

MRO

MIDDLE EAST

Organised by

AVIATION WEEK
NETWORK



AIRCRAFT INTERIORS MIDDLE EAST

25th-26th February 2020
Dubai World Trade Centre
Zabeel Halls 2 & 3

Organised By:

AVIATION WEEK
NETWORK



Dubai Office

PO Box 371391

Dubai

UAE

Tel: +971 4 603 3300

Fax: +971 4 701 7226

Email: operations@dubai.aero

www.mromiddleeast.aviationweek.com / www.aime.aero

THE OPERATIONS TEAM

Operations Manager

Alex Brlajova

Alexandra@dubai.aero

Event Manager

Defne Alpay

defne.alpay@dubai.aero

Senior Events Manager

Allison Gold

Allison.gold@aviationweek.com

EXHIBITION SCHEDULE

EXHIBITION BUILD UP		
Access to Site for Space Only Stands	08:00 – 20:00	Sunday 23 rd February 2020 Monday 24 th February 2020
Access to Site for Shell Scheme Exhibitors	12:00 – 20:00	Monday 24 th February 2020
ALL STAND CONSTRUCTION MUST BE COMPLETED BY 18:00 ON MONDAY 24th FEBRUARY 2020. EXHIBIT SET UP SHOULD BE COMPLETED BY 20:00HRS ON MONDAY 24th FEBRUARY 2020. FAILURE TO MEET THESE DEADLINES WILL RESULT IN A PENALTY FEE.		

SHOW OPEN DAYS		
	EXHIBITOR ACCESS	SHOW TIMES
Tuesday 25 th February 2020	08:00 – 18:00	10:00 – 17:30
Wednesday 26 th February 2020	08:30 – 20:00	10:00 – 16:00

REGISTRATION OPEN TIMES	
Monday 24 th February 2020	08:00 – 17:00
Tuesday 25 th February 2020	08:00 – 17:30
Wednesday 26 th February 2020	08:00 – 15:00

SHOW EVENTS		
Monday 24 th February 2020	08:30 – 19:00	MRO Middle East Summit, Conrad Dubai
Tuesday 25 th February 2020	10:00 – 11:00	Official Opening & VIP Tour, DWTC
Tuesday 25 th February 2020	11:00 – 16:00	AIME Workshop, Exhibition Hall
Wednesday 26 th February 2020	11:00 – 15:00	AIME Workshop, Exhibition Hall

BREAKDOWN		
Wednesday 26 th February 2020	15:30 – 16:00	Removal of hand held goods only
Wednesday 26 th February 2020	16:00 - 23:59	Breakdown Period
Thursday 27 th February 2020	08:00 – 18:00	All exhibits to be removed from the exhibition halls
ALL EXHIBITS STAND FITTINGS AND WASTE MUST BE CLEARED FROM THE SITE BY 18:00 ON THURSDAY 27th FEBRUARY 2020. FAILURE TO MEET THIS DEADLINE WILL RESULT IN A PENALTY FEE. ANYTHING LEFT IN THE HALL AFTER THIS TIME WILL BE TREATED AS WASTE		

CONTRACTOR CONTACT LIST

Official Organisers Contact Details	Tarsus, F&E LLC Middle East Onsite Services PO BOX 371391 Dubai United Arab Emirates Tel: + 971 (0) 4 603 33 00 Fax: + 971 (0) 4 701 7226 e-mail: operations@dubai.aero
Official Freight & Goods Handling Co-ordinator Recommended Shipping & Freight Forwarding Contractor OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE	GT Exhibitions Ltd GT House, 25-27 Blackwell Drive Springwood Industrial Estate Braintree, Essex, CM7 2PU United Kingdom Tel: +44 (0) 1376 567567 Fax: +44 (0) 1376 335034 Contact: Matt Cross e-mail: Mattcross@gtexhibitions.com
Official Contractors Freight & On-Site Goods Handling Agent In Dubai OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE	Airlink International PO Box 10466 Dubai United Arab Emirates Tel: + 971 (0)4 332 5334 Fax: + 971 (0)4 332 5155 Contact: Jihad Khoury e-mail: j.khoury@airlink.ae
Official Freight Contractors Appointed Agent in USA	TWI Logistics 4480 South Pecos Road Las Vegas, NV 89121-5030 USA Tel: + 1 702 691 9000 / 9014 Fax: + 1 702 691 9055 Contact: Tyler Hunt e-mail: thunt@twigroup.com
Official Electrics, Shell Scheme & Furniture OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE	GES Middle East WD6, Dubai Investment Park 1, Dubai PO Box 95159, UAE Tel: + 971 (0)4 885 5448 Fax: + 971 (0)4 882 4136 Contact: GES UAE Service Centre e-mail: aimemro@ges.com
Official Catering Contractors OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE	Dubai World Trade Centre Stand Catering Enquiries Tel: +971 4 308 6333 e-mail: EventPlus@dwtc.com
Official Cleaning Contractors	Dubai World Trade Centre Exhibitor Services Tel: +971 4 308 6333 e-mail: EventPlus@dwtc.com
Official Internet & Telecom Contractors OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE	Dubai World Trade Centre Exhibitor Services Tel: +971 4 308 6333 e-mail: EventPlus@dwtc.com

Official Audio Visual & Communications	Dubai World Trade Centre Exhibitor Services Tel: +971 4 308 6333 e-mail: EventPlus@dwtc.com
Official Travel Agent for International Exhibitors & Visitors	RW Events UAE: +971 50 104 3458 UK: +44 7510 371 883 Contact: Randy Wright e-mail: Randy@rwevents.net
Official Temporary Staff Agency	Vibes Events PO Box 37010 Abu Dhabi, UAE Tel: +971 2 643 4440 Fax: +971 2 643 4464 e-mail: info@vibes.ae
Floral Hire	Blooms PO Box 51980 Dubai United Arab Emirates Tel: + 971 (0)4 394 6094 Fax: + 971 (0)4 394 6093 Contact: Romeo Baguio e-mail: blooms@emirates.net.ae
Ground Transportation	Communicor Ltd Stonebridge House 577a Bath Road Longford UB7 0EW United Kingdom Tel: +44 (0) 208 283 1950 Fax: +44 (0) 208 282 1951 Contact: Marta Ferreira E-mail: marta@communicoruk.com info@communicoruk.com
Official Program Book for Submission of Exhibitor Profile & Adverts	Tarsus, F&E LLC Middle East Tel: + 971 (0)4 603 3300 Fax: + 971 (0)4 701 7226 E-mail: operations@dubai.aero

EXHIBITOR CHECKLIST

Forms Name	Deadline Date	Who will see them
Official Program Book	31 st January, 2020	All Exhibitors
Internet and Telephones (Optional)	31 st January, 2020	All Exhibitors
Stand Design and Authorized Contractors	31 st January, 2020	Space Only Exhibitors
Space Only Electrical Requirements	31 st January, 2020	Space Only Exhibitors
Shell Scheme Electrical Requirements Extras (Optional)	3 rd February, 2020	Shell Scheme Only
Fascia Name Board	3 rd February, 2020	Shell Scheme Only
Furniture and Stand Fittings (Optional)	3 rd February, 2020	Shell Scheme Only
Insurance Coverage & Public Liability Insurance (PLI)	14 th February, 2020	All Exhibitors

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A-Z Guide

Accommodation & Travel Agents

The official travel agent, **RW Events** are on hand to help exhibitors with all accommodation, travel and regional enquiries with competitive rates for MRO ME & AIME 2020 Please see the [official contractor list](#) for their contact details.

Advertising Media/Presentations

Stand and exhibit lettering, company and brand logos shall not exceed the maximum construction height. Stands should have an attractive appearance. Presentations, visual advertising media, slow-moving and acoustic advertising media, and playback of recorded music shall be allowed, provided that visitors and neighbours shall not be disturbed thereby, no traffic jams shall occur in walkways, and the Organiser's own public address system shall not be drowned out. Sound pressure levels at the boundaries of the stands involved shall not exceed 60 dB(A) in a 2.5 meter area surrounding each stand. In the event of violations of that regulation, The Organiser shall be entitled to take action against offenders and, if necessary, require that the offending equipment be shut down.

Aisles & Gangways

Exhibitors must ensure that for health & safety reasons and to aid the access of other exhibitors, gangways are kept clear of all items, including stand fitting materials and exhibits during build-up and breakdown.

Please be aware: Emergency gangways MUST be kept clear at all times.

Animals

Animals are not permitted during build-up, opening & breakdown periods. However, exceptions may be made for accredited 'assistance' animals - please contact the [Operations Team](#) in advance for more details, or come to the Organiser's Office during the event.

Audio Visual

DXB Live has been appointed the official supplier of AV and communication equipment for MRO ME & AIME 2020 To place an order please contact DXB Live directly, their details can be found in the [official contractors list](#).

Badge Application Requirements

To apply for Badges, exhibitors must log in to the Exhibitor Ordering System (EOS) with their unique company username and password.

Registration will be open shortly. You can register your exhibitor personnel for the exhibition and MRO ME Summit once registration is live.

