



EXHIBITOR MANUAL 2024

HALL 2
NEC, BIRMINGHAM
18 - 19 MAY 2024

Dear Exhibitor,

We are pleased to enclose the Exhibitor Manual Information for [Makers Central](#).

We look forward to welcoming you to the NEC in May.

ICHF Events

ORDER FORMS AND DEADLINES

All order forms are available on the Exhibitor Zone – www.makerscentral.co.uk/ezone

You should have received your invoice from our accounts@ichf.co.uk address for your exhibition space. The payment date is **5th April 2024**.

Electrical Orders

DEADLINE 5th April 2024

Please return the order forms to us promptly as our contractor needs to order the mains supply several weeks in advance. Order Forms are available online from the Exhibitor Zone.

Please note that electrics may not be completed until Friday afternoon.

Please note – some of you will have already ordered electrics and lighting. Please check your invoice for details.

Furniture & Additional Services/ Special Requests

DEADLINE 5th April 2024

To order furniture and additional services (Shelving, additional walling, change of wall colour, fabric rails etc.), the forms for this is online from the Exhibitor Zone and will be ordered through Creative Hire.

sales@creativehire.co.uk Telephone number 01676 542616.

Carpet

DEADLINE 5th April 2024

Aisles and stands will not be carpeted at the show. If you wish to order carpet, colour samples can be seen at www.floorex.co.uk/exhibition-flooring/standard-recyclable-exhibition-cord. You may order carpet if you wish on the Additional Services Form.

Invitation Leaflets

BY RETURN

All exhibitors are encouraged to help inform their customers about the show - the more visitors that attend, the better for everyone. Printed and digital collateral is available and are a great way of letting your customers know that you will be at the show. Your invoice indicates your current order. Please telephone or email sales@ichf.co.uk for any additional requirements.

IT/Wi-Fi Connection

If you require telephone, hard wired internet or multimedia services please contact the NEC at www.thenec.co.uk/exhibitors/order. Link is available on the Exhibitor Zone. Please note there is some Wi-Fi service in the halls and within public areas within the NEC.

Stand & Exhibitor Catering

Exhibitors can order lunches from 'Food 2 U' on 0844 338 8338 or email eventorders@thenec.co.uk
Please wear your exhibitor badge when purchasing food so you receive your discount.

BUILD UP

Build Up Times

Thursday 16th May: 10.00 - 20.00 Floor area contractors only

Friday 17th May: 08.00 - 20.00 Shell Scheme Stands and floor area contractors

Shell Scheme Stands

If you intend on building any structure within your shell scheme stand, our new dividing walls are 50mm thick and hollow. The 100mm border around the top is 20mm thick – please note this if using hooks.

Please note all shell scheme walling is BLACK

The name which will be displayed on the fascia on the front of your stand (Shell Scheme only) will be the name you provide at the time of booking.

Floor Area Stands

If you have booked this type (see invoice) then you **MUST** use a recognised stand contractor to build your stand. You must inform us of their name and address for passing on to the NEC. Please note that if a floor plinth is incorporated then any 'open' corner can be a trip hazard (Health & Safety) and should be protected. We require copies of your proposed stand design and build, including measurements by 10th April, these documents must be sent in along with the following:

- Risk Assessment
- Method Statement
- Stand contractors Public Liability
- Construction Phase plan

Please email the documents to operations@ichf.co.uk by the **12th April 2024**.

Carpet is NOT provided on FLOOR AREA stands, but can be supplied from £7.00/m² – see Additional Services Order Form. Please note that a SPECIFIC tape must be used when fixing carpet – the NEC will levy charges if floors are damaged. Please make sure if you are taking FLOOR AREA space that you or your contractor orders carpet. Failure to do so could result in a delay in building your stand on set-up day. Please ensure that the floor area around your stand is kept as tidy and self-contained as possible to avoid blocking the aisles.

Storage

Limited storage is available. Please ask at the Organisers Office on-site.

NEC E-Guide for Construction and Items of Special Risk

Please see the link on the Exhibitor Zone.

