



Posture &
Mobility
Group

PMG Conference 2020
Exhibitor Manual
Monday 2 – Wednesday 4 November
The International Centre, Telford

Thank you for choosing to exhibit at the PMG Conference 2020 at The International Centre, Telford. We hope you will enjoy the event and the many networking opportunities it provides. This manual is intended to make your participation at the event run as smoothly and productively as possible. If you have any questions or require further assistance, please do not hesitate to contact Vera Hide on +44 (0) 208 977 7997 or email:

pmg@conferencecollective.co.uk

Please ensure you read all the information below; key information about the event is listed in alphabetical order, including important health & safety requirements. Please also ensure that all staff (including contractors) attending are sent this manual and read the information prior to the event.

Exhibitor Checklist	How?	Deadline	Mandatory
Stands over 4m & Complex Structures (pages 11-12)	Email	Monday 7 September	
PMG Exhibition Form	via Exhibitor Panel	Friday 2 October	Y
Risk Assessment Form	via Exhibitor Panel	Friday 2 October	Y
Health & Safety & Insurance Declaration	via Exhibitor Panel	Friday 2 October	Y
Space Only Stands (plans)	via Exhibitor Panel	Friday 2 October	
Site Induction	via Exhibitor Panel	Friday 2 October	Y
Items of Special Risk	Email	Friday 2 October	
Electric Grid	via Exhibitor Panel	Friday 9 October	
Exhibitor Pass – Have you booked yet?	Click here	Friday 9 October	Y

Quick Links			
Accommodation & Parking Information	Click here to view	Latest Floorplan	Click here to view
Catering at your stand	Click here to view	Risk Assessment User Guide	Click here to view
Conference Programme	Click here to view	Map of Locations	Click here to view
Delivery Label Template	Click here to view	Hall 3 Fire Exits	Click here to view
Collection Label Template	Click here to view	Loading Bay Location Click here to view	
Food samples from your stand	eGuide – page 32		

The **Exhibitor Panel** is designed to help you manage your PMG Conference stand. You can use the panel to submit important documents and forms and to read notices from PMG/Conference Collective. You can also update your details and password if required, so that if the staff member in charge of organising your PMG Conference stand changes, we will still have the correct details. Should you not receive your login details within a week of receiving this manual please contact: pmg@conferencecollective.co.uk

Important: The username and password email will be sent to the person who booked your stand.

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1. Useful Contacts

Additional Shell Scheme, Electrics, Furniture, Lighting, Signage and Accessories

Anchor Exhibitions

T: +44 (0) 1455 612341

E: admin@anchor-exhibitions.co.uk

W: www.inspirehire.co.uk

Audio Visual Services

StagecraftUK

Katie Glover

T: +44 (0) 1952 561777

E: katie.glover@stagecraftuk.com

Catering

The International Centre

T: +44 (0) 1952 281 601

E: sally.cooke@southwatereventgroup.com

[Online Catering Form](#)

IT Connections

StagecraftUK

Katie Glover

T: +44 (0) 1952 561777

E: katie.glover@stagecraftuk.com

Rigging

StagecraftUK

Katie Glover

T: +44 (0) 1952 561777

E: katie.glover@stagecraftuk.com

Shipments, freight forwarding and onsite logistics (e.g. forklifts)

Stevie Cameron Event Logistics Ltd

Contact: Stevie or Eileen

T: +44 (0) 1355 238 559

E: info@cameronlogistics.co.uk

W: www.cameronlogistics.co.uk

2. Accommodation

If you have booked the following packages:

- **Exhibitor Package 1**
- **Delegate Package 1**
- **Delegate Package 2**

You will be allocated accommodation at either [Holiday Inn Telford Ironbridge](#) or [The International Hotel](#) (shown on the [map](#)), both are within a few minutes' walk of The International Centre. There is more detailed information about accommodation, including facilities and parking, available via the PMG website, [here](#).

Check-in: from 14:00 on Monday 2 November or Tuesday 3 November 2020

Check-out: by 11:45 (The International Hotel) and 12:00 (Holiday Inn Telford Ironbridge) on Wednesday 4 November 2020

Other hotels within walking distance include:

1. [Mercure Telford Centre Hotel - Telford](#)
2. [Park Inn by Radisson - Telford](#)

3. Cancellations and No Shows

Exhibition fees must be paid prior to the event. If fees are unpaid, we reserve the right to prevent you from setting up. Any confirmed exhibitor or exhibiting company that is a no-show will still be liable for the full exhibition fee. If you are in any doubt about the status of your payment, please contact pmg@conferencecollective.co.uk

4. Carpets

All stands within the exhibition hall will be covered with a mint green colour carpet.

