

# **ibtm<sup>®</sup> WORLD**

BARCELONA, SPAIN

19-21 NOVEMBER 2019

## **CONTRACTOR MANUAL**

All order forms are available on-line to complete within the exhibitor portal → exhibitor manual.

For any further queries, please contact the Operations Team:

[ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk)

*This document is subject to change at the organiser's discretion.*

## **CONTENTS**

[Important for 2019](#)

[Exhibition Timetable 2019](#)

[Checklist & Service Deadline Dates](#)

[Deliveries, Storage & Lifting](#)

[Vehicle Access During Set-Up And Dismantling Periods](#)

[Space Only Exhibitors & Their Responsibilities](#)

[Stand Plan Submissions – Upload To SCS \(Online\)](#)

[Stand Build Regulations](#)

[Venue & General Information](#)

[Health & Safety](#)

[Emergency Procedures](#)

[Security](#)

[Official Suppliers](#)

## IMPORTANT FOR 2019

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### PPE Clothing

It is compulsory that for all personnel accessing the halls during the times below wear **safety footwear** and **Hi-Visibility Jackets**.

#### Build Up

Wednesday 13 November	0800hrs - 2100hrs	Space Only
Thursday 14 November	0800hrs - 2100hrs	Space Only
Friday 15 November	0800hrs - 2100hrs	Space Only
Saturday 16 November	0800hrs - 2100hrs	Space Only
Sunday 17 November	0800hrs - 2100hrs 1400hrs - 2100hrs	Space Only and Shell Scheme All crates & pallets removed from hall Aisle Carpet down
Monday 18 November	0800hrs - 2100hrs	Stand Dressing Only

All standfitting & construction **must** be completed by 2100hrs on Sunday 17 November 2019.

#### Breakdown

Thursday 21 November	1800hrs - 2400hrs	Removal of portable exhibits & displays
Friday 22 November	0800hrs - 2100hrs	Space Only
Saturday 23 November	0800hrs - 1400hrs	Space Only

Halls must be clear of exhibitors, stand contractors and stand fittings including waste material, **by 1400 HRS ON SATURDAY 23 NOVEMBER**. Exhibitors will be charged for any carpet tape or stand construction materials left by their contractors.

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### Smoking

Smoking in the halls is prohibited at all times, this includes vapes and e-cigarettes. Please only smoke outside of the venue.

## EXHIBITION TIMETABLE 2019

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### Build Up

Wednesday 13 November	0800hrs - 2100hrs	Space Only
Thursday 14 November	0800hrs - 2100hrs	Space Only
Friday 15 November	0800hrs - 2100hrs	Space Only
Saturday 16 November	0800hrs - 2100hrs	Space Only
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All standfitting & construction **must** be completed by 2100hrs on Sunday 17 November 2019.

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### Open Days (doors open earlier for Keynote Sessions at 0900hrs)

Tuesday 19 November	0845hrs - 1800hrs	Exhibitor access from 0800
Wednesday 20 November	0845hrs - 1900hrs	Exhibitor access from 0800
Thursday 21 November	0845hrs - 1700hrs	Exhibitor access from 0800

**Please note:** IBTM World will open at 0845 for Visitors and Hosted Buyers for the keynote sessions which will begin at 0900.

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### Breakdown

Thursday 21 November	1800hrs - 2400hrs	Removal of portable exhibits & displays
Friday 22 November	0800hrs - 2100hrs	Space Only
Saturday 23 November	0800hrs - 1400hrs	Space Only

Halls must be clear of exhibitors, stand contractors and stand fittings including waste material, **by 1400 HRS ON SATURDAY 23 NOVEMBER**. Exhibitors will be charged for any carpet tape or stand construction materials left by their contractors.

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### Stand Build Regulations & Plan Submissions

For Space only stands, submission of detailed drawings, risk assessment & method statement must be by **Tuesday 24 September 2019**

The submission should include:

1. Full dimensional drawings, with proposed constructional details including rigging.
2. Drawings showing positions and dimensions of machinery, exhibits & rigging.
3. A Method Statement and Risk Assessments for the build and dismantling of the stand and exhibits.

The above documents are checked using the Stand Checking System (SCS), and if they appear acceptable, the **Permission To Commence Build** will be issued to allow access on site.

Once the exhibitor/stand contractor uploads the documents, you can check the status of the stand submission as it progresses towards issue of **Permission To Commence Build**. There will also be other important show related information on the SCS website.

*In early September 2019, the SCS website will be ready to upload plan submissions and the Contractor Manual will be released.*

## CHECKLIST & SERVICE DEADLINE DATES

When ordering services with ServiFira, a surcharge cost increase of 30% will be charged for orders place from **6th November 2019**.

Order Forms	Shell/space	Deadline date: 30% Surcharge starts	Suppliers
Stand Design Submission	Space	24-Sep	Operations Team
Audio Visual	Everyone	24-Oct	ACS
Shell Electrics & Lighting	Shell	6-Nov	ServiFira
Space Only – Electrics & Lighting	Space	6-Nov	ServiFira
Shell Scheme Additions	Shell	6-Nov	ServiFira
Furniture Package Upgrade Form	Shell	1-Nov	Operations Team
Internet Connectivity	Everyone	6-Nov	ServiFira
Carpet/Flooring	Everyone	6-Nov	ServiFira
Stand Cleaning (Space only stands)	Space	6-Nov	ServiFira
Rigging	Everyone	6-Nov	ServiFira
Stand Catering	Everyone	14-Nov	Gastrofira
Catering Declaration Form	Everyone	07-Nov	Gastrofira
External Catering Approval	Everyone	4-Nov	SAIA Food Hygiene Consultancy
Graphics for Space & Shell Stands	Everyone	24-Oct	Nivell Publicitari
Freight Forwarding/Shipping	Everyone	5 November to advanced UK Warehouse	ILS
Furniture Supplier	Everyone	6-Nov	ServiFira

## DELIVERIES, STORAGE & LIFTING

This section contains information on how to get items **delivered** to IBTM World, how you can **store** them (if you don't have enough room on your stand) and if you have any **heavy items** how you can get these delivered and moved around the exhibition.

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### 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 by security or from the organiser's office.

Please note: Those that have already registered for an exhibitor badge will be able to use these throughout the whole of the on site period, including build and breakdown - there is no need to request a separate pass.

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### Courier Deliveries

ILS have been appointed by Reed Exhibitions as the official freight handling contractor for IBTM World 2019.

The following instructions are to assist all exhibitors/contractors in the smooth flow of freight to and from IBTM World.

If you require further information regarding your freight forwarding please do not hesitate to contact ILS:

Tel: +44 (0) 24 7633 7955  
Fax: +44 (0) 24 7633 6795

Contact: Sean Adriaanzen  
Email: [Sean@i-l-s.co.uk](mailto:Sean@i-l-s.co.uk)  
Contact: John Lawson  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

If sending deliveries through another courier company please ensure they have your stand number, hall details, company name, contact name and telephone number of the person who will receive the package onsite. If there is no one onsite to receive your courier delivery, your shipment will be received by our onsite freight contractor and a service charge will apply.

**DO NOT SEND YOUR MATERIALS BY POST/MAIL - BARCELONA POST OFFICE WILL NOT DELIVER TO THE VENUE.**

ILS will be receiving goods at Fira Gran Via from Wednesday 13 November through to show open on Tuesday 19 November. Goods arriving before 13 November will be received by the onsite logistics company RESA and additional charges will apply.

Please contact ILS for courier reception charges and advice prior to sending your shipment.

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### Customs Arrangements

There is an office of the Barcelona Customs at Fira Barcelona fairground. Its opening hours are 8.30am - 14.00pm and 16.00pm - 18.00pm from Monday to Friday (working days).

Tel: +34 93 233 20 98  
Fax: +34 93 233 25 64

During the assembly and installation periods of international events, this Customs Office receives and clears for display the materials and goods which do not come from the European Economic Community (E.U.).

The name of the respective event, followed by 'Fira de Barcelona/Barcelona Trade Fair', should be written in a visible place on all packages. Also written on the packages should be the name of the Exhibitor, the Venue, the number of the Pavilion and the stand number.

The materials and goods from non-Community countries which are sent to the venue without free clearance should be formally documented with Community Transit (T.1), Interior Transit issued by another Spanish Customs, or else an A.T.A. Carnet (Article 673 of the E.E.C. Regulation No. 2454/93 or 2/7/93, Chapter 5, Section 2, Subsection 1, Letter B).

Once the respective event is finished, and prior to the exit of the goods, the Exhibitor should submit a written statement to Customs in which he declares the distributed samples, brochures and advertising articles which came from non-Community countries.

The redispach of materials and goods of foreign origin, once the respective event is finished, should also be performed through the Customs Office situated in Fira Barcelona fairground.

You are advised to appoint a freight-forwarding contractor who can arrange clearance on your behalf, as well as transport to and from the Fira Gran Via. Please contact ILS for a list of representatives in your country.

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### **Delivery Address - direct to Venue from 13 November 2019**

ILS have been appointed by Reed Exhibitions as the official freight handling contractor for IBTM World.

The following instructions are to assist all exhibitors/contractors in the smooth flow of freight to and from IBTM World.

