Exhibitor Manual

The biggest international water conference and exhibition in the Southern Hemisphere

www.ozwater.org
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OPERATIONAL SCHEDULE

IMPORTANT INFORMATION
Exhibitor Access Times - PPC* required (Personal Protective Equipment)
Hi Vis Vests and closed toe shoes must be worn whilst onsite during Move-In and Move-Out.

MOVE-IN

Sunday 3 May
0400-1100 Venue Mark-up – Moreton Hire
0900-2400 Rigging - ACC
1100-2400 Space Only – Custom Stand Builds
1100-2400 Shell Build

Monday 4 May
0700-2400 Custom Stand Builds continue
0700-1100 Shell Build
1100-1900 Shell Exhibitor Access
1100-1900 Space Only Exhibitors
2000-2400 Furniture and Shell quality checks, Aisle cleaning

Tuesday 5 May
0700-0745 Moreton Hire final checks and service desk access

Onsite access for builders/Exhibitors will close 1 hour prior to closing times indicated above.
For security and safety purposes the exhibition halls will be cleared 15 minutes after the closing.

EXHIBITION

Tuesday 5 May
0730-1715 Exhibitor Access
0800-1700 Exhibition Open

Wednesday 6 May
0800-1700 Exhibition Open
0830-1700 Exhibition Open

Thursday 7 May
0800-2400 Exhibitor Access
0830-1415 Exhibition Open

MOVE-OUT

Thursday 7 May
1400-1500 Exhibitors can "Hand Carry" to car park and dismantle stands only
Note: During this period, no vehicles (including forklifts) will be allowed in the Venue and the large loading dock doors will NOT be opened. There will be no access for the use of trolleys in public areas during this period
1500-2400 Contractors and all Exhibitors - Stand and display removal via the Loading Dock
1800 Foyer access closed - All bump-out access via loading dock

Friday 8 May
0700-1900 Official Contractor Carpet, Furniture & Shell removal
0700-1600 Contractors and all Exhibitors - Stand and display removal
1600 ALL STANDS AND DISPLAYS MUST BE COMPLETELY REMOVED
All goods remaining after this time will be given to the official freight forwarder (Agility Fairs and Events), who will return or store the goods at the exhibitor’s expense.
1900 Venue hand-over back to ACC

DELIVERIES TO THE VENUE

It is essential that all goods, equipment or packages are clearly marked when delivered to the Adelaide Convention Centre. The Organiser or the Venue cannot take responsibility for any delivery. It is strongly advised that you have either someone present on your stand to receive any delivered goods or have any item delivered to the loading dock labelled clearly with the Venue ‘Delivery Label’ prominent. The Organiser and the Venue take no responsibility for deliveries left on display stands and will not sign for receipt of goods on behalf of exhibitors. It is recommended Exhibitors use the ‘preferred’ freight forwarder (Agility) to ensure freight arrives safely to the venue. The venue strictly adheres to the timings of this manual. Please download and use the “DELIVERY LABEL” - see attachments
CHECKLIST

Please Note: The Builder/Designer is contracted by the Exhibitor, not the Organiser. Requests for alterations to designs will be made to the exhibitor to address with their own suppliers. If you have difficulty obtaining information, please let the Organiser know as soon as possible for assistance.

<table>
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<th>Submit to</th>
<th>Due</th>
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<td>Organiser</td>
<td>27 March</td>
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<td>Exhibitor</td>
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<td>Exhibitor</td>
<td>Moreton Hire</td>
<td>9 April</td>
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<td>Agility Fairs and Events</td>
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<td>Exhibitor</td>
<td>Organiser</td>
<td>17 April</td>
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Optional Items

| Enhanced Buyers Guide Options                         | Exhibitor                     | Organiser                     | 27 March                   |
| Additional Catering & Contact details                 | Exhibitor                     | Organiser                     | 3 April                    |
| On Stand Catering                                    | Exhibitor                     | Venue (Organiser to Approve)  | 3 April                    |
| Rigging Order Form                                    | Exhibitor or Builder          | Adelaide Convention Centre    | 3 April                    |
| Venue Amenities:                                      | Exhibitor                     | Adelaide Convention Centre    | 3 April                    |
| Water, dedicated Internet Services                    | Exhibitor                     | Adelaide Convention Centre    | 3 April                    |
| Power – Additional to inclusions                      | Exhibitor                     | Moreton Hire                  | 9 April                    |
| Furniture / Audio Visual                              | Exhibitor                     | Moreton Hire **               | 9 April                    |
| Lead Capture Devices                                  | Exhibitor                     | Jomablue                      | 17 April                   |
| Freight Movement/Storage/Forklift Hire                | Exhibitor                     | Agility Fairs and Events      | 24 April                   |

*Other suppliers possible upon application however plan will still need to be submitted for plotting.
**Other suppliers possible however Agility Freight Movement plan will need to be submitted to schedule time on the Dock.

CONTACTS

ORGANISER

Australian Water Association
Contact: Stephen Comey
Ph: +61 414 919 424
Office: +61 2 9436 0055
Direct: +61 2 9467 8406
Email: scomey@awa.asn.au
Web: www.awa.asn.au

VENUE

ACC – Adelaide Convention Centre
Luke Edginton
Exhibition Services
Ph: +61 8 8212 4099
Email: luke.edginton@adelaidecc.com.au
Web: www.avmc.com.au

OFFICIAL CONTRACTORS

SHELL & FURNITURE - MORETON HIRE SERVICES
Display Contractors, Furniture Hire, Flooring, Plants, Signage, Audio Visual, Electrical and Lighting
Contact: Sophie Webb
Ph: +61 3 9300 5727
Email: Sophie.Webb@moreton.net.au
Web: www.morton.net.au

ACCOMMODATION & FLIGHTS
For options go to www.ozwater.org/accommodation

LEP - LEAD CAPTURE - Jomablue
Delegate/Exhibitor data collection
Email: support@jomablue.com
weblink - www.jomablue.com