If a different type of flooring is required for your stand, this should be ordered from our contractors, Anchor Exhibitions. Information regarding ordering carpet is available via the Exhibitor Panel 'Notices' section: 'Order stand fittings, furniture, electricals or carpet'. The International Centre will only allow the use of exhibition tape which has a low tack bottom, high tack grab top and does not leave any residue or cause any damage to the floor when removed. Other forms of fixing to the hall floor such as cable clips, nails and bolts are prohibited. Floor coverings must be secured and maintained so that they do not cause a hazard. PMG reserves the right to charge for any damage caused to the venue flooring, therefore we would advise ordering from Anchor Exhibitions who will be able to advise accordingly.

5. Cashpoints

There is a cash point located next to Costa on the lower concourse level. Please note there is a charge of £1.99 per transaction.

6. Catering

PMG will be providing breakfast, lunch and refreshments within the exhibition hall on Tuesday 3 November and Wednesday 4 November. These are available as part of the mandatory exhibitor pass/package made prior to the event. Please note: the afternoon (farewell) refreshments on Wednesday 4 November are provided in the Hall 3 Foyer at 16.00 due to exhibition breakdown taking place, but exhibitors are welcome to stay for these.

Lunch and refreshment timings are shown within the programme, which will be available to [view here](#).

A permanent plumbed water station is also available on the lower concourse near the vending machines.

Important: Exhibitor lunches will be available 30-minutes prior to the times listed for delegates on both days, i.e. from 12.30 until 13.00, to ensure there is plenty of time for exhibitors to eat before the majority of delegates return to the exhibition hall following the conference proceedings. Refreshments will also be served to exhibitors 15 minutes prior to the times listed on both days.

If you wish to offer any food or drink samples from your stand, please note there are some restrictions on this and this should be included in your risk assessment; if you plan to serve unwrapped food, or prepare food onsite you must contact us via pmg@conferencecollective.co.uk as soon as possible, as there are health & safety implications to consider regarding food hygiene and allergens. Please see the [eGuide page 32](#) to ensure you are compliant with the official guidelines.

If you wish to order additional catering during the event, please see the details on page 5 of this manual or download the catering form, [here](#).

Important: During set-up on Monday 2 November, there will be limited refreshments available: A Costa on the lower concourse level that will be open between 09.00 – 15.30, and hot drinks and confectionary vending machines located on the lower concourse level and Hall 2 Foyer. Water stations will also be provided within the exhibition hall.

7. Children

For health & safety reasons, children aged 16 and under are not permitted into the event, including set-up and breakdown periods.

8. Cleaning

General cleaning of stands and gangways will be carried out on exhibition open days. The cleaning of exhibits, however, remains the responsibility of the exhibitor. Exhibition stand cleaning can also be arranged in advance of the event at an additional cost. For details please contact Emma Welch from The International Centre +44 (0) 195 228 1533 or emma.welch@southwatereventgroup.com

Packaging materials must not be left on or around stands. Please see the 'Waste and Recycling' section for details of how to dispose of waste.

9. Contacting Us

Before the event you can view the PMG Exhibitor Panel or our Conference webpages for important information. If you have further queries, you can also contact us via pmg@conferencecollective.co.uk or +44 (0) 208 977 7997.

During the event, we will have limited access to emails, but will be contactable via the Conference Collective mobile: +44 (0) 786 0926 425 for urgent matters. Alternatively, we will be available at the exhibitor queries desk located just outside of the exhibition hall on the lower concourse level (opening times provided in the 'Registration' section).

You can also contact The International Centre's reception desk on +44 (0) 195 228 1500 for matters concerning the venue.

10. Damage and Loss

PMG, Conference Collective or The International Centre, do not accept any responsibility for damage or loss of any properties introduced by the exhibitors or their agents/contractors. Exhibitors should provide their own insurance against all risks. The strongest possible precautions against theft should be taken at all times.

11. Deliveries and Collections

11.1 Deliveries

Deliveries may only be made during the tenancy of the exhibition. A Delivery Label Template is available to [download here](#).

