

Exhibition Terms & Conditions

Exhibition [ek-suh-bish-uhn]

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1. an exhibiting, showing, or presenting to view
2. a public display
3. an exposition or large fair of extended duration



In the interests of environmental responsibility
please only print the pages of this document you require

Dear CSIR ICC Client and Exhibitors

We are pleased to present you with our Exhibition Manual.

This manual has been compiled to provide you with information about the CSIR International Convention Centre (CSIR ICC) that you will require in planning and executing the exhibition component of your event.

To ensure efficient planning, and to assist us in providing you with the best service possible, kindly ensure that you familiarise yourself with the contents of this document and that a copy is distributed to:

- each potential exhibitor prior to sale of exhibition stands, and
- each confirmed exhibitor
- Sub-contractors for each stand such as stand builders, decorators etc.

Please note that exhibitors and subcontractors who have not returned a signed copy accepting and acknowledging the terms and conditions set out in this manual will not be granted access to set up. Those not complying may be required to suspend setup/exhibition.

More detailed information can be obtained from the Event Coordinator assigned to your event. The CSIR ICC Management Team members are of course also available to assist you with various aspects of planning your event.

Useful contact details are as follows:

CSIR International Convention Centre Reservations Office:

Manager:	Karen Malherbe	012 841 3947	kmalherbe@csir.co.za
Event Coordinator:	Bontle Thusi	012 841 2663	bthusi@csir.co.za
Event Coordinator:	Ilana Uitenweerde	012 841 3822	iuitenweerde@csir.co.za
Event Coordinator:	Hlengiwe Msimang	012 841 4615	hmsimang@csir.co.za
Event Coordinator:	Elizabeth Msiza	012 841 2125	emsiza@csir.co.za
Event Coordinator:	Andile Mgobhozi	012 841 3809	amgobhozi@csir.co.za

Our Technical Services and Facilities Departments are responsible for ensuring safe exhibitions and coordinating the setup thereof in terms of the relevant legislation. Please feel free to liaise with them through your Event Coordinator.

As a standard the following is included in exhibition space hire at the CSIR ICC:

Exhibition hall: Demarcated spaces of 3 meters by 3 meters with a carpeted floor and one power point per space unless otherwise arranged.

Foyer area: Demarcated spaces of 3 meters by 3 meters with a stone floor and one power point per space

Amber Room: Demarcated spaces of 3 meters by 3 meters with a carpeted floor and one power point per space

For all large exhibitions the CSIR ICC may contract an exhibition management service who may will contact organisers and exhibitors to coordinate all exhibition arrangements / exhibitor requirements.

All exhibitor requirements must be submitted no later than 2 weeks prior to the event.

For events with only simple table displays no management service is provided however all relevant arrangements can be made directly with your Event Coordinator at the CSIR ICC.

We look forward to welcoming you to the CSIR ICC, please do not hesitate to contact us for any queries or advice.

Kind regards

The CSIR International Convention Centre Management Team

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Additional costs

Various services referred to within these terms and conditions attract additional costs if required.

The following are guideline prices however event organisers/exhibitors are expected to request and accept a written quotation should these services be required.

Prices for additional services by CSIR ICC or its service providers as specified within this manual:

Drawings:

AutoCAD versions of standard plans from architect available at R1 000.00 ex VAT per drawing.

Floor loading verification:

Structural engineers letter confirming floor loading capacity for equipment and vehicles as per plans, drawings and weight specifications provided by the exhibitor at R3 000.00 ex VAT per letter.

Height reaching equipment and manpower:

Cherry picker (prior arrangement only) at R6 000.00 per day ex VAT (including delivery and collection and certified operator/driver).

Tower scaffolding (prior arrangement only) at R2 000.00 per day ex VAT (including certified scaffold builder to assemble and provide certificate).

Certified rigger at R2 000.00 per day ex VAT (for reaching heights over 1.8 meters).

Damage:

Carpet replacement value at R400 per square meter ex VAT.

1) **Aisles**

A minimum clear aisle space of 2 meters must be maintained during setup and breakdown of exhibitions. With 3 meter wide space provided for the duration of the actual exhibition.

The minimum aisle space applicable to all exhibitions is 3 (three) meters. Should any item or structure be placed or protrude into the designated aisle space the CSIR ICC or its Exhibition Management Services provider reserves the right to request the removal thereof or remove the said item without any liability for loss or damage.

2) **Alcohol**

The CSIR ICC is a fully licensed venue and alcohol may not be brought onto the premises. Written permission from the CSIR ICC management is required for promotional and sponsorship alcohol and a service/corkage fee applies. The CSIR ICC requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of the CSIR ICC management. Only CSIR ICC staff or its appointed contractors may serve alcohol and may only do so to people over the age of 18.

3) **Alterations to furniture, fittings and artwork**

The moving of furniture, fittings and artwork in public areas is not permitted without prior consent.

4) **Animals**

Animals are not permitted access to the CSIR ICC without prior consent of CSIR ICC management with the exception of guide dogs for the physically challenged. At management's discretion, animals may be permitted access for the following reasons:

- For use in displays taking place at the CSIR ICC;
- Where the main focus of an event is animal-related.

Any events on the CSIR ICC premises involving any type of animal requires timeous prior notification and approval by the CSIR ICC as well as written approval from the Animal Welfare Society and/or SPCA. The event organiser will take full responsibility for any and all loss, injury or damages which may occur to persons, animals or the venue resulting from the decision to allow access for animals to the CSIR ICC. Full details regarding the logistics of transportation to, in and from the venue must be disclosed to the CSIR ICC no later than one week prior to the event.

5) **Assumption of risk for exhibitors**

It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage.

Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area, storage or any other area where access has been provided to exhibitors by the CSIR ICC.