FREIGHT - AGILITY FAIRS AND EVENTS
Dock Management, Freight, Storage & Forklift Hire
Freight Coordinator
Gus Craig
Ph 02 8755 8899
gcraig@agility.com

CLEANING & SECURITY SERVICES
Adelaide Convention Centre
Dedicated Security and Stand Cleaning by appointment

RIGGING
Adelaide Convention Centre
Contact: Tyson Negerman
Email: Tyson.Negerman@avmc.com.au
ACCESS TIMES FOR EXHIBITORS
Exhibitor staff, agents and contractors will only be permitted access to the Exhibition:
- During published “Move-In” and “Move-Out” times.
- Tues 5/5 7.30am until 5.15pm
- Wed 6/5 8.00am until 5.15pm
- Thurs 7/5 8.00am until 2.15pm
- Other times by arrangement with the Organiser

Exhibitor staff will be given access to the exhibition area during the times indicated above. Contact the organiser should access be required outside of the published exhibition opening times to arrange (if possible). Whilst within the exhibition, you are to remain on your own stand, and you must not enter or interfere with any other display or feature.

Please note: For security reasons, official exhibitor badges must be worn from 7.30am Tuesday to 3.00pm Thursday
NO BADGE – NO ADMISSION

ACCOMMODATION
Discount accommodation rates have been secured for Ozwater’20 delegates, at a range of hotels in proximity of the Adelaide Convention Centre.

The rates will be subject to availability at the time of booking and are to be made with the hotel directly. Conditions apply. For details go to www.ozwater.org/accommodation.

ADVERTISING
AWA offers additional opportunities for advertising your products / services pre, during and post the event. We have several platforms available to further expand your reach including our information hub Water Source, Current magazine (which is the official Ozwater’20 magazine), weekly newsletters and for the first time on-site digital signage in the exhibition hall. To find out more about these opportunities, please contact Lorcan Ryan, Mahlab on 0433 960 203.

ATTACHMENTS – Further Documents
See pages 17 onwards

AUDIO VISUAL
Audio Visual equipment is available for hire from Moreton Hire. See Moreton Hire attachments.

BALANCE OF PAYMENTS
Exhibitors must ensure that all payments for floor space, shell scheme and service costs are paid in accordance with the terms and conditions of their signed trade agreement.

Non-compliance to contracted payment terms and conditions may result in the forfeiture of your exhibition space and the subsequent resale to another exhibitor as per the Exhibition Trade Agreement Conditions and Guidelines.

Important: No exhibitor will be permitted to move-in, occupy any exhibition space or utilise services until all outstanding amounts are paid.

BALLOONS
Helium balloons are only permitted as fixed and securely tethered features of a stand or exhibit and require approval from the organiser.

BANNERS/ RIGGING
Any rigging must be approved by the organiser prior to ordering services through the Venue. Exhibitors may hang banners only within the boundaries of their stand. Sponsors may make special arrangements with the Organiser for added exposure.

Adelaide Convention Centre reserve the right to perform all rigging within their venue.

BUYERS GUIDE
Ozwater’20 will see us move to a digital Buyers Guide. Our digital platform will provide a quick and easy process for Delegates and Trade Visitors to access Exhibitor Contact information.

A standard Buyers Guide entry will include the company name, logo, stand number, contact details, and up to 50 words describing the products and services on display. You will be contacted after registration to confirm/update/provide Buyers Guide Data.

The digital buyers guide will be available the week prior to Ozwater’20.

Environmentally, we’re helping the planet.
It takes approximately 10 litres of water to produce one A4 page of paper. The Ozwater’19 Buyers Guide was 44 pages and had a print run of 4,000.

Hard Fact
By moving online, we have saved eight hundred and eighty thousand litres of water!
Additional Buyers Guide Entries
Additional entry(s) must be for an Ozwater’20 exhibitor, their product or associated entity (Organiser approval required). Additions must relate to a product or company represented within the Exhibition.
Each entry will contain a company logo, company description (50 words), stand number and a contact email and phone number.
Contact Stephen Comey on scomey@awa.asn.au should you wish to arrange this.

RATES (AUD incl GST)
Buyers Guide entry $550.00

CAR PARKING
Refer ACC Exhibitor Services Guide

CATERING
Each stand is allocated one catering package per 9sqm of space booked.
Check this table to see if or how many Catering packages you are entitled to. Note that Sponsorship agreements take precedence over these:

<table>
<thead>
<tr>
<th>Stand Square Metres</th>
<th>6</th>
<th>9</th>
<th>12</th>
<th>18</th>
<th>25</th>
<th>36</th>
<th>54</th>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Gala Dinner</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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One Catering package serves one staff member and includes:
Morning tea and Lunch – Tues to Thurs, Afternoon tea – Tues & Wed
Happy hour - Wed 6/5, 5.30pm and Closing ceremony Drinks - Thurs 7/5, 3.15-4.00pm

All exhibitor staff are invited to attend the Opening Ceremony and Keynote Speakers on Tues May 5 from 8.30am – 10.00am, the keynote speakers on Wed May 6 from 8.30am – 10.00am and the Closing Keynote Session on Thurs May 7 from 9.00am – 10.30am.
Make sure this allocation is factored in when ordering additional.

CATERING – Exhibitor Staff
If the above is insufficient for the staff working on your stand, additional catering packages can be purchased at $285pp for three days.
Packages come in the form of vouchers for each catering period – Morning Tea, Lunch and afternoon tea. It is the responsibility of stand coordinators to allocate these to their staff. Deadline to purchase additional packages is Friday 3 April.
Please ensure that ALL staff working on the stand are informed of the number of catering packages and tickets that they receive with their stand prior to the start of the event.

CATERING – Welcome Reception
Each stand receives one ticket to the welcome reception. To assist with catering management, you will need to RSVP.
One additional ticket can be purchased during registration at a cost of $130.00.

