of last resort.

There is a template available for your convenience that you can download [here](#).

There is also extra reading material from the HSE website in the form of the [A brief Guide to Controlling Risk in a Workplace](#).

Exhibitors' and Contractors' Legal Duties

As an exhibitor or contractor 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 or work area during the build-up, the open period of the show and during the break down. Where exhibitors contract out the building and finishing of stands you are still vicariously responsible for the activities of your contractors. You can discharge your duties by ensuring that you do the following:

- Appoint a competent person to be responsible for health and safety on site.
- You **MUST** carry out suitable and sufficient risk assessment of all your activities and obtain relevant risk assessments from your contractors or sub-contractors. Exhibitors must obtain supporting method statements for the building and demounting of your stand. If you have a shell scheme stand the organiser has obtained the shell scheme contractor's risk assessment on your behalf.
- Ensuring that your staff and sub contractors' staff working on site are informed of the [site rules](#) and health and safety arrangements which are detailed below and you must ensure so far as you reasonably can that they follow them.
- Ensuring that all your staff, contractors' and sub contractors' staff are familiar with the venue's emergency procedures which can be found [clicking here](#).

Stand Designers' Legal Duties

Stand designers have a legal duty to ensure that the stands are designed to be fit for the purpose intended, structurally sound and safe to build, use and demount without any undue risks.

Items to be submitted to Reed Exhibitions by Exhibitors, Exhibitor Contractors' and Organiser Contractors:

- Name and contact details (including out of office telephone details) of the nominated health and safety representative on site
- A suitable and sufficient risk assessment covering all hazards involved in the build and dismantling of the stand (not required for shell scheme stands).
- A copy of a method statement confirming the nominated health and safety representative on site plus a description of how the stand will be constructed and dismantled (not required for shell scheme stands).
- A copy of your stand plans, including height dimensions, any rigged items, construction and material details (not required for shell scheme stands).
- Notification and supporting risk assessments for any activity on your stand that represents a significant risk. This includes but is not limited to the following:
 - Flammable substances or naked flame
 - Pressurised gases such as LPG
 - Hazardous chemicals and substances

- Ionising radiation
- Water features
- Demonstrations
- Visitor treatments - e.g. massage

Please note that all H&S documentation must be specific to the show and specific to the work activities performed by the contractor and clearly state the stand number and client name it refers to.

The method statement must include a name and mobile number of the person responsible for the management of the stand during the build and dismantling periods.

*For companies outside of the UK, please refer to the following EU Directives:

EU Framework Directive 89/391, EU Workplace 89/654, EU Workplace Equipment Directive 89/655, EU Personal Protective Equipment Directive 89/656, EU Manual Handling of Heavy Loads Directive 20/269 and EU Display Screen Equipment Directive 90/270.

Security

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall your personnel and their property.

We recommend that valuables are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period. During the day be aware of your space - report anything or anyone suspicious to security.

Exhibitor badges are essential for open days, unfortunately no badge no entry! During the build up and breakdown period all contractors must have a contractor badge - these will be issued either by security or from the Organisers' Office.

If you would like specialist security for your stand please contact the official [security contractor](#).

Emergency Procedures

Evacuation or partial evacuation is on the advice of the Venue. Should an emergency occur that necessitates an evacuation, an announcement will be made over the PA system. Exit the building immediately via the nearest exit point and make your way on foot to your closest Assembly Point. Please refrain from using mobile phones at this time.

Whilst at the Assembly Point you will be kept informed of developments. When the emergency has ceased you will either be invited to return to the exhibition to resume normal business or advised to return the next day – in which case you will not be permitted to return to the exhibition to collect vehicles, bags, briefcases etc.

To download the venue Emergency Procedures that should be distributed to all staff working onsite please [click here](#).

Official Suppliers (A-Z)

Audio Visual

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Car Parking Permits

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Carpet

CTS GmbH

Messerschmittstr. 25

53925 Kall

Tel: + 49 (0) 2441 7716 616

E-mail: info@cts-fairteam.de

Catering

Käfer Service Hamburg

Tel. +49 40 3569 3217

Contacts: Regine Kaiser

E-mail: r.kaiser@feinkost-kaefer.de

Web: <https://www.standcatering-hamburg.com/>

All venue services can be ordered through the Online Service Centre, [click here](#), for link.