Balloons

These are not recommended and are subject to removal at ICHF's discretion. If they dislodge from your stand and float to the ceiling, the NEC will charge for their removal and any damage caused to the heating/air ducts will be passed on to the exhibitor. Helium balloons require a RISK ASSESSMENT. Please make us aware if you intend on using balloons.

Vehicle Parking

Build-Up Day – Once at the NEC please follow the signs for 'Makers Central.

To make it quicker and easier on build-up you are now invited to book your timeslot to get to the halls for offloading your vehicle. This system is in place to make build-up as smooth and efficient for you as possible. All vehicles will have a set time for unloading to make it fair on everybody. You will be asked to input your card details, your card will not be charged unless you significantly exceed your allocated time slot, but if you find that you need more time please speak to a member of the ICHF team in the organisers office (so that we can ensure you are not charged). This system is in place for build-up and re-stocking only. A link to book your slot will be emailed to you in the lead up to the show.

Deliveries

From Friday 17th May (NOT before Friday – NEC will refuse the delivery)

The correct address is:

Insert Stand Number

Insert Company name

Makers Central

Halls 2

NEC

Birmingham B40 1NT

Please note: ICHF will sign for goods but they will NOT be liable for any loss or damage, however caused.

On-Site Organisers Office Contact details

If you wish to have the number of our office in the hall please ask on build-up day, as we do not know the exact number until we are on-site.

Catering

A range of outlets will be open in the concourse when the show is open.



HEALTH AND SAFETY

Risk Assessment

It is a legal requirement that each exhibitor undertakes their own risk assessment prior to the event, listing the tasks to be undertaken, identifying any significant hazards they present on site, then listing ways to minimise and control those hazards.

Please complete and return the enclosed risk assessment (appendix 1) to **operations@ichf.co.uk** by **12th April 2024**. If you have your own already, please forward on a copy.

STEP 1: IDENTIFY THE TASK/HAZARD

What equipment, materials and chemicals will be used? How much noise and dust will there be? What is the weight-loading limit? What vehicle movements and lifting operations have to be considered? Do you need to schedule a 'late working rota' to avoid tiredness and mistakes? How are you disposing of waste? Do you have any electrical installations? What are the emergency procedures?

STEP 2: DECIDE WHO COULD BE HARMED AND HOW

Who will be affected by your work and be most at risk? Think of your employees, contractors, exhibitors and visitors on or near your stand. Safe working depends on co-operation between all the companies on site. Take this into account and consider necessary precautions on every aspect of the work being carried out, which include training and the provision of information to all the different parties who are at risk.

STEP 3: EVALUATE THE RISKS

Once you have done this adequately, you can then decide on the appropriate action. Ask yourself (a) Can the hazard be removed completely or the work done in a different way? (b) If the hazard cannot be eliminated, can it be isolated, controlled, or reduced? (c) Can protective measures be taken that will protect the entire workforce on site? Protective clothing should be the last resort and is often not the only solution.

STEP 4: RECORD THE FINDINGS

Write down the findings of your risk assessment. Pass on information about significant risks to those people identified in Step 2 and record the measures you have taken to control those risks for future reference.

STEP 5: REVIEW YOUR FINDINGS

This allows you to learn by experience and take account of any unusual conditions or changes that occurred on site. Where stand building is involved (especially steelwork erection and lifting), the principal contractor should draw up a specific method statement and discuss it with the exhibitor in advance of the exhibition.

Build Up Health & Safety

Please note that no under 16s are allowed in the exhibition hall during build-up and breakdown. This is a requirement of the venue's Health & Safety policy.

High Vis

It is now a requirement for all exhibitors to wear high vis jackets throughout build-up and breakdown. A limited supply will be available in the organisers office to purchase.

Site Induction

Exhibitors will be required to sign a site induction form on arrival to the venue, to confirm you will comply with the health and safety rules onsite. A copy of the form can be found attached (appendix 2).

Stand Guidelines

Please be aware that you must set-up all products within your stand. It is potentially a major health and safety risk if you fail to do so. You may be asked to re-design your stand layout if this is the case. Important note: Your stand is a temporary structure that is not designed to carry heavy loads, if you are planning to hang items from your stand, please contact the office for your stand weight capacity.