If you require further information regarding your freight forwarding please do not hesitate to contact ILS:

Tel: +44 (0) 24 7633 7955  
Fax: +44 (0) 24 7633 6795

Contact: Kelly Gouveia  
Email: [Kelly@i-l-s.co.uk](mailto:Kelly@i-l-s.co.uk)  
Contact: John Lawson  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

If sending deliveries through another courier company please ensure they have your stand number, hall details, company name, contact name and telephone number of the person who will receive the package onsite. If there is no one onsite to receive your courier delivery, your shipment will be received by our onsite freight contractor and a service charge will apply.

**DO NOT SEND YOUR MATERIALS BY POST/MAIL - BARCELONA POST OFFICE WILL NOT DELIVER TO THE VENUE.**

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Please contact ILS for courier reception charges and advice.

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### **Direct Deliveries to Barcelona**

Sending shipments to an exhibition can be difficult, especially if you use freight contractors who are not used to working in an exhibition environment.

If you are sending shipments we advise you to book and use the ILS service who will accept, hold and deliver the items to your stand when you arrive.

Please send your shipments to:

**IBTM World 2019**  
**C/o International Lifting & Shipping**  
**(Exhibitor Name, Stand Number)**  
Fira Barcelona  
Recinto Gran Via  
Avenida Juan Carlos I, 58-64  
Hall 3  
08908 L'Hospitalet de Llobregat  
Barcelona  
Spain

## Empty Case Storage - Removal and Return

Packing cases must be removed from the exhibition halls. You should therefore make prior arrangements for the safe-keeping of such items with ILS.

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## Express Freight Service IBTM World to ILTM

Due to limited transit time between IBTM World and ILTM this year, we are offering an express freight service from Barcelona to Cannes.

Quotations are available upon request.

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## Freight Arrival Dates

**Barcelona Advance Warehouse latest arrival date:**

Road Groupage	1 working day prior to goods required on the stand
Courier Shipments	1 working day prior to goods required on the stand

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## Freight Forwarding - European Road/Air/Sea

If you are an exhibitor or stand constructor outside of the UK and require assistance to move your goods to IBTM World 2019 you can contact ILS direct for information of their local agent that can assist with all your shipment requirements.

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## Heavy Lifting - Forklifts/Cranes

Please contact International Lifting and Shipping at the earliest opportunity with details of large or heavy exhibits. These may need to be positioned in the early part of the move-in and may require special handling. ILS will operate all lifting/unloading equipment onsite.

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## Insurance

It is the responsibility of the exhibitor to ensure that they have adequate insurance for their goods whilst in transit to and from the exhibition, whilst there and/or in storage and also in transit to other destinations. ILS can obtain a quotation to insure your goods for you but this is on a request basis.

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## Marking Cases

Cases should be clearly marked on at least 2 sides as follows:

Name of Exhibitor  
IBTM World 2019  
Hall Number, Stand Number  
Case Number (e.g. 1 of 5, 2 of 5, 3 of 5 etc where consignment is 5 cases)  
Gross weight (in KGS)  
Net weight (in KGS)  
Dimensions (in CMS)

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## Onsite Offices

ILS will be based in Hall 3 and our office operations times are for the duration of the build up and breakdown periods for IBTM World.

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## Packing

Packing should be designed with internal padding & battens, suitable for the nature of the goods and the intended mode of transport, and to be able to withstand both outward and return journeys, it should be capable of easy unpacking and repacking.

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## Tariff

Comprehensive quotations will be supplied upon receipt of consignment details where requested or a copy of our basic tariff can be sent.

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## UK Advanced Warehouse

ILS will be operating an advanced warehouse for IBTM World where goods can be consolidated and transferred to the show site ensuring fewer vehicles to Fira Gran Via and peace of mind your shipment is on site when you arrive and cheaper costs for all exhibitors. Please contact us with your requirements.

### **Deadline date for arrival at our Coventry Depot is Tuesday 5th November 2019**

All shipments arriving at our advanced depot must be sent with a pre-advise to the fax/email address shown below.

International Lifting & Shipping  
C/o (Exhibitor Name & Stand Number)  
IBTM World 2019  
International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry  
CV6 4BU  
T: +44 (0) 24 7633 7955  
F: +44 (0) 24 7633 6795  
E: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

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## VAT Reclaim

Overseas exhibitors can recover the VAT paid on many of their exhibition costs; please visit [www.quipsound.com](http://www.quipsound.com) for further information.



## VEHICLE ACCESS DURING SET-UP AND DISMANTLING PERIODS



### ACCESS AND EXIT THROUGH: GATE 4 ONLY

In 2019 the venue introduced fees for vehicle access to the venue during set-up and dismantling periods. Payment is through a conventional parking system. When accessing the venue collect a ticket then pay at the pay-machine before leaving. Fees will vary depending on your vehicle type and length of stay. Full details are below.

### Access Fee during Set-up and Dismantling Periods

Vehicle access to and exit from the venue premises is by Gate 4 , located in Carrer Botànica, Hospitalet, from 0800 – 2100.

Venue access is via a ticket system, to be paid once the vehicle leaves the venue, at the ticket machine right next to Gate 4.

Access fee will vary depending on:

#### 1. Type of vehicle:

- Low/small: vehicles with clearance light = 2m (cars, minivans, 4x4, vans)
- Medium: vehicles with clearance light between 2 and 3,5m (medium trucks)
- High/large: vehicles with clearance light > 3,5m

#### 2. Stationing Period:

- Access fee allows the vehicle to station a minimum period of time depending on the type of vehicle (see the table above)
- After this time, the extension to the parking time will be charged on a hourly basis
- It is not allowed to park overnight (24h to 6h) inside the venue premises. If this happened to occur, the driver will be fined €300

See table below:

	Access fee	Fee per hour
Vehicles up 2 m high	2,00€ (valid for 1h.)	5,00€/h.
Vehicles from 2 to 3,5 m high	5,00€ (valid for 2 hrs.)	7,00€/h.
Vehicles above 3,5 m high	10,00€ (valid for 3 hrs.)	12,00€/h.

## SPACE ONLY EXHIBITORS & THEIR RESPONSIBILITIES

Exhibitors are responsible for their own stand design and construction.  
 No stand fitting (walling), electrics or carpet is provided by Reed Exhibitions on space only sites.

The Exhibitor should examine the area and site allotted to avoid costly adjustments to stand structures. Upon request, Organ isers will provide 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.

The Exhibitor must ensure the Stand Build Regulations are applied within the stand design and layout. [Click Here](#) to read the relevant section.

If you have an appointed contractor, please email [ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk) with their contact details.

## STAND PLAN SUBMISSIONS – UPLOAD TO SCS (ONLINE)

As you have booked a space only stand at IBTM World 2019, you are required to submit stand plans showing dimensions and height, visuals, risk assessment and method statement to us by **Tuesday 24th September 2019**.

In order to help our exhibitors and contractors, IBTM World and Reed Exhibitions have set up a new online system for the submission and management of stand plans.

This new system is an online tool which you and your contractor can access to upload stand plans, stand visuals, risk assessments and method statements. You can also obtain important show-related information and see the status of your stand plan submission.

You are also able to upload files by replying to any emails received from [reedexhibitions@standplans.co.uk](mailto:reedexhibitions@standplans.co.uk).

Please [click here](#) to set up your account and create a password. Please note that your username is your email address.

**Please note** that the contact set up against your stand is the Main Contact i.e the person that booked the stand. If your email is not found within the system then please email [ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk) and we can add you against the stand or, alternatively, the main contact will need to add you to the system.

**IMPORTANT** If you have a stand contractor who is managing your stand-build then please ensure, once you have logged into the system, that 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 see 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 by not sufficient 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.

**Show Info** - Useful show-related information, i.e. contractors manual, exhibition timetable, official suppliers details etc.

**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 it 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 [IBTM World Operations Team](#).

## STAND BUILD REGULATIONS

You will find below all the various stand build regulations for the space only stand that you have at IBTM World.

You may also wish to refer to the [Health & Safety section](#) or some further guidance.

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### Balloons

Helium Balloons (Blimps) & Toy Balloons will only be permitted with written permission from the organisers. For further details please contact the Operations Team on [ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk).

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### Chipboard

Please note that chipboard, particle board 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.

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### 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. Structures over 4 metres in height, multi-storey stands, raised platforms and all suspended items are considered to be complex structures.

**For all stands exceeding 4m in height / with 2 storeys / with a platform exceeding 500mm in height, are deemed by us to be complex structures,** drawings must be submitted for onwards submission to the venue, local authority and their structural engineers by the deadline below:

Deadline: **Tuesday 24 September 2019**

For two storey stands, these drawings must show the form and dimension of every structural member 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. A Method Statement and Risk Assessment are also required by law.

Stands who are requesting permission to build above 4m must provide sufficient documentation to prove the structural stability of the stand. Reed Exhibitions reserve the right to employ a structural engineer to assess these documents if required.

Please submit full plans via the new online system.

Any fees payable for special approval must be paid by the exhibitor.

**PERMISSION TO ENTER THE EXHIBITION PREMISES AND COMMENCE CONSTRUCTION WILL NOT BE PERMITTED WITHOUT THE FULL APPROVAL OF THE STRUCTURAL ENGINEER.**

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.

**CONSTRUCTIONS OF STANDS WITH A PLATFORM/FLOOR** All stands with a floor, structure, staircase or surface where or under which people stand that are over 50 cm. above ground level must present a construction certificate ("Certificado de Asume") signed by the competent engineer.

This certificate of construction can only be handed out by an architect or engineer, who is a member of the Architectural Association Barcelona (Colegio de Arquitectos de Barcelona), or can be requested with costs at the **Fira**.

The following documents are requested by the Fira for the certificate of construction:

- List of the used building materials giving indication of their characteristics
- Scaled construction drawings including masses and relative elevations
- Static computation of the construction

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## **Demonstrations & Seated Audiences**

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.

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## **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.

**ANY CHARGES INCURRED BY THE ORGANISERS AS A RESULT OF FAILURE TO REMOVE CARPET/CARPET TAPE WILL BE PASSED ONTO THE EXHIBITOR.**

The stand space must be completely clear and clean by the end of the dismantling period. Any waste left behind is subject to a charge.

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## **Dust**

Sanding, the use of solvents and any other activities that creates dust (an airborne hazard) must be controlled at all times. Equipment with dust extraction and non-hazardous alternatives should be used. MDF may not be machined on site, as its dust is hazardous to health.

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## **Dividing Walls**

On divided sites, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m. Walls above this height must be clad and decorated 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 plain neutral colour only. The minimum height for dividing walls is 2.5m. The maximum height for dividing walls of single-storey stands is 6m.

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## **Double Deck Stands**

Written application for permission to design stands of 2 storeys must be made directly to the organisers. Such stands may be built to a maximum height of 6m (including any name sign or trade mark).

The details of any additional space rental charges for 2 storey stands are available from the IBTM World sales team.

In the interests of the Exhibition as a whole we reserve the right to determine the position of any 2-storey structure within a stand. The area occupied by the structure must not be greater than 50% of the total stand space. All 2 storey stands are classified as complex stands and charges will be made for structural approval.

Please be aware that we have a limited breakdown tenancy, all stands must be dismantled and removed by 1400hrs on Saturday 23 November 2019, including waste. Only submit plans with a thorough method statement if you believe this can be achieved in the time frame available.

## Staircases

When planning your double deck stand please ensure that staircases comply to the following:

- **The going of each step must be between 280mm and 425mm.**
- **The rise of a flight between landings contains no more than 12 risers for a going of less than 350mm and no more than 18 risers for a going of 350mm or greater.**
- **Single steps are not permitted.**
- **A level landing must be provided at the top and bottom of each flight.**
- **Doors must not swing across landings.**
- **Rises must not be open.**
- **A continuous handrail must be provided on each side of a flight and landings.**

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## 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 will not be permitted.

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## Electrical Installations

All electrical installations will be carried out in accordance with low-voltage electrical engineering regulations and associated directives.

Installation must be carried out by an electrician approved by the Department of Industrial Services of the Generalitat de Catalunya, with the completion of the pertinent installation report.

Mains connection shall be carried out by operatives of the Official FIRA Service, after payment of outstanding invoices for the installation permit issued by the Industrial Services of the Generalitat. Access to the connection boxes by any person not employed by the Official Services of the Fira de Barcelona is prohibited.

If installations of 50Kw or higher are to be used, an electrical plan must be submitted, prepared by a competent technician and stamped by the relevant professional association.

Exhibitors and contractors must comply with The Electricity at Work Regulations, the IEE Wiring Regulations, the EVA Electrical Regulations and the venue's electrical regulations.

All work must be carried out by competent and qualified electricians and all temporary installations must be protected by an RCD and inspected before power is supplied to the stand. All electrical installations should be carried out by the official contractor.

During build-up initial connections are made as early as possible, **but in some cases this could mean on the opening morning if the stand (or block of stands) is not complete.** The power to all stands will be switched off 15 minutes after the close of the show each day. Please also remember to order a 24 hour supply for the open period if required.

You or your contractors are advised to contact the official contractor to arrange a temporary power supply for actual construction of your stand if required. Power must not be taken from cleaners' sockets or other hall sockets.

When you order you will need to specify using a grid the correct positioning for lights and sockets - should the grid not be submitted,

the items will be positioned at the discretion of the contractor and charges maybe be levied for on-site charges.

*Basic loading guidelines for socket outlets:*

500 watt socket	Laptops, PC Computers, TVs, videos, spotlights to 500w & refrigerators
1000 watt socket	Domestic filter coffee machines & lighting up to 1000w
2000 watt socket	Kettles* & machinery up to 2000w
3000 watt socket	Hired coffee machines, machinery 2000w - 3000w

\* These appliances are of varying power requirements dependent upon type and manufacturer. It is therefore essential that the reference tag or plate is fitted to each appliance and under law be read, the loading in watts or kW (kilo Watts = Watts x 1000) will be stated, and the appropriate size socket ordered.

**As the exhibitor, it is your responsibility to order adequate power supply for your stand. Failure to do this will result in delays on site and could be a fire risk. On site checks will be carried out by the appointed Health & Safety Officer, as well as the official contractor. In all cases the decision of the Organiser and its appointed representative is final.**

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.

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## Enclosed Stands

The inclusion of large enclosed areas within a stand can only be permitted with the organisers' prior written permission.

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## Equality Act

It is the exhibitor's responsibility to remove all barriers to service and comply with the Equality Act. Where exhibitors have a platform on a stand a reasonable adjustment is to incorporate a ramp into the platform on the stand. If this is not possible then a signed point should be created where disabled people can be served off the platform at ground level. Whatever the content of the stand is it needs to be accessible to all. Please note the following when designing your stand:

- Ensure that your stand incorporates enough space. The Equality Act 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

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## Exhibition Timetable

Please refer to the [Timetable](#) for the build-up and breakdown schedule.

The design of your stand must be such that it can be erected and dismantled within the published build up and breakdown periods.

It is important you contact the Operations Team if you foresee any problems keeping to this schedule.

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## Fire and Safety Regulations

All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities.

Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

Materials employed in different types of construction must meet applicable regulations. Amongst the provisions of the different regulations, worthy of especial note is the fire resistance of materials, such as those used for covering floors, which shall be of M3

level, and that used in the construction of walls and ceilings, which shall be M2. Similarly, decorative elements employed should not be easily flammable.

Flammable materials may not be used for the construction or assembly of stands. Fabrics must be fire retardant AT ORIGIN (MANUFACTURE) and should include the relevant certificates.

The use of spray pistols, as well as celluloid lacquer paint, to paint inside the halls, is strictly forbidden. This prohibition extends to inflammable liquids and the use of aerosols containing gas.

#### **Timber Used in Stand Construction & Displays**

All timber under 1 inch thick must be impregnated (pressure process) to BS476 PART 7 CLASS 1 Standard. Boards, plywood, chipboard etc must be treated in the same way if they are under 18mm thick. Timber over 1 inch thick need not be treated & MDF is acceptable in most cases. Treated boards will have BS 476 - PART 7 - CLASS 1 marked on them.

#### **Plastics / Stand Dressing**

All plastics must conform to BS 476 - PART 7 - CLASS 1 Fire Regulations. Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED.

Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Silk type flowers are acceptable providing they have been fireproofed to BS 476 PART 7 and are marked as such. Plastic security night-sheets must also conform to the above standard.

#### **Fabrics Used in Displays**

Textile fabrics used for interior display purposes on the stand must be FLAMEPROOFED or purchased already treated by use of approved chemicals, in accordance with BS 5438 & BS 5852. Certain fabrics need not be proofed, ie, wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (Not Draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings. Cellulose paints are flammable and must not be used for stand dressing. Only water based paints must be used.

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## **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 without the written consent of the Venue. 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.

Please note that if you are going to order any services, they have to be drawn from ducts within the stand space, not from ducts in the gangway. If you would like a drawing showing where the ducts come up in your stand, please email [ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk).

If you would like to order a platform floor on your stand then please [contact the Fira directly](#).

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## **Floor Loading Restrictions**

Maximum floor loading is 5,000kg per square metre. If you are exhibiting any items over this weight please inform the Operations Team as soon as possible to see if it's possible.

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## **Gangways and Emergency Exits**

The gangways used in this venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc. be allowed to encroach into gangways. Please keep your exhibits inside your stands at all times.

Doors and gates forming part of an escape shall be provided with a vision panel of clear glazing at sight level and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or other escape route. Such doors shall be free from fastenings other than panic bolts in accordance with BS EN 1125.

Bridging and carpeting over gangways have specific rules and you should contact the organisers for further information before any arrangements for your stand are made.

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## Health and Safety

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

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## Height Limit

The overall height of standfitting for single-storey stands including cladding of columns is 4m from the floor level. Requests to exceed this height will only be considered provided that they are submitted to us in writing and accompanied by full technical drawings and structural calculations. Any construction over 4m is classified as a complex stand and charges will be made for structural approval.

Please be aware that we have a limited breakdown tenancy, **all space only** stands must be dismantled and removed by 14.00hrs on Saturday 23rd November 2019, including waste. Only submit plans for stands that are over 4m with a thorough method statement if you believe this can be achieved in the time frame available.

For all stands exceeding 4m in height, with 2 storeys, with a platform exceeding 500mm in height, or deemed by us to be Complex Structures, please send your plans by: **Tuesday 24th September**.

For stands not exceeding 4m in height, please send your plans by: **Tuesday 24th September**.

Please send ALL plans via the new online system.

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## Hot Work Permit

All hot works are subject to a hot working permit obtainable from the organiser's office.

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## Lifting and Logistics

The official Lifting and Logistics contractor, ILS, will be the only company permitted to operate forklift trucks and cranes in the halls.

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.

ILS 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 ILS who have special facilities in place for the event. Please refer to the [Deliveries, Storage and Lifting](#) section of the manual.

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## LPG

All non-mains Flammable Gas including Compressed Gas & LPG (Liquified Petroleum Gases -Propane, Butane, etc) is prohibited on the premises at all times unless the venue is satisfied that exceptional circumstances apply and its prior consent is obtained.

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## Maintenance

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



If you need to carry out maintenance work on your stand after the Exhibition closes any evening you should advise us **by 12.00 hrs** on the same afternoon in order that arrangements may be made for the admission of workmen and the provision of lighting.

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## Mobile Exhibitions Units/Trailers

Mobile Exhibition units, caravans or similar vehicles are not permitted without prior written consent from the organisers.

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## Organiser's Right to Change Stands and Floor Plan 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.

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## Platforms

We strongly recommend that all space only stands have a platform. The services at Fira are not on continuous ducts and the service duct on any stand may service more than one stand.

### Platform access

All platforms must have a trap door above the service duct in use to allow the venue team to access the duct in the event of an emergency.

Please [click here](#) to view the venue technical information.

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## Rigging

All rigging must be submitted as part of the stand plan.

Rigging is permitted above all space only stands subject to the following:

Banners : These must be shown on plan and weight loading and dimensional drawing submitted to ServiFira for quote

Lighting Rig: These must be shown on plan and weight loading and dimensional drawing submitted to ServiFira for quote

Clad lighting Rig/Ceilings Structures and any other fitting: These must be shown on plan and weight loading and dimensional drawing submitted to ServiFira for quote. Full dimensional drawings of both the exterior and interior structure must be submitted as part of the stand plan process. Should an engineer's approval be required, we will advise you of this and any charges that may be incurred.

Servifira will be providing rigging at IBTM World 2019. [Click here](#) to submit your request.

### Complex Rigging

Custom-built/bespoke structures/Suspended Structures.

- Custom-built/bespoke structures include items that have been constructed from non-modular materials, e.g. wooden structures and exhibits.
- Such items are classed as 'complex' and the complex structure procedure set out in the Stand Plans section must be followed, in order for them to be rigged.
- Bolts must be used on all joints and connections. Screws are not acceptable for joining members together.
- Rated, closed lifting eyes only are to be used; they must be integrated into the design and suitably bolted through the structure.
- Lifting points should be clearly identified and be suitable for the lifting operation.
- Materials used in construction must comply with the guidance in the 'Construction Materials' section of the Stand Construction section.
- Suspended Structures should not normally be directly attached to stand construction below. Where this is unavoidable, the structure will be treated as Complex. This will only be permitted if agreed by the venue/organisers and detailed structural

calculations are submitted to demonstrate that lateral loading can adequately be resisted without excessive movement of the structure.

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## Risk Assessment & Method Statement

All contractors/exhibitors are required to submit a full risk assessment for the design, construction and arrangement of their stand. This risk assessment is to be submitted along with stand plans. For templates and guidance, please [click here](#).

If you require help in producing a Risk Assessment or Method Statement, please [contact us](#).

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## Signage

Signage and graphics are not permitted to overlook other stands where there is a dividing wall or where they overhang gangways.

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.

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## Stand Number Panel

A stand number panel **must** be displayed on every open side of the stand.

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## Stand Space and Exhibitors Responsibility

Exhibitors are responsible for their own stand design and construction. No standfitting or carpet is provided by Reed Exhibitions on space only sites.

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. It is the responsibility of the exhibitor or their appointed contractor to ensure the stand is being built to the correct floor markings. Please check with the Organisers Office if you are in any doubt regarding your allotted floor space.

Standfitting regulations contained within this section must be observed by you when planning your stand design and layout. In order to achieve a smooth run up to the Exhibition, all exhibitors should provide us with details of their selected contractors. This will enable us to supply them with passes and any additional information they may require.

We will be pleased to offer advice and guidance where required.

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## Storage

No excess stock, literature or packing cases may be stored around or behind your stand. If you need help with storing freight cases, cases or large quantities of packing materials, please contact the official Freight and Storage contractor, ILS, details of which can be found within the [Deliveries, Storage & Lifting](#) section of this manual.

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## Vehicles for Display

Please notify the Operations Team in writing if you wish to display a vehicle on your stand. The following precautions must be followed when displaying a vehicle:

- The fuel tank must contain only sufficient fuel to move the vehicle out of the building
  - The fuel cap shall be locked in place
  - The fuel tank shall not be replenished in the venue
- A drip tray must be placed under the vehicle

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## 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.

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## Walling in Open Sides

Long runs of walling along open perimeters of stands must be avoided. 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 and not left in plain colours. Any walling exceeding 50% of any open side should be set back 0.5m from the open perimeter of the site.

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## 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 Operations Team so that written approval can be given.

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## Water and Waste

If you require water or waste on your stand please contact ServiFira direct:  
Tel: +34 93 233 2000 or [click here](#)

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# VENUE & GENERAL INFORMATION

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## Fira Gran Via

IBTM World 2019 is held at Fira Gran Via. The full contact details are:

IBTM World 2019  
Fira Barcelona  
Recinto Gran Via  
Avinguda Joan Carles I  
Hall 3  
08908 L'Hospitalet del Llobregat  
Barcelona  
Spain

**IBTM World 2019 Exhibition Management office** will be open throughout the tenancy period Wednesday 13 November to Saturday 23 November 2019.

The direct telephone line for the Operations Team whilst onsite at IBTM World 2019 will be **published at a later date**.

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## How to Get to Gran Via

To assist you with your travel planning, IBTM World has negotiated a number of arrangements designed to give you access to the services you require at the best possible rates. Working with specialist partners, we can help you with flights, hotels, and ground transportation including taxis and chauffeur drive.

For a location map and directions [click here](#).

For a more detailed map please [click here](#).

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## About Fira Gran Via, Barcelona

Postal Address:

Fira Barcelona  
Recinto Gran Via  
Avenida Juan Carlos I, 58-64  
Hall 3  
08908 L'Hospitalet del Llobregat  
Barcelona  
Spain

Telephone: +34 93 233 2000  
Website: [www.firabarcelona.com](http://www.firabarcelona.com)

Fira de Barcelona has two exhibition centres which are highly valued by organisers, exhibitors and visitors from all over the world.

Covering an area of 365,000 squared metres, the pavilions dedicated to trade shows are complemented by the most advanced facilities dedicated to congress activity. Fira de Barcelona also offers a wide range of services and operational and logistic support to cover the needs of any type of event.

All of this in the setting of Barcelona, a dynamic city which boasts many hotels, very attractive cultural and gastronomic options and unbeatable surroundings.

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## Aisles

Exhibitors and contractors are not to dump 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.

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.

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## Accommodation

IBTM World has partnered with [Pacific World Event Management](#) to bring you a free hotel booking service.

Pacific World Event Management holds allocations at many hotels during IBTM World especially for those attending the exhibition. On many occasions you may be able to get a room through PWEM when you cannot do this direct.

Contact PWEM to find hotels that have been selected for ibtm world and you can make a booking through them. Hotels are available on-site at the Fira Gran Via, and in the surrounding area of the venue and Barcelona itself.

Payment is not required in advance to secure a room. Billing is upon departure.

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## Alcohol and Drugs

Drinking of alcohol onsite during the build up and breakdown phase is forbidden. The taking of drugs is strictly forbidden at all times.

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## Animals

Animals are not allowed on site unless they are part of the event though written confirmation must be received from the Organisers 6 weeks before coming on site as approval needs to be gained from the Local Authorities. This is with the exception of guide dogs but please be aware that there will be building work taking place during build up and breakdown; please contact the Operations Team if you have any concerns.

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## Audio Visual & Computer Equipment

ACS has been appointed official audio visual supplier for IBTM World 2019

### ACS audiovisual solutions

Contact: Stuart Scroggie

E: [ibtm@acsaudiovisual.com](mailto:ibtm@acsaudiovisual.com)

Tel: +31 20 606 93 49

Please remember that Audio Visual equipment may not be used without our written consent.

**Audio Visual presentations/demonstrations must not exceed a 'reasonable volume' or cause gangways to be obstructed.**

**If any presentation/demonstration 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.**

For any queries please contact: [ibtmworldops@reedexpo.co.uk](mailto:ibtmworldops@reedexpo.co.uk)

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## Cash Points

There are two cash points are located inside the venue by Acceso Sud at the main entrance.

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## Catering - Procedures for 2019

If catering and hospitality are part of your plans at IBTM World, we must make sure all exhibitors and their catering contractors understand and comply with current Spanish Law for the food and beverage served on their stand.

### Recommended Caterers

Gastrofira is Fira Barcelona's catering department. They are used widely in Barcelona and all exhibition at Fira Barcelona and comply with all hygiene requirements.

A wide variety of fresh and delicious food is offered, including beverages and equipment delivered directly to your stand.

To place your catering order - go to the [online ordering system](#) in the manual.

### Delivery information

**A) Initial Request:** please place your initial order for all the days of the event before **Thursday 7 November 2019**.

Delivery can be ordered through the e-commerce until **Thursday 14 November**. Service cannot be guarantee if your request is after this date.

**B) Restocking during Exhibition:** the online ordering system will open from **November 19 to 21, 2019** for restocking at the show. Please consider that for new onsite orders, some food items might not be available. We will always have a variety of options available.

**C) Catering Delivery Service Times:** The service times for the standard booth catering offer are as follows:

From 08:00 to 10:00 for drinks, snacks, tableware, pastries and fruit.

From 10:00 to 12:00 all other products.

**D) Warranties:** Once the catering products requested have been delivered and the client has signed the corresponding delivery note, goods may not be returned or exchanged.

### Customized orders

If you cannot find what you are looking in the online ordering system, or you have special dietary requirements, or require a specialised personal offer for your stand or suite, please do not hesitate to contact Gastrofira Sales Department. They will work on a tailored catering offer for you and create something especially for you. If serving your own local or specialised culinary produce from your country or venue is important, Gastrofira may be able to secure or prepare this food for you.

Contact:

**Alba Herrero**

Tel: +34 93 233 28 06  
Email: [aherrero@firabarcelona.com](mailto:aherrero@firabarcelona.com)

## External Caterers - Requirements in 2019

The following regulation is to ensure food service is within Spanish Food and Hygiene Regulations, and will be normal practice for good caterers.

Please complete the Catering Declaration Form advising us on the type of food preparation being conducted on site. Is it Class A or Class B? See definitions below for guidance.

Access for catering vehicles and staff will be restricted only to those caterers who complete the Catering Declaration Form. Please note €300 per vehicle is charged if staying overnight. Usual venue day parking fees must be paid.

**Class A** - preparation and cooking of ingredients within kitchens on stands, assembly and consumption in venue. This class also covers service of high risk foods such as sushi from the stand, if prepared on or off site.

**Class B** - preparation and cooking of ingredients made off site (e.g. in hotel kitchens) or purchased off site, and then delivered to the exhibitor stand with low handling required on final assembly and consumed in venue.

**All External caterers within Class A (see details below) must be certified by SAIA and hold a current SAIA Certification**  
If the external caterer you chose to use does not already have SAIA Authorization, there will be a fee: 275 € + VAT to gain this Authorisation from SAIA. Further information is also below:

### **Class A - Food hygiene SAIA authorization to serve food in Fira Barcelona**

It is mandatory to have Food Hygiene Authorization (SAIA), in accordance to the criteria of the official Food Hygiene Consultancy **SAIA**.

#### 1. Documents required

A. Food Hygiene Authorization in force to sell or serve food in Fira de Barcelona.

B. In case of not having it:

- a. Letter of commitment of compliance with the legislation in force, relative to food hygiene (Regulation 852/2004). (Example attached)
- b. Photocopy of the Sanitary Registration.
- c. Manual of the self-controlling system based on the Hazard Analysis and Critical Control Point (HACCP).
- d. Register of training of the food handling personnel.
- e. List of existing allergens in the offered products.

#### 2. Basic facilities requirements (Verified on site)

- a. Installation of drinkable water (sinks), equipped with antibacterial soap and paper. Mandatory in case of food handling in the stand.
- b. Handling surfaces: smooth, non-permeable and easy to clean.
- c. Dispose the necessary equipment to maintain temperatures of food (hot food over 65°C / 149°F; cold food under 4°C / 39°F).
- d. Trash cans with non-manual opening lids
- e. Inside the exhibition halls it is not permitted to cook or heat with fire, material used for this purpose must be electrical. Any gas installation is prohibited.
- f. Electrical box 24 hours for refrigerators and machinery that need permanent supply.

Operators or suppliers who need water facilities must hire the point of supply and drainage through Servifira. The electrical panel, power and industry rates should be also hired directly with Servifira.

Fira de Barcelona accepts no responsibility for interruptions or irregularities that may occur in the water supply or electricity, due to the responsibility of the utility companies.

#### 3. Handling Good Practice minimum requirements

- a. Samples of any food being consumed by more than 50 persons must be kept frozen for 5 days after the end of the event.
- b. Fulfilment of the food hygiene good practices (personal hygiene, use of jewellery, tied up hair, no use of cotton rags, no use of wooden tools, etc.)
- c. Transport of food in an isothermal environment to avoid breaking the cold chain.
- d. Use of exclusive uniforms to work.
- e. All personnel has to be in a healthy state that will not compromise the healthiness of the food (flu, badly covered wounds, etc.)

All documents asked in section 1 have to be sent to SAIA consultancy with a minimal of 15 days before the beginning of the event, to validate its contents. Send to:

Mr. Lluís Riera / Klaas Romani  
Email: [Iriera@saia.es](mailto:Iriera@saia.es) / [kromani@saia.es](mailto:kromani@saia.es)  
Tel: +34 931 841 048  
Fax: +34 931 841 049

SAIA will perform on site audits, during the event, to verify compliance with the different requirements. If the external caterer does not already have SAIA Authorization, there will be a fee: 275 € + VAT, Once the documents have been checked and if they fulfil the requirements, SAIA will issue the corresponding invoice, which must be paid by the operator/supplier, submitting proof of the transaction. Once done, SAIA will issue the Food Hygiene Authorization to sell or serve food in Fira de Barcelona.

### **Passes for External Catering Companies**

IBTM require in advance (by email) a list of all catering personnel, their supervisors name and mobile number and the registration details of any vehicles coming on-site. Upon receiving this badges are issued on pre-open days from the Organisers Office. Please note that vehicles will be permitted for delivery only, and must be removed from site as soon as they are unloaded. If parking on site, they must pay the venue parking fees.

All catering companies must ensure that all generated waste as a result of their services is removed from the venue immediately. Dumping material or disposing of it in venue waste bins is strictly prohibited. Companies not complying with this condition will be charged a waste removal fee by Fira Barcelona or may have their access rights revoked.

Non-official catering companies are required to hire a minimum of one 240 litre catering waste container per stand and day, prior to being granted their vehicle access passes. 85,75€ (VAT not incl) x bin.

To contract your catering waste containers please refer to [ServiFira online ordering website](#).

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## **Children**

No one under the age of sixteen years will be able to attend IBTM World 2019 unless accompanied by a parent or guardian who is the holder of a valid entry badge. Persons under the age of sixteen years admitted under these conditions will not be required to wear a badge or pay for entrance.

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## **Cleaning**

It is your responsibility to maintain your stand in a clean condition at all times. We have made arrangements for basic stand cleaning to be carried out at no charge to you, which means your bins are emptied and carpets are swept every morning; however this does not apply to the top of the two-storey stand where a charge will be made. As is usual, the cleaning of exhibits will remain your responsibility as will any special services that may be required such as the removal of bulk rubbish.

For further cleaning services, please contact:  
ServiFera  
Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
Email: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

**PLEASE NOTE** that you may incur charges if you or your contractor leave excess waste during build up and breakdown.

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## **Competitions / Prize Draws on Stands**

If you wish to hold a competition / prize draw on your stand there are legal requirements in Spain.

Please contact the [Operations team](#) for more information.

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## **Compressed Air and Water**

Mains connection of venue plumbing and gas services will be provided by [Servifira](#).

Please note that it is not always possible to provide water and waste to every stand although every effort will be made to do so. A platform is **compulsory** when hiring any of these supplies. Please include site plans showing (where on the stand) the equipment is to be fitted.

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## Compressed Gases (e.g. LPG)

Use of compressed gases 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.

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## Courier Deliveries

ILS have been appointed by Reed Exhibitions as the official freight handling contractor for IBTM World.

The following instructions are to assist all exhibitors/contractors in the smooth flow of freight to and from IBTM World.

If you require further information regarding your freight forwarding please do not hesitate to contact ILS:

Tel: +44 (0) 24 7633 7955  
Fax: +44 (0) 24 7633 6795

Contact: Sean Adriaanzen  
Email: [sean@i-l-s.co.uk](mailto:sean@i-l-s.co.uk)  
Contact: John Lawson  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

If sending deliveries through another courier company please ensure they have your stand number, hall details, company name, contact name and telephone number of the person who will receive the package onsite. If there is no one onsite to receive your courier delivery, your shipment will be received by our onsite freight contractor and a service charge will apply. Do not send your material by post/mail, Barcelona Post Office will not deliver to the venue.

ILS will be receiving goods at Fira Gran Via from Wednesday 21 November through to show open on 27 November. Goods arriving before 21 November will be received by the on-site logistics company RESA and additional charges will apply. Please contact ILS for courier reception charges and advice.

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## Deliveries

All deliveries to the show, must be addressed to:

Contact Name  
Company Name & Stand Number  
IBTM World 2019  
Fira Barcelona  
Recinto Gran Via  
Avenida Juan Carlos I, 58-64  
Hall 3  
08908 L'Hospitalet del Llobregat  
Barcelona  
Spain

**PLEASE NOTE THAT** Fira Gran Via or the Organisers will not accept or sign for any deliveries. Please make sure that there is someone present on your stand to accept deliveries or alternatively please use our nominated contractor, **ILS**.

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## Demonstrations

All demonstrations must be carried out in accordance with the Health and Safety at Work Etc, Act 1974 and the COSHH Regulations (Control of Substances Hazardous to Health). A Risk Assessment must be completed and available on-site. Failure to produce a risk assessment may result in the demonstration being temporarily suspended whilst the safety of the demonstration is ensured.



The Health and Safety at Work Act 1974 requires that "any equipment being operated or demonstrated shall be inherently safe and not create a hazard to the demonstrator". For further advice and more detailed guidance please contact our [Operations Team](#).

### **Demonstrations/noise**

If any presentation/demonstration is deemed to be above an acceptable noise level we reserve the right to cancel the presentation/demonstration. We would expect all exhibitors to show consideration for other exhibitors in the area. The Noise at Work Regulations 2005 and the Environmental Protection Act 1990 will be enforced onsite.

The following would be considered to be demonstrations.

### **Special effects - lasers, strobes, smoke & pyrotechnics**

All Special effects require prior approval by the venue so any exhibitors wishing to use special lighting, lasers or smoke machines etc should submit a detailed proposal with Risk Assessment and Certificate of Apparatus for use to the Operations Team; we will then pass it onto the venue for processing.

### **Special treatments - massage etc**

Special Treatments/Massages - If any stand offers massages or special treatments to visitors, they should notify the Organisers immediately, as it will be necessary to apply for a Local Authority Licence.

### **Live Performance/Entertainment**

If you are planning on having a live performance e.g:

- Dance Display
- Singers
- Bands and/or musical performance
- Acrobats

Then please note that these may only take place in networking hour between 1800-1900 on Wednesday 20th November

We also require you to complete a form to inform us of any presentations taking place on your stand, please go to the online manual to complete this form. If you would like any more information on the restrictions or guidance on your planned activity then please do not hesitate to contact the Operations Team.

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## **Dust**

Sanding, the use of solvents and any other activities that create dust (an airborne hazard) must be controlled at all times. Equipment with dust extraction and non-hazardous alternatives should be used. MDF may not be machined on site as its dust is hazardous to health.

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## **Fire**

There are strict rules governing what materials can be used to build stands and these will be covered by the venue's regulations. Exhibitors and contractors must ensure that they are followed. In general you are not permitted to build your stand with anything that is flammable or non-flame resistant unless it has been treated.

Combustible waste must be safely disposed of and boxes and packaging must not be stored on the stand.

The venue will be providing fire patrols during all phases of the event. First aid fire fighting equipment is provided in the halls by the venue and additional fire extinguishers will be placed on some stands.

Fire Extinguishers of approved pattern and capacity will be supplied by the venue, free of charge.

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## **First Aid**

The Medical Centre, which is located opposite stand C15, can be contacted through a member of the control centre on 93 233 41 00 or use the emergency buttons, or the Organisers' Office. If an ambulance is required, please do not call the emergency services directly; inform a member of the exhibition team who will contact the relevant authorities.

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## **Floor Conditions / Loadings**

During build up there is a significant risk of slips, trips, and falls and sharp objects left on the ground. All those working in the halls in build up and breakdown are strongly advised to wear appropriate safety footwear.

Floor loading limits may vary in different parts of the venue. Those using heavy equipment especially lifting equipment must consult safety staff with regards to safe floor loading limits.

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## **Floral**

Arrangements for the provision of floral decorations may be made with our appointed contractor Servifira.

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## **Freight & Shipping, Lifting & Customs**

International Lifting & Shipping is the sole lifting contractor for IBTM World 2019. They will ensure that your exhibits move in and out of IBTM World 2019 cost-effectively, smoothly and safely. For safety reasons all onsite lifting and freight handling will be supplied by International Lifting & Shipping. No other contractor will be permitted to operate freight services on site for this event.

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## **Furniture & Floorcoverings**

We have appointed the following contractor to provide furniture at IBTM World 2019.

Servifira  
Av. Reina Ma Cristina S/n  
08004 Barcelona  
Spain

Tel: +34 93 233 2000  
Fax: +34 93 233 20 80  
Contact: Blanca Claparols  
E: [bclaparols@firabarcelona.com](mailto:bclaparols@firabarcelona.com)

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## **Hanging Wires**

Hanging wires are not to be left hanging below head height and must be marked with hazard tape.

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## **Hazardous Substances**

Hazardous substances are not to 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.

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## **Hot Works**

All hot works must be subject to a hot working permit obtainable from the Organiser's Office.

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## **IT & Communication Services**

Servifira provide telephone, internet and facsimile services on all stands.

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## 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 will not be permitted.

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## Lifting / Forklifting

International Lifting & Shipping have been appointed as the official lifting contractors for IBTM World 2019 and will be the only company authorised to perform lifting and forklifting in the hall. If you require lifting or forklifting services, please contact **ILS directly**.

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## Lost Property

All items are to be handed into the Organiser's Office.

If you have any queries regarding lost or found property please contact the Organiser's Office.

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## Music on Stands

### Live Performance/Entertainment

The playing of live music on your stand is prohibited.

If you are planning on having a live performance e.g:

- Dance Display
- Singers
- Bands and/or musical performance
- Acrobats

Then please note that these may only take place in networking hour between 1800-1900 on Wednesday 20th November

We also require you to complete a form to inform us of any presentations taking place on your stand, please go to the online manual to complete this form. If you would like any more information on the restrictions or guidance on your planned activity then please do not hesitate to contact the Operations Team.

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## Parking

There is an underground car park at the venue - entrance at the front of the Fira. **Pre-paid tickets** should be purchased at the Customer Service desk, located inside the venue premises.

The cost of parking is:

### Payable onsite (at the car park)

Build-up/dismantling and Show period: €3.00 per hour

### Pre-paid Tickets

Day ticket (show period): €24,10

Last day of build-up + 3 days of show: €53,45

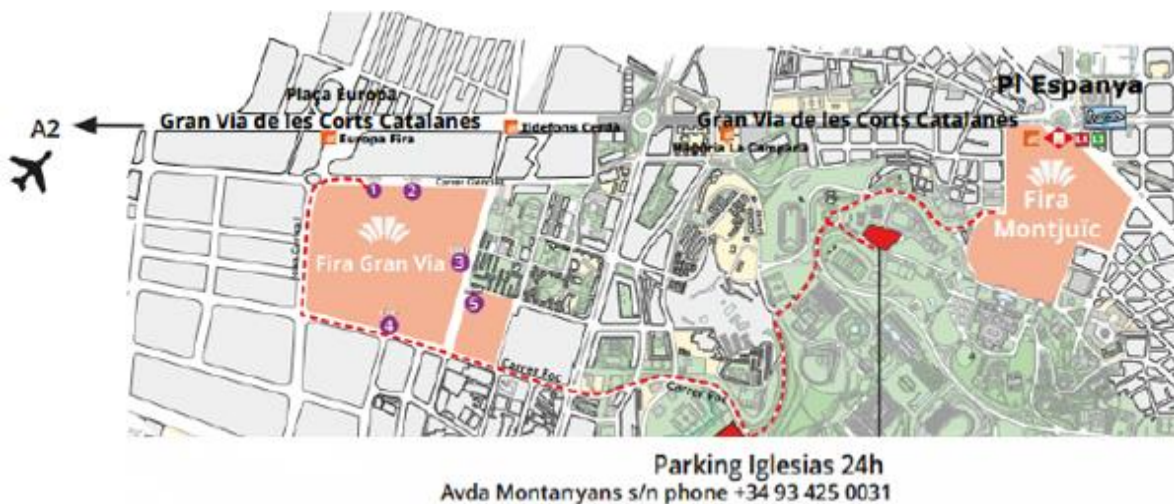
A combined ticket of build-up; 3 days of show and breakdown: €73,85

Please note that all these prices include +21% VAT



**Small vehicles** can use **parking A** , located in front of the south access. Pre-paid tickets should be purchased onsite at the Customer Service Desk.

**Medium and large vehicles** can park at **parking Inglesias** , located close to the Montjuic venue, in Avda Montanyans s/n, Barcelona (telf. +34 93 425 00 31). The **fee per day** in Parking Ingelsias is around **25-35€** , depending on the type of vehicle.



## 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 trade marks 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:

FACT  
Regal House  
70 London Road  
Twickenham  
Middlesex TW1 3QS  
Tel: +44 (0) 20 8891 1217  
Fax: +44 (0) 20 8892 7645  
Email: [contact@fact-uk.org.uk](mailto:contact@fact-uk.org.uk)

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## Postal Services

All exhibition mail should be addressed to:

**Stand Name**  
**Stand Number & Hall Number**  
**IBTM World 2019**  
Fira Barcelona  
Recinto Gran Via  
Avenida Juan Carlos I, 58-64  
Hall 3  
08908 L'Hospitalet del Llobregat  
Barcelona  
Spain

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## Public Address System

The Public Address system is for use of the Organiser and Authorities only. During IBTM World 2019 only official and emergency messages will be broadcast, any requests for information to be announced will be refused.

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## Rigging Services

If you require rigging services then please contact Servifira rigging direct for a quote:

Av. Reina Ma Cristina S/n  
08004 BARCELONA  
Spain  
Tel: +34 93 185 65 41  
Fax: +34 91 791 30 13  
Email: [info@expo-rigging.com](mailto:info@expo-rigging.com)

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## Smoking Policy

**Fira Gran Via is a no-smoking venue and IBTM World 2019 will be a no-smoking exhibition.** It is an offence to smoke or to knowingly permit smoking on the premises. If you observe someone smoking, a complaint may be made to any member of the exhibition team.

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## Temporary Staff

Servifira can offer a variety of specialised services including hostesses, and interpreters.

You can also order a Static Guard to remain on your stand overnight or during the open period of the show.

If you need to discuss your requirements direct then please contact Servifira:

Servifira  
Av. Reina Ma Cristina S/n  
08004 Barcelona  
Spain

Tel: +34 93 233 2000  
Fax: +34 93 233 2080  
Contact: Blanca Claparols  
E: [bclaparols@firabarcelona.com](mailto:bclaparols@firabarcelona.com)

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## Vehicles for Display

Please notify the Operations Team in writing if you wish to display a vehicle on your stand. The following precautions must be followed when displaying a vehicle:

- The fuel tank must contain only sufficient fuel to move the vehicle out of the building
- The fuel cap shall be locked in place
- The fuel tank shall not be replenished in the venue
- A drip tray should be placed under the vehicle

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## Waste

Contractors are not to discard sharp objects and need to ensure that nails and screws are not left sticking out of waste wood and are either removed or hammered flat.

All waste must be removed from the exhibition hall, any left will result in charges being passed onto the exhibitor/contractor.

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## 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 Legionaire'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.

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## WiFi at IBTM World

Reed Exhibitions and Fira de Barcelona (the venue) must protect the Wi-Fi signal during this event so everyone has a successful exhibiting experience. The Venue has invested in a high grade Wi-Fi product system which can be fine-tuned to achieve the desired requirements for each event e.g. Mobile World Congress 2019.

To benefit all exhibitors, **all Wi-Fi connections will be managed by the Venue only**. To achieve this, private Wi-Fi Access Points (APs) are not allowed on stands as it disrupts the venue service. State of the art Wi-Fi scanning equipment will detect any privately managed APs installed in exhibitor booths and a penalty process activated if they are found.

**Reed Exhibitions has allocate all main stand holders with one (1) free of charge enhanced Wi-Fi connection per stand which operates on 5GHz only and has a 8 Mbps bandwidth.** Additional connections can be purchased for event days at 15€ for each device. This is available on the ServiFira ordering portal or on-site at the service desk.

Complimentary WiFi is provided throughout the venue for everyone to use. Users are limited to a maximum **bandwidth of 2mbps** , and it is an unsupported network (i.e. no assistance from IT support) and its suitable for light internet browsing only. Your mobile devices will identify which network to use (SSID). There are 2 available. Simply connect to either:

**5 GHz** – for new devices e.g. iphones and smartphones. SSID: **IBTM\_free\_wifi**  
password:ibtm2019

Or,

**2.4 GHz** - for older devices e.g. over 5 year old. SSID: **IBTM\_free\_wifi\_legacy**  
password:ibtm2019

To gain best service from the Venue's service, we strongly recommend 5GHz devices. All wireless services, regardless of location or service provider, may be subject to interference. Such interference can lead to loss of connectivity, slow network traffic and poor performance at busy times.

For presentations, streaming content or order systems or other processes that are business critical on your stand, we strongly recommend ordering wired internet service as this is the most reliable access for your business.

If Fira discovers rogue networks, the offending exhibitor will be asked to rectify the issue immediately. If the exhibitor's technician is not on-site or they need to speak to their IT department, there is a maximum time period of 1 hour to rectify the problem. If the network is still operating outside of the Venue guidelines after this time, we will switch off the internet connection until the problem has been rectified.

Please contact ServiFira using their ordering portal or on-site at the service desk to order services or any further service information.

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## Work Equipment and Tools

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations 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.

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## Working at Height

Working at height is to be in accordance with LOLER and the Working at Heights Regulations. As such, all working at heights is subject to risk assessment.

All rigging from the roof 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](#) ).

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.

---

## 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) Regs. 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](http://www.hse.gov.uk) or feel free to seek advice from the Operations Team.

## HEALTH & SAFETY

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 make sure you read through all the following details and have understood our Health and Safety rules and regulations and you agree to abide to them. 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 the general health and safety site rules with regards to safe working and for the various emergency procedures then please contact the [Operations Department](#).

If you would like to view the Emergency Procedures then [click here](#).

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### 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, supported by the Operations Team will:

- Allocate sufficient resources to meet health and safety objectives
- Provide adequate control of risks arising from our work activities
- Consult with the venue, exhibitors and contractors on safety matters
- Provide relevant health and safety information to employees and others
- Ensure all employees are competent to undertake all required activities
- Employ a competent exhibition contractor
- So far as is reasonably practicable prevent accidents and cases of work related ill health and maintain safe and healthy working conditions.

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### Risk Assessment

Reed Exhibitions has carried out suitable and sufficient event Risk Assessment, 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 achieving 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](#) or feel free to contact the Operations Executive on the show. There's also extra reading material from the HSE website in the form of the [5 Steps to Risk Assessment](#).

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## 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 so you don't need to worry about this.
  - 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 in the Emergency Procedures section of this manual.
- 

## Stand Designer's 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' Contractors

- Exhibitor's Health and Safety Declaration - please complete the form
- The name of your nominated health and safety representative on site
- A copy of risk assessments and method statements covering the build up and breakdown of your stands
- A copy of your stand plans (not shell scheme)
- 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:
  - o Flammable substances or naked flame
  - o Pressurised gases such as LPG
  - o Hazardous chemicals and substances
  - o Ionising radiation
  - o Water features
  - o Demonstrations
  - o Visitor treatments - e.g. massage

Items to be submitted to Reed Exhibitions by Organiser's Contractors

- A suitable and sufficient risk assessment of activities on site supported by relevant documentation. Note this must be specific to the show, i.e. not generic, and specific to the work activities performed by the contractor
  - Name and contact details (including out of office telephone details) of the nominated health and safety representative on site
  - Organiser's contractors involved in stand construction activities such as feature building should comply with the requirements for exhibitors with regards to stand building
- 

## EU Directives for Operations in the EU

For companies in the EU, please refer to the following EU Directives:-

EU Framework Directive 89/39\*, EU Workplace Directive 89/654, EU Workplace Equipment Directive 89/655, EU Personal Protective

Equipment Directive 89/656, EU Manual Handling of Heavy Loads Directive 90/269 and EU Display Screen Equipment Directive 90/270, EU Working at Heights Directive 2001/45, EU Noise at Work Directive 2003/10/EC.

\*Article 9 of the EU Framework Directive requires a risk assessment as follows:

The employer shall: be in possession of an assessment of the risks to safety and health at work, including those facing groups of workers exposed to particular risks; decide on the protective measures to be taken and, if necessary, the protective equipment to be used.

## 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 shown on the Show Plan. 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.

Please find below some tips for your pre-show team briefings (you will get a reminder on site by means of a stand drop).

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### Accidents

If you are involved in or witness an accident, however small, at any point during your time on-site, it is your responsibility to report it to the Organisers' Office.

The Medical Centre, which is located opposite stand C10, can be contact through a member of the control centre on 93 233 41 00 or use the emergency buttons, or the Organisers' Office. If an ambulance is required, please do not call the emergency services directly. Inform a member of the exhibition team who will contact the relevant authorities.

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### Fire

To be safe in case of fire you should ensure that you know:

- How to raise the fire alarm if you discover a fire
- Where the fire escapes/evacuation points routes are
- What the fire alarm / call sounds like
- The location of your fire assembly point

If you discover a fire:

- Operate the nearest fire alarm
- Contact a member of the exhibition team or call the control centre on 93 233 41 00 or use the emergency buttons.
- ONLY attempt to fight the fire if safe to do so

Leave the building immediately

- Follow directions from Marshals to any specified exits
- Proceed to your designated assembly point as directed by Marshals
- Make yourself known to your designated Fire & Security Marshal
- Remain at the assembly point until told you can leave
- DO NOT attempt to use the lifts in a fire
- DO NOT stop to collect personal belongings
- DO NOT re-enter the building until you are told it is safe to do so

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### Suspect Packages

It is important to make constant checks to your stand to ensure that no unidentifiable packages, cases or bags have been deposited. If you discover a suspect package you should:

- Inform a member of the exhibition team or phone the control centre on 93 233 41 00

- Give a full description of the package and its location
- DO NOT approach, touch or move the package
- DO NOT use a mobile phone within 10 metre radius of the package

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## Venue Search

If duty personnel initiate a venue search you will hear:

**'Attention please. Attention please. STAFF CALL 100'**

The message will then be followed by continuous chimes and broadcast at half minute intervals

- DO NOT leave the building
- Inform your colleagues and assist in the search for suspect packages on your stand and surrounding areas
- Liaise with your designated Fire & Safety Marshal who will report to Control that your area is clear
- If you discover a suspect package, please follow the SUSPECT PACKAGE procedure - found previously in this section.
- DO NOT explain this message to venue visitors

The cancellation of this message will be:

**'Attention please. Attention please. STAFF CALL 100 is cancelled'**

## SECURITY

Whilst every 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 on your personnel and their property.

We recommend that valuables, particularly those of a portable nature such as Laptops, DVD players etc, are not left unattended on your stand at any time. Please remember that during the breakdown evening, the exhibition hall in effect becomes a building site with contractors allowed on site; please be extra vigilant during this time. If you think you may need storage for a particular length of time, please contact the Security Manager or the Organising office on site and we will try to accommodate your needs.

Denying access to the professional thief is obviously a primary objective and to this end the control, issue and use of exhibitor and contractors passes is an important aspect - particularly during build up - ensuring that they are only issued to people who can identify themselves as being bonafide. Static guards at points of entry checking I.D. combined with patrolling security guards in and around the halls combine to prevent and discover any unwelcome guests.

Exhibitor badges are essential for open days; unfortunately no badge no entry! During the build and break period all contractors, courier drivers, helpers etc must have a contractor badge - the contractor badges can be collected on site and the exhibitor badges can be ordered before arriving on site through the exhibitor portal.

If there is an incident on your stand resulting in the loss of property, please make sure that you have reported it to the Security Manager or the Organising Office on site, unfortunately failure to do so could result in your insurance claim being made void.

In a move to stop the illegal removal of items from the halls, goods or equipment which an exhibitor may wish to remove during a show - i.e. before break down - must be accompanied by a goods pass-out form. This is obtained from the Security Manager or Organising Office who would verify the ownership of the goods and the identity of the person removing them. In addition when considered desirable and practical items targeted by security as vulnerable and valuable will require a pass-out form to enable their removal even during the break down, which can be obtained by the Security Manager.

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## General Security Tips for Exhibitors

When planning your stand and briefing your staff please consider and advise them the following:

1. **Emergency Procedures** - what they should do and where their rendezvous points are - please refer to the Health and Safety section of this manual for detailed plans.

2. In the event of an incident at the show or within London that results in your team not being able to make it home - please consider a contingency plan - have hotel numbers to hand, taxi details etc.
  3. Security measures
    - a. Never leave your stand unattended.
    - b. Check your valuables: Do you need them all on site or could some items be left at home?
    - c. Laptops - please make sure they are secure and taken home each evening.
    - d. Leads - keep them safe - these are your new customers!
    - e. Check your stand each morning that it is how you left it - make sure no strange bags or packages have appeared.
    - f. During the day be aware of your space - report anything or anyone suspicious to security.
    - g. At the close of the day - tidy and check your stand again.
- 

### **Static Guard**

If you wish to order a static guard to remain on your stand overnight or during the open period of the exhibition, please [click here](#) or contact ServiFira on:

Contact: Dilyana Koralska  
Tel: +34 93 233 2000  
Fax: +34 93 233 2080  
E: [dtaneva@firabarcelona.com](mailto:dtaneva@firabarcelona.com)

## OFFICIAL SUPPLIERS

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### Accommodation

#### **Pacific World Event Management**

Diputation, 238-244-Planta 3  
E-08007 BARCELONA  
Spain

#### **Ground Transport**

Contact: Aurélie Cambon  
Tel : (+34) 934 827 175  
Mob : (+34) 647 32 12 36  
E: [aurelie.cambon@pacificworld.com](mailto:aurelie.cambon@pacificworld.com)

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### AV & Computer Rental

#### **ACS audiovisual solutions**

Contact: Stuart Scroggie  
E: [ibtm@acsaudiovisual.com](mailto:ibtm@acsaudiovisual.com)  
Tel : +31-20-606 93 49

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### Catering

#### **Gastrofira**

Tel: +34 93 233 20 00  
Email: [acatering@firabarcelona.com](mailto:acatering@firabarcelona.com)

#### **GastroFira**

Av. Reina Ma Cristina S/n  
08004 Barcelona  
Online Ordering  
Stand Catering  
Tel: +34 93 233 20 00  
Email: [acatering@firabarcelona.com](mailto:acatering@firabarcelona.com)

#### **Special Requests / Appetizers / Cocktails**

Contact: Ariadna Mele Gallardo / Sara Colaianni  
Tel: +34 93 233 39 13  
Email: [amele@firabarcelona.com](mailto:amele@firabarcelona.com) / [scolaianni@firabarcelona.com](mailto:scolaianni@firabarcelona.com)

#### **ASPIC Catering**

T. +34 93 414 40 21  
Email: [aspic@aspic.es](mailto:aspic@aspic.es)  
Website: [www.aspic.es](http://www.aspic.es)

#### **ANTARA Catering**

T. +34 93 233 4755  
Email: [antara@antaracatering.com](mailto:antara@antaracatering.com)  
Website: [www.antaracatering.com](http://www.antaracatering.com)

#### **PARADIS Catering**

T. +34 93 002 52 55  
Email: [comercial@paradis.es](mailto:comercial@paradis.es)  
Website: [www.paradiscatering.com](http://www.paradiscatering.com)

## Cleaning

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

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## Electrics

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

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## Floral

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

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## Freight Forwarders

### International Lifting & Shipping

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry  
CV6 4BU  
T: +44 (0) 24 7633 7955  
F: +44 (0) 24 7633 6795

Contact: Sean Adriaanzen  
E: [Sean@i-l-s.co.uk](mailto:Sean@i-l-s.co.uk)

Contact: John Lawson  
E: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

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## Furniture & Floorcovering

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)  
Contact: Montserrat Rente Sarda  
Email: [mrente@firabarcelona.com](mailto:mrente@firabarcelona.com)

## Graphics

### Nivell Publicitari

C/ Can Barneda, 17-37 Nau 15  
08291 Ripollet, Barcelona  
Tel. +34 93 451 79 61  
Fax. +34 93 451 15 14

Email: [graphics@firabarcelona.com](mailto:graphics@firabarcelona.com)  
Website: <http://www.nivellpublicitari.com/es/>

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## IT & Communication Services

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

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## Lead Capture Scanners

### Livebuzz

Contact: Richard Wearing  
E: [exhibitors@livebuzz.co.uk](mailto:exhibitors@livebuzz.co.uk)  
T: +44 (0) 2476 711 493

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## Lifting & Equipment

### International Lifting & Shipping

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry  
CV6 4BU  
T: +44 (0) 24 7633 7955  
F: +44 (0) 24 7633 6795

Contact: Sean Adriaanzen  
E: [Sean@i-l-s.co.uk](mailto:Sean@i-l-s.co.uk)

Contact: John Lawson  
E: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk)

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## Nook Pods

Contact: Sarah or David @ The Nook Pod  
Tel: + 44 (0) 333 577 6665  
E: [hello@nookpod.com](mailto:hello@nookpod.com)

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## Press & PR

### Davies Tanner

19 Mount Ephraim Rd  
Tunbridge Wells  
TN1 1EN

Contact: Becca Krug  
Account Director  
T: +44 (0)1892 617 910  
E: [ibtmPR@daviestanner.com](mailto:ibtmPR@daviestanner.com)

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## Rigging Supplier

### Servifira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 185 6541  
F: +34 91 791 3013  
E: [rigging.op@firabarcelona.com](mailto:rigging.op@firabarcelona.com)

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## Shell Scheme Accessories

### ServiFira

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)

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## Stand Design & Construction (space only sites)

### SmartSpace

Gateway House  
28 The Quadrant  
Richmond  
Surrey, UK  
TW9 1DN  
T: +44 (0)208 439 5682  
Contact: Ross Curran  
E: [ross.curran@reedexpo.co.uk](mailto:ross.curran@reedexpo.co.uk)  
W. [www.reedsmartspace.co.uk](http://www.reedsmartspace.co.uk)

### BuildUp

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 932 333 125  
Contact: Rachel Silverio Duque  
E: [rsilverio@firabarcelona.com](mailto:rsilverio@firabarcelona.com)

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## VAT Reclaim Service

### Quipsound Ltd

The Crown Building  
London Road  
Westerham  
Kent  
TN16 1UT



T: +44 (0) 1959 561 717  
F: +44 (0) 1959 564 740  
E: [uk@quipsound.com](mailto:uk@quipsound.com)  
W: [www.quipsound.com](http://www.quipsound.com)

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## Venue

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Avenida Juan Carlos I, 58 -64  
Hall 3  
08908 L'Hospitalet del Llobregat  
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E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)  
W: [www.firabarcelona.com](http://www.firabarcelona.com)

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## Water & Compressed Air

### **ServiFira**

Av. Reina Ma Cristina S/n  
08004 Barcelona  
T: +34 93 233 2000  
F: +34 93 233 2080  
E: [ibtm@firabarcelona.com](mailto:ibtm@firabarcelona.com)