CATERING – Gala Dinner
LIMITED ISSUE – GALA DINNER IS NOT INCLUDED WITH CATERING PACKAGE
Available online from 6-10 April only (or until sold out if earlier): $205.00pp
Maximum of 2 tickets per Exhibition Stand until sold out. Payment must be made at time of ordering.
You will receive an email alerting you of when this opportunity is about to go live.

Note: Registered Conference Delegates can purchase 2 tickets each. If requiring more, contact your colleagues to avail yourself of their allocation.

CATERING – On Stand
Any catering requests must be approved by the organiser prior to booking of any services. This is to ensure no clashes occur with official events. ACC can assist exhibitors with any requirements for catering or hospitality within the Exhibition. To organise catering for your stand please refer to the ACC Exhibitor Guide.

CATERING – Other
For ACC catering regulations and guidelines on health regulations and sampling, please refer ACC Exhibitor Guide.

CLEANING
It is the responsibility of the Exhibitor to maintain their stand in a clean and tidy condition at all times. Exhibitors are to make their own arrangements for removal of items not needed for display and rubbish resulting from unpacking exhibits (such as cartons, boxes, crates, plywood etc.). Storage for this material can be arranged through Agility, the official freight forwarder. All rubbish is to be removed from the exhibition halls before the Exhibition opens.

As an Exhibitor it is your responsibility to:
- At the end of each day, ensure all general waste is placed in the aisles for disposal by ACC cleaning staff.
- Ensure no item is affixed to ACC walls, doors, glass, floors etc. Any infractions will incur a removal, cleaning and/or resurfacing charge.
- Ensure that all materials, e.g. bricks, timber, sand, metal frames etc. are removed from the site.
- Ensure that paint brushes are cleaned in the appropriate location (loading dock wash bay) and paint waste is removed off-site.
- Notify the Organiser of specific waste requirements, especially toxic, grease, oil etc. Correct disposal methods should be discussed with the Organiser.
- Ensure that the disposal of waste complies with all local, state and federal statutory requirements and Environmental Protection Authority guidelines.

Exhibitors requiring more specific and detailed stand cleaning should contact the venue to arrange a quote.
COMMUNICATIONS
ACC offer Free wireless internet is provided by the ACC and can be accessed throughout the venue. The service is suitable for checking emails and basic web browsing, however connections are not guaranteed due to the varying number of users connected at one time. To ensure a reliable and secure service, connections can be arranged for a fee. See ACC Exhibitor Guide.

CONFERENCE ATTENDANCE/SESSION PASSES
Each stand receives one (1) session pass per 9sqm of space hired. This will allow a member of your team to attend one session during the conference. Check this table to see if or how many Session Passes you are entitled to.
Note that Sponsorship agreements take precedent over these:

<table>
<thead>
<tr>
<th>Stand Square Metres</th>
<th>6</th>
<th>9</th>
<th>12</th>
<th>18</th>
<th>25</th>
<th>36</th>
<th>54</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Metres</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Session Passes</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>6</td>
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If wanting to attend the whole conference, we offer a considerable discount to Exhibiting companies for individual delegate registrations. See below.

DELEGATE REGISTRATION - Exhibitors
As an Exhibitor we offer you a 10% discount on the early bird delegate registration fees for Ozwater'20.

Contact the organiser for your discount registration link.

DELIVERIES/LOADING DOCK
NO ONE will be turned away however to ensure your delivery is not waiting too long in a queue, all deliveries must be scheduled to ensure smooth use of the loading dock. Agility manage this for us and provide scheduling procedures in the attachments of this manual. If you intend to use the Loading Dock, you MUST follow this procedure. Experience shows that suppliers turning up unannounced join a queue and invariably cite ‘being turned away’ as an excuse for not delivering. The only reason we would turn anyone no-away is if they turned up on the wrong day.

To schedule a time or order services click this link Agility Event Services Portal Login: Ozwater’20 or see full URL at the end of this manual.

DELIVERY LABEL or ‘How not to lose your goods!’
Please use the EXHIBITOR DELIVERY LABEL attached to this Manual for ALL deliveries to the exhibition regardless of the courier or transport company used. Ensure you include whom it is being delivered to, with Exhibitor name, contact details and number your items – 1 of 4, 2 of 4 etc. Also refer ACC Exhibitor Guide.

DISPLAYS – Shell v Space
There are two types of displays in the Exhibition:
- Space Only
- Shell Scheme

Please check your signed trade agreement to ascertain and confirm the type of display space that you have purchased.

DISPLAYS - Shell Scheme
Shell Scheme is a package of walls, carpet, fascia name sign, power and lighting that is supplied by the Organiser for additional costs.
Shell scheme construction information:
- 2.4 metres high walls. White ‘Syma’ construction.
  - If you plan on elevating your stand above this height, see Space guidelines below.
- Stand dimensions are external (i.e. includes wall thickness of approx. 2cm on either side)
- Corner stands have 2 walls – all other stands have 3.
- Corner or central support posts are aluminium
- 2 spotlights (2 x 120w) are provided for each 9 square metres of shell scheme ordered.
- 1 x 4A power point (960 watts maximum)
- One company name (maximum 30 characters) is provided per aisle frontage. Signage is installed on the fascia panel. Upgrading to add logo etc possible.

Acceptable methods of fixing your product or displays include:
- Adhesive backed Velcro dots
- Double sided tape or adhesive labels
- Blu-Tac

Unacceptable methods of fixing include:
- Cutting or drilling into panels
- Wood screws
- Glue

Shell Scheme exhibitors will need to submit contact details of all operating on their stand including during bump-in and bump-out and must complete the Moreton Hire Shell Scheme Requirements to ensure that the official stand builder (Moreton Hire) have the correct details for your signage, power and lighting requirements (refer Moreton Hire ‘Shell Scheme’ attachment).
DISPLAYS - Space Only

Space Only Stands:
- Exhibitors must design and construct their own stands and adhere to the specifications as described in the section - "Stand Construction".
- Space Only stands, or any stand exceeding 2.4 metres in height, then must submit plans to the Organiser for approval by Fri 27 March 2020.
- Space Only exhibitors do not receive signage or power. Re power, see ELECTRICAL AND LIGHTING below.