SHOW OPEN DAYS

Show Opening Hours

Saturday 10:00 – 17:30

Sunday 10:00 – 16:30

Please note that VIP's and Makers Club members have access to the show from 09.30am.

Vehicle Parking

Open Days – You are advised to arrive EARLY on the SATURDAY as the centre is likely to be busy with other major shows taking place. You will be directed to park in the NORTH CAR PARKS. The hall is open from 08.00. Breakfast will be available in the Hall each day. Shuttle buses will operate from the Car Parks from 08:00. No vehicles or trailers are allowed to park around the perimeter or adjacent to the hall during open days.

Cleaning

Your stand will be cleaned each night, but it will NOT be cleaned if it is locked and/or closed off. If you intend to use this method to secure your stand a set of keys must be left at the Organisers Office for the cleaners to use for the duration of the show.

Security

There will be security cover during the period of the show, but all products and liabilities should be covered by exhibitors' own insurance.

Take home any valuable items each night if there are no secure storage facilities on site.

Do not leave your stand unattended at any time during build-up, the open period or the breakdown of the show.

Do not leave the hall until all visitors have gone each evening.

Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.

Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.

Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.

Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember that the hall is open from 08.00 hours. You may wish to have someone there from that time.

Use a night sheet if you have a shell scheme stand.

If you are a victim of theft please report it immediately to the NEC security company.

BREAKDOWN

Sunday 19th May: 16.30 – 22.00 Shell Scheme Stands and floor area contractors

Breakdown details will be given to exhibitors on Saturday 18th May.
The hall must be clear by 22.00 Sunday 19th May latest. Any items left uncollected after this time may be destroyed or a storage charge levied.

MARKETING

Makers Central - Logo

You are welcome to use the show logo on any promotional material you wish to add it to. Download it from the Exhibitor Zone at www.makerscentral.co.uk/ezone

Put it on your website and emails, promoting the show and the fact that you will be attending.

Press Relations

Jordana Johnson, Marketing Director will be the marketing and press contact, if you have details that may be of interest to the press, then please email jordanaj@ichf.co.uk or call +44 (0) 1425 460804

OTHER INFORMATION

Other Facilities at the NEC- For general information visit www.thenec.co.uk

Equality Act 2010 (previously Disability & Discrimination Act)

Please remember your responsibilities under the Act and in particular access onto your stand. If you have any queries, please contact us to discuss.