CSIR ICC security personnel will be furnished for the perimeter of the venue but such personnel shall not be deemed to affect the non-liability of CSIR ICC and its members, officers, representatives, employees and/or the official service providers to modify in any way the assumption of risk and release provided for above.

It is highly recommended that exhibitors take precautionary measures by ordering security for their specific needs, through the CSIR ICC security service provider.

The CSIR ICC requires that all exhibitors consult their individual insurance representatives to obtain their own appropriate insurance coverage.

6) **Audio Systems**

An in-house audio system can provide background music in public areas. Audio facilities are available in the Exhibition Halls.

The evacuation system provides an evacuation signal that is audible throughout the venue.

7) **Audio Equipment at Exhibition Stands**

Exhibition organisers are advised that any audio system or electronic device producing irritating, intermittent and/or sequential sound is not permitted. The distribution of noisemakers such as whistles, crickets, horns, etc. is prohibited.

Audio presentations must be muffled so that noise does not interfere with other exhibitors. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order to maintain a professional atmosphere.

8) **Audio Visual Equipment Hire**

CSIR ICC has its own in-house audio visual department able to supply exhibitors with audio visual equipment and support by prior arrangement. Arrangements can be made through the Event Coordinator. Equipment will only be supplied by prior arrangement and booking a minimum of 7 (seven) days prior to the event.

Orders for audio visual equipment will only be accepted if:

- a) The account is to be settled through the Centre's preferred suppliers; or
- b) The exhibitor can be registered timeously as a debtor on the Centre's financial system for direct billing and a 100% deposit is received prior to the event, or
- c) The event organiser requests the Centre to include the equipment on the main account and signs acceptance for same, or
- d) The exhibitor can make payment for the required service by credit card prior to the event

No cash will be accepted

9) **Banner Hanging and other rigging**

Banner hanging and other rigging services can be provided on request, all arrangements for banner hanging and other rigging must be made well in advance.

The ceiling in the Exhibition Hall has varying heights (please refer to floor plans for detail) with the lowest point being 2.4m and the highest point being 5.5m.

Hanging points are available on the roof trusses in the exhibition hall, please refer to floor plans for weight restrictions and information.

No banners or other items may be hung from the ceilings in the foyer area or Amber Room.

Displaying of banners in specified areas is permitted provided that they do not create any obstruction to venue signage.

The CSIR ICC also has limitations on branding in areas that are designated as public space such as foyers and galleries. Hanging of banners or flags above stands in the Exhibition Halls is based on mutual agreement between the event organizer and CSIR ICC.

The CSIR ICC has a preferred supplier to handle all rigging requirements, from the hanging of simple signs, banners, lights to even cars. The CSIR ICC's accredited preferred supplier is fully compliant with national safety standards.

The CSIR ICC requires accurate plans showing the positioning of suspended items, their weight as well as the height of the bottom of each item from the ground.

Rigging of lights and trussing needs to be accompanied by the necessary structural engineering certification.

Further requirements include:

- All banners require the approval of the CSIR ICC management prior to hanging.
- All banners are to be delivered on the FIRST day of build-up. Late delivery will incur a surcharge.
- All banners have a minimum of 2 points of suspension, if more are required these will need to be costed accordingly.
- Banner position and height to be agreed upon in writing before installation.
- The organiser is to provide an overall décor installation plan prior to build-up.
- Banners must be double sided. Single sided banners that need to be put together on site will incur a surcharge.
- Banners must have a suspension bar both top and bottom (including finials). Sewn sleeves must easily accommodate the suspension bar, which must protrude a minimum of 50mm on both sides of the banner.
- The event organiser must ensure that banners are cleaned and prepared.
- Banners can only be hung from areas accessible by the cherry picker or rope access.
- Banners can only be hung from areas where there are appropriate hanging bars and weighting.
- Banners are to be constructed from flat fabric, and have no lighting or other attachments.
- Banner design and or production must be organised and confirmed at least two (2) weeks prior to build-up. The event coordinator can provide further information in this regard.

10) **Carpeting**

The exhibition hall and Amber Room are carpeted which provides a significant saving for event organisers/exhibitors.

Any damage to carpeting will be for the account of the event organiser at full replacement value.

11) **Care of the building**

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building without prior knowledge or consent from the CSIR ICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building. This includes no temporary or permanent adhesive i.e. prestik, duct tape etc to be used on any walls.

The organisers appreciate that exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc. Exhibitors should note however that this is not permitted inside the exhibition hall without prior consent and provided necessary precautions are taken.

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

- Reasonable precautions must be taken when constructing or working on a stand to ensure that no damage is caused to the building or any of its fixtures and fittings.
- Crates, exhibit panels and pallets must at all times be kept away from walls or pillars.
- No attachment, fitting or detachment is to be made to the internal / external walls, floors, ceiling or pillars of the venue, nor may any items be suspended from the overhead structure without the prior knowledge and written consent from the organisers and the venue.
- Nails, screws or other devices may not be driven into any part of the building.
- No painting (by brush, roller or spray) is permitted anywhere within the hall and exhibits.

Please note: no goods in the guest lifts.

12) **CCTV**

The CCTV at the CSIR ICC is for general surveillance only. Under no circumstances does the presence of this system make the CSIR ICC responsible for any losses or damages that may occur. Where possible the system can and will be utilized to assist investigation.

13) **Cleaning**

The CSIR ICC has a contracted supplier for the provision of cleaning services. Generic cleaning is provided in all public areas and venues. Any dedicated additional cleaning services can be booked in advance at an additional cost.

The structures and fittings within the CSIR ICC require special neutral and non-abrasive chemicals for cleaning. Alternative cleaning suppliers may not be appointed.

The exhibition space must be left in the same clean state which it was received.

14) **Contractors**

Access will only be granted once a completed Notice of Intent form and signed CSIR ICC terms and conditions for exhibitions (this document) has been received.