Plans submitted must contain:
- Detailed floor plan noting all items and their placements
- Dimensions of all stand aspects – Heights, widths etc. These will combine to provide us with the overall view obstructions.
  - No stand decoration, stand fittings or displays shall exceed 2.4 metres in height without prior written permission from the Organiser.
- Electrical fittings – Location of these will assist in the positioning of your requirements prior to build.
- Rigging plans/requests
- Details on materials used and possible retardants
- All the above and be submitted to the organiser by Fri 27 March 2020.

If your Space-Only stand immediately adjoins another stand then you must supply an acceptable dividing wall (2.4 metres minimum height). If this wall is visible from behind, a non-branded finish is compulsory. Exhibitors must not rely on adjacent exhibitors to supply walls. Any exhibitor using any adjoining walls without prior permission or payment will be billed by the “owner” of the wall (usually a display contractor) for the use of their walls.

CRITICAL NOTE TO STAND BUILDERS:
Unless backing onto another stand, solid walls cannot cover more than 50% of the distance along any viewed width of the stand, regardless of the angle viewed from. This 50%, when viewed can consist of multiple constructions along the width. After 50% of the distance is reached, open construction is mandatory. This is a contractual requirement agreed to by all exhibitors and will be enforced.
See attachments for diagram explaining.

ELECTRICAL AND LIGHTING - Stand

Space Only
Please note that the purchase of space only stands does not include power, power points or electrical connections. All electrical and lighting requirements must be ordered through the official display contractor – Moreton Hire.
- Refer to the ADDITIONAL LIGHTING & POWER FORM or by contacting Moreton Hire directly. (refer Moreton Hire ‘Shell Scheme’ attachment).

Shell Scheme
Ensure you fill out the Moreton Shell Scheme attachment to ensure your power is:
- Run to the correct point within your stand
- Sufficient for your requirements
  - Additional power can be ordered at the same time.

Note: Power to all stands will be turned off 1 hour after the close of the exhibition. If for some reason you require your power left on overnight (fridges, fish tanks, computer equipment etc.) you must notify the Stephen Comey well in advance (5 working days minimum).

The Organiser and the Venue reserve the right to disconnect electrical supply to any Exhibitor whose installations are violating Organiser (or Venue) regulations, are dangerous or likely to cause annoyance to visitors or other Exhibitors.

Only approved and accredited electricians may operate in the Venue.

ELECTRICAL TAGGING AND TESTING
Electrical equipment must be ‘in date’ tagged and tested to be allowed to be used within ACC.
At a cost of $10 per item, this can be arranged to happen onsite. Should you require this, contact the organiser (Stephen Comey) to schedule a time. Service window is 10am until 2pm on Monday 4 May.

EXHIBITION EMERGENCY PLANS
It is the responsibility of the Exhibitor to ensure that all of their staff, agents and contractors working at or visiting the exhibition are aware of the WHS and Emergency Plans in place at Ozwater’20. If you require more information please contact the Organisers.

Fire Awareness
It is illegal to do any of the following:
- Block or congest emergency exits.
- Block the access route to an emergency exit.
- Obscure or cover emergency exit signs.
- Store equipment or any other item in the fire stairs.
- Chock open fire or smoke doors or any doors leading to fire stairs.

The Organiser and Venue will not condone these practices and adherence will be strictly enforced.

Emergency Evacuation Procedures
It is important for all occupants of the Venue to be aware of the Emergency Evacuation Plan

Safety and security can only be achieved with the full co-operation of all Staff, Clients, Patrons, Exhibitors and Agents. If an Evacuation alarm sounds please adhere to staff directions and move quickly and quietly in the direction of the emergency exits.
In the event of a decision to evacuate, please follow the instructions from ACC staff, who are fully trained for an emergency. Please be aware that all Security and Building Services staff are qualified First Aiders.

The Centre has a 2-alarm system, which is as follows:

**1st alarm sound...BEEP BEEP**
This is a stand-by alarm. Do not evacuate the room but be prepared if evacuation becomes necessary.

**2nd alarm sound.... WHOOP WHOOP**
This is the evacuation alarm, which is followed by a PA message. This message will tell you what level of evacuation is occurring, for example: a room, floor or the whole building. Please use the nearest exit and do not use the lifts in the event of a fire.

If we do need to evacuate, all exits are clearly marked with green exit signage. Centre staff will direct you to a Safe Assembly area.

**Emergency Evacuation Assembly Points**
These are located outside of the Centre near the Exit doors. Wait here for direction by Centre staff.

**IMPORTANT ADDITIONAL INFORMATION**
Please take the time to familiarise yourself with emergency exits, fire-fighting equipment and evacuation assembly points so that you can assist patrons at the Event to safety if required.

Refer to the ACC Exhibitor Guide for more information.

**ENCROACHMENT**
Exhibitors must not place any display material, sales or promotional material nor extend their stand structure or fittings beyond their contracted boundaries including catering areas and entry and exit doors. Exhibitors will be charged for any space that they encroach upon.

Work, Health and Safety requirements will be strictly enforced by the Organisers and the Venue. All aisle ways must be a minimum of 3 metres and not obstructed in any way.

**EXHIBITION OPENING TIMES (PUBLIC)**
The Ozwater’20 trade exhibition will be open to delegates, public and visitors during the following times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Opening Time</th>
<th>Closing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues May 5</td>
<td>8:00am</td>
<td>5:00pm</td>
</tr>
<tr>
<td>Wed May 6</td>
<td>8:30am</td>
<td>5:00pm</td>
</tr>
<tr>
<td>Thurs May 7</td>
<td>8:30am</td>
<td>2:00pm</td>
</tr>
</tbody>
</table>

Onsite registration and access for trade visitors closes 1 hour prior to closing times indicated above. For security and safety purposes the exhibition halls will be cleared 15 minutes after the closing.