CONTACT DETAILS

Sales Enquires

Craig Qizilbash
07526 204850
craigg@ichf.co.uk

Invoice/Payment Queries

Jo Reynolds
01425 460801
jor@ichf.co.uk

Furniture & Additional Extras

Creative Hire
01672 542616
sales@creativehire.co.uk

Marketing

Jordana Johnson
07973 670225
JordanaJ@ichf.co.uk

Electrics & Carpet Orders

Jo Reynolds
01425 460801
jor@ichf.co.uk

Operations and Health & Safety

Dave Hale
01425 460797
operations@ichf.co.uk

HOW TO FIND US

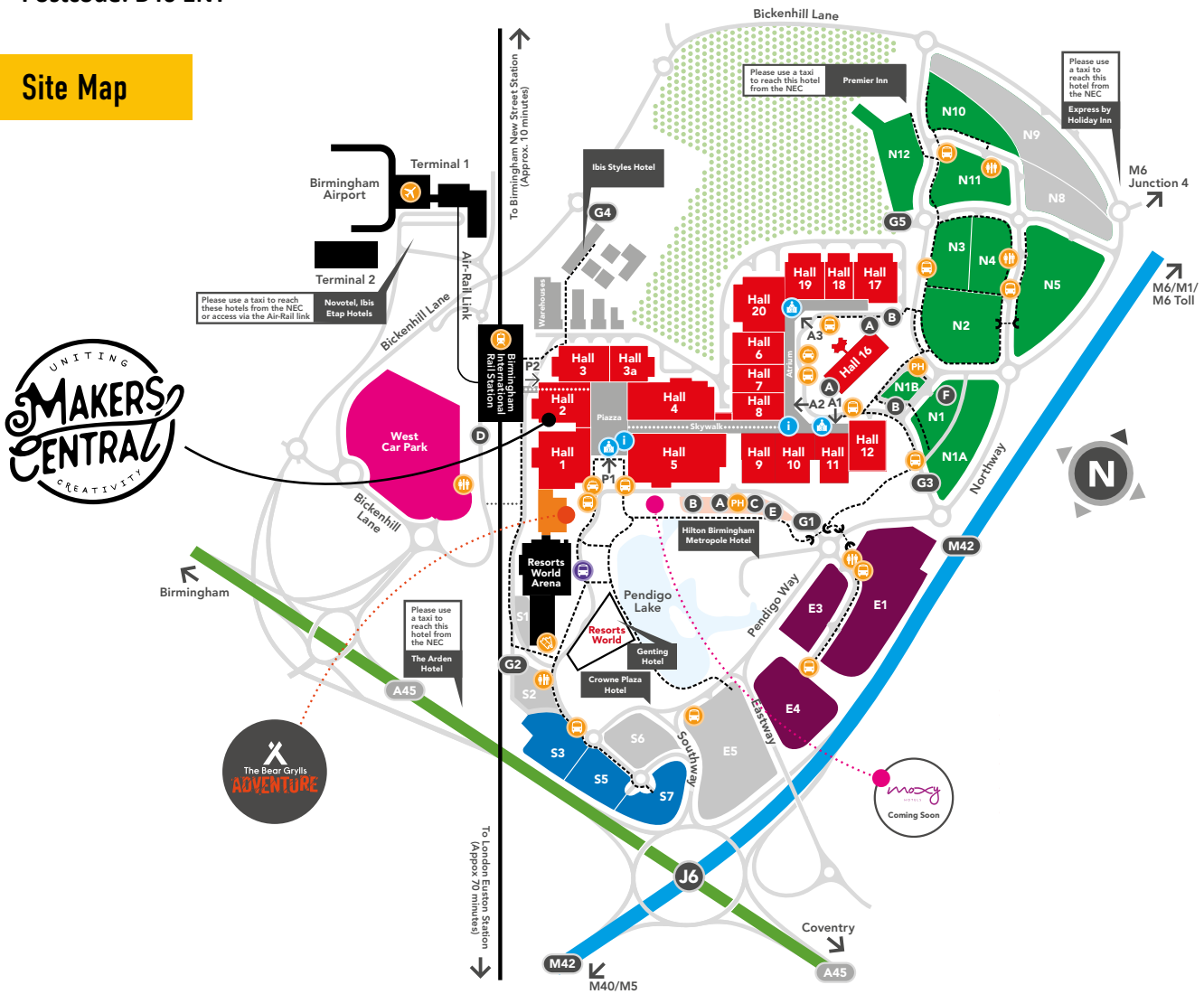
The Venue

The NEC is in the perfect location for car travel- 8 miles east of Birmingham city centre, and at the heart of the UK motorway network.

With 16,500 spaces available we've got plenty of room for you. Follow the electronic signage or directions provided by our traffic team to get you to the right car park area for your event. Once you've parked you can either take a free shuttle bus or walk to the halls using our sign posted footpaths.

Postcode: B40 1NT

Site Map



- Key**
- P1/P2 Piazza entrances
 - A1/A2/A3 Atrium entrances
 - 1 Visitor & Business Centre - T: +44 (0)121 780 4141
 - W Welcome desk
 - The NEC woodland
 - Car parks
 - South: S1-S7
 - East: E1-E5
 - North: N1-N12
 - West: West car park
 - Only in use when directed by NEC signs/traffic staff

- A VIP parking
- B Disabled parking
- C NEC visitor parking/ outdoor exhibition area
- D West Midlands bus stop
- E NEC Express 1
- F NEC Express 3
- G1 G2 G3 G4 G5 Gates

- PH Private hire taxi pick up / drop off
- Car park toilets (Including accessible toilet)
- Airport
- Train
- Box office & Arena entrance
- Shuttle bus to halls
- Arena bus stop (to East Car Parks)
- Pedestrian routes
- Pedestrian routes subway