15) **Cooking / Food Sampling at Exhibition Stands**

Any requirement for cooking at a stand must be communicated in advance to the CSIR ICC Management, giving all the relevant details. The following should be noted:

- Cooking will only be permitted where prior approval has been granted in writing by the CSIR ICC.
- Solid food portions should be no larger than "bite size" portions - 85g of food on toothpick.
- Beverage tasting must be in "tasting cups" - 56ml of beverage.
- Bottles will be subject to a negotiated corkage charge.
- Product demonstrations and sampling must have written permission from the CSIR ICC Management.
- There shall be no demonstrations for sampling outside of the contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, the CSIR ICC will have no alternative but to request that the sampling be terminated.
- The exhibitor is to supply large plastic rubbish bins including a supply of plastic bags.

16) **Covered Stands**

Exhibition organisers are advised that covered stands are not permitted unless detailed drawings and a certificate of approval from the Fire Department is submitted at least 30 days before the event for approval by the CSIR ICC management.

17) **Customs Clearance**

Customs clearance and freight handling services are not provided by the CSIR ICC however recommendations for service providers can be made. The event co-ordinator can provide further information in this regard.

18) **Deliveries**

All deliveries must be pre-arranged. No deliveries will be accepted without prior arrangement. All deliveries must be clearly marked with:

- Exhibitor contact details
- Event name
- Event date

19) **Double Tier Stands**

Exhibitors utilising and/or planning a double tier stand are required to provide a Structural Engineer's Certificate for authorisation 30 (thirty) days prior to the event, to comply with legal / safety regulations. "Space only" stand builders are to submit a Structural Engineer's Certificate for stands over 3 meters in height with their floor plans incorporating front, side and top elevation for approval at least thirty days prior to build-up day. Please note that failure to comply with this requirement may result in refusal of permission to erect the stand.

Please note that, as per SANS 10400M, no spiral staircases will be allowed on exhibition stands.

20) **Drayage**

On-site drayage for hand held items can be provided at additional cost. The number of personnel and trolleys available will vary according to the size of the event.

Loading and off-loading requirements will only be met when pre-arranged.

21) **Electrical Certificate of Approval**

For safety reasons and for the protection of electrical installation at the CSIR ICC, all main power installations from source to outlet may only be carried out by a CSIR ICC electrician or an accredited person who can issue a Certificate of Compliance on completion of electrical installation and such certificate must be supplied before or prior to the start of the event.

22) **Electrical Connections**

For safety reasons, and for the protection of electrical installations at the CSIR ICC, all main power installations from source to outlet may only be carried out by the CSIR ICC's electrical services.

The under floor connections in the Exhibition Halls are situated in boxes as per the floor plan. Stand builders placing floorboards on carpets should cut out a trap door to ensure accessibility to the under floor pits. Floorboards are not to be modified.

Due to the strict regulations governing the CSIR ICC, event organisers and exhibitors are requested to take cognisance of the following:

- To order electrical connections over and above one 15 amp plug point (automatically provided) kindly complete an Electrical Order Form.
- No Twin flex is permitted.

- All electrical installations are to be undertaken by a registered Wireman only and must comply with relevant legislation, i.e. Certificate of Compliance to be furnished before the start of the event.
- Only SABS approved multi-socket or multi-extender plugs or cable may be utilised.
- All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5mm² e.g. 3 core cable and must have the appropriate circuit breaker to protect the cable e.g. 1.5 - 15A Max.
- Open wiring will not be accepted.
- No joints in trailing cables will be accepted.
- Multiple wiring will not be permitted to terminate to a single 15 Amp plug top 15 (SA 3 pin round plug).
- Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- Should any termination points be required to wire-ways, they need to be insulated and of a mechanical nature, i.e. strip connector, screw-it connector, or ferrules and must be enclosed (no twisting of wires).
- 15 Amps is allocated per exhibition stand which will cater for simple lighting, a plasma screen and one laptop only. Should you have additional equipment and/or specialized lighting drawing power on you will need to order an additional DB board at an additional cost.
- Overloaded usage may cause the incoming power supply to trip excessively.
- Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.
- Transformers are to be mounted on the stand structure or walls and not placed directly onto the carpeted floor. Electronic transformers are to be used where possible.
- Each electrical point provided is intended for one item of equipment or machine, on display. Multi-point socket outlets are permitted provided combined load does not exceed 15 amps. An overload may be caused, leading to a trip in the incoming power supply.
- No electrical installation and/or fitting may be suspended from the ceiling of the Exhibition Hall or fixed to any part of the building structure without the prior approval of the CSIR ICC and if permitted, a fee will be levied.
- 30 Amp and 60 Amp, 3-phase power including earth and neutral is available on request. Any power requirements in excess of 60 Amps need to be discussed with the CSIR ICC Management.
- Neon lighting may not be installed without prior arrangements and written authorisation from the CSIR ICC management. If approved, a fireman's switch is to be installed.
- The CSIR ICC reserves the right to specify higher quality installations than those prescribed in SANS 10142 or the Occupational Health and Safety Act.

23) **Electrical Facilities/Services**

The CSIR ICC has the following electrical supply which feeds the utilities within the building:

- Normal Power – total available supply of 1500KVA
- Emergency Power – 1 x 1MVA emergency power generated by 1 diesel generator, used to drive all vital systems to ensure events can continue during power failures.

There is a safety earth connected to the main substation and this is at the same potential as the rest of the building, there is no dedicated earth for specialized applications.

The average monthly demand of the CSIR ICC is in the region of 550kva (does not take into account peak demand factors when certain equipment is starting up).

Event owners / organisers must advise the event co-coordinator at least two weeks in advance of their event if their power requirements exceed 60 Amps 3-phase.

Any electrical equipment brought into the CSIR ICC must comply with the South African Electrical Regulations SANS 10142 and the Occupational Health and Safety Act (OHS). Should this not be the case, equipment will be removed immediately from the premises at the exhibitor's expense and charges for any damage caused by faulty equipment will apply. The event organiser must ensure that no electrical equipment damages or interferes with the CSIR ICC's electrical installation.