Cleaning

MRG

Weidestraße 130

22083 Hamburg

Tel. +49 (0)40 3569 4647

E-mail: info@mrg-hamburg.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Compressed Air

August Sander GmbH

T: +49 40 596498 and 504891

E: info@august-sander.de

Data Capture Badge Scanner

Emperia

E: emperia@reedexpo.com

Electricity Mains Connections

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Exhibitor Badges

LiveBuzz Exhibitor Services Team

Tel: +44 (0) 844 412 7963

E-mail: exhibitors@livebuzz.co.uk

All exhibitor badges should be ordered via the [Exhibitor Portal](#).

Floral

M. + M. Nieland GbR - Florale Raumkonzepte & dieStraussbar

T: +49 40 278 803 31

E: info@straussbar.de

Floor Covering

C.T.S. - Carpet Tiles Service

Messerschmittstr. 25

D-53925 Kall

Tel: 02441-771660

Fax: 02441-7716625

E-mail: mail@cts-fairteam.de

Furniture

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

JMT Mietmöbel Deutschland

T: +49 (40) 881 6740

E: hamburg@jmt.de

W: https://www.jmt.co.uk/en_GB/specials/event/AIX-2020

Please [click here](#) for the UK brochure.

Graphics and Display

Insite

Tel: +44 (0) 7970 568042

E-mail: Hannah@insitegraphics.co.uk

Web: www.insitegraphics.co.uk

Health & Safety

Reed Exhibitions

Contact: Katie Simmons, Operations Manager

E-mail: AIXoperations@reedexpo.co.uk

Hostess & Stand Staff

Alsterwacht GmbH & Co.KG

Wendenstraße 379, 20537 Hamburg

Phone: + 49 40 / 20 40 74, Fax: + 49 40 / 200 61 42

Email: info@alsterwacht.de, www.alsterwacht.de

Eventteam Veranstaltungsservice und -Management GmbH

Bogenstraße 54a, 20144 Hamburg

Phone: +49 40 42108-0, Fax: +49 40 42108-200
Email: info@eventteam.de

Internet Services

Hamburg Messe & Congress

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Lifting, Shipping

DB Schenker Limited

Contact: Bruna Malone

T: +44 (0)1268 632 200

E: aixops.uk@dbschenker.com

Lighting & Wall Sockets - Shell

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Nameboard

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Rigging

Ueberkopf GmbH

Contact: Zewoo Kim

Tel: +49 (0)40 7367 6660

E: hmc@ueberkopf.de

Security Guards

Alsterwacht GmbH & Co. KG

T: +49 40 204074

E: info@alsterwacht.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Shell Scheme Accessories

Hamburg Messe & Congress GmbH

Tel: +49 (0)40 3569 7575

E-mail: customerservice@hamburg-messe.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Shell Scheme Packages

Aircraft Interiors Expo Sales Team

Contact: Krystian Plonski

E: Krystian.plonski@reedexpo.co.uk

Stand Build Contractor

SMARTSPACE | Stand Design & Build Services

Operations Department
Reed Exhibitions UK
Gateway House
28 The Quadrant
Richmond
Surrey, TW9 1DN

Tel: +44 (0)208 910 5682

Email: smartspace@reedexpo.co.uk

Web: www.reedsmartspace.co.uk

Stand Catering

Käfer Service Hamburg GmbH

Tel +49 40 3569-3217

E-Mail: catering-hamburg@feinkost-kaefer.de

Web: <https://www.standcatering-hamburg.com>

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Stand Plan Submission

Reed Exhibitions

Contact: Operations Team

E-mail: AIxoperations@reedexpo.co.uk

Venue

Hamburg Messe und Congress GmbH

Tel: +49 (0)40 3569 0

E: info@hamburg-messe.de

Waste Removal

MRG

Weidestraße 130

22083 Hamburg

Tel: +49 (0)40 3569 4647

E-mail: info@mrg-hamburg.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.

Water Installations

August Sander GmbH (Halls B1-B6)

Hummelsbütteler Landstr. 82

D-22339 Hamburg

Tel: +49 40 596498 and 504891

Fax: +49 40 501295

E-mail: info@august-sander.de

Quandt Haustechnik GmbH (Halls B7, A1-A4 and, open-air exhibition ground)

Ifflandstraße 67b

D-22087 Hamburg

Tel: +49 40 225053

E-mail: info@quandthaustechnik.de

All venue services can be ordered through the Online Service Centre, [click here](#), to access the link.