Risk Assessment for an Exhibition Stand

This must be completed by the Exhibitor:

Stand Name:		Show:	
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Name of person responsible for Health & Safety:	
Tel No:	
Email:	

Please ensure you tick one of the boxes below:

Have you ticked YES to any of the options below and have already submitted a risk assessment to ICHF for the 2024 season? (only tick this option if you are happy that the risk assessment is up to date)	
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OR

Have you ticked YES to any of the options below but still need to send your current or updated Risk Assessment to ICHF? Please return it to operations@ichf.co.uk or post to the address below.	
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Exhibitor's Responsibilities

An exhibition stand is a workplace covered by health and safety legislation. As the exhibitor, it is your responsibility to ensure a suitable and sufficient risk assessment is completed. Failure to do so could lead to delays or ultimately the closure of your stand.

The risk assessment template attached is for a simple shell scheme/exhibition stand that does not require any structural approval from the organiser or venue. More complex stands will require a more detailed risk assessment, if you are in any doubt you should contact ICHF for further details.

Please tick in the relevant Yes or No box below to confirm what is/is not included in your stand.

If you tick 'Yes' on any line below, you must **complete** and return **BOTH** parts of the risk assessment:

	Does your stand include:	YES	NO
1	Demonstration or workshop of any kind		
2	Display of anything containing liquid fuel		
3	Chemicals covered under COSHH Regulations		
4	Sharp objects, weapons (including replica weapons)		
5	Working electrical appliances other than display lighting/tills		
6	Food service of any kind other than sweets, snacks and soft drinks		
7	Heat tools of any kind inc. cookery demos, glue guns, irons, naked flame or gel burners		
8	Live animals		
9	Trip hazards of any kind		
10	Pressurised gasses		
11	Working machinery of any kind even if static		
12	Any other hazard not identified above which could be a risk		

Please note: This is not an exhaustive list. You are responsible for identifying any aspect of your stand which would present a hazard. It is your responsibility to ensure that the risk assessment held by ICHF is kept up to date, if any changes are required a new risk assessment must be submitted.

ICHF Events

Risk Assessment for an Exhibition Stand

Stand Name:

Risk:

Who could be harmed:

Control measures in Place:

The control measures in place control risk to an acceptable degree.

I declare that to the best of my knowledge the information provided is correct.

I agree to ICHF Events Terms and Conditions;

I have read and understood THE HEALTH & SAFETY AT WORK ACT 1974 (HASAWA);

I agree to abide to both of the above by signature.

(which may be typed)

Signed:

Name:

Date:

PLEASE NOTE: This is a very basic risk assessment format for simple risks only.

Multiple or complex risks will require a more detailed risk assessment.

Please return this form to operations@ichf.co.uk

Makers Central, Dominic House, Seaton Road, Highcliffe, Dorset, BH23 5HW

Tel: +44 (0) 1425 272711 Fax: +44 (0) 1425 279369

Email: peters@ichf.co.uk Web: www.makerscentral.co.uk



Makers Central Site Rules & Induction

NEC, Birmingham 18th – 19TH May 2024

Site Rules & Induction are a requirement under CDM. Please read the following carefully and sign at the bottom...

CDM places duties on the Principal Client, Principal Contractor & Principal Designer, as well as all contractors on site to apply the following safety principles;

- eliminate or control risks so far as is reasonably practicable
- ensure work is effectively planned
- appointing the right people and organisations at the right time
- making sure that everyone has the right information, instruction, training and supervision to carry out their work safely and without risks to health
- have systems in place to help parties cooperate and communicate with each other and coordinate their work
- consult workers with a view to securing effective health safety and welfare measures
- any actions required should always be sensible and proportionate to the risk.

Site Phases

- The event period (tenancy) is from Thursday 16th May until Sunday 19th May 2024 and is split into 2 clear phases.
- Be aware of what phase the site is in when you are working on site.

Makers Central 2023, Hall 2 NEC Birmingham

Phase	Date/Time	Construction Phase	Rules
Red	Thursday 16 th May 0600-2000 Friday 17 th May 0800-2000 Sunday 19 th May 1630-2300	Stand building in process Unload of vans. General set up of exhibitor stands.	High vis and safety shoes Must be worn. Site induction forms Must be completed in order to have access to the hall.
Green	Saturday 18 th May to Sunday 19 th May (until 1630)	Show Open days	Aisles must be kept clear during show opening hours.