Failure to register for your badges by the due date will result in delays which may affect your ability to enter the show site.

Badges can only be collected from the registration area at the show entrance, located in Za'beel Hall 3 at Dubai World Trade Centre. Please note proof of identity will be required in order to obtain exhibitor badges. A company representative may collect all relevant badges; however they will need to prove their identity before the badges can be released. The following forms of identity will be accepted:-

- Passport,
- Photographic ID card,
- Driving licence.

All collections must be signed for by a member of your company, this individual is then responsible for the distribution of the badges. Please note exhibitor badges will not be mailed out in any instance.

Contractor Badges

Contractor Badges are issued by Dubai World Trade Centre on-site, however the 'Stand Design and Authorised Contractor' form available via the online exhibitor manual ([Exhibitor Ordering System \(EOS\)](#)) must be submitted prior to arrival on-site.

Apart from the set up hours, contractors will only be allowed access into the halls during the show open timings, if they have been asked to attend to a stand due to an urgent or safety situation. Otherwise any other work must be carried out after opening hours. The moving of vehicles, including contractor vehicles such as forklifts and general plant vehicles (other than those being given special approval or operated by health & safety staff) will not be allowed access into halls while the show is open. A temporary maintenance contractor badge will be issued by the Organisers upon request. Please contact the on-site Operations Team.

Temporary Contractor Badges

Local Contractors (UAE Based) Individual Application

All contractor staff must report to the cashier's cabin at either the Za'abeel or main marshalling yard to receive a temporary contractor badge in exchange of a valid proof of identity. This can either be a UAE labour or UAE national ID card, UAE driving licence or a UAE government organisation ID card which will be kept at the cashier's cabin until the contractor badge is returned.

Each contractor badge costs AED 20.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badges.

Group Application

Contractors may also apply for DWTC's contractor badges for the company's entire team up to one hour before the build-up / teardown starts. A representative of the company should submit the application at the cashier's cabin at either the Za'abeel or main marshalling yard along with each staff's original proof of identity (UAE labour or UAE national ID card, UAE driving licence or a UAE government organisation ID) which will be kept until the contractor badges are returned.

Each contractor badge costs AED 20.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badges.

International Contractor Badges (non-UAE based)

All contractor staff must report to the cashier's cabin at the Za'abeel marshalling yard to obtain a temporary contractor badge in exchange for a passport copy. The badge will be valid for a maximum of 15 days. A charge of AED 200.00 per badge applies; this AED 200.00 charge represents an entrance fee of AED100.00 and a refundable deposit of AED100.00. The refundable deposit can only be claimed upon returning the badge within 15 days from the date of payment.

Annual DWTC Contractor Badges

To apply for Annual DWTC Contractor Badges, please email contractorbadges@dwtc.com

Contractor Badge Collection Points

DWTC contractor badges can be collected at the following locations:

- International and local contractor badges:

Cashier's cabin at the entrance gate of the marshalling/goods yard.

- Local contractor badges only:

. Cashier's cabin at the entrance gate of the marshalling/goods yard.

- Loading docks of Sheikh Maktoum, Sheikh Rashid and Sheikh Saeed Halls for pick-up drivers delivering goods.

This facility will only be in operation upon prior approval and applies to local contractors only.

Badges must be visible at all times. Access for stand equipment and contractors is only allowed via the back of the halls through the marshalling yard. No materials or industrial trolleys are permitted through the front doors of the halls.

Balloons

The use of helium balloons (Blimps) and toy balloons is not permitted anywhere inside the exhibition halls

Banking Services

Banks and ATM facilities are available at DWTC at Concourses 1 & 2

Business Centre

There is a Business Centre located on site:

DESCO PRINTING

Concourse 1, Between Exhibition Halls 2 and 3

Tel: + 971 (0)4 223 4277

Web: www.descoonline.com

Open hours 8:00am to 08:00pm; Sunday to Thursday

Car Parking

Visitors can choose between paid and free parking at DWTC. Valet parking is also available at the main entrances: Convention Gate (Location: Convention Tower), Exhibition Gate (Location: Exhibition Plaza opposite ibis hotel) and Trade Centre Arena (Location: Arena Plaza 1 and 2). Valet parking is a chargeable service and subject to availability.

Car parks are available for organisers, exhibitors, sponsors and visitors and operate on a first-come, first-served basis.

Free Car Parking

- Car Park 1a: Free, opposite Convention Gate (capacity: 425 cars)
- Car Park 1b: Free, opposite Convention Gate (capacity: 540 cars)
- Car Park 1c: Free, opposite Convention Gate (capacity: 1,490 cars)

Paid Car Parking

- Multi-Storey Car Park: Behind Sheikh Rashid Hall (capacity: 1,385 cars)
- Sheikh Rashid Tower Car Park: Next to Arena Hall (capacity: 885 cars)

Carpeting

All Shell Scheme stands will receive standard colour carpet.

AIME Shell Scheme Stands - red carpet

MRO Shell Scheme stands - blue carpet

Please refer to the Carpet Colour Form to choose a different colour carpet for your stand at an additional cost.

Space only stands are not carpeted and it is the responsibility of all space only exhibitors to lay their own appropriate floor covering. Please note that space only stands supplying their own floor-covering are responsible for its removal and disposal at the end of the event (together with any carpet tape and/or tape residue). Please be aware that significant charges will be levied on exhibitors who fail to remove any of the above.

Global Experience Specialists (GES) Ltd is able to supply a variety of floor-coverings and this may well be the most convenient method for you. For further details, please contact GES directly.

Catering Facilities

For all catering requirements please contact the official catering contractor directly, their contact details can be found in the [official contractors list](#). To place an order or request a quote, please contact EventPlus@dwtc.com.

The official caterer will operate several restaurants and other catering outlets throughout the exhibition site. These services will be open from 09:30 –17.30 for refreshments.

Please note that the Official Contractor is the only company permitted to provide food and beverage services within the exhibition venue. No external catering contractors are permitted on-site and no food and beverage can be hand carried on-site.

Children

Local Authority regulations prohibit the presence of children under 16 in the halls during build up, event days and breakdown. Children will be refused access under all circumstances, and there will be no alternative facilities provided.

The exhibition is a trade event and the nature of the exhibits during the open period will reflect this, as such it is not a suitable environment for children. There are no crèche facilities at this event.

Cleaning Services

It is the exhibitor's responsibility to maintain their stand and to make sure it is in a clean condition at all times. If you are a shell scheme exhibitor your stand will be delivered to you in a clean state in the readiness of the show opening. Space only exhibitors will be responsible for the cleaning of their areas.

A cleaning contractor has been appointed for general cleaning of the exhibition grounds, buildings and internal aisles during the show; however the cleaning of stands and exhibits is the exhibitor's responsibility.

Additional cleaning services can be arranged if required. Please contact the [Official Cleaning Contractor](#) for a list of their services.

During the build-up and breakdown period, exhibitors and their contractors are responsible for their own waste materials. For Health and Safety reasons it is essential that all aisles are kept clear of rubbish and other obstructions at all times. It is the responsibility of the exhibitor and/or their contractor to identify their waste materials to the cleaners and to make arrangements with the official on-site freight handler to have crates and packing materials stored if they are required at the end of the exhibition.

Compressed Air

Exhibitors may not have generators or compressed air units on their stands. If compressed air is required it must be ordered from GES no later than the deadline.

Currency

The local currency is the dirham (Dhs) also known as the Arab Emirate Dirham (AED). The currency is tied to the US Dollar 1US\$ = Dhs 3.67. Coins include Dhs 1, 50 fils and 25 fils. Notes are of Dhs 5, 10, 20, 50, 100, 200, 500 and 1000 denominations.

Damage & Theft

Please ensure that all valuables are kept safe at all times. The Organisers have a dedicated and experienced security contractor who will ensure the security of the event as a whole, however it is your responsibility to ensure and insure the safety of valuables during all periods of the event. In particular laptops, mobile phones and other electronic items are attractive to thieves and therefore please pay particular attention to the security of these items.

In the event of a theft or damage, we must ask you to report all incidents to the Organiser's Office and to the Police within 24 hours of the incident occurring or coming to light.

Deliveries to Site

Deliveries will not be accepted on-site before the following deadlines:

- **16th February 2020 for all heavy or outsized items & items requiring rigging**
- **18th February 2020 for space only exhibitors**
- **18th February 2020 for shell scheme exhibitors**

All deliveries must be marked up clearly, as follows:

Exhibitor Contact & Company Name, Hall & Stand Number, Exhibitor Contact Number

AIME & MRO ME 2020

Airlink International UAE / GT Exhibitions

Hall no 2, Dubai International Convention Centre

Sheikh Zayed Road, P O Box 34910

Dubai, United Arab Emirates

Tel: +971 4 3325334

Attn: Jihad Khoury / William Lobo

Please ensure that your exhibit materials are in the hall at least 2 hours prior to the official opening. Exhibit materials, including brochures, posters and samples etc. being brought to the halls after this time will not be permitted through the front main entrance doors. Only hand carried items may be brought into the hall during show open hours. Any items requiring a trolley or pallet truck must wait until after the show has closed.

Please ensure that anyone delivering goods to you knows your stand number, hall name and that they deliver them at an appropriate time when someone is on the stand to receive the goods.

For security reasons the Organisers are not able to accept deliveries on behalf of exhibitors. This is especially applicable to courier services that require a signature; all couriers will be held at Airlink's onsite offices between halls 2 & 3 in the DWTC concourse, where exhibitors will have to meet them in order to sign and receive their delivery.

Deliveries to the stand during the exhibition open period may be made before 09:00 each morning. Throughout the course of the day only hand-carried items will be permitted entry and will be subject to security screening.

Demonstrations & Presentations

As a matter of safety and courtesy to others, exhibitors should conduct sales presentations and product demonstrations in a manner which assures all exhibitor personnel and attendees are within the contracted exhibit space and not encroaching on the aisle or neighbouring exhibits. It is the responsibility of each exhibitor to arrange displays, product presentation and demonstration areas to ensure compliance.

Special caution should be taken when demonstrating machinery or equipment that has moving parts, cooking equipment with an open flame, or any product that is otherwise potentially dangerous. Exhibitors should establish a minimum setback of three feet (1m) and/or install hazard barriers as necessary to prevent accidental injury to spectators. Sound demonstrations should not exceed 80 decibels. Organisers/Venue have the right to turn levels below this if it is felt to be a nuisance to other stands or exhibitors on the show. Additionally, demonstrations should only be conducted by qualified personnel

Dilapidations

Exhibitors and their contractors are advised that no fixings, alteration or damage must be made to any part of the permanent premises, except by DWTC's own staff. Any damage to walls, columns, floor, shell schemes, hired accessories or other parts of the premises will be charged to exhibitors and you should be aware that costs for this are likely to be substantial. Please ensure that any contractors that you employ are aware of this as well as those connected to your presence at the show as any costs incurred will be levied directly to you.

Disabled Facilities

The exhibition hall, meeting rooms and public areas will have disabled access. There are also disabled toilets on site which are clearly signposted. An allocation of parking bays will be reserved for disabled drivers, please note that parking passes are still required for access to these bays. For further information please contact the Operations Team. Visitor wheelchairs are available from the Emergency Medical Services Centre and are subject to availability.

Distribution of Material & Canvassing

It is strictly prohibited for exhibitors (or staff members working on behalf of exhibitors) to display or distribute any material (in any form) from any other areas other than within the boundary of their stand. This restriction also applies to the gangways surrounding your stand.

Electrical Installations

The official contractor appointed by the Organisers are the only individuals permitted to carry out electrical installations. The official contractor for electrics to space only stands is **GES**; please refer to the [official contractor list](#) for their details. Orders must be placed via EOS (EXHIBITOR ORDERING SYSTEM) prior to the exhibition. Please note that your order will not be processed until payment is received.

Build up power, if required must also be ordered separately to power requirements for show days.

When completing the Electrical Order Form the location of the items should be clearly marked on the grid plan, if you haven't submitted a grid plan your electrics will be placed at the discretion of the electricians, if you require these to be moved you will be charged.

Exhibitors installing their own power connections to their displays for general lighting and power sockets must ensure that:

- The main cable is connected to a suitable type distribution box
- The main switch should be an ELCB
- All wire joints are in connectors and concealed in junction boxes. No twisted wire joints are permitted
- All wires in exposed areas are protected in PVC trunking. Running wires under the carpet or across open areas is not permitted.

If the power supply ordered is to be connected to machines and equipment exhibitors must ensure that:

- A suitable type of isolator or ELCB is provided between the main cable and the cable from the machine / equipment
- If the machine / equipment has its own isolator, then the main cable can be directly connected to it

Exhibitors installing their own power connections to their displays must also ensure such installations conform to the IEE Regulations and will be subject to inspection and approval by the official electrical contractor before connections to the mains supply.

The Organisers reserve the right to disconnect any installation that, in their opinion, is dangerous or likely to cause annoyance to visitors or other exhibitors the standard supplies of electrical current available in the exhibition hall are:

Single phase 220 volts 50Hz.

Three phase 415 volts 50Hz

The provision of a single phase mains supply terminal by suitable switchgear is included only in the shell scheme contract. Three phase supplies and 24 hour connection can be ordered at an additional charge on the relevant form through EOS (EXHIBITOR ORDERING SYSTEM).

General lighting is provided in the hall but is not powerful enough to provide adequate stand illumination. Exhibitors are advised that specific illumination of their stands is considered essential to achieve an effective display. For additional lighting please order this through [GES](#). Please note that electrics to stands are switched off 30 minutes after the exhibition closes, please contact the Organisers to arrange 24 hour power, should you need it.

Employment of Labour

UAE Federal Law requires each employer to provide appropriate safety measures to protect workers against all hazards. It is the employer's duty to ensure that work is safe for employees and non-employees who may be affected by that work activity.

UAE Labour Law – adherence by all

- You must have an Emirates ID together with a photocopy of the UAE visa showing your sponsor name
- UAE Labour Law prohibits the hiring or contracting of any illegal labourers
- Organisers, Exhibitors and Contractors violating this law can be sentenced to one month jail and fined up to AED. 50,000 per person.
- The UAE Immigrations Control Department make regular inspections at the venue.
- Venue Security are responsible for the access control to the building, and access will only be granted to those carrying the correct Emirates ID
- International guests will be required to supply a copy of their temporary visit visa

Sub-contracting: It is extremely important that the rules and regulations are adhered to

Any contractors, who sub-contract, must have an official agreement in writing between the two parties, under the official Title of "Subcontract Agreement" To ensure this document will be accepted by the venue's access control areas, the two parties must have both their company stamps shown on the documentation.

All labourers must provide a labour card that endorses their employment with either the contract or sub-contractor.

NO EMIRATES ID OR RELEVANT DOCUMENTATION = NO ACCESS

Exhibitor Ordering System (EOS)

All service orders necessary for participation at MRO ME & AIME 2020 are available and **must** be submitted via EOS ([Exhibitor Ordering System \(EOS\)](#)), no other form of applications will be processed. It is possible to order the following services online:

- Official Program Book Entry
- Additional Program Book Entry
- Subsidiary and Associated companies
- Shell Scheme Name Panel (Mandatory for Shell Scheme Exhibitors)
- Furniture & Stand Fitting Extras
- Shell Scheme Electrical Requirements
- Space Only Electrical Requirements (Mandatory for Space Only Exhibitors)
- Stand Designs Submission (Mandatory for Space Only Exhibitors)
- Internet and Telephone Requirements
- Temporary Staff
- Electronic Press Box access

- Exhibitor Badges
- Insurance Coverage & Public Liability Insurance (PLI)

Each exhibitor will be provided with a personalised account that allows them to access the exhibition rules and regulations, view the mandatory forms relevant to them, place orders, pay for orders and generate paid invoices.

Fabrics Used In Displays

Textile fabrics used for interior display purposes on the stand must be FIRE RETARDENT or purchased already treated by use of approved chemicals. Certain fabrics need not be fire proofed, i.e., wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (not draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings. Cellulose paints are flammable and must not be used for stand dressing. Water based paints must be used.

Final Information Bulletin

In-keeping with the global push to 'go green' and to support the environment, exhibitors will be sent their exhibitor pack information by email two weeks before the show. This will incorporate:

- General Show Information
- Emergency Evacuation Procedures
- Health & Safety Regulations

The Program Book will be available in printed copy onsite.

Fire Appliances and Information

Fire extinguishers of approved pattern and capacity can be found at various locations around the site according to the risk involved. Instructions will also be supplied, please locate your nearest extinguisher. Exhibitors will be given instructions regarding fire, emergency and accident procedures prior to the show opening, please ensure all personnel read these carefully.

- Fire Exits and Extinguishers / Fire Hose points must never be blocked
- No paint or paint thinner can be placed near the electrical distribution boxes
- Empty cartons/boxes, stand materials and combustible waste must be disposed of and not stored behind stands.

First Aid Services

DWTC maintains a safe and healthy environment for everyone on their premises at all times, provided by their dedicated Emergency Medical Services (EMS) division. Their professionally certified and highly skilled medical team provides rapid emergency response, from immediate care for trauma, injuries and medical conditions, to speedy hospital transport.

During large events, our EMS station is located in the main concourse between Halls 4 and 5, near the Visitor Information Desk by Exhibition Gate entrance and depending on the scale of the exhibition, the Za'abeel Concourse.

Operating hours: The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event to 1 hour after the event closes.

Contact details: If you need assistance during your time at DWTC, please call +971 4 306 4040 to speak to the on-duty medic or call Command Control Centre on +971 4 306 4600 / +971 4 308 6212 for assistance. If you have no telephone, you can speak to the nearest member of the security staff, who will assist you.

Hospital Information: For insured patients who choose to go to a private hospital, the nearest one is the American Hospital (Tel: +971 4 377 6699). Patients who wish to be brought to a private facility will have to coordinate with said hospital to ensure they will accept the case / patient. A transportation fee will be applicable.

The nearest government trauma centre is the Rashid Trauma Centre which is about 7-10 minutes from the venue subject to traffic conditions.

Medical patients via ambulance (those who aren't emergency cases) are normally taken to Dubai Hospital in Deira which is 10 – 15 minutes away.

Emergency cases to government hospitals are transferred free of charge.

Hospital	Area	Contact Number	Address	Remarks
Rashid Trauma Centre / Rashid Hospital	Bur Dubai	+971 4 219 1000	P.O. Box 4545, Dubai, UAE Oud Metha Road, Umm Hurair Second	Trauma / Medical
Dubai Hospital	Deira	+971 4 219 5000	P.O. Box 4545, Dubai, UAE Al Khaleej Road	Medical / Trauma
Al Baraha Hospital	Deira	+971 4 271 0000	P.O. Box 22241, Dubai, UAE Al Khaleej Road	Medical / Trauma

Floor Loading Restrictions

The hall floors are concrete covered with carpet. Please contact the operations team with details of heavy exhibits, as special arrangements may need to be made. The exhibition hall and site floor must not be damaged in any way. There is a maximum distributed weight loading of 350 kgs per m². If you are exhibiting any heavy items please inform the operations team as soon as possible to arrange delivery.

Floor Markings

Stand locations will be clearly marked on the floor, it is the responsibility of the exhibitor or their appointed contractor to ensure their stand is built to the correct floor markings. Please check with the Organisers' office if you are in any doubt regarding your allotted floor space.

Flooring & Platforms

Space only sites are not carpeted by the Organiser - exhibitors must provide their own floor covering. Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the Organisers. Nothing may be structurally attached to the floor of the Exhibition premises. Carpet may only be fixed to the venue floor with approved carpet tape. Only the following brands of double sided carpet adhesive tapes are recommended:

- EUROTape
- EUROCEL
- ADVANCE TAPE

Damage to the floor from poor quality adhesive tapes will be charged at US\$10.00 per m². All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed directly to exhibitors.

Floral / Plant Hire

The Organisers have appointed Blooms as the official floral supplier for MRO ME & AIME 2020. Please contact them directly for further information about their products and to place an order. Their contact details can be found in the [official contractor list](#). Blooms will also be located on-site throughout build-up should exhibitors require to place last minute orders. However, please note that only a limited supply will be available on-site.

Freight

The official on-site freight handler for MRO ME & AIME 2020 is Airlink / GT Exhibitions Ltd, their contact details can be found in the [official contractor list](#). For further information on delivery, transportation and removal of exhibits please contact them directly. Please note the following deadlines:

1. The latest date of arrival for LCL shipments or conventional cargo: **10 working days** prior to delivery date
2. The latest date of arrival for FCL containers at Jebel Ali port, Dubai: **10 working days** prior to delivery date
3. The latest date of arrival for Air Freight at Dubai Int'l Airport - DXB: **8 working days** prior to delivery date

Furniture Hire and Stand Fitting Extras

GES are able to offer a range of quality furniture and stand fitting extras for hire to exhibitors.

An illustration of furniture items are shown with the furniture order form on EOS (EXHIBITOR ORDERING SYSTEM). Orders may be made using the relevant form and should be made early to avoid disappointment Orders received after the date will be subject to a surcharge.

General Rules

Important Notice

The Organisers and their official contractors reserve the right to prohibit the use of any material or process that they consider to be contrary to health, safety and welfare of the event as a whole. Likewise, we expressly prohibit the use or display of any material or process that we consider contrary to the overall good or that they consider might bring the good name of the event into disrepute. Where actions or omissions by exhibitors, contractors or their agents are considered to be detrimental to the event as a whole (e.g. failure to complete stand construction in the given time or failure to remove said exhibition stand). The Organisers or their appointed contractor reserve the right to take such remedial action that they consider to be necessary (e.g. alteration or termination of the stand building process or removal and disposal of any remaining stand elements without liability) and all costs associated with this will be passed on to the exhibitor. The Organisers reserve the right to make any amendments, additions or deletions to these Technical Guidelines as they may consider necessary from time-to-time or that they feel appropriate and affirm that these Technical Guidelines and any such changes form part of exhibitors' and sponsors' contractual obligations.

The Organisers have issued these guidelines for attending MRO ME & AIME 2020 in order that all exhibitors at the show will have optimum opportunities to present their exhibits, attract attendees and interested parties to visit their stands.

These guidelines are binding upon all exhibitors.

Please note that it may be necessary to make amendments, revisions or other alterations to these Rules, Regulations and Guidelines.

- They incorporate safety regulations that are intended to provide a high degree of health, safety and welfare for all persons involved with the event.

- The Building Provisions, Fire Protection Regulations and other Safety Regulations involved have been coordinated with the responsible agencies of DWTC.
- As part of your contract to exhibit at the event, you should be aware that checking systems are in place and it is vital that you implement all of the measures in this manual at all times. Furthermore, the applicable legal regulations, as amended from time-to-time, must be observed at all times.
- Please note that The Organisers reserve the right to prohibit the opening of an exhibition stand or commencement of an event if defects previously identified, or of immediate concern, have not been remedied by the start of the event.
- The Organisers retain the right to issue further or amend existing safety regulations and stand construction standards at any time.
- Forms for ordering services will be accessible online and must be completed in good time – please note that many contractors may charge an increased rate for late submission (i.e. after the highlighted deadline) or that certain services may no longer be available unless ordered on time. The Organisers cannot take any responsibility where late ordering results in any of the above.
- These Technical Guidelines must be forwarded to all your contractors without delay.

Health and Safety

This section is designed to give you guidance to assist you in discharging your legal responsibilities to ensure the health, safety and welfare of you, your colleagues and contractors, as well as everyone involved with the event. Please remember that failing to do may lead to prosecution, other legal sanctions and very significant financial sanctions. More importantly, however, it may also lead to people being badly hurt or worse. If you are unsure you are urged to contact the Operations Manager. Please do not leave health and safety issues to the last minute. The earlier we have your information the better the support we can give you.

Please note wearing Hi-Vis vests is mandatory during the build up/ breakdown for everyone entering the halls. Entrance will not be permitted without Hi-Vis vest.

If you do not have your own then you can purchase them onsite for AED 15 per vest.

Policy Statement

The Organisers recognise that our exhibitors rely on us to provide a trading environment on the exhibition floor which is safe and without risks to health. We also recognise that running a public event places a special responsibility on us and extends our duty of care not only to our staff but to exhibitors, contractors, venue staff and visitors. To ensure that all health and safety obligations are met, the organisers will:

- Allocate sufficient resources to meet health and safety objectives
- Provide adequate control of health and safety risks arising from our work activities
- Consult with the venue, exhibitors and contractors on matters affecting health and safety
- Provide relevant health and safety information to employees and others
- Ensure all employees are competent to do their tasks particularly with regard to health and safety training
- Ensure that the contractors we engage for the show are competent, so far as is reasonably practicable.
- Prevent accidents and cases of work related ill-health and maintain safe and healthy working conditions, again so far as is reasonably practical.

Risk Assessment

General risks associated with any exhibition are as follows:

- Trip hazards
- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Structural collapse of seating or an exhibition stand
- Outbreak of water-borne disease - e.g. Legionnaires disease from a water feature
- Food poisoning incident - e.g. from temporary catering outlet
- Fire
- Major incident and/ or civil emergency
- Excessive working hours.

This is an overview and by no means a comprehensive account of the risks involved at this event. In general terms, emphasis should always be placed on eliminating or reducing risk at source. It must be remembered that personal protective equipment is usually a control of last resort

Documents to be submitted by Exhibitors and by contractors

Exhibitors

- Health & Safety Form
- The name of your nominated health and safety representative on site
- A copy of risk assessments and method statements covering the build-up and breakdown of your stands
- A copy of your stand plans (not shell scheme)
- PLI (Public Liability Insurance to the value of US\$ 2,000,000)
- Notification and supporting risk assessments for any activity on your stand which represents a significant risk. This includes but is not limited to the following:
 - Flammable substances or naked flame
 - Pressurised gases such as LPG
 - Hazardous chemicals and substances
 - Ionising radiation
 - Water features
 - Demonstrations
 - Visitor treatments - e.g. massage

Contractors

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

Site Arrangements

This section details the arrangements made by The Organisers and DWTC for overall site safety and a safe working environment.

Fire

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

First Aid

First aid cover is provided by the venue and details can be found in the General Information section.

Security




Security is provided by the organiser. In addition to security duties the role of the security contractor is to assist with evacuation in emergencies.






Health and Safety Advice

If you have any queries please contact the operations department directly. We will help if we can but it is your responsibility to source competent advice for your activities.

Helpful Safety Check

Actions
Have you submitted your stand design (space only) which meets our stand build safety criteria?
Have you completed a suitable and sufficient health and safety risk assessment to cover all the activities you are undertaking at this event (including build up and breakdown)?
Have your appointed contractors (and any subcontractors) completed their own health and safety risk assessments?
Have you shared details of the risks and controls identified in the relevant risk assessments with all your event staff and contractors?
Have you planned your time during build up and breakdown to allow safe working practices to be used?
Have you shared details of emergency procedures related to this event with all your staff?

Hazard	Advice	PPE	examples
<p>Slippery surfaces</p> <p>Nails and sharp objects on the floor</p> <p>Heavy items dropped during movement or fitting</p>	<p>Safe footwear should be worn to prevent slipping and foot injuries.</p> <p><u>Safe footwear is mandatory during the construction activities of build up/breakdown for ALL personnel entering the halls.</u></p> <p>General recommendation: EU Approved to class EN345 (safety footwear)</p>	Safe footwear	
<p>Moving vehicles</p> <p>Vehicle/pedestrian interaction</p> <p>Poor visibility</p>	<p>Hi-visibility vests have highly reflective properties or a colour that is easily discernible from any background.</p> <p><u>Wearing Hi-visibility vests is mandatory during the construction activities of build up/breakdown for ALL personnel entering the halls.</u></p> <p>General recommendation: EU Approved to class EN 471</p>	High Visibility vest/jacket	
<p>Danger of falling objects or overhead work taking place.</p>	<p>A hard hat should be worn to protect the head if an object falls from a height</p> <p>General recommendation: EU Approved to class EN397</p>	Hard hat	

Person working at a height	Persons working at height where there are no guard rails should be clipped on via a lanyard or wearing fall arrest equipment. General recommendation: EU Approved to class EN361 (full body harness)	Lanyard/fall arrest equipment	
Contact with hazardous chemicals Contact with human fluids Dirty workplace Handling sharp objects Objects being moved (trapping)	Protect hands from harm using appropriate type of gloves (consider glove material, dexterity needs, performance) see further guidance section General recommendation: EU Approved to class EN388 (mechanical) and EN 374 (chemical)	Safety gloves	
Inhalation of dust, gas or fumes	Protect the body from breathing or ingesting hazardous materials. General recommendation: EU Approved to class EN149	Respirator	
Impact with moving objects Eye contact with chemicals	Protect eyes using suitable glasses. General recommendation: EU Approved to class EN166	Safety glasses	
Loud noise	Protect ears from noise using appropriate type of device with the correct attenuation. General recommendation EU Approved to class EN352-2 (earplugs)	Ear plugs	

Heavy Exhibits & Oversized Items

Between 00:01 and 06:00 on Sunday 23rd February 2020 is the time designated for the movement and installation of heavy or oversized items. Exhibits in excess of 2000kg or measuring more than 2.5m in length, width or height will need to be positioned during this time period. It is the exhibitor's responsibility to make provision to ensure that these items are on-site and positioned during this time. Please liaise with the official freight handling contractor - Airlink International / GT Exhibitions Ltd for further details.

Any heavy or oversized items arriving on-site after this time will not be permitted entrance into the halls. This is for the safety of the exhibitors and contractors working in the halls during the build-up period.

Height Restrictions

The stated height restrictions apply to the structures themselves and any items within the designated area.

- Organisers Shell Scheme: A maximum height of 2.5m
- Single-Storey Space Only Stands: A maximum height of 4.0m
- Double-Decker Space Only Stands: A maximum height of 6m

Information Desk

The exhibitor information desk will be open from the first day of build-up for general enquiries and information. The desk will be located at the registration area.

Insurance

The exhibitor and contractor are fully responsible for obtaining insurance protection for his exhibits, property and personnel against all risks as stated in the General Conditions. Equipment should be insured both in transit and on location at the exhibition site for the entire period of the exhibition.

All copies of insurance policies must be uploaded onto the online system before the deadline. Failure to do so will result in exhibitor passes not being issued and access the halls being denied.

Insurance cover should include:

- PLI (Public Liability Insurance to the value of US\$2,000,000)
- Personal Injury
- Third Party Claims
- Expenses incurred and/or losses of any kind, including losses resulting from the abandonment or postponement of the exhibition
- Medical expenses and baggage cover
- Value of the stand, including the fittings

If your coverage does not meet our regulations we can issue a policy that is valid from 23rd – 27th February 2020.

- The cost of the policy is \$500 and the payment is acceptable by credit card only
- This insurance is available to exhibiting companies only, contractors must obtain their own insurance to the required level of cover

For further enquiries please contact the Operations Team on tel: +971 4 603 3300 or email: operations@dubai.aero

Internet and Telephone Services

Orders for Internet and Telephone Services must be done via the Exhibitor Ordering System (EOS).

Wired Internet

A computer or device with a RJ45 network interface is required to use DWTC wired internet connections. Internet lines are activated on the last day of build-up. Please advise the organisers if you require the service prior to this date.

Wi-Fi Limitation

Wireless packages are only for light internet browsing and email checking. The wireless network should be viewed as augmenting the wired network and to provide more flexible network use. Applications that require large amounts of bandwidth or are sensitive to changes in signal quality and strength may not be appropriate for wireless access.

DWTC can only offer support for those devices that are compatible with the 5GHz wireless frequency therefore please ensure that your device supports this band. To know if your device supports 5GHz radio you can search www.gsmarena.com to see the specifications of your smartphone or tablet under DATA _ WLAN. If it has "Wi-Fi 802.11 b/g/n" then it only supports 2.4GHz, if it has "Wi-Fi 802.11 a/b/g/n" then it supports 5GHz.

Visitors' Access

DWTC provides free WIFI access for visitors in the public areas, for example concourses, outlets plazas and restaurants, this access is valid for two hours only per day. You need to self-register for this network, and it is essential that you have a working mobile number for verifications purposes.

Exhibitors' / Sponsors' Access

Due to the variability of wireless network signals within the exhibition environment, DWTC operates the following:

- Wireless internet networks installed by exhibitors / sponsors and their contractors can only function on 2.4GHz, however DWTC does not recommend this for product demonstration due to interference from multiple networks and is unable to offer any technical support on this frequency.
- DWTC operates a "Clean Air" policy on wireless internet networks functioning on 5GHz and will reserve the right to switch off any unauthorised 5GHz wireless networks.
- The "5GHz Wireless Internet Access" product only operates on the 5GHz wireless band. To know if your device supports 5GHz radio you can search www.gsmarena.com to see the specifications of your smartphone or tablet under DATA _ WLAN. If it has "Wi-Fi 802.11 b/g/n" then it only supports 2.4GHz, if it has "Wi-Fi 802.11 a/b/g/n" then it supports 5GHz.

Late/Early Working

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual. If you need to continue working outside the publicised hours, you will need to inform the Organisers Office situated at the front right hand side of the main exhibition hall by 14:00 on that day. You will also need to supply the names of all employees working and a main contact number.

The following charges will apply: 20:00 - 23:59 – \$500 or \$1000 for working all night. Please note that all payments must be made and a late working permit obtained before out of hours working can commence.

Lifting and Logistics

GT Exhibitions and Airlink International have been appointed as the official lifting contractors for MRO ME & AIME 2020 and will be the only companies authorised to perform lifting and to operate forklifts in the hall if you require lifting services, please contact one of the official contractors.

The use of powered mechanical handling and access equipment is strictly controlled. The official on-site freight handlers & rigging contractor are the only persons authorised to operate lifting and access equipment and forklift trucks within the MRO ME & AIME 2020 Site. This appointment provides the necessary levels of competence and controls over all heavy lifting operations, required to satisfy Health & Safety Regulations. Airlink International / GT Exhibitions are the only companies permitted to provide lifting services at MRO ME & AIME 2020. Stand build contractors and exhibitors will not be permitted to operate any lifting or access equipment. Any unauthorised lifting or access equipment will be removed from site.

Limits of liability

The Organisers shall not be held liable for theft or deterioration of, or damage to, drawings, models, or other items of documentation submitted, regardless of any legal grounds that might apply.

LPG - Liquefied Petroleum Gases (Propane, Butane, etc.)

All flammable gases including compressed gas & LPG are prohibited on the premises at all times unless the Organiser is satisfied that exceptional circumstances apply and its prior consent is obtained.

Maintenance

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours. If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the Organisers by 14:00 on the same day for authorisation.

Name Board (Fascia)

The name board sits at the top of your stand and will carry your Company Name and Stand Number; this will identify your company to the attendees. Please ensure that you complete and return the Name Panel Form in the Order Forms of EOS (EXHIBITOR ORDERING SYSTEM) with the company name you wish to appear, if the form is not received before 3rd February 2020 the company name which appears on your contract will be used and an additional cost for any changes. Logos are not permitted to be added by the Exhibitor, unless booked through the official contractor.

Noise Levels

Exhibitors are requested to keep noise / volume levels down on music systems, audio-visual displays, amplifiers, videos etc. Volume levels should not interfere with normal conversation on neighbouring stands. Any excessive noise emitted within the venue must not be of a noise level that prevents the visitor from hearing the emergency announcements.

Noise level guideline is a maximum of 80dB.

Organisers/Venue have the right to turn levels below this if it is felt to be a nuisance to other stands or exhibitors on the show.

Official Opening

The Exhibition will be officially opened at **10:00 on 25th February 2020.**

Please ensure that you have a representative from your company present at your stand for the VIP Tour as the officiating dignitary may wish to visit your stand.

Open Flames

Flames from open fires or candles will NOT be permitted.

Organisers' Right to Change Stands and Floor Plan Layout

In the interests of the exhibition as a whole, it may be necessary to remove or alter anything in - or forming part of - any stand. If we feel this action must be taken this to be at the expense of the exhibitor concerned. The exhibition floor plan is subject to change at any time at the discretion of the Organisers.

Promotional Material

Please be sensitive to the content of any promotional material that you are planning to use at the exhibition. It is important that such material is not offensive to the cultural and/or religious values and sensitivities of the people of the United Arab Emirates. If in doubt about any material that you are considering using please do not hesitate to contact the operations team and they will be able to provide clarification on this if necessary.

Publicity, Promotion, PR and the Program Book

Program Book

Tarsus F&E LLC Middle East and Aviation Week are responsible for co-ordinating and publishing the exhibition's official Program Book. As a result, the publication includes first hand show information and benefits from first class distribution and exposure. A copy of the Program Book is distributed to every exhibitor and visitors can obtain a free copy onsite. In addition, copies will be distributed at the Exhibition to media representatives, VIPs, leading decision makers and other outlets likely to further promote the exhibition to ensure maximum coverage.

The Program Book will be published containing an alphabetical list of exhibitors, a description of the exhibits and general information about the exhibition, together with advertisements.

Each exhibiting company is provided with a complimentary entry which incorporates their company details, stand number and a complimentary 75 word editorial describing the companies proposed exhibits. Program Book entries can be submitted via EOS (EXHIBITOR ORDERING SYSTEM), if no entry is submitted the company's name, stand number and contact details (as displayed on the exhibition contract) will be entered as default. Company logos and enhanced editorials can be added to basic Program Book entries for an additional charge, please refer to the 'Official Program Book' form in EOS (EXHIBITOR ORDERING SYSTEM) to place such requests.

All exhibitors are given the opportunity to promote their products or services by advertising within the official Program Book. Placing an advertisement will ensure that your products are seen by the visitors which could increase the number of buyers to your stand. For advertising rates and order forms please contact your Sales Manager. Please note the deadline for placing adverts in the show guide is Friday 21st December 2018.

Upgrade packages for Program Book entries include:

Program Book Standard Entry (75 words editorial)	Free
Program Book Enhanced Entry (highlight your entry with 150 words & logo)	\$1040
Additional Program Book Standard Entry (75 words editorial, no logo)	\$400
Additional Program Book Standard Entry with Logo (75 words editorial with logo)	\$700
Additional Program Book Enhanced Entry (highlight your entry with 150 words & logo)	\$1240

Publicity and Promotion

A targeted public relations programme, in English and Arabic, has already commenced and involves the national daily press throughout the Gulf states, selected Pan-Arab business and professional magazines and regional and international publications for the aerospace and aviation industries.

The public relations programme will ensure regular and extensive exposure throughout the world and is expected to include radio and television exposure.

Promotional material will be distributed throughout the region through trade and industry groups, government ministries, chambers of commerce, civil aviation authorities, airlines and embassies and direct to many thousands of potential visitors involved in all aspects of the industry.

Kate McGinley is the PR Manager for the MRO ME & AIME 2020 Show and is the Official Media contact: kmcginley@tarsus.co.uk

Exhibitor Co-operation

It is an established fact that exhibitors who take steps on their own account to supplement the Organisers' publicity as described above will obtain far greater value from their participation in the event.

By conducting their own separate mailing(s) and/or email broadcast(s), mounting a specific publicity campaign, engaging on social media and paying special attention to the distribution of promotional material, exhibitors can greatly increase the level of response they receive from local visitors.

The Organisers will be continually adding to and updating its media database to ensure industry contacts are relevant. A list of media who have preregistered to attend will be available to exhibitors and their PR agencies as the event draws closer. Please contact kmcginley@tarsus.co.uk to request this.

Exhibitors' Publicity Material & Electronic Press Box

Exhibitors are advised to forward press releases, captioned photographs and other relevant information to Kate McGinley at F&E Aerospace in good time for inclusion in any special supplements and pre-exhibition publicity material which may be produced.

- Content should preferably be sent in Word document format.
- Captioned photographs should not be less than 300dpi preferably in JPEG format for Windows.

Press material should be sent by email to kmcginley@tarsus.co.uk and Elizabeth@thebuzzagency.net

Both ahead of and during the show, exhibitors are also encouraged to upload all press information and accompanying material to the electronic press box which will be accessible and promoted to all media registered to attend the MRO ME & AIME 2020 Show. This can be accessed via EOS (EXHIBITOR ORDERING SYSTEM).

Exhibitors' PR Agency Support

Please note that PR Agency staff is not eligible for Media Badges and will not be granted access to the show, or the Media Centre as Media.

If you have engaged a PR Agency and would like their staff to attend the MRO ME & AIME 2020 Show, then please ensure that they are provided with exhibitor passes from your allocation, or alternatively they can register as visitors.

Regional Information

At the time of the show, the UAE will be four hours ahead of GMT. There is no daylight saving in the UAE

The UAE's working week is different to that of western countries. In UAE, the normal working week is Sunday to Thursday with the weekend being Friday and Saturday. Government offices are open from 07:30 to 14:00 Sunday to Thursday. Embassies and Consulates open from 08:00 to 13:30; most are closed Friday and Saturday.

Islam is the official religion of the UAE; however Dubai is tolerant of the customs and religions of its visitors. Dubai has a variety of places of worship, including two inter-denominational churches, Holy Trinity and United Church of Dubai (UCCD), and one Roman Catholic Church (St Mary's).

Removal of Exhibits

All exhibits must be cleared from the site by 18:00 on Thursday 27th February 2020. All outsized items, heavy items and items requiring rigging will be the last items to leave the halls for Health & Safety reasons. All other items must be removed in accordance with the below deadlines:

BREAKDOWN:

Wednesday 26 th February	16:30 – 17:00	Removal of all hand held goods only
Wednesday 26 th February	16:00- 22:00	Dismantling & removal of stands
Thursday 27 th February	08:00 – 18:00	Dismantling & removal of stands
Thursday 27 th February	18:00	All exhibits to be removed from the exhibitions halls

ALL EXHIBITS, STAND FITTINGS AND WASTE MUST BE CLEARED FROM THE SITE BY 18:00 HRS ON THURSDAY 27th FEBRUARY 2020 - FAILURE TO MEET THIS DEADLINE WILL RESULT IN A PENALTY FEE

Restricted Items

Companies who are in doubt as to whether import of their goods to Dubai is restricted should contact the relevant Government Trade Office of the country of origin. Additionally, any goods of a hazardous nature should be separately listed on invoice forms and full particulars given (i.e. IMCO Classifications etc.) in order that suitable stowage can be arranged.

Rigging

There will be no rigging permitted at MRO ME & AIME 2020, due to low ceiling height.

Risk Assessment and Method Statement

All contractors/exhibitors are required to submit a full risk assessments (RA) & method statements (MS) for the design, construction and arrangement of their stand. If required please contact the Organisers for further information. The risk assessment & method statements are to be submitted along with stand plans for review before permission to build can be granted.

Security

The Organisers have arranged for 24 hour security guards to patrol the exhibition. However, exhibitors should remember that exhibition halls are vulnerable places and should take appropriate precautions against theft.

Any incidents of theft must be reported to the Organisers immediately as it will be necessary to complete a security form and report the incident to the police.

Please note that most hired cabinets have common locks and should NOT be regarded as secure units.

Please note that neither the Organiser's nor DWTC can be held responsible for any loss or damage to stands or exhibits.

Shell Scheme Stands

GES has been appointed as the official contractor by the Organisers and will be responsible for the erection of the official shell scheme. A full management and technical service will be provided on-site at all times.

The organisers will allow shell scheme exhibitors to modify their shell scheme stand, as long as the design remains within the original shell structure and design has been forwarded to, and approved by organisers before build up'

AIME Shell Scheme stand description



Structure

GES Square Profile Stand Frame (2.5mH)

GES Sodem System aluminium metalworks (2.5mH)

White Foamex infill panels (2.5mH)

Infill fascia panel (0.5m), with vinyl cut text for exhibitor name and number

Exhibition grade carpet, with poly cover

Electrical Package per 12sqm

3 x White metal Hallide spotlights

1 x 3 – pin Electrical Socket

Mains Power Supply and consumption

Graphics Package

Vinyl cut exhibitor name and stand number in English

Show Logo

MRO Shell Scheme stand description



Structure

GES Square Profile Stand Frame (2.5mH)

GES Sodem System aluminium metalworks (2.5mH)

White Foamex infill panels (2.5mH)

Infill fascia panel (0.5m), with vinyl cut text for exhibitor name and number

Exhibition grade carpet, with poly cover

Electrical Package per 12sqm

3 x White metal Hallide spotlights

1 x 3 – pin Electrical Socket

Mains Power Supply and consumption

Graphics Package

Vinyl cut exhibitor name and stand number in English

Show Logo

Exhibitors occupying shell scheme stands must ensure that all internal stand fitting and displays are contained within the shell scheme structure and do not exceed 2.5 metres in height. No display materials or logos may be fixed to the shell scheme fascia panel. No fixings may be made to the walls by piercing or screwing anything onto the panels or beams. Exhibitors will be charged for any damages to shell scheme panels.

Exhibitors may affix lightweight photographs and technical information sheets etc. direct to the shell scheme walls with good quality double-sided adhesive pads or similar, provided such material can be removed without damage to the wall panels, any damage made to the panels will result in a charge.

Shell scheme stands will be available to exhibitors to take possession from 12:00noon on 10th February 2020.

Shell Scheme Stands (Perimeter and Attached)

- Constructed from the Sodem Modular Aluminium System
- White vinyl covered infill panels
- 70mm deep aluminium beams form the ceiling grid
- Height 2.5m (2.40m to the underside of the ceiling beams)
- Carpet (MRO: Blue, AIME:Red)
- Three spotlights per 9m²
- One electrical socket per 9m² (standard British square 3 pin)

The organisers will allow shell scheme exhibitors to modify their shell scheme stand, as long as the design remains within the original shell structure and design has been forwarded to, and approved by organisers before build up.

Shell Scheme Stand (Island)

Wall panels are not generally provided for island sites. If wall panels are required the allowance is 1 panel per 3m² at no additional costs.

Signage

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

Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia, which, in our opinion, is causing a nuisance to any other exhibitor.

Site Facilities

- | | | |
|-------------------------------|--------------------------------|-----------------------------------|
| • Banks and ATMs | • First Aid | • Restaurants |
| • Business Centre | • Florist | • Signage and Graphics (Spectrum) |
| • Car Hire Services | • Government Services | • Taxi Services |
| • Courier Services | • International Money Exchange | • Toilets |
| • Exhibition Security | • Official Contractors Offices | • Visitor Registration |
| • Exhibitors Information Desk | • Post Office | |

Smoking Policy

Smoking within the DWTC complex is prohibited, but designated smoking areas are provided outside of the building, located at the Exhibition and Arena Plaza and Convention Gate and Za'abeel entrance. A fine will be charged to all violators.

Space Only Stands

You will be expected to produce a professionally built custom stand with a high level of finish and safety compliance and one that is in line with the high-quality, professional nature of the event. Space Only as an option works very well for companies as a whole and adds an extra level of brand re-enforcement. However, if you feel that the Space-Only option is more than you are prepared to commit to, then please get in touch with your Sales Manager without delay to discuss changing to shell-scheme if practical. If you need help with sourcing a professional Stand Contractor that can work according to the quality and health and safety standards that we expect to see at our events, we can recommend our Official Partner GES. For further information contact: aimemro@ges.com

IMPORTANT:

- Please make sure you receive your stand approval before the **10th February 2020**
- Space only stands do not receive carpet and walls.
- To enable visitors to find your stand properly, it is compulsory that you include a stand number on your stand.
- Please return the Health & Safety form to Organiser.

Why do plans and documentation need to be submitted and inspected?

The Organisers have a legal and moral duty of care to ensure the health and safety of everyone in the halls. Events in general have previously had a relatively poor record of health and safety and therefore plans must be submitted so that their proposed structural integrity may be assessed and issues raised dealt-with prior to arrival at site. Therefore, Stand Plan Inspections are required for each stand at the event and it is mandatory for these checks to be completed before construction starts.

Please note also, that receipt of a Permission to build is only an authorisation to start building the stand - regular checks will be made on each stand to ensure the appropriate use of materials, structural integrity, etc. If our safety advisors are concerned about the above in any way, we reserve absolute right to terminate any stand construction.

What do we need to submit?

You will need to submit your stand plans for approval before **31st January 2020**. 'Scalable' plans including:

- **Plan view**, showing clearly all dimensions, walling and major exhibits.
- **Elevation views**, showing clearly all dimensions, graphics etc. for each open side.
- **Details of materials & fire protection** measures.
- **Stand number clearly displayed in the final design** and also onsite actually placed on your stand where clearly visible for the visitors
- **Demonstration that electrical installations are to be carried out by 'competent' electricians**. For the avoidance of doubt, a competent person is one that is qualified, experienced and insured. You may be asked to provide proof of competency for your contractors on site, so please ensure that any qualifications and insurances are available for inspection in advance and also on site.
- **Further information** - the above list is not exhaustive and you may be asked for further information as required, depending on the nature of your stand construction and exhibits.

PLEASE NOTE THAT IT IS NOT ALLOWED TO FIX YOUR BACK WALLS INTO NEIGHBOURING STAND WALLS

'Scalable' means that all items on drawings conform to a scale that is clearly marked on the plan. Failure to supply drawings to scale will

mean that the drawing will be immediately rejected. The scale of the plans should not be smaller than 1:50. All plan calculations and documentation must be in English and should clearly state the Exhibiting Company's name, the stand number and the name and contact number of the responsible contractor.

Please remember that as well as plans and details of stand construction, you will also need to submit:

- The Health & Safety form.
- Risk Assessment & Method statement
- Public Liability Insurance certificates from all contractors and other individuals working on your stand(s).
- Details of any exhibits with moving parts, together with how they are to be guarded against causing injury.

Electrical Installations

Mains supply to space only sites is not included and must be ordered from EOS prior to the exhibition.

Mains supply to space only sites is not included within the space rental charge, only the cost of power consumed is included. The official contractor appointed by the Organisers are the only individuals permitted to carry out electrical installations. Please refer to the official contractor list for the official contractor's contact details. Orders must be placed via the relevant form on the online manual prior to the exhibition. Please note that your order will not be processed until payment is received.

When completing the Electrical Order Form the location of the items should be clearly marked by uploading a grid plan illustration, if you haven't submitted a grid plan your electrics will be placed at the discretion of the electricians, if you require these to be relocated you will be charged.

Orders received after the due date or placed on-site will be subject to a 20% surcharge.

Exhibitors installing their own power connections to their displays for general lighting and power sockets must ensure that:

- The main cable is connected to a suitable type distribution box
- The main switch should be an ELCB
- All wire joints are in connectors and concealed in junction boxes. No twisted wire joints are permitted
- All wires in exposed areas are protected in PVC trunking. Running wires under the carpet or across open areas is not permitted.

If the power supply ordered is to be connected to machines and equipment exhibitors must ensure that:

- A suitable type of isolator or ELCB is provided between the main cable and the cable from the machine / equipment
- If the machine / equipment has its own isolator, then the main cable can be directly connected to it

Exhibitors installing their own power connections to their displays must also ensure such installations conform to the IEE Regulations and will be subject to inspection and approval by the official electrical contractor before connections to the mains supply.

The Organisers reserve the right to disconnect any installation that, in their opinion, is dangerous or likely to cause annoyance to visitors or other exhibitors.

The standard supplies of electrical current available in the exhibition halls are:

Single phase 220 volts 50HZ

Three phase 415 volts 50Hz

The provision of a single phase mains supply terminal by suitable switchgear is included only in the shell scheme contract. Three phase supplies and 24 hour connection will be an extra charge and can be ordered on the relevant form through the online manual. Prices for fitting will cover power consumption, installation, maintenance and removal at the close of the exhibition.

General lighting is provided in the halls but is not powerful enough to provide adequate stand illumination. Exhibitors are advised that specific illumination of their stands is considered essential to achieve an effective display. Lighting is available and can be ordered online.

Please note that electrics to stands are switched off 30 minutes after the exhibition closes, please contact the Organisers to arrange 24 hour power, should you need it.

Space only exhibitors are responsible for their own stand design and construction. No stand fittings or carpet is provided by Tarsus F&E LLC Middle East on space only sites. All space only stand designs must be approved by the Organisers before exhibitors will be allowed access to the site and permitted to commence build. Please submit your stand designs through the Exhibitor Ordering System (EOS) by **31st January 2020**

It is the responsibility of the exhibitor to examine the area and site allocated to them in order to avoid costly adjustments to stand structures. Where possible the Organisers will provide on request detailed stand plots indicating the position of service ducts and pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the exhibition. Stand fitting regulations contained within this section must be observed when planning stand design and layout. We are pleased to offer advice and guidance where required. Please feel free to contact the operations team with any enquiries.

Please note the Organisers have the right to reject any stand plan that they deem to be:

- a) Structurally unsafe

- b) Considered to be too complex to be completed in the time specified
- c) Does not conform to the specifications listed in the manual
- d) Likely to unreasonably affect nearby exhibitor's sites in any way

Complex Structures & Stand Plan Submission

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk. Structures over 4m in height, multi-level stands, raised platforms and all suspended items are generally considered to be complex structures.

For all stands exceeding 4m in height, with two-storeys, with a platform exceeding 600mm in height, or deemed by us to be complex structures, drawings must be submitted in English via EOS (EXHIBITOR ORDERING SYSTEM) to the operations team for approval by the deadline on **31st January 2020**. These may be submitted electronically as DWG, JPEG or PDF format through the relevant form via EOS (EXHIBITOR ORDERING SYSTEM).

These drawings must include:

- Height of stand
- Width of stand
- Length of stand
- Visual of stand, including full details of stairways if part of design
- Rigging requirements, with visual if part of design
- Risk Assessment (RA)
- Method Statement (MS)
- Insurance policy, PLI to be to the value of US \$2,000,000

All calculations of loading and strength must be in English, and all drawings must be to scale. A method statement and risk assessment are also required.

All complex structures are subject to a pre-show plan approval and on-site inspection by the official structural engineers.

In the case of particularly complex stands the Organisers may require additional structural calculations, method statements or technical detail in order to process the stand approval. It is the responsibility of individual exhibitors and their appointed contractor to provide this additional information upon request and any associated costs will be charged to the exhibitor.

Please note, permission to enter the exhibition premises and commence construction will not be permitted without the full approval of the structural engineer and receipt of signed contractors undertaking form. Stand build progress will be monitored continually by on-site Health & Safety officers who reserve the right to halt stand build progress should any Health or Safety issues arise.

The Organisers reserve the right to deny access and prevent work being carried out by, or on behalf of, any exhibitor who has not submitted stand design drawings in accordance with these regulations.

Double Storey Stands

Written application for permission to design stands of two-storeys must be made directly to the Operations Team and must have been booked and paid for directly with the relevant Sales Manager. Such stands may be built to a maximum height of 6m (including any name sign or trade mark). No foundations may be drilled into the floor and suitable anchorage must be installed. Double storey stands are only permitted on island sites.

In the interests of the Exhibition as a whole we reserve the right to determine the position of any two-storey structure within a stand. All two storey stands are classified as complex structures and must abide by the same regulations.

Double Storey design submission guidelines:

- Design calculation for beam columns and base plates
- Connection detail and design
- General layout and location of the structures
- Staircase details including handrail details
- Total load
- Structure detail (material)
- ONLY a minimum 400mm x 400mm x 12mm mild steel base plates will be accepted
- All measurements listed (H x W x L)
- Risk Assessment (RA)
- Method Statement (MS)

All stand designs will be subject to the DWTC resident engineer's inspection with an administration fee of USD 500 for double decker stands.

Alterations to stand structures in non-compliance with regulations

Stand structures that have not been approved or fail to comply with these Technical Guidelines or other regulations in force from time-to-time shall be altered or removed from the premises. In the event that said alterations or removal shall not have been concluded by the

appointed time, The Organisers shall be entitled to make the required alterations or removal at exhibitors' expense.

Enclosed Stands

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

Dividing Wall

On divided sites, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.4m upwards by the exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only. The minimum height for dividing walls is 2.5m.

Space only stand numbering

All space only exhibitors must display their company name and stand number prominently on their stand so that they can be viewed from each approaching gangway. This will assist visitors in locating their position within the hall and finding the stands they wish to visit.

Sponsors & On-Site Branding

There are number of opportunities for sponsorship and on-site branding at MRO ME 2020 & AIME 2020. For further details, please contact your Sales Manager.

Stand Construction Permits

All stand structures, mobile stands, two-storey stands, and special structures and constructions require approval from the Operations Team. Email the stand drawing to: operations@dubai.aero

Storage

There is no facility for you to store unwanted goods such as crates and packing materials on-site, so please ensure you arrange for the removal from site of any items you do not wish to keep on your stand. Our Official Freight Forwarder – Airlink International / GT Exhibitions Ltd. can help with your storage requirements, please visit their on site office located on the main DWTC concourse between halls 2 & 3.

NO excess stock, literature or packing cases may be stored around or behind your stand, due to the materials being a fire risk.

Temporary Staff

Vibes Events have been appointed to provide a service for the hire of temporary staff, including models, hostesses and promoters. Exhibitors wishing to hire staff through the appointed agency should contact them directly. You can find their contact details under contacts section.

Vehicles (Exhibits & Displays)

If you wish to display vehicles on your stand, you must receive prior approval from the operations team; the vehicle details should be included within your stand drawings. The following criteria must be adhered to when display a vehicle in the hall.

- The vehicle must be static and have its engine switched off for the duration of the exhibition.
- The fuel tank must be drained.
- The vehicle must have a lockable fuel cap.
- The vehicle must have a drip tray placed under the engine.
- The battery must be disconnected.
- A 24hr contact name and number must be given to the Organisers.
- The vehicle keys must be left with the Organisers in case removal is necessary.
- The Organisers accept no responsibility for any vehicle that is damaged when being brought into or out of the hall or once in its final position.
- Any damage caused to the venue as a result of vehicle movement will be charged back to the exhibitor as part of the dilapidation costs.
- You must work closely with the Organisers when arranging to bring the vehicle into the exhibition, as it may be required to enter the hall before the build due to the logistics of building the exhibition around the vehicle.

Venue and Local Authority Regulations

All work must be carried out in compliance with the regulations of the Venue. If an exhibitor causes to be erected a stand which does not conform fully and in all respects to the requirements of the Organiser, Venue and Dubai Municipality, the Organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitor's expense and to make it conform to the regulations and requirements.

Visa regulations

Nationals of various countries will be issued, free of charge, with an entry visa valid for 30 days at passport control upon arrival in the UAE:

Please note that a visit visa does not entitle the visitor to take up permanent work in the UAE. Other nationalities are solely responsible for obtaining visas for themselves, their representatives and invitees. The Organisers are not in a position to sponsor visa applications. Visas can be arranged through travel agents and hotels, provided sufficient time is given for the application to be

processed. Please be aware that the issuing of visas can be quite a lengthy process and that you must have a passport that is valid of at least 6 months from departure. Please contact the official travel agent should you require further details on the visa application process. Please, note the organisers is unable to obtain or apply for visas on anyone's behalf.

Please click the following link for more detailed information on UAE visas:

http://www.emirates.com/uk/english/plan_book/essential_information/visa_passport_information/uae_visas.aspx

Venue Access

Access by Plane

Dubai International Airport is only 10km from DWTC and is the regional hub for air transport with over 150 passenger airlines serving over 200 destinations.

Neighbouring Sharjah Airport is a base for regional and international budget airlines and is a 40 minutes' drive from the city of Dubai.

Abu Dhabi International Airport is just over an hour's drive away and covers comprehensive regional and international services.

Access by Metro

The station 'Dubai World Trade Centre' is on the Red Line within Zone 5. Trains run every 7 minutes and with options such as Park and Ride or feeder buses connecting various neighbourhoods to the metro. Using the metro not only saves you time and reduces traffic on the roads, but also lowers our carbon footprint, which helps us work towards a greener environment.

Station opening times:

- Saturday to Thursday: 6:00 to 23:00
- Friday: 14:00 to midnight

The metro operational times are subject to change. For further details on Nol Cards and Nol tickets please visit <http://www.nol.ae>.

Access by Bus

For an up-to-date bus schedule that serves the area around the DWTC please visit the Roads & Transport Authority (RTA) website or call RTA's call centre on +971 800 9090.

Access by Taxi

Metered taxis across the city are easy to find, well-regulated, clean and comfortable. Those that prefer to, can opt for ladies-only taxis driven by women. The taxi rank is located next to the ibis hotel at Exhibition Plaza.

More information on Dubai's taxis can be found on Dubai Taxi Corp, National Taxi and Cars Taxi.

Access by Car

If you're travelling by car, DWTC has direct access from the city's main highway, Sheikh Zayed Road. Within the DWTC complex, take advantage of our extensive multi-storey parking facilities for around 5,000 cars.

Both paid and free parking is available onsite at DWTC and the venue also provides a dedicated VIP and valet parking at the main entrance gates.

Visitor Entrance

Trade Visitors will be admitted to the exhibition on production of a business card and by completing the on-site registration form or a business card and pre-registration confirmation email. These will be substituted for a visitor badge which will permit the individual to access the exhibition for the full course of the exhibition.

Waste Management

All exhibitors and contractors must ensure that they do not discard sharp objects and must ensure that nails and screws are not left sticking out of waste wood – these must be removed or hammered flat. The Organisers are committed to ensuring that the exhibition is as environmentally responsible as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the Organiser. If you are a shell scheme exhibitor, your stand will be delivered to you in a clean state in the readiness of the show opening. Any waste generated during the dressing of your shell scheme should be placed in the gangways for the cleaning contractor to remove prior to the show opening.

All waste must be removed from the exhibition hall. Any items of waste or stand fitting left in the hall at the end of the show will be treated as waste and disposed of. Any removal costs will be charged to the exhibitor in question.

Water and Waste

Water and Waste lines required for the stands should be ordered through the EOS Online manual. For further details, please contact GES on aimemro@ges.com

Working at Height

Ground access to areas in the vicinity of any work at height must be controlled to prevent persons walking or working directly beneath the area in question. Ground workers in the vicinity must not work directly underneath and wear suitable head protection (e.g. hard hats).

Ladders must be footed or tied off and used in accordance with construction regulations. The use of domestic ladders and steps is strictly forbidden.

Work Equipment and Tools

Exhibitors and contractors have a duty to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Those using mains powered tools must ensure that cables are not trailed across aisles.

APPENDIX A SHELL SCHEME STAND VISUAL