Electrical services can only be provided during the event and official build-up and break-down hours. Please contact the event co-coordinator in advance to make additional arrangements.

Connections and disconnections to and from the electrical power distribution system may be made only by the CSIR ICC's electrical services. The event organizer must ensure that power-loading restrictions are adhered to.

Single-phase power is available throughout the building. 3-Phase power points are available from facility boxes in selected areas throughout the centre (see floor plans). Should 3-Phase power be required exhibitors must book stands located near outlets according to the floorplans.

24) **Emergency Services**

Each event organiser is responsible for ensuring that a full risk assessment, and emergency plan, for their event is drafted and approved by the City of Tshwane. This risk assessment and emergency plan must comply with the requirements as contained in the relevant legislation.

In an event of an emergency, the following is provided by the CSIR ICC:

- Evacuation lighting
- Essential ventilation
- Computer systems for building control
- Evacuation security systems
- Fully trained evacuation team

In an emergency, contact the duty manager or the Centre's reception or call 012 841 3000 from an outside line, or ext 3000 from an internal line.

25) **Exhibitor Behaviour**

The dressing of and manning of stands is only permitted once stand build up and construction has been completed. Under no circumstance will exhibitors be permitted to enter exhibition areas during the build-up or breakdown of stands. Set times to be communicated by the event organiser prior to the exhibition.

All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles.

The CSIR ICC reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

26) **Exhibitor Briefings / Site Visits**

The CSIR ICC encourages at least one formal group exhibitor briefing session on site at least one month prior to the event, arrangements can be made through the Centre's Reservations Office.

Site visits / inspections will be conducted for exhibitors by prior arrangement only.

27) **Exhibitor Loading, Off loading and Parking**

All loading and offloading is strictly through the doors at the top of the ramp leading to the exhibition hall on the North side of the CSIR ICC irrespective of the location of the stand within the building.

No loading or offloading will be permitted through the front doors or any other entrance to the CSIR ICC under any circumstances.

Exhibitors are requested to queue at the loading bay without obstructing traffic, offload as speedily as possible, and remove the vehicle to parking away from the loading bay area. The CSIR ICC reserves the right to have towed away any unattended vehicles obstructing traffic.

28) **Exhibition Hall Doors & Other Dimensions**

Ceiling heights vary.

Venue plans showing ceiling heights and door dimensions as well as dimensions of the ramp are available from the CSIR ICC Reservations Office.

29) **Exhibition Management Services**

Exhibition Management Services may be included in the hire of exhibition space at the CSIR International Convention Centre and provided by a supplier for such services appointed by the CSIR ICC. Any such supplier is authorised to act as the Centre's agent in this regard and may provide the following services:

- Attendance at selected organising meetings.
- Advice to the client/event committee on aspects of the exhibition, and specifically integrating the exhibition into the event to ensure a high level of exhibitor satisfaction.
- Preparation of customised exhibition floor plans, revised according to needs.
- Obtain approval (Health and safety) for floor plan from the CSIR EHS Department

- Preparation of exhibitor manual
- Distribution of exhibitor manual (by e-mail)
- Liaison with confirmed exhibitors
- Provision of on-line exhibitor specific ordering of additional furniture and exhibition services
- Liaison with the venue
- Delineation and marking of exhibition stands and setting out of power points prior to setup
- Supervision of the set-up and break down of exhibition infrastructure
- Drayage
- Collecting the necessary compliance certificates from exhibitors and contractors as required.
- On-site supervision and assistance with exhibitor requests throughout the duration of the exhibition
- Ensuring that exhibitors comply with fire, electrical and safety legislation and submit the necessary certificates of compliance and maintain a safe and neat working environment from setup through the exhibition and during breakdown.
- Management, and supervision of exhibitors during build up and break down periods
- Post event damage assessment report for CSIR ICC

30) **Exhibition Plan Approval**

All exhibition floor plans must be approved and signed off by the CSIR ICC and the City of Tshwane officials prior to being sold to exhibitors.

Proposed plans must be provided to the for approval a minimum of 3 months prior to build up and must occur prior to the sale of floor space and/or stands to Exhibitors.

31) **Exhibitor Refreshments During Setup**

The following facilities are available:

- Water coolers

Unless otherwise arranged no other refreshments are available for exhibitors during setup.

32) **Exhibitor / Stand Catering**

The CSIR ICC recommends that the event organiser schedules special refreshment and lunch breaks for exhibitors after delegate breaks and, in the case of large exhibitions, in a separate venue.

Should exhibitors require on stand catering or special catering for their own account the following applies:

The CSIR ICC is the exclusive supplier of food and beverage to all exhibitors. Outside food may not be brought into Centre either by event organisers or third parties without the express written permission of the CSIR ICC. Requests can be submitted through the Event Coordinator and must be received no later than 7 (seven) days prior to the start of the event.

Orders for stand catering will only be accepted if:

- a) The exhibitor can be registered timeously as a debtor on the Centre's financial system for direct billing and a 100% deposit is received prior to the event, or

- b) The event organiser requests the Centre to include the stand catering on the main account and signs for same, or
- c) The exhibitor can make payment for the required service by credit card prior to the event

No cash will be accepted

The event co-ordinator can provide further information in this regard.

33) **Extension cords and double adaptors**

Exhibitors must provide their own extension cords and double adaptors. The venue supplies one 15 amp outlet per stand.

34) **Facility boxes**

Facility boxes containing data, telephone and electrical points are situated every 6 meters in the floor and walls of the exhibition hall. Services will be provided from these boxes by prior arrangement. No exhibitor may open or plug directly into these boxes. For safety reasons these boxes must remain closed at all times.

35) **Fire Escapes and Firefighting Equipment**

Fire escapes and firefighting equipment are located throughout the building and are clearly demarcated with signage. Exhibitors are to ensure that neither the signage nor the equipment or exits are obstructed by any stands, signage, cabling equipment etc. The CSIR ICC reserves the right to remove any item obstructing fire signage, equipment or exits without notice or liability.

36) **Fire Regulations**

Event organisers are advised that the following fire regulations apply at the CSIR ICC:

- All materials used in an exhibition must be of non-flammable nature and fire resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crêpe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible or flammable material.
- Electrical signs and equipment must be wired to meet the specifications of local fire authorities.
- Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- Any exhibitor having equipment which produces heat, smoke or open flames as an integral part of the product demonstration must receive written approval of plans from the CSIR ICC management.
- All aisles and exhibits must be kept clear at all times.
- Ensure that fire extinguisher equipment, emergency exits and signage (including those inside exhibits) remain visible and accessible at all times.
- Absolutely no storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the Exhibition Stand or CSIR ICC walls/curtains.

- All displays are subject to inspection by the local fire prevention authority. Any construction materials found to be flammable may be required to be dismantled.
- Polystyrene products will be prohibited unless treated by a fire retardant and proof provided by the Exhibitor by means of certification from an authorised service provider. Only on receipt of the Certificate may the stand be structured.

37) **Flammable and Hazardous Material**

Prior written permission is required from the CSIR ICC management and the local Fire Department for the use of flammable or hazardous material including gasses and liquids. No liquid petroleum is permitted in the CSIR ICC.

38) **Floor Loading Capacities / Limits**

Floor loading capacities and limits vary.

Venue plans showing floor loading limits are available from your Event Coordinator.

Should there be any doubt regarding floor loading limits the CSIR ICC can obtain confirmation from a structural engineer regarding specific equipment / vehicles at an additional cost. The weights and dimensions of the equipment together with a drawing if possible must be submitted to your Event Coordinator with a request for approval from the structural engineer.

39) **Floor plans**

Technical diagrams of individual venues can be obtained from the Event Coordinator in A4 PDF format.

AutoCAD drawing files for PC are available at an additional cost.

The CSIR ICC has service providers able to provide customised exhibition layout plans.

40) **Freight Handling**

Freight handling and customs clearance services are not provided by the CSIR ICC. The ICC's Reservations Office can recommend service providers in this regard.

The CSIR ICC does not have storage for early deliveries, late dispatches and for the holding of packaging materials unless otherwise arranged (costs apply).

The CSIR ICC does not take responsibility for the movement of any large equipment within the CSIR ICC that cannot be carried by an individual.

Event organisers are advised that the cost of insurance cover is not covered by the CSIR ICC. It is the responsibility of each exhibitor to arrange insurance covering transport to the exhibition, during the exhibition, and the return of the exhibits to domicile.

41) **Furniture Hire**

The CSIR ICC can provide details of furniture hire services providers.

42) **Gas Usage Policy**

All clients are to abide by the following regulations

- Gas bottles will only be allowed to be brought onto the premises by prior arrangement and once all safety information has been submitted.
- Only one gas bottle per exhibitor will be allowed on site at any time. All spare bottles need to be stored off-site.
- No gas bottles larger than 19kg are allowed.
- The gas bottle must be fitted with a pressure regulator.
- No connections will be allowed during show times. All connections to be done before the show commences in the morning. Should the gas run out during the day, no further installations will be allowed until the next morning.
- The exhibitor takes full responsibility for all aspects of the Health and Safety Act that is applicable to the installation.
- A certified installer must connect the gas, at all times and proof thereof submitted.
- The exhibitor remains solely responsible for the safety and security of cylinders whether in the hall or in the marshalling yard.
- The exhibitor must ensure that the correct type and quantity of firefighting equipment is on hand. All firefighting equipment must have service labels from a SABS approved service company with a service date no older than 9 months.
- There is no extraction in the Exhibition Halls and therefore cooking must be kept to a minimum. No deep fat fryers will be allowed on site.
- The CSIR ICC reserves the right to remove all gas from site should any of the above conditions not be adhered to regardless of concluded arrangements.

43) **Hessian / Thatch / Straw / Draping (Fire Hazard)**

Hessian, thatch, fabric draping and straw are regarded as major fire hazards and event organisers or exhibitors planning to use these as part of any display at the CSIR ICC, will be required to provide a Fire Retardant Certificate indicating that the product has been treated with a fire retarding compound.

When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor.

NB: the CSIR ICC management is permitted to ensure, by testing with an open flame for 10 seconds plus, that the products are suitably treated. Should you require a registered fire contractor for the purpose of providing and applying fire retardant please contact the CSIR ICC.

44) **Information Technology (IT) Infrastructure and Services**

The CSIR ICC is equipped with state-of-the-art network and IT-Infrastructure, which is geared at providing technology solutions for the conferences and exhibitions. The network consists of:

- Fiber-optic backbone running Gigabyte Ethernet, as well as strategically positioned floor points throughout the building;

- 200 Data (CAT5 & CAT6) outlets running at 10/100/1000 MB/s in public venues;
- Broadband internet
- Wireless internet & LAN

This infrastructure can be configured to offer internet access, VPN, public- or private IP addresses as well as host of custom requirements.

An order placed in advance will ensure the network securely configured at your arrival.

- DHCP
- DNS;
- NAT or Static Public IP Addresses (if requested);
- Outgoing SMTP Mail relay;
- LAN Connectivity with speeds between 100MB and 1GB.

Exhibitors who wish to hire temporary analogue telephones/ISDN lines for their stands are advised that a full range of telephones and telephone connections are available.

45) **Inspection of goods / material**

All equipment, fittings and materials brought into the CSIR ICC are subject to inspection by the venue and its appointed agents.