It is essential that all visitors to the Exhibition register their details prior to attendance. While registration will be available onsite it is recommended that all trade visitors pre-register at [www.ozwater.org/tradevisitor](http://www.ozwater.org/tradevisitor) (Link available from 2 March, 2020)

**FAILURE TO ATTEND**
Exhibitors are reminded that it is a contractual requirement to attend and occupy their space at the Exhibition and to ensure their display meets or exceeds the standards as set out in this manual.

If an Exhibitor fails to occupy their Space at the Exhibition without terminating the Agreement, the Organiser may occupy or cause the Space to be occupied in such manner as it deems best in the interests of the Exhibition and without releasing the Exhibitor from any liability. In addition, the Exhibitor shall pay to the Organiser an additional administration charge of $132 (incl GST) per square metre of Space for preparing and presenting the Space.

**FIRE REGULATIONS**
All materials used in stand construction and decoration must be treated with a fire retardant and conform to Local Statutory Building Regulations.

The storage of any flammable liquids or fuel within the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel and be free of leaks.

Venue Fire extinguishers and fire hose reels must always be visible and accessible and must not be removed from their correct location. Refer ACC Exhibitor Guide.

**FIRST AID**
Emergency telephone number is: Ambulance – 000

The nearest public hospital Casualty Department is Adelaide Hospital, Port Road, Adelaide 5000 and is an 11-minute walk from the Centre (approximately 800m north along North Terrace from the ACC. Telephone 08 7074 0000

All accidents/incidents must be reported immediately to Organiser and/or ACC’s Security Officer positioned at the Exhibition entry.
FLOOR COVERINGS
It is a requirement for all Exhibitors to ensure that all allocated floor space is covered by an appropriate floor covering.

Space Only Exhibitors - ACC is a carpeted Venue however you will need to ensure covering that delineates your hired space, ensuring aisles are identifiable. Moreton Hire can directly assist in the hire and laying of floor coverings should an exhibitor want a different option at a reasonable cost for the duration of the Exhibition. (Moreton Hire 'Space Only' attachment).

Shell Scheme Exhibitors – Carpet is included in your Shell Scheme package.

FOOD AND BEVERAGE
See ‘Catering’ and refer ACC Exhibitor Guide for regulations.

FORK LIFT HIRE
Please visit the Agility Portal if you would like to schedule a forklift move. To schedule a time or order services click this link AGILITY EVENT SERVICES PORTAL LOGIN: Ozwater’20 or see full URL at the end of this manual.

FREIGHT AND LOGISTICS
For deliveries to your stand you will need to schedule a time on the Loading Dock to unload. With over 200 exhibitor Stands, as well as custom builders doing the same, you will need to abide by tight timings. Agility manage the dock on our behalf and you are required to fill in the attached request form and return to them by 18 April to secure a time.

A simpler option is to have Agility manage your movement. Agility can pick up from your base and deliver directly to your stand. Post Event they will deliver back to your base. Booking form attached. To schedule a time or order services click this link AGILITY EVENT SERVICES PORTAL LOGIN: Ozwater’20 or see full URL at the end of this manual.

FURNITURE
Whilst you are free to use your own supplier, we recommend Moreton Hire, who are also our primary stand and shell scheme provider for Ozwater’20.

Furniture and audio/visual equipment can be hired through Moreton Hire. If you plan to have furniture on your Stand, please consider the layout very carefully so as not to ‘crowd’ your Stand whilst keeping the design functional.

Please complete the FURNITURE, PLANT AND AV HIRE FORMS attached if you would like to hire furniture or contact Moreton Hire direct. If using your own supplier, you will need to ensure they book a time for drop off at the loading dock to ensure your needs are met. There are no exceptions with this. Experience shows that suppliers turning up unannounced join a queue and invariably cite ‘being turned away’ as an excuse for not delivering. The only reason we would turn anyone is if they turned up on the wrong day.

HAWKERS
The purpose of the Exhibition is to generate sales for Ozwater Exhibitors, however many external organisations (Hawkers) take the opportunity to sell and tout to Exhibitors and visitors, significantly reducing the Exhibitors’ sales opportunities. Any attempt by a non-exhibitor attendee to ambush market Ozwater’20 will be dealt with very seriously. The Organiser strictly prohibits non-exhibitor/Sponsor sales activity or promotion within the Exhibition and asks that Exhibitors immediately notify the Organiser of any such approaches or activity during Ozwater’20.

Please help us to help you.

HEAVY AND BULKY EQUIPMENT
Refer Stand Construction

INDUCTION ONTO SITE - Worker Sign in and Sign out
It is a compulsory requirement that anyone working on the build or construction of a stand must sign in and out of the Site. Hirers, contractors and their workers who are engaged to carry out work in the venue for an event are asked to sign in when they enter via the North Terrace Loading Dock.

- ACC require all workers to sign-in using the iPad kiosks, and to wear an identification lanyard at all times when onsite. It takes less than a minute for a person to sign-in. Self-serve sign-in kiosks and lanyards are located at the North Terrace Loading Dock with basic instructions cards are attached to each kiosk.
- All workers must sign out and to return their lanyard when they are leaving.

This is not a requirement for exhibitor staff working within an exhibition stand during operational hours. See ACC Exhibitor Guide.

INSURANCE AND LIABILITY
The Organiser or any staff, employees, agents or other representative of the Organiser and the Venue shall not be responsible for any loss, damage or injury that may occur to the Exhibitor, Exhibitor’s employees (public or other) or property from any cause whatsoever prior, during and subsequent to the exhibition.

The Exhibitor, on contracting for space or an exhibition stand, expressly releases the Organiser and the Venue from, and agrees to indemnify same against, any and all claims for such direct and indirect loss, damage or injury.
Exhibitors shall indemnify and hold harmless the Venue and their Agents from all liability (damage, incident or accident) which might ensue from any cause resulting or connected with the transportation, placing, removal or display of exhibits.