Exhibits and stand fittings must only be delivered/unpacked when the exhibition is closed to delegates (see 'Opening Times & Build & Breakdown' sections on page 15). All large goods should be delivered via the loading bay and must not be transported through the Main Entrance/Concourse. Smaller items (carried by hand) can be delivered via the concourse if necessary.

PMG, Conference Collective and The International Centre cannot accept deliveries on exhibitors' behalf; arrangements must be made for a representative to be available on the stand, and drivers delivering exhibits must be supplied with full information about which stand the delivery is for. Please ensure that all materials are appropriately labelled with your stand number, company name, the event name and venue address. If this is not arranged, deliveries may be turned away.

11.2 Collections

Any items being collected by a courier must be labelled using The International Centre's label template, available to [download here](#). Please set aside any parcels for collection on your stand ready for the venue staff to collect and move to the collection area. The collection must be arranged for no later than 22.00 on Wednesday 4 November, any items left on your stand will not be collected and may be disposed of by venue or PMG/Conference Collective staff.

Please consider using our official logistics contractor, [Stevie Cameron Logistics](#) to assist with deliveries. Full details can be found on page 15.

12. Demonstrations

Exhibitors intending to use televisions, plasma screens or any other potentially loud appliances for stand demonstrations, or who wish to hold live demonstrations, must contact PMG for approval at least **one month** prior to the event.

13. Dilapidation

You are reminded that you may be charged for any damage to the hall caused by your staff or contractors. Under no circumstances can stand construction, graphics, displays, etc. be attached to the fabric of the building.

14. Evacuation Procedures

In the event of an emergency evacuation, please follow the instructions of The International Centre staff. Ensure that you are familiar with your nearest Emergency Exits prior to the event – maps of the exits are provided in the 'The International Centre Induction' document, which is available to download via the Exhibitors Panel Health & Safety section under 'My Documents'.

Should an evacuation be required, the following announcement will be made over the public-address system:

"Attention, Attention, an emergency situation exists within the building, please leave via the nearest available exit"

Fire marshals from The International Centre wearing high visibility jackets will be on hand to direct you.

- Please leave the building, assemble yourselves away from the building at the assembly point (*which will be directed by venue staff*) and wait for venue fire marshal.
- If a member of your team is missing, inform the fire marshal as soon as possible.
- Do not re-enter the building unless told to do so by a member of the management team from The International Centre.
- Emergency exits must not be obstructed at any time; this includes the loading bay entrance/exit by parked vehicles.

Exhibition Hall (3): [Fire Exits](#)

[Venue Assembly Point](#): Assembly points are marked A, B, C and D within the car parks. You will be directed by venue staff to the designated assembly point.

15. Fire Precautions

On discovering a fire, please take the following action:

- Activate the nearest break glass point, these are located next to each fire exit within the Halls.
- Inform a member of staff or Duty Manager and give the location and nature of the incident.
- If there is any immediate danger do not remain in the vicinity.

To prevent the spread of fire within the building, textiles, fabrics and any other materials used for interior decoration or display purpose, including artificial floral decorations, should resist the spread of flame over their surface and should not, if ignited, have an excessive rate of heat release nor give off toxic fumes. When tested, combustion should cease immediately after the pilot flame has been removed. Appropriate test certificates may be requested.

16. Floor Loadings

The exhibition hall floor loading is 5tonne/sqm. Please note that loadings are reduced for point loads that fall on service ducts. Point loads should avoid ducted areas - if you need to see where the floor ducts are please email pmg@conferencecollective.co.uk. Loads/movements exceeding the limit must be verified in advance of the event.

17. Floorplan

The latest version of the floor plan and stand allocations document is available to [download here](#). This is subject to change at PMG's discretion but, where necessary, exhibitors will be contacted about any such changes.

18. Forklifts and Trolleys

Please note that The International Centre does not provide trolleys, pump trucks or forklifts. These can be arranged through our official logistics contractor Stevie Cameron Logistics. For more details please contact Stevie or Eileen either by email: info@cameronlogistics.co.uk or phone +44 (0) 135 523 8559.

19. Gangways

The aisles and gangways used at the venue are the minimum permissible by law and have been subject to approval by the venue management. Under no circumstances will exhibits, stand dressing, tables and chairs, etc. be allowed to encroach into the aisles and gangways. All exhibits must be kept inside your space at all times.