46) **Insurance**

The CSIR ICC will not be responsible for the safety of articles of any kind brought onto the premises by event organisers, delegates, exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.

The CSIR ICC strongly encourages event organisers to be covered with public liability insurance of no less than R10-million. Event organisers can also procure special eventing insurance. The event coordinator can provide further information in this regard.

All exhibition and trade fair organisers are strongly recommended to advise their exhibitors to arrange at their own cost all risk insurance coverage from country of origin to the exhibition stand including duration of exhibition period and return to domicile. Exhibitors shall ensure that they are fully covered by insurance and take out public liability and comprehensive protection.

The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.

Exhibitors are strongly advised to pack and remove from the Exhibition Hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. All these items must not be left unattended at any time.

The exhibitor shall insure, indemnify and hold the CSIR ICC harmless in respect of all costs, claims and expenses to which the CSIR ICC may in any way be subjected to as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.

Exhibitors shall be responsible for making good any loss or damage to any items that they have rented or hired from the exclusive outsourced contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and

displays before making any connection to the electrical supply of the CSIR ICC's exclusive outsourced contractors.

47) **Lighting**

The source of the lighting is a mix of fluorescent and metal halide for color purposes.

Event organisers are advised that no spotlights, drop lights or other special lighting device may be directed towards the aisles so that they prove to be irritating or distracting to neighboring exhibition stands or guests. Furthermore, no strobe light effects are permitted.

48) **Loading Areas**

All loading is through the doors at the top of the ramp to the exhibition hall on the North side of the building. No loading is permitted through any other entrances or exits.

To facilitate the smooth build-up and break-down of exhibitions held at the CSIR ICC, a traffic management system is in place. Traffic marshals control access to the loading area. No holding area is available and trucks left unattended will be towed away at the owner's cost.

Exhibitors are requested to queue at the loading bay without obstructing traffic, offload as speedily as possible, and remove the vehicle to parking away from the loading bay area.

The CSIR ICC cannot be held responsible for goods that arrive early or which are left after the official break-down period of the exhibition. The costs of disposing of any such item will be done at the expense of the exhibitor concerned.

Exhibitors must advise the event organiser of any specific requirements well in advance e.g. trolleys, forklift, cherry picker, etc. Arrangement for such items can be made with the exhibition organiser or the CSIR ICC.

The event coordinator can provide further information in this regard.

49) **Lost & Found**

The CSIR ICC is not responsible for the safekeeping of any items left behind after an event. Should items be stored, the CSIR ICC may charge the event organiser reasonable removal and/or storage fees. Any items found may be handed to the reception in the main foyer. Items will be kept for one month before being disposed of.

50) **Mobile / Height Reaching Equipment**

The CSIR ICC can make arrangements for the following equipment to be available by prior arrangement:

- electronic forklift
- cherry picker platform
- scaffolding
- extra high ladders

Additional costs apply.

Such equipment can only be used by certified individuals therefore approved drivers and/or riggers will be provided with such equipment at an additional cost.

Should event organisers or exhibitors wish to provide any of the above themselves special arrangements must be made and the necessary compliance documentation provided to ensure health and safety legislation is complied with. Permission will only be granted in

exceptional circumstances to avoid the possibility of damage to the Centre's fittings, fixtures or facilities by operators of such equipment not under the control of the CSIR ICC or its supplier for Exhibition Management Services.

51) **Music Licenses**

The CSIR ICC has a valid SAMRO and SAMPRO licenses for the piped music throughout the Centre. Clients and exhibitors are requested to ensure that they have the necessary licenses for the playing of any other music in venues or on exhibition stands.

52) **National Building Regulations**

This code of practice covers provisions for building site operations and building design and construction both permanent and temporary that are deemed to satisfy the provisions of the National Building Regulations. Temporary buildings are defined as any building that is so declared by the owner or structural builder and that is being used or is to be used for a specified purpose for a specified period of time. This includes staging and scaffolding as temporary structures.

- Before a temporary structure can be authorised by the local authorities or by the property owner, the following submissions will be sought:
 - Statement of the period of which the temporary building will be operational.
 - A site plan.
 - Layout drawings in sufficient detail, to determine the general size, form, materials of construction and the use of the proposed building.
 - Any structural detail required determining the structural safety of the temporary building.

For the purposes of the exhibition it has been determined that any structure built, stage or otherwise is deemed a potential hazard and requires a layout plan with all the relevant details. The submission of this plan to the venue will be analysed and the risk determined. If a recognized stage or stand builder builds the structure, the venue, risk assessor and Emergency Management Services will inspect the structure for safety purposes and request the authorised builder to provide a Structural Certificate.

If it is determined that there is possible risk to the temporary structure, and to people and items around the structure, the venue has the right as the property owner to not allow persons on the structure. The Emergency Management Services have a right to issue summons or fines if they are not satisfied with the construction of the temporary structure. The items that fall within these regulations will be monitored by the CSIR ICC as the property owner or their appointed agent/s.

53) **Occupational Health & Safety Act Regulations**

Exhibitors must please take note of the abovementioned act and ensure that all contractors and sub-contractors comply with the Safe Working Practices as well as the guidelines & regulations as set out in the Act.

54) **On-site supervisor**

An on-site supervisor must be provided by the event organiser for all exhibitions. The supervisor will manage service delivery of exhibition infrastructure, CSIR ICC standards and policies and compliance with safety legislation during exhibition setup and breakdown and during exhibitions.

55) **Outsourced and In-house Suppliers**

The CSIR ICC is supported by a wide range of specialist in house and outsourced services. To ensure safety and optimum service levels the CSIR ICC reserves the right to request that our exclusive in house services and outsourced partners be used to provide these services which include:

- Electrical supply – to provide connection and distribution services.
- Plumbing – to provide connection to main services ending at a stopcock.
- Catering is not outsourced and is exclusively provided by the CSIR ICC
- Telecommunications – to provide connection and all handsets.
- Information Technology
- Audio Visual
- Security
- Cleaning

Details of exhibition management and shell scheme service providers can be provided and event organisers are encouraged to use the service providers familiar with the CSIR ICC and its terms and conditions.

56) **Plants and Foliage**

Plants, foliage and associated décor may not be placed directly onto any carpeted surface, plastic sheeting must be used.

The provision of plants and foliage is available from various suppliers. The Event Coordinator can provide you with more information in this regard.

57) **Plumbing Services**

Plumbing services are provided by the Centre's exclusive contracted supplier only.

Fire hydrants and fire hoses may not be used for any other purpose than intended at any time for any reason.

58) **Personal Items – safety of**

Please do not leave laptops, handbags, briefcases etc. unattended on your stand. All personal items should be placed out of the public's eye. Unattended personal items could be a security risk.

59) **Porter Services**

An additional fee is charged and prior arrangements necessary for drayage for exhibitions.

For displays or other events where no on-site management is included a porter service is available on request and must be booked in advance. Trolleys, suitable for loading and off-loading small items can also be booked in advance.

60) **Presentations and/or demonstrations of exhibits/products**

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

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

61) **Rigging**

See Banner Hanging and Other Rigging

62) **Safety Guidelines**

The CSIR ICC requires prior notice and will give prior written approval where it is proposed that apparatus involving special risk is to be operated.

The CSIR ICC must give written approval where any of the following is proposed:

- Any material, exhibit or substances that are hazardous, noxious, explosive or of an objectionable nature;
- Items that produce fumes, exhaust or smoke;
- Operating machinery and apparatus;
- Use or display of pyrotechnics and lasers;
- Use or display of radioactive materials, flammable liquids, oils and gasses as well as welding or compressed air;
- The use of balloons and public entertainment including amusement displays, live performances and live animals on display.

Further detail on terms and conditions for the above can be found under the relevant headings within this document.

63) **Safe Working Practices**

Exhibitors and contractors need to ensure they are working according to the guidelines and regulations as prescribed by the Occupational Health & Safety Act (OCHSA). It is required that all contractors and sub-contractors adhere to the Safe Working Practices as set out in the act. Staff & contractors shall be vigilant towards health & safety issues to themselves and others in the area and shall observe the following practices which will be monitored and enforced by venue and its appointed agent/s:

- To adhere to stand build up/breakdown times. Construction of any kind may only take place during set times. No construction to take place after these allocated times or at any time during the exhibition.
- The understanding of the Fire & Emergency Services procedures.
- Ensure aisles leading to emergency exits are kept clear and unobstructed.
- The use of hard hats when working or restricting access to dangerous and hazardous areas.
- The need to wear suitable protective clothing including eye, ear, foot and hand protection, where relevant.
- The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- That after use, chemicals and liquids are removed from the venue for safe and proper disposal.
- Such products may not be disposed of in general refuse areas.
- Ensuring portable power equipment is used for the purposes intended with safety guards correctly fitted and used.
- Ensuring portable electric tools are used with minimum length of trailing leads and not left unattended with a live power supply.
- That forklifts or other machinery and height reaching equipment are not used by anyone other than fully trained and certified personnel.
- That work is maintained free from general waste material that could be hazardous.

Further detail on terms and conditions for the above can be found under the relevant headings within this document.

64) **Satellite Transmission**

Satellite connection points, excluding decoders, are available in various locations around the CSIR ICC. Satellite connection points can be made available for exhibition stands at an additional fee by prior arrangement. Stands should be booked accordingly.

65) **Security**

The CSIR ICC security services are provided by the contracted and preferred supplier who operates closely with the City Police. Surveillance cameras are installed in the building. The centre's management adheres to the ISO 1400 codes of safety in the building and all event organisers are required to do the same.

The CSIR ICC will provide general security along the perimeter of the building and at major entrances and exits. Should event organisers or exhibitors have special security requirements; these can be hired in at an additional cost. The minimum rating for protection officers working at the CSIR ICC is D-grade.

The event co-ordinator can provide further information in this regard.

The CSIR ICC reserves the right to:

- Request proof of identity and search anyone entering or leaving its premises.
- Search any item or vehicle brought onto, or removed from, its premises.
- Request that all event organiser personnel on its premises wear identification badges.
- Remove any article left unattended.

It is the event organiser's responsibility to ensure that their personnel are restricted to the relevant exhibition area. All other areas, including back-of-house, are out of bounds.

Please note that once the Centre is cleared of all delegates and staff each night the building is secured and the intruder alarm activated, no private security guards are allowed to remain inside the building overnight.

The CSIR ICC is not responsible for damage or loss of any merchandise, personal effects, equipment or articles brought onto its premises.

66) **Shell scheme / stand heights**

Organisers and exhibitors should take note of ceiling heights in the various areas as indicated on the CSIR ICC floor plans when booking stands.

67) **Signage**

The CSIR ICC has various branding and signage opportunities available throughout the centre, both internally and externally.

The placement of all branding and signage by the event organiser is at the discretion of CSIR ICC management. . The CSIR ICC reserves the right not to accept the erection of additional event signage. All additional signage is to be approved by the CSIR ICC management prior to erection. Signage may be erected only in areas defined by the CSIR ICC and must be free standing.

The CSIR ICC complies with all relevant legislation and regulations on signage for exits, fire escapes and fire prevention, and dangerous areas Emergency signage must be visible at all times.

Signage may not block or cover CCTV cameras.

Signage may not block or cover signs identifying and directing visitors to toilets, public telephones, venues, floor levels, escalators, lifts, venues, entrances and exits.

68) **Smoke and/or heat generation**

Event organisers and exhibitors must advise the event co-ordinator in advance of their intent to use smoke machines or any heat generating equipment. The event co-ordinator will advise regarding the effect on fire detection systems. Alternative safety measures that need to be implemented will be at the cost of the organiser.

69) **Speed points**

Speed points may be used if you have a telephone line installed at your stand or if the unit is mobile. Please remember that you must provide your own speed point and make arrangements with your own banking facility.

70) **Spray painting/painting**

Spray painting/painting is not permitted within the CSIR ICC. Spray painting may take place on the lawns to the north of the CSIR ICC building.

71) **Stand cleaning**

The CSIR ICC will provide a clean hall prior to the show and require the event organiser to return the hall in the same state as it was received in. The general areas of the hall will be vacuumed and CSIR ICC dustbins emptied during exhibition days.

Exhibitors are responsible for maintaining their own stand in a tidy condition at all times.

The CSIR ICC's contracted preferred supplier can provide cleaning during exhibition build-up, show day and break-down at a fee. The event co-ordinator can provide further details and costs should additional cleaning be required.

72) **Stand construction**

The CSIR ICC can provide contact details for stand builders who are familiar with the facilities at the CSIR ICC.

"Space only" exhibitors must submit a Structural Engineer's Certificate for stands over 3m in height with their floor plans incorporating front, side and top elevation, to the event co-ordinator at least 30 days prior to build-up day.

All stand construction staff are required to wear their company's identification badges and t-shirts for the duration of the build-up and break-down of an exhibition. Failure to advise the CSIR ICC of contractors coming on site could result in prevention of entry.

All contractors (including stand fitting, interior decorating, etc.) other than the official exhibition organiser, are required to observe the rules and regulations as laid down by the CSIR ICC before admission to carry out construction / dismantling.

Walls of stands must be clad on the reverse side to present a pleasing aesthetic appearance from aisles and adjoining stands.

73) **Stand equipment and furniture**

A range of equipment and furniture is available through Exhibition Management Services Providers.

The Event Coordinator can provide more information in this regard.

74) **Storage**

There is no long term storage available on site.

The CSIR ICC has 6 storage cages available for exhibitors during the exhibition. These can be booked with the CSIR ICC Reservations Office on a first come first served basis at no additional cost.

The Event Coordinator or the Centre's supplier for Exhibition Management Services can provide further information regarding early deliveries, late dispatches and for the holding of packaging materials. Prior arrangement must be made for such requirements.

75) **Structural Stability & Safety**

Any structure shall safely sustain the combined dead and imposed loads without any deflection or deformation which will impair stability

- All materials used in construction shall be:
 - Non-combustible material
 - Flame resistant timber of any thickness
 - Flame resistant plastic and boarding
 - Chipboard or block board more than 18mm thick
- All materials used for decorative finishes to the set shall be:
 - Able to pass a test of flammability or for surface spread of flame
 - Be fixed taut or in tight pleats to a solid backing
 - Be secured at floor level
 - Shall not ignite when subjected to a flame for 10 seconds
- Any paint shall be water based.
- The use of paint sprayers is not permitted
- Cavities and spaces around the venue shall not be used for storage of empty crates, cartons and boxes or packaging materials

Further detail on terms and conditions for the above can be found under the relevant headings within this document.

76) **Telecommunications**

The CSIR ICC's PABX makes it possible to connect a number of telephones or modems simultaneously. Running on the same infrastructure as the IT network means that telephone points can be installed in every venue within the CSIR ICC.

128K ISDN connections are also available.

Event organisers are advised that '0' must be dialled to access an outside line and the equipment must be configured for tone dialling. This also applies to modem and speed point connections.

The Event Coordinator can provide further information regarding the booking and arrangement of telecommunications points. Prior arrangement must be made for such requirements.

77) Times and dates: Setup and Breakdown

All exhibitors must adhere strictly to setup and breakdown times and dates booked and communicated by the event organiser.

Access will only be granted for pre-arranged setup and breakdown times and dates.

The Centre does not take responsibility for any equipment/material not removed by the end of the allocated breakdown time and will not store any items left behind.

78) Transformers

Exhibition organisers are advised that transformers are to be mounted on the stand structure or walls and not placed directly onto the carpeted floor. Please refer to the electrical installation requirements.

79) Vehicles entering the exhibition hall / vehicle display

Vehicles may only enter the CSIR ICC building by prior arrangement and special conditions apply. The Event Coordinator can provide more information in this regard.

Vehicles are allowed access for display purposes only and no vehicles will be allowed access for loading/off loading purposes.

Delivery vehicles must stop at the top of the ramp and off load / load from there.

The Event Coordinator can provide further information in this regard.

80) Venue dimensions and specifications

Event organisers and exhibitors are required to familiarise themselves with all venue information as per the floor plans available from the CSIR ICC Reservations Office.

81) Waste removal

The CSIR ICC follows an international environmentally friendly and strict recycling policy. This is in excess of local standards. The event organiser is responsible for ordering extra skips for exhibitions or events with excessive waste.

82) Web services

Free internet access is available at PC's located in the Centre's Business Centre in the main foyer for business purposes. Users are requested to limit sessions to 10 minutes at a time out of consideration for other persons wishing to make use of the facilities.

83) Wireless Network

Wireless internet access is available throughout the Centre for business purposes. Usage is monitored and access is not granted for excessive use not deemed to be business related within the CSIR guidelines for internet usage.

Please note that no exhibitor will be allowed on site to set up an exhibition stand without having acknowledged that they have read and will comply with these terms and conditions.

Kindly complete the following form and submit to icc@csir.co.za:

Event Name:	
Event Dates:	
Stand number:	
Exhibiting Company:	
Stand builder:	
Stand builder contact:	
<p>Acknowledgement:</p> <p>I, _____, acknowledge that I have read the contents of this manual and informed all persons constructing and breaking down my exhibition stand as well as all persons working on the exhibition stand of the contents thereof.</p> <p>_____ Signature</p> <p>_____ Date</p>	