**General Insurance**
Each Exhibitor should secure adequate property and business insurance at their own cost and expense. In most cases this is arranged as an extension to a normal business insurance policy.

**Public Liability Insurance**
Exhibitors are required to insure their Stand and work areas for a minimum cover of **AUD$20,000,000 Public Liability Insurance** and provide a Certificate of Currency. The Certificate of Currency must be provided no later than 4 weeks prior to commencement of move-in of the Exhibition.

Exhibitors must ensure that all contractors, sub-contractors and other entities working on their display have similar and appropriate insurance coverage.

The Organiser can provide an “Exhibition Only” Public Liability Policy at a cost of $180.00 including GST. This policy will provide your Public Liability Insurance requirements for the Exhibition and will take effect from your first day of your move-in to the final day of your move-out. To avail yourself of this “Exhibition Only” policy please complete the online **PUBLIC LIABILITY APPLICATION**. Credit card payment (Visa/ MasterCard/ AMEX) is required at time of booking. Purchase **Deadline Fri 5 April**.

**LEAD CAPTURE - LEP**
The LEP explained.
Every registered attendee at Ozwater’20 is provided with a Smart Badge (lanyard) upon arrival. This Smart Badge has the person’s name printed on it along with built-in technology being used across the event. As an Exhibitor/Sponsor at the Ozwater you have the option to participate with this integrated event solution. You will be provided with a slimline 6-inch, 4G-enabled device that you can use for the duration of the event. Tapping an attendee Smart Badge on the provided device unlocks the attendee contact information as a lead to you. It’s simple to use - no bar codes, QR codes, or worries about installing an app on your own device. Simply hold the device, tap an attendee’s Smart Badge and they’re instantly captured as a lead.

**Features**
- Quickly unlock an attendee as a lead by tapping the Smart Badge.
- Add notes and other profile information to improve the quality of the lead.
- Create and assign custom tags to leads to improve segmentation and post-event follow-up. E.g. ‘hot’, ‘warm’, ‘cold’ or the name of the salesperson who captured the lead.
- Create email templates to instantly send your content to captured leads, such as brochures or whitepapers.
- View a history of all leads and add further detail at any stage after capturing the lead.
- Perform an instant lead export from your device and receive an email link to a CSV file containing your lead information.

**LEAD CAPTURE – TOUCH POINT**
Increase your lead generating opportunities
Touch point complements your LEP by providing the opportunity for Exhibitors to exchange details with you if you are busy, or if they would prefer to take the discussion offline. A static plinth allows delegate access to you whether you are available, or not.

**Features**
- Is an addition to the LEP unit
- All the above with the ability for visitors to become a contact even if all Exhibitor Staff are busy
- Gathers leads even if stand unattended

**LEAD CAPTURE – THE BENEFITS**
- Enjoy a completely stress-free experience; Jomablue staff will be onsite throughout the entire event to support your team.
- Eliminate manual data entry and filtering through business cards after the event.
- Instantly import lead data into your CRM system whenever you want with no need to wait.
- Ensure your product/company information is in attendees’ inboxes instantly, not one week later.
- Enable multiple staff to capture leads using multiple devices and ensure real-time syncing of lead data across all devices.
- No need for printed material which can be costly and is not environmentally sustainable.

**Pricing**
Lead Capture Devices are $440.00 (Inc GST) per device.
Touchpoints are $190 per unit
To order your Lead Capture device or Touchpoints please use this link - [https://bit.ly/jborder](https://bit.ly/jborder)

**LIGHTING**
Shell Schell Scheme stands include basic lighting however options to highlight stand features can be added. Space Only do not have any lighting included. See Moreton Hire order attachments.

**LOADING DOCK/DELIVERIES**
ADELAIDE CONVENTION CENTRE
North Terrace, Adelaide
South Australia 5000
Ph: 08 8210 6773 or 08 8210 6770 (A/H)

NO ONE will be turned away however to ensure your delivery is not waiting too long in a queue, all deliveries must be scheduled to ensure smooth use of the loading dock. Agility manage this for us and provide scheduling procedures in the attachments of this manual. If you intend
to use the Loading Dock, you MUST follow this procedure. Experience shows that suppliers turning up unannounced join a queue and invariably cite ‘being turned away’ as an excuse for not delivering. The only reason we would turn anyone no‐away is if they turned up on the wrong day.

DELIVERY LABEL or ‘How not to lose your goods!’
Please use the **EXHIBITOR DELIVERY LABEL** attached to this Manual for ALL deliveries to the exhibition regardless of the courier or transport company used. Ensure you include whom it is being delivered to, with Exhibitor name, contact details and number your items – 1 of 4, 2 of 4 etc. Also refer ACC Exhibitor Guide.

LOTTERIES AND COMPETITIONS
Any competition/trade promotion lottery in which the winners of the lottery are determined by an element of chance (i.e. random draw, instant win) must be conducted in accordance with the trade promotion lottery rules set in the South Australian Lottery and Gaming Act 1936 and Regulations 2008.
If the total value of all prizes in the lottery is $5000 or less, a trade promotion lottery licence is not required however, the lottery must be conducted in accordance with the trade promotion lottery rules.
For further detail visit; [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

MEETING SPACES
We encourage the use of the Australian Water Association stand and our Delegate Lounges to hold meetings. These offer an informal opportunity to discuss business.

MOVE-IN / MOVE-OUT
Refer Pg. 2 for schedule

Exhibitors are encouraged to monitor their stand at all times in order to prevent theft.

Exhibitor Name badges or a current Australian Drivers Licence MUST be either worn, or produced on request, by all staff removing any goods from the Exhibition. Detailed information regarding the move‐out procedure will be distributed to all Exhibitors during the Exhibition.

Exhibitors must ensure that they make adequate arrangements for the removal of rubbish from their display at the conclusion of the Exhibition. Exhibitors must ensure that all tape is removed from the floor and that there is no waste left at the Venue.

Exhibitors failing to remove waste will be charged for the additional cleaning of the space and any additional costs associated with this.

NAME BADGES
See ‘STAFF IDENTIFICATION’ (pg. 10)

OPERATIONAL CONTACTS
Ensure you provide contact details for whomever is onsite supervising your stand build – Mobile number essential

PHOTOGRAPHY
Due to privacy laws and the sensitive nature of equipment on display at Ozwater, photography or videography is banned within the exhibition halls except in the following situations:

- Written approval has been obtained from the Organisers
- You are photographing your own display stand
- You have written permission from an exhibitor

If you wish to have a professional photographer take a portfolio of photos of your display stand out of hours then permission from the Organiser must be sought no less than 24 hours prior. A staff member (with an official Staff Exhibitor badge) must accompany the photographer whilst in the exhibition halls. If request is outside of Exhibition opening hours, a fee may be charge for security to oversee.

SAFETY - WHS
EVERYONE’S responsibility. Please ensure all guidelines in this manual, and in the venue’s exhibitor guide are adhered to.

SALES
To maximise the benefit of your participation in the Exhibition, you are reminded that it is crucial to have your best sales staff working on their Stand during the Exhibition. Quality displays, promotional and marketing material are essential to ensure you stand out from the competition.

Sale of products and goods is permitted and encouraged at the Exhibition, provided that an official receipt (tax invoice) bearing the company’s name, address and ABN is given to the purchaser at time of sale.

Sales & Promotional Activities Onsite
All Exhibitors must ensure that their display structure, display materials, and all demonstrations, sales and promotional activities are strictly contained to the confines of the contracted Space. Exhibitor staff, agents and contractors must operate entirely within the contracted Space. Any Exhibitor undertaking sales or marketing activities outside of their contracted Space will incur an additional facility charge of $1,600 per hour (exclusive of gst) for the use of non‐contracted areas.

SECURITY
The Exhibition Halls are placed in lockdown post access times noted on page 3. If requiring access outside of gazetted times, a fee may be incurred for supervision. Under no circumstance should personal items or valuables be left on stands. Please do not hesitate to discuss any security issues you may have with the Organiser.

Ensure your stand contains a lockable feature for secure storage.
SESSION PASSES/CONFERENCE ATTENDANCE
Each stand receives one (1) session pass per 9sqm of space hired. This will allow a member of your team to attend one session during the conference. Check this table to see if or how many Session Passes you are entitled to.
Note that Sponsorship agreements take precedent over these:

<table>
<thead>
<tr>
<th>Stand Square Metres</th>
<th>6</th>
<th>9</th>
<th>12</th>
<th>18</th>
<th>25</th>
<th>36</th>
<th>54</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Metres</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
</tbody>
</table>

SMOKING
ACC is a no-smoking venue. Smoking is not permitted anywhere within the venue or within 5 metres of any entry or exit.

SOUND SYSTEMS
Exhibitors must not operate any amplified sound equipment or equipment capable of generating sound or noise that is likely to annoy or is likely to be a nuisance to other exhibitors or visitors. Particular attention will be given to the volume of TV monitors.

The Organiser will be the sole judge of whether the Exhibitor’s equipment or activities causes or is likely to cause annoyance or a nuisance. Exhibitors must obey all directions given by the Organiser with respect to noise and interference with other Exhibitors.

STAFF IDENTIFICATION & SECURITY PASSES
For security purposes, all personnel working within the exhibition must wear official identification badges as provided by the Organiser. Staff will require an official name badge to gain entry to the Exhibition which must be produced on demand.

Name badges for all Exhibitor staff working at the Exhibition should be pre-ordered online. A link will be available early February 2020.

Staff Name Badge Collection
Staff badges will be available (printed onsite upon identification) adjacent to the Ozwater Registration desk in the foyer of ACC near the Exhibition entry from 10.00am, Monday May 4.

Fraudulent Use of Staff Badges
Anyone found to be using official staff name badges to admit any other person(s) to the Exhibition other than whose name appears on the name badge, will have the badges immediately confiscated and not re-issued.

Persons found issuing or using false name badges will be refused entry into the Exhibition. This will be strictly enforced due to security procedures in place at this Exhibition. Please inform your staff that anyone (including staff or visitors) found using name badges in a fraudulent or inappropriate manner will be prohibited from entering the Exhibition for the duration of the event.

STAND CONSTRUCTION
Also Refer “DISPLAY - Space Only” and the ACC Exhibitor Guide.

All temporary structures built for exhibitions must comply with the Building Code of Australia and all other statutory regulations current at the time of construction. This includes areas pertaining to egress, height, fire safety and flammability rating of materials. All stands must be designed and constructed in accordance with all current Australian Standards.

CRITICAL NOTE TO STAND BUILDERS:
Non-transparent walls are not permitted to cover more than 50% of the stand width, when viewed from any angle. This, when viewed, can consist of multiple constructions that culminate in the 50%. After 50% of the distance is reached, open construction is mandatory. This is a contractual requirement agreed to by all exhibitors and will be enforced. See attachments for diagram explanation.

Stands over 2.4 metres in height or stands designed to support weight other than light advertising material, must be approved by the Organiser AND Venue. The application must include a design dimensioned plan, cross-sectional and elevation views, together with details of construction materials and methods. Artist’s impressions or CAD drawings (DWG’s) of stands are helpful but not sufficient. The Venue may insist that a structural engineer’s certificate be obtained where it is ascertained that the integrity of the structure or compliance with the Building Code of Australia may be questionable.

Any stand that has a roof or ceiling, a raised floor made out of combustible material, fits the requirements for certification by an engineer or will be using pyrotechnics, smoke machines or flutter-fetti cannons may be required to implement extra fire safety measures such as the fitting of smoke detectors, portable fire extinguishers and/or an extension of the existing sprinkler system. Ongoing cleaning costs may be incurred.

Where any Stand is a multiple storey construction, has raised floors more than 1.5 metres high, or is a structure made from steel, the design showing all features, including access/egress points and stairways, full dimensional plan, elevations and certification must be provided to the Organiser (ozwater@awa.asn.au) by Friday 27 March for assessment and written approval. A certificate from a structural engineer identifying the integrity of the structure is required. Structural engineers’ inspections and further certification is required once this stand is complete on site.

If any stand is designed with a raised floor, it must conform to the applicable requirements. Please refer to “Raised Floors, Stairs and Ramps within Exhibits” section found below.

Stands must be open for visual inspection at all times. No stands are to be enclosed by any fabric or material at any time.

Any exhibitor wishing to display a motor vehicle on their stand must notify and obtain permission from the Organiser.
All exhibits must be contained within the area of the stand. At no time during the event can the aisles be blocked, either partially or completely. Moving machinery or equipment likely to injure a member of the public or a swimming pool containing water, must be separated from the public by a physical barrier and supervised.

Provided that suitable and adequate provision is made to prevent water leaking onto the floor and the floor is otherwise protected, a Licensee may permit an exhibitor to display fountains, aquariums, spas, rock pools and swimming pools in the licensed area.

Note: No core drilling or fixing into any floor is allowed or permitted.

All lighting must be 2.2 metres above the floor level. Any variation must be approved. High-powered lights such as floods or spots must not be placed within 500mm of flammable material. All portable light fittings must have a Certificate of Suitability or a Certificate of Approval from Australian or New Zealand Electrical Safety Regulators.

All exhibits must provide access for firefighting equipment and be designed in accordance with the Building Code of Australia and to the satisfaction of the Venue.

Construction Materials

Materials used to construct stands and associated signage must comply with the requirements of the Building Code of Australia and must comply with the indices set in AS/NZS 1530 methods of fire tests on building materials components and structures.

Materials used in stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur. Crepe paper, corrugated cardboard, straw, hay, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) is strictly forbidden without the express approval of the Licensor. Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times.

Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. ACC management will require proof of treatment.

Gas Bottles

The use of LPG on stands is allowed in the Exhibition Halls, however, the following policies apply.

- All installations must be carried out in accordance with the relevant statutory acts and regulations
- All appliances must be approved for use in accordance with the relevant acts and regulations
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day
- Maximum Cylinder Size = 45kg
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system are not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public
- Each evening at the close of show the LPG must be turned off at the bottle and all cylinders must be removed from the building overnight to designated areas
- The LPG supply must be connected and disconnected by a certified tradesman

Also Refer ACC Exhibitor Guide

Machinery within Exhibits

The operation or use of machinery, equipment or substances likely to be hazardous to the health or safety of any person is prohibited.

Machinery must be appropriately fitted with guards, fencing, locks, etc., to ensure a safe environment to all. Signage alone is not an acceptable method of protection.

Persons operating equipment or machinery during an exhibition must be the current holder of the relevant certificate or licence as required by law to operate such equipment.

Raised Floors, Stairs and Ramps within Exhibits

For pedestrian safety, raised floors between 50 millimetres and 190 millimetres high require a bevelled edge at a gradient of no less than 1:3. This bevelling is to be incorporated within the stand space and not encroach out into the aisle way.

All raised floors with a height greater than 115mm will be regarded as a step and a ramp must be provided with a 1 metre high hand rail for public disabled access. All raised temporary flooring requires a bevelled edge.

The raised floor sections or ramps must not contain sharp or dangerous edges and must not cause a trip hazard as well as being clearly distinguishable from the surrounding area.

Two Storey Stands

Refer ‘Stand Construction (pg.13)

STORAGE

There is no on site storage for Exhibitor packaging and stock. Exhibitors are encouraged to make arrangements for off-site storage during the exhibition of large carton or crates. This can be done through the official freight forwarder – Agility Fairs and Events. Please use attached Agility Forms to book services. To schedule a time or order services click this link Agility Event Services Portal Login: Ozwater20 or see full URL at the end of this manual.

SUBLETTING

Exhibitors are not permitted to sublet, sublease or co-occupy any part of their contracted Stand without the express written permission of the Organiser.

Buyers Guide entries and participant listings will only include the company’s name and details shown on the original signed Exhibition Agreement unless the option of an additional listing is purchased.
TRADE INVITATIONS – ELECTRONIC ONLY
Exhibitors are encouraged to optimise their participation in Ozwater’20 by forwarding our specially produced Trade Invitation to all current and prospective clients. This is a very effective means of inviting potential clients to your display stand at Ozwater.

Exhibitors can pre-register their Trade Visitors at Ozwater. All pre-registered trade visitors will benefit from instant onsite name badge production. While registration will be available onsite it is recommended that all trade visitors pre-register.

To download the Trade Invitation or to pre-register a trade visitor visit www.ozwater.org/tradevisitor Links available in March, 2020.

UTILITIES
Please liaise with the Organiser to confirm availability of access to water, should this be required within your display. As the ACC do not permit personal access to their pits, charges apply for access and for plumbing.

VENUE
Adelaide Convention Centre (ACC)
North Terrace, Adelaide, South Australia, Australia
Contact details on page 3

WARNING - TRADE SHOW GUIDE SCAMS
Exhibitors should be aware of “organisations” such as Expo Guide, Fair Guide and others. Representatives may approach Exhibitors for a 3-year advertisement commitment that is disguised as an offer of a free directory listing. Be wary of any offers for free directory listings that may be offered to you from Expo-Guide (or others not listed as official Ozwater’20 Exhibitors/Partners).

If you are approached by such organisations, please alert the Organisers immediately.

ATTACHMENTS

1 - ACC Exhibitor Guide 2020
2 - ACC Evacuation Map
3 - Moreton Hire Shell Scheme Specs and Standard inclusions
4 - Moreton Hire Furniture Hire and Shell Scheme Upgrade Options
5 - Moreton Hire ‘Space Only’ order forms (Power, Water, Upgrades etc)
6 – ACC Freight Delivery Label
7 – Space Only Building width guidelines

AUSTRALIAN WATER

ASSOCIATION

For more information please contact:

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