20. Graphics and Signage

PMG's exhibition contractors, Anchor Exhibitions, can produce graphics custom-made for your stand, including printed panels. If you would like more information about this, please go to: www.inspirehire.co.uk or if you have any queries relating to ordering then you can email admin@anchor-exhibitions.co.uk. Please be aware that it is not permitted to affix anything to the fabric of the building, and that any signage brought onto site must be freestanding.

21. Health and Safety

All exhibitors must read the 'The International Centre Site Induction' document prior to the event, which is available to download in the Health & Safety section of the Exhibitor Panel. If preferred, a copy can be emailed to you; please contact Vera Hide via pmg@conferencecollective.co.uk in this instance.

All exhibitors should be aware that they have a responsibility for the health and safety of themselves and others in the building, and should remove, or notify staff of, any hazards as a matter of urgency. All accidents should be reported at reception, regardless of whether an injury occurs.

Important: All exhibitors must read all the information provided on the Health and Safety section of the Exhibitor Panel, and press submit as proof you have read and understood the information provided.

21.1 Risk Assessments

You should conduct a risk assessment for your stand, and any contractors you bring onsite should also conduct a risk assessment.

Important: All exhibitors, both shell and space only, must complete a Health and Safety Risk Assessment; you can do so via the Exhibitor Panel Health and Safety section under 'My Documents'. The deadline to receive this is Friday 2 October.

For further assistance with the completion of risk assessments, you can use our [user guide](#). We have provided a template risk assessment on the Exhibitor Panel Health & Safety section. A simple risk assessment template for all exhibitors can be found in the Exhibitors Panel Health & Safety section under 'My Documents'.

A blank form submitted, or one with the blanket wording 'no risks' throughout, will not be accepted as an adequate and accurate assessment. We ask for nothing complicated, just some common-sense listing of obvious things such as trip hazards from boxes, loose cabling, secure panel and display erection etc.

21.2 CDM Regulations

The Construction Design & Management (CDM) Regulations 2015 state that the build and breakdown of an exhibition is deemed a building site and thus the CDM regulations now apply. These regulations require site information and site rules to be issued to all persons attending the premises during the build and breakdown period.

Site rules should be used in conjunction with those of Telford International Centre. The organising team, exhibitors, contractors (the approved contractors appointed by the Organisers as well as those appointed by the exhibitors) and venue staff must comply with the site rules and site information of the Organisers and Telford International Centre. It is the exhibiting companies' responsibility to read and pass this information on to all parties (whether staff or contractors) who will be attending the venue during the build period on their behalf. It is not the responsibility of the Organiser or the Venue.

Important: Under CDM regulations, NO contractors will be allowed access to the CDM site before 16:15 on Wednesday 4 November unless prior written approval has been granted by the Organisers. All exhibitors with authorised entry will be required to wear high visibility garments and 'appropriate' footwear (no flip flops, sandals, high heeled shoes or ballet/dolly shoes will be allowed). Any exhibitors or their contractors doing stand construction (other than pop ups and stand dressing) must wear steel toe capped boots (safety footwear). The only exception to wearing steel toe caps is carpet fitters. ALL exhibitors granted access into the CDM site will need to undergo a full

site safety induction prior to accessing the site, please ensure you read The International Centre's site induction document in advance.

21.3 Soft Breakdown

Soft Breakdown is the one-hour time period given to exhibitors to pack and remove items from their stands prior to introduction of CDM site regulations. This will take place approximately between 15:15-16:15 on Wednesday 4 November.

During Soft Breakdown contractors are not allowed to undertake any dismantling of stands involving the use of ladders, power tools etc. Once the CDM site has been called, hi-vis garments and appropriate footwear will be required to be worn by all exhibitors/venue staff remaining in the hall and hi-vis/safety footwear will need to be worn by all contractors (with the exception of carpet fitters). If you need to stay longer than the first hour of breakdown, you will need to inform the Organiser's Office as you will be required to be given a site safety induction (if you have had one prior to coming on site you will be exempt) and you will be required to wear appropriate footwear with hard soles and hi-vis garments.

21.4 Additional Documentation

Exhibitors building complex structures will be required to produce a method statement and/or construction phase plan or provide structural calculations (for stands over 4m). These should be emailed to pmg@conferencecollective.co.uk no later than Monday 7 September.

21.5 Items of Special Risk

If you are bringing an item onsite that is considered a special risk, you will need to inform Conference Collective by Friday 2 October, as well as ensuring this has been included in your risk assessment. Please also email pmg@conferencecollective.co.uk to confirm that you are bringing an item of special risk, or if you think you might be at a later date.

Items of risk may include food (due to allergies), flames, petroleum/diesel, alcohol, animals, chemicals, gas cylinders/compressed air, helium balloons, moving displays and tall objects (particularly if they require working at height). This is just a guide, so if you have any doubts about an item you are taking to the event, please do contact us.

Due to the risk of damage to lighting and ventilation equipment, and the potential for interference with the alarm system, lighter-than-air balloons can only be used for display purposes and must be securely tethered. Balloons must be positioned at a height no more than 6m from the floor to the top of the balloon and hang only over the stand for which authorisation has been granted. Helium gas cylinders must be removed from the exhibition hall once balloons have been filled.

21.6 Height Restriction

The ceiling height of Hall 3 is 7.2m, reaching a maximum height of 11.2m. The general maximum build for your stand is 4m, if you would like to build a stand over 4m, please email pmg@conferencecollective.co.uk for approval no later than Monday 7 September.

Structures over 4m will need a Temporary Demountable Structures (TDS) sign-off from the local authority (via the venue), and detailed structural calculations must also be submitted to the venue. Please contact pmg@conferencecollective.co.uk in the first instance if this is relevant to you, and please do so no later than Monday 7 September. The local authority may choose to visit the site to inspect the structure during the event.

Important: Hard hats should be worn when work overhead is taking place.

22. Important Dates

Deadlines have been provided on the Exhibitor Panel for all submissions under 'My Documents', as well as page 2 of this manual. The PMG Exhibition Form, Health & Safety documentation should all be submitted by Friday 2 October.

23. Insurance

Exhibiting companies are expected to take out insurance covering their legal liability within the framework of the exhibition, to meet their responsibilities and those of persons for whom they are responsible. This includes all individual and legal entities present on the site during exhibition set-up, for the duration of the exhibition, and the exhibition breakdown. It is your organisation's responsibility to take out all relevant insurances for property and liability as deemed necessary to cover the possible risks of participating in the exhibition, including any losses and/or damages to property.

Important: All exhibitors must sign the health and safety declaration which can be found in the Exhibitors Panel under 'My Documents' confirming they have adequate insurance in place.

24. Internet Access

The International Centre offers free WiFi access (up to 4mbps) to all visitors, suitable for basic web browsing. Please see the details below for Wi-Fi access:

Simply select 'TICUK' and then enter your email address when prompted to and you will be automatically connected.

Should you require an Internet connection for any product demonstrations on your exhibition stand or business connections, we strongly recommend that you order a connection to ensure full, high speed coverage with technical support.

To pre-order additional connectivity, please contact Katie Glover at StagecraftUK on +44 (0) 195 256 1777 or katie.glover@stagecraftuk.com

25. Lost Property

Lost property should be handed in to the main reception. Should you lose any of your possessions, please ask at reception, who can check if it has been found. The International Centre will retain lost property for six months, after which time they reserve the right to donate it to charity/destroy if no claim to the property has been made.

26. Medical Emergencies and First Aid

There will be several first aiders available throughout the event; in cases of medical emergencies please inform a member of security who will radio a first aider or visit reception on the lower concourse level. When requesting first aid you must state the location of the incident, what the injury/illness is or appears to be and the name and age of person injured or ill.

27. Music

Exhibitors wishing to play any recorded material must obtain a licence from the Phonographic Performance Limited (PPL) and Performing Rights Society (PRS). Exhibitors are solely responsible for obtaining any licence required to play music on their stand. Any exhibitors planning to have any public addresses (PA) and/or audio visual (AV) equipment on their stand must have the noise levels approved by a member of The International Centre on-site prior to the opening of the exhibition.

It is also essential that detailed information be supplied to The International Centre (via pmg@conferencecollective.co.uk), covering all aspects of presentation equipment being utilised, at least 4 weeks prior to the event. Failure to supply suitable documentation may result in approval not being granted.

All audio speakers on exhibition stands must be facing inwards on the stand and not facing the gangways.

Important: Noise should be kept to a minimum and not have an impact on neighbouring stands.

28. Noise

Noise levels will be monitored by PMG and The International Centre, and exhibitors may be asked to reduce levels where necessary. Please ensure exhibitors have access to ear protection should they need it during exhibition set-up and breakdown. We kindly ask all exhibitors to respect their neighbouring stands by keeping noise levels to a minimum.

29. Online Ordering – Anchor Exhibitions

You can order furniture from PMG's exhibition builders, Anchor Exhibitions. To do so, click here: www.inspirehire.co.uk.

Should you wish to order additional Shell Scheme, Electrics, Lighting, Signage and accessories then please get in touch with Anchor Exhibitions on email admin@anchor-exhibitions.co.uk or +44 (0) 145 561 2341.

30. Opening Times

The exhibition will be open to delegates during the following times:

Tuesday 3 November, 08:00 – 17:00 & 19:00 – 19:45 (*Drinks Reception*) [*Exhibitor access from 07:30*]

Wednesday 4 November, 08:00 – 15:00 [*Exhibitor access from 07:30*]

The expected busy times during the conference are:

Tuesday 3 November: 08:00-08:45, 10:20-11:20, 13:00-14:00, 15:00-16:00, 19:00-19:45.

Wednesday 4 November: 08:00-08:45, 10:30-11:30, 13:00-15:00.

Some of the timings above are dependent on the final conference programme, but the amount of contact time with delegates will be the same.

31. Parking

31.1 Build and Breakdown Access (Directions and Loading Bay)

Access to Hall 3 (where the PMG exhibition will be held) is available via the venue's loading bay. Report to Gate B (off International Way roundabout by Holiday Inn) and once you have reached the security checkpoint, you will be asked to confirm what event you are onsite for and will be directed to the loading bay where you will be met by security. All exhibitors and contractors arriving to load/un-load are required to move their vehicles once finished and follow any instructions provided by the venue team, which may include time-limits and parking restrictions. You will be required to display a [vehicle pass](#), please ensure this is printed in advance of your arrival.

Delivery access to Hall 3 Loading Bay: Gate B, off International Way roundabout by Holiday Inn. For a satellite view of the loading bay, [click here](#).

The online Exhibitor Panel includes a section titled 'Venue Directions & Parking' in the 'Notices' section which provides the venue, parking and PMG accommodation addresses. All exhibitors will have access to the onsite carpark and will be asked to move their vehicles from the loading bay to the carpark once they have unloaded.

Important: all exhibitors and contractors must display the [vehicle pass](#) for the duration of the event, including set up and breakdown.

31.2 Shipments/Freight Forwarding (Event Logistics)

[Stevie Cameron Event Logistics](#) is appointed as the official freight forwarding and site handling agent for PMG Conference 2020. We strongly recommend that you use Stevie Cameron Event Logistics, a courier and exhibition logistics company, to look after deliveries to the venue. Cameron Logistics can collect your items from your premises – or you can send them to their local warehouse - a week before the event, then they will deliver your equipment directly to your exhibition stand, ahead of the allocated set up time, so that everything is awaiting your arrival for set-up.

In addition, Cameron Logistics will collect all packaged-up materials from your stand post-event and will return any remaining items to your premises thereafter, or to their warehouse for your own collection. To receive a quotation for their services, please complete their online enquiry form which is accessible using this link: [Enquiry Form - Click Here](#). Full contact details are provided on Page 3 of this manual.

32. Power and Lighting

If you have opted for a shell scheme stand, electricity will be provided via ceiling ducts. Power requirements should be confirmed with Anchor Exhibitions prior to the event.

Please ensure you submit details of where you would like your power sockets to be located by Friday 9 October using the Exhibitor Panel (Electrics section of My Documents). A copy of the grid you need for this is provided via the Exhibitors Panel. You need to download and print the [Electric Grid Form](#) then simply draw your stand on the grid (each square represents 1sqm) and mark within the stand where the sockets should be. Please include your stand number on the form.

The amount of power sockets and lighting allocated to your stand (as part of your stand booking) will depend on the size of your stand. As standard, PMG provide shell scheme stands with the following:

Size of Stand	Power Sockets & Lighting Allocation
4sqm to 9sqm	1 x 500w power socket and 2 x spotlights
10sqm to 15sqm	2 x 500w power sockets and 4 x spotlights
16sqm to 21sqm	3 x 500w power sockets and 6 x spotlights
22sqm to 27sqm	4 x 500w power sockets and 8 x spotlights

33. Public Address System

Announcements made on behalf of exhibitors are made at PMG's discretion and need to be agreed with PMG directly. Please see Vera Hide at the registration desk for any announcement requests.

34. Registration

All exhibitors should go to the PMG registration area located outside of Hall 3, on the lower ground floor, before entering the exhibition hall on Tuesday 3 November to print their exhibitor badge and collect a conference bag (exhibitors can also register on Monday 2 November between 15:00 and 21:00 if preferred).

Registration is open:

- Monday 2 November – 15:00 – 21:00
- Tuesday 3 November – 08:00 – 20:15
- Wednesday 4 November – 08:00 – 16:00

Exhibitors and contractors should always have their company identification available on Monday 2 November and wear the PMG lanyard and name badge (provided at registration) once the event is open. This is proof of registration and will allow you to access the refreshments provided. Security will be in operation to monitor this. At registration,

exhibitors will also receive any tickets/vouchers for additional items booked. You will not be able to access the Welcome Event or Gala Dinner without the relevant access codes/tickets.

35. Rigging

StageCraftUK are The International Centre's official rigging contractor; if rigging is required please get in touch with Katie Glover at StageCraftUK on +44 (0) 195 256 1777 or katie.glover@stagecraftuk.com.

36. Scissor Lifts

Any exhibitors or contractors planning to use a scissor lift to construct their stand must provide details of the risks and control measures involved via a risk assessment (please see Risk Assessment section page 11).

37. Security

The International Centre will provide general security for the whole venue. However, the individual security of the stands and exhibits is the responsibility of exhibitors. Valuables should be removed from the venue overnight, and additional care should be taken during exhibition build and breakdown as these are vulnerable times. Exhibitors are warned not to leave valuables unattended on their stands, whether during the build-up, open or breakdown periods. Special care should be taken of mobile phones as these can be easily misplaced or stolen. Do not leave your stand or any portable equipment unattended at any time. In the unlikely event of a theft, please report to the reception desk immediately.

Badges should be worn at all times by both exhibitors and contractors – on set-up day these can simply be your work badges for identification purposes, but when the exhibition opens everyone will require a PMG pass to enter the exhibition hall. All PMG passes must be purchased by Friday 9 October and collected at registration.

The International Centre will have highly trained teams onsite as well as security measures in place which are designed to provide comfort and reassurance for all participants at PMG Conference 2020.

37.1 Unidentified Packages

If, during your visit, you see anything suspicious please report to the reception desk immediately. Please survey your own area at all times for any suspicious packages, bags or other receptacles. If you are in any doubt, the article should not be touched, and venue staff should be informed immediately. It must be stressed that extra vigilance on the part of everyone is absolutely vital and appreciated.

38. Setup and Breakdown

Exhibition set-up will take place on Monday 2 November from 09.00 to 22.00 for space only exhibitors and 14.00 to 22.00 for shell scheme exhibitors.

Exhibition breakdown will take place on Wednesday 4 November from 15:15 and must finish by 22:00. There will be no time restrictions in the loading bay; however, please be aware there may be access delays. A queuing system will

be organised by The International Centre's staff if necessary. Exhibitors will not have access to the loading bay until The International Centre's staff are satisfied the hall is clear of all delegates.

Once breakdown is in process, equipment should be removed via the loading bay only. The public entrances cannot be used to remove items from the exhibition hall during this time. Please do not leave any items or waste products in your space. PMG do not permit vehicles (other than fork trucks) to be driven into the exhibition hall.

39. Shell Scheme and Space Only Stands

39.1 Shell Scheme Stands

Infill panels are white Foamex; exhibitors may use two-part Velcro (hook and loop), Blu-tak or double-sided sticky pads to attach graphic artwork to the shell panels. Please do not use nails, screws or staples etc. as infill panels are only 3mm thick, and you are liable to be charged for the resultant damage.

The visual panel size is 950mm x 2,340mm, but the actual panel size is 970mm x 2,352mm; please note that the edges will be hidden inside the framework, so please set up graphic artwork to the visual size (950mmw x 2,340mmh) and allow for loss (bleed) of 10mm each side and 6mm top and bottom. The frame is made using a white powder coated aluminium Octanorm system.

Important: If you are planning to include any banners within your stand space, please ensure you consider the width needs to be smaller than the width of the stand. If you need further information, please contact Anchor Exhibitions on admin@anchor-exhibitions.co.uk or +44 (0) 1455 612341.

A visual guide to the shell scheme dimensions is available on the Exhibitor Panel 'Notices' section under 'Shell Scheme Dimensions'. If you require further information, please contact Anchor Exhibitions directly, via admin@anchor-exhibitions.co.uk or on +44 (0) 145 561 2341 with any specific queries.

Important: Groups of stands booked by one exhibiting company will be erected as one large stand, unless otherwise requested.

39.2 Space Only Stands

Companies opting for space only must inform Conference Collective of their intention to do so by Friday 2 October. This is an important fire safety precaution to ensure aisle sizes are kept at appropriate widths. If you have opted for space only, you will be asked to provide a description and/or images of your plans to ensure this requirement is met. Any plans provided must indicate full construction details and be drawn in a legible manner, to a scale no less than 1:50. Plans should include structural details, materials used, fire safety considerations/certification.

If a structural engineer needs to be hired by PMG to assess space only structures, we will inform the relevant exhibitors prior to the event, and costs will be passed on to the relevant exhibitors after the event - divided evenly between the exhibitors involved.

Space only exhibitors will be allowed access to the exhibition hall from 09:00 on Monday 2 November if extra time is required to build a structure. During this time (until 14:00) the hall will be under Construction Design and

Management (CDM) Regulations, and therefore high visibility vests and appropriate work shoes should be worn. High visibility vests are available to purchase from the main reception at £3.50 each.

Companies opting to build their own stand will not be provided with a company name board or lighting unless this is specifically requested, using the 'PMG Exhibition Form 2020', which is available via the Exhibitor Panel 'My Documents' section. The standard power socket allocation is still made available to space only stands should it be required – please refer to the 'Power' section of this document for details on how to order this.

Important: Any space only exhibitors **MUST** build a wall/structure between their stand and any connected neighbouring stands, whether the neighbouring stand is shell scheme or space only.

These walls must be built to the height of the highest point on their stand (minimum of 2.5m, maximum 4m high) and must be cleanly decorated on both sides. If you have any queries or concerns regarding this, please email pmg@conferencecollective.co.uk.

40. Smoking and E-cigs

The International Centre is a no smoking venue, and this includes the use of e-cigarettes. Those wishing to smoke should do so in the designated areas which are located adjacent to Hall 1.

41. Storage

A storage area (unstaffed) in the exhibition hall will be available for storage of exhibitor flight cases, boxes of stand collateral etc. during the conference. Boxes should be clearly labelled if left in this storage area with details of company name and contact name and contact number. However, space will be limited so, where possible, please keep items stored elsewhere, in vehicles or use a cupboard within your stand (this can be hired from/built by Anchor Exhibitions or brought with you).

Important: Fire regulations prohibit the storage of packing cases, literature, etc. in areas behind stands or blocking gangways.

There will be a cloakroom available for all delegates and exhibitors to store personal items such as coats, bags and suitcases.

Important: There will be a charge per item, and exhibitors are advised to leave luggage at their hotel or in their vehicles to avoid this charge. Cloakroom opening times will be provided in the conference joining instructions.

42. Scanners

Information regarding exhibitor scanners will be sent by email in due course. If you have any queries, please contact Conference Collective at pmg@conferencecollective.co.uk

43. Trolleys

Exhibitors are reminded to bring trolleys for use during the build-up and breakdown of the exhibition, if required, as these will not be provided by the venue.

44. Waste and Recycling

Large grey recycling bins will be provided in the exhibition hall during set up and breakdown. During the event, bins will be located next to the catering points. Exhibitors must separate rubbish and dispose of it in the appropriate bins provided.

45. Welcome Event

On Monday 2 November, PMG will be hosting a free Welcome Event at a venue in Telford from 19:00 until 22:00. There will be a complimentary meal provided, one free drink per attendee, and a cash bar to purchase any additional drinks. Exhibitors wishing to attend this event should ensure this has been selected on their booking, and then go to registration prior to the welcome event to collect a ticket. If you wish to add this to an existing booking, please contact Conference Collective via pmg@conferencecollective.co.uk or +44 (0) 208 977 7997. Details of the venue will be provided in due course.