So first be aware of the types accidents most likely to happen on the Exhibition site:

- Vehicle and mobile plant accidents.
- Falls from height and being struck by falling objects.
- Accidents with hand and power tools.



Makers Central Site Rules & Induction

NEC, Birmingham 18th – 19TH May 2024

Secondly - be aware of your own employer's inductions & risk assessments:

- Your employer should provide you with a task specific induction / tool box talk on arrival at work.
- You need to know what your employer's risk assessments say – and apply them to the work you do.

And be aware of the Exhibition site safety rules too:

- As well as your employer's assessments, you need to know and comply with the following exhibition site safety rules.

Remember where you are; stick to the Contractors' & Employers' Code of Conduct;

- You should be mindful of your behavior at all times.
- Smoking is not permitted – Including E-Cigarettes
- You must wear hi-vis vests and appropriate footwear as per your employers' risk assessment at all times during the Red Phases of the event.
- You must ensure the utmost care & consideration is taken when working on site.
- Alcohol on site is not permitted.

First aid arrangements

- Where is your own first aid kit?
- If you need help please speak to the show organisers.

General safety requirements:

- Keep the place you are working tidy – avoid slips, trip and falls;
- See something unsafe? – deal with it yourself if you can - If you can't, report it to the Organisers Office without delay;
- Report accidents – even minor ones – it could prevent a more serious one.

General site requirements

- Use the toilets and hand-wash facilities provided throughout the venue.
- The use of alcohol or drugs is **strictly prohibited** during working hours onsite.
- Do a brief visual check of any equipment you are using before you start and report any concerns immediately.
- Liquid waste must not be poured down into either rain water or foul water sewers or drains.

Site rules for use of vehicles and operation of mobile plant:

- Valid full driving licence for the type of vehicle concerned must be held
- Evidence of training for the type of vehicle or plant concerned as well as employer's authorisation to drive it;
- 5 mph speed limit on the site;
- Use seat belts, if fitted;
- No passengers carried unless a proper seat is fitted for each one of them;
- Authorisation to drive may be removed by organiser for repeated breaking of these rules.



Makers Central Site Rules & Induction

NEC, Birmingham 18th – 19TH May 2024

- Plant and Site vehicles (including forklifts, pickers, and site vehicles) may only be driven by people who
- have supplied a relevant, in date license to the Organisers.
- Please ensure that any reversing vehicles have a banksman,
- Safety reversing alarms are required on all vehicles that can be operated in reverse.
- Passengers **MUST NOT** be carried on forklifts or dumpers, or where there is no provision for a passenger.

Site rules for work at height:

- Avoid working at height - if that is possible;
- Suitable towers, ladders and stepladders - long enough for the job and in good condition – used safely;
- Working at 2m will only be permitted if there is a SSOW in place and agreed with the principal contractor.

Site rules for use of power tools:

- Training and your employer's authorisation required for the use any type of power tool;
- Use of eye, hearing or other PPE as required for the tool – see your employers risk assessment for it.
- All hot work activities that may generate sufficient heat to cause ignition are prohibited. This may include gas or electric arc welding; use of LPG torches or blowlamps; hot air paint strippers; lead welding; angle grinding; If in doubt, ask!

Site rules for basic personal protective equipment:

- Hi-vis (worn properly) & safety footwear to be used during the Red Phase.
- Other PPE - safety helmet, eye and hearing protection, gloves as required by your own risk assessments;
- Suitable footwear to be worn during Amber Phase. (Open toed shoes or sandals will not be permitted)

Disciplinary action in relation to safety

- Safety is in the same category as work performance and other disciplinary issues;
- Breaking safety rules will result in a warning to the person concerned and to the company employing them;
- Repeated breaking of safety rules may result in the Principal Contactor requiring the removal of a contractor from site.

I agree that I have read and understood the site rules & induction.

Name:

Company:

Date:

Signed: