

WELCOME TO CEBIT AUSTRALIA 2013

Dear Exhibitor

Congratulations on your decision to become an exhibitor at CeBIT Australia 2013.

This Exhibitor Service Manual will provide you with the operational and procedural information that is crucial to your participation and success at the show. Please study the contents of this manual carefully and action on all relevant matters promptly, so that your requests can be processed smoothly.

Hannover Fairs Australia (herein after referred to as the Organiser) would like to draw your specific attention to the following:

- **Exhibitor Appointed Contractors**
All non-official contractors need to abide by certain Rules and Regulations of CeBIT Australia which are particularly relevant to them. These Rules and Regulations are highlighted as “Special Note for Contractors” throughout this Exhibitor Service Manual.
- **Written Permissions**
Throughout this Exhibitor Service Manual, we mention when information is required or when permission is necessary from the Organiser or the Sydney Convention and Exhibition Centre (herein after referred to as the Centre). However, as a reminder we have listed all the circumstances where written permission or special arrangements are necessary.
- **Exhibitor Checklist - Form 1**
A critical guide during your CeBIT Australia planning which will ensure you do not miss any important due dates.
- **Exhibitor Portal**
The Exhibitor Portal is an interactive on-line communication tool which will provide you with access to a wealth of important information from the Organiser, the ability to update your information as well as the facility to order services from our approved Contractors. Secure access to the Exhibitor Portal can be made by logging in to your myCeBIT account mycebit.com.au. Your password, username and instructions will be sent to the Exhibition Contact you have nominated on your exhibition stand application form.

Please remember, we are here to help. Feel free to contact us at anytime if you require more information or clarification on the material we provide. Together, we will work to make your participation at CeBIT Australia 2013 a worthwhile investment and a great success for all involved.

We wish you the all the very best for a successful CeBIT Australia 2013.

Hannover Fairs Australia
80 Buckingham Street
Surry Hills NSW 2010 Australia
E: operations@cebit.com.au
W: www.hannoverfairs.com.au
T: +61 2 9280 3400
F: +61 2 9280 1977

TABLE OF CONTENTS

SECTION 1	GENERAL EXHIBITION INFORMATION	8
1.1	EVENT SCHEDULE	8
1.2	LOCATION.....	9
1.2.1	Exhibition Location Map.....	9
1.3	EXHIBITOR CHECKLIST	9
1.4	IMPORTANT INFORMATION	11
1.4.1	Contracted Space Areas.....	11
1.4.2	Electrical Safety	11
1.4.3	High Visibility Vests.....	11
1.4.4	Manning Your Stand	11
1.4.5	Promotional Staff	11
1.4.6	Receipt of Delivery of Goods	11
1.4.7	Security of Items on Stand.....	12
1.4.8	Selling Products	12
1.4.9	Stock Removal Forms.....	12
1.4.10	Waste Removal.....	12
1.5	ADMISSION.....	12
1.5.1	Contractors	12
1.5.2	Exhibitors	13
1.5.3	Visitors	13
1.6	SYDNEY CONVENTION AND EXHIBITION CENTRE	14
1.6.1	Business and Exhibitor Services	14
1.6.2	Café.....	14
1.6.3	Disabled Facilities	15
1.6.4	Parents Room	15
1.6.5	Parking.....	15
1.6.6	Public Telephones	16
1.7	TRAVEL AND ACCOMMODATION	17
1.7.1	Air Travel (within Australia).....	17
1.8	MARKETING SERVICES	17
1.8.1	Advertising	17
1.8.2	Exhibition Guide Advertising	18

1.8.3	Media Coverage.....	18
1.8.4	Pre-Event Media Coverage	19
1.8.5	Media Coverage of the Event	19
1.8.6	Website and Exhibition Guide Listing	19
1.9	SPONSORSHIP	19
1.10	TRADE VISITOR INVITATIONS	19
1.10.1	Ways to Use Your Visitor Invitations.....	20
SECTION 2 – EXHIBITOR SERVICES		21
2.1	OFFICIALLY APPOINTED CONTRACTORS	21
2.2	AV AND COMPUTER EQUIPMENT HIRE	24
2.3	ELECTRICAL.....	24
2.3.1	Electrical Safety	24
2.3.2	Shell Scheme.....	25
2.3.3	Space Only	25
2.4	FUNCTIONS	25
2.5	FURNITURE HIRE	26
2.6	LEAD AND TRACKING SERVICES.....	27
2.7	PHONE AND FAX SERVICES	28
2.8	RIGGING	28
2.9	UTILITY SERVICES - WATER / COMPRESSED AIR.....	28
2.10	WIRED INTERNET SERVICES	29
2.11	WIRELESS COMMUNICATION SERVICES	29
2.12	RESPONSIBILITIES	30
SECTION 3 - OPERATIONAL REGULATIONS AND GUIDELINES.....		31
3.1	AUTHORITY OF PREMISES	31
3.2	EXHIBITOR MOVE-IN AND MOVE-OUT.....	31
3.2.1	High Visibility Clothing Requirements.....	31
3.2.2	Important Facts About the Move-In Period	32
3.2.3	Important Facts About the Move-Out Period	34
3.2.4	Loading Dock Management.....	34
3.2.5	Waste Removal.....	35
3.3	CONTRACTORS	36
3.3.1	Official Contractors	36
3.3.2	Exhibitor Appointed Contractors	36

3.4	CLEANING.....	37
3.5	DELIVERIES, STOCK REMOVAL AND STORAGE DURING THE SHOW.....	37
3.5.1	Deliveries	37
3.5.2	Good Removals Form.....	37
3.5.3	Storage	37
3.6	EXHIBITION STANDS.....	38
3.6.1	Shell Scheme.....	38
3.6.2	Fascia Board.....	39
3.6.3	Space Only / Custom Stands.....	39
3.7	EXHIBITION STAND CONSTRUCTION.....	40
3.7.1	Damages to the Centre.....	40
3.7.2	Exhibitors – Space Only Exhibits.....	40
3.7.3	Painting	41
3.7.4	Raised Floors, Stairs and Ramps within Exhibits	41
3.7.5	Stand Fitting and Boundaries	41
3.7.6	Stand Height	42
3.7.7	Temporary Structures and False Ceilings	42
3.8	EXHIBITION STAND DISPLAY REGULATIONS.....	43
3.8.1	Advertising and Other Displays	43
3.8.2	Balloons	43
3.8.3	Care of Exhibition Hall	43
3.8.4	Copyright.....	43
3.8.5	Exhibitors – Schell Scheme Exhibits	43
3.8.6	Flammable Goods and Fire Proofing.....	43
3.8.7	Logo Display	44
3.8.8	Stand Number.....	44
3.8.9	Obstruction of Aisles and Nearby Booths.....	44
3.8.10	Open Frontages	44
3.8.11	Sound Levels	45
3.9	CATERING	45
3.9.1	Service of Alcohol	45
3.9.2	Stand Catering	45
3.10	DANGEROUS AND NOXIOUS SUBSTANCES	45
3.11	DILAPIDATION.....	46

3.12	DEMONSTRATIONS AND / OR PRESENTATIONS OF EXHIBITS / PRODUCTS.....	46
3.13	EMERGENCY, FIRST AID AND MEDICAL CONTACT	47
3.14	FAILURE TO EXHIBIT.....	48
3.15	FIRE PRECAUTIONS.....	48
3.15.1	Flammable Goods and Fire Proofing.....	48
3.15.2	Fire Regulations.....	49
3.16	FLOOR LOADING	49
3.17	FLOOR PLANS.....	49
3.18	FORCE MAJEURE	49
3.19	FUNCTIONS.....	49
3.20	FREIGHT FORWARDER, MATERIAL HANDLING AND FORKLIFTS	50
3.20.1	Forklifts and Material Handling	50
3.21	GROUP / NATIONAL PAVILION.....	51
3.22	IMPORTED GOODS	51
3.22.1	Permanent Entry	51
3.22.2	Temporary Entry	51
3.22.3	Quarantine Regulations	52
3.23	INDEMNITY AND INSURANCE	52
3.23.1	Indemnity	52
3.23.2	Insurance	53
3.24	MANNING OF EXHIBITION STAND AND CONDUCT OF STAND PERSONNEL.....	53
3.25	PAYMENT / TERMS AND CONDITIONS	54
3.26	PRIZE AND LOTTERIES	54
3.27	REGULATIONS OBSERVANCE.....	54
3.28	SECURITY.....	55
3.29	SELLING PRODUCTS ON YOUR STAND	55
3.30	SMOKING RESTRICTIONS.....	56
3.31	VENUE SPECIFICATIONS	56
3.32	OCCUPATIONAL HEALTH AND SAFETY	57
3.32.1	Fire, Medical and Emergency Procedures	57
3.32.2	Health, Safety and Risk Assessments.....	57
3.32.3	Safety.....	57
3.32.4	Safety Guidelines.....	58
3.32.4.1	General	58

3.32.4.2 Guidance Notes for Demonstrations	59
3.33 SUB-LETTING OF STANDS	60
3.34 UNFORESEEN CIRCUMSTANCES	60
SECTION 4.....	61
4.1 WHY SHOULD YOU CONTACT THE ORGANISER?.....	61
4.2 A GUIDE TO SYDNEY	62
4.2.1 Restaurants & Shopping	62
4.2.2 Public Transport.....	62
4.2.3 Taxi Cabs	63
4.3 INFORMATION FOR INTERNATIONAL VISITORS.....	63
4.3.1 Public Facilities	63
4.3.2 Drugs.....	64
4.3.3 Electricity.....	64
4.3.4 Entry and Exit Formalities	64
4.3.5 Interpreters.....	65
4.3.7 Smoking	65
4.3.8 Taxes – GST	65
4.3.9 Tipping	65
4.3.10 Weather and Climate	65

SECTION 1 GENERAL EXHIBITION INFORMATION

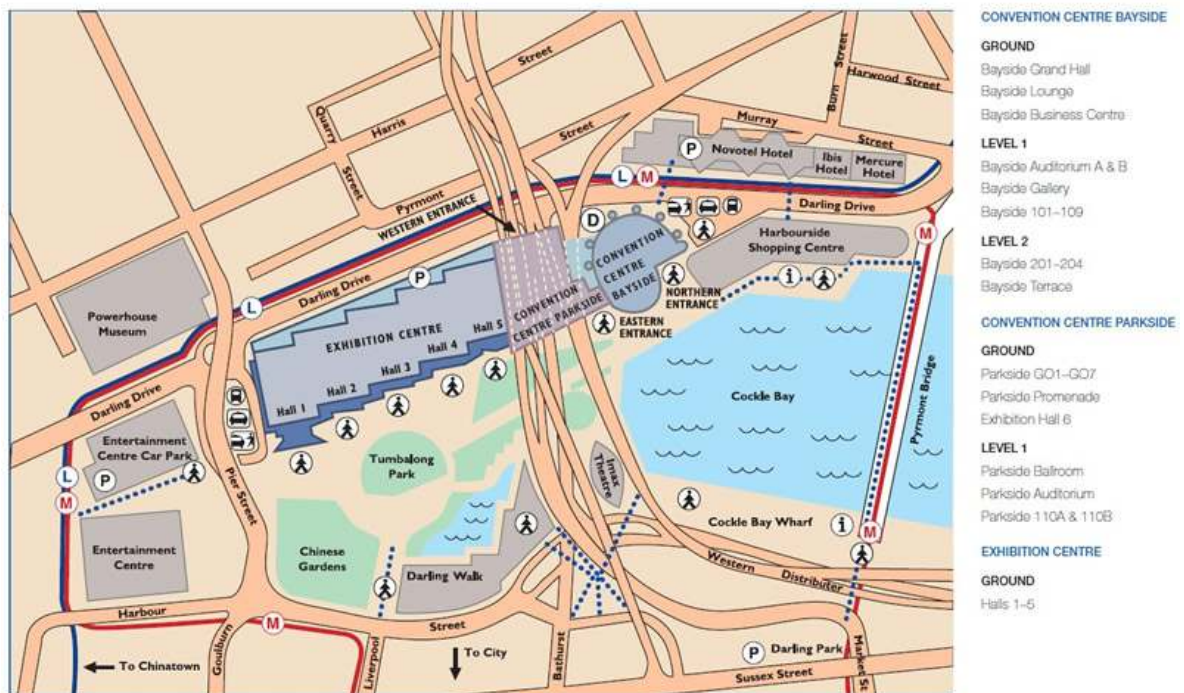
1.1 EVENT SCHEDULE

MOVE-IN	DATE	TIME
Official Shell-scheme Contractor	Sat 25 May	7:00am
Official Stand-builders for Space Only Stands	Sat 25 May	TBC
Non-official Shell Contractor	Sun 26 May	7:00am
Complete Build of Shell Scheme Stands	Sun 26 May	2:00pm
Vehicle Move-In	Sun 26 May	1:00pm – 3:00pm
Exhibitor Move-In - Shell Scheme Stands	Sun 26 May	2:00pm
Completion of ALL Stand Construction and Set-up	Mon 27 May	8:00pm
A move-in schedule will be published in the Organiser's Newsletter 6 weeks prior to the event.		
EXHIBITOR ACCESS TIMES	DATE	TIME
OPENING HOURS FOR EXHIBITORS	Sun 26 May	2:00pm – 7:00pm
	Mon 27 May	7:00am – 8:00pm
	Tue 28 May	9:00am – 6:30pm
	Wed 29 May	9:00am – 6:30pm
	Thu 30 May	9:00am – 7:00pm
EXHIBITION OPENING HOURS	DATE	TIME
EXHIBITION OPENING HOURS FOR VISITORS	Tue 28 May	10:00am – 6:00pm
	Wed 29 May	10:00am – 6:00pm
	Thu 30 May	10:00am – 5:00pm
Exhibitors may access the halls 1hr prior to opening. Please note all stands must be staffed 30min prior to the show opening.		
MOVE-OUT	DATE	TIME
Removal of Exhibitors' Material	Thu 30 May	5:00pm – 7:00pm
Commence Dismantle of Stands	Thu 30 May	7:00pm
Vehicle Move-out	Thu 30 May	5:00pm – 6:00pm
Complete Dismantle of Stands	Fri 31 May	12:00pm
Official Contractors to Complete and Exit SCEC	Fri 31 May	4:00pm

1.2 LOCATION

Sydney Convention and Exhibition Centre (SCEC)
Darling Drive, Darling Harbour
Sydney NSW 2000
Australia

1.2.1 Exhibition Location Map



1.3 EXHIBITOR CHECKLIST

COMPULSORY ITEMS TO ACTION & CHECK RECEIVED	DEADLINE
Full payment for stand rental	As per invoice
Public Liability insurance - copy provided to Organiser or paid	With Application Form
Password for exhibitor access on website received	Issued upon Confirmation
Read Service Manual	ASAP
Provide copy of Service Manual to your stand designer or non official contractors if you are space only	ASAP
Provide copy of Custom Stand Design to the Organiser FOR APPROVAL showing plan, orientation and elevation views along with licences, permits and any necessary certifications	ASAP (No later than 22 March 2013)

INFORMATION SUBMITTED BY THE EXHIBITOR PORTAL	DEADLINE
Visitor Invitations	12 April 2013
CeBIT Guide Directory Listing	15 April 2013
Fascia name / upgrade	26 April 2013
Names for Exhibitor Badges	10 May 2013
Emergency Contact	10 May 2013

FORM	DOWNLOADABLE FORMS TO ORDER SERVICES FROM CONTRACTORS	DEADLINE
1	Exhibitor Checklist	
2	Exhibitor Appointed Contractor	22-Mar-13
2A	Custom Stand Design Approval (Space only exhibitors)	22-Mar-13
3	Freight Services	26-Apr-13
3A	Delivery Docket	
4	Electrical Installation Grid	26-Apr-13
4A	Electrical Services General	26-Apr-13
4B	Electrical Services Stand Contractor (Space only exhibitors)	26-Apr-13
5	Furniture Packages	26-Apr-13
6	Rigging Request	3-May-13
7	Wired Internet Services	10-May-13
7A	Communication Services	10-May-13
7B	Wireless Communication Services	17-May-13
8	Lead Tracker Services	21-May-13
9	Water/Compressed Air Services	10-May-13
10	Function Request	3-May-13
10A	Stand Hospitality/Catering	10-May-13
11	Loading Dock Access Request	17-May-13

MARKETING		
Exhibition Guide - advertising booking	19-Mar-13	
Exhibition Guide – advertising material	15-Apr-13	
Information on product launches, press conferences and other special presentations you are planning at CeBIT 2013	ASAP	
Press kits for media centre at exhibition	27-May-13	

****The above dates are subject to change.****

1.4 IMPORTANT INFORMATION

1.4.1 Contracted Space Areas

No part of any structure or exhibit may extend beyond the boundaries of the contracted area. This includes (but is not limited to) logos, signage, light fittings, equipment or posters. The Organiser will ask you to move any items that are not in your contracted space. This includes any areas that may be adjacent or behind your stand.

1.4.2 Electrical Safety

In accordance with WorkCover NSW and venue legislation all electrical equipment must display a current test tag. Please ensure that all equipment is tagged prior to coming on site at CeBIT.

1.4.3 High Visibility Vests

High visibility vests must be worn at all times whilst on the loading dock and in the halls during the move-in and move-out periods. This is compulsory, any exhibitors not complying with this request will be asked to leave the loading dock immediately. High visibility vests can be purchased for \$6.00 at the Sydney Exhibition Centre's Exhibitor Services Desk or at the Security Gatehouse vending machine.

1.4.4 Manning Your Stand

Exhibitors and their staff are requested to be present at their stands at least 30 minutes before the opening hours of the exhibition and stands must be fully staffed and operational throughout the opening hours of the exhibition. Exhibitors are reminded that their exhibits must remain on display up until the event officially closes at 5.00pm on Thursday 30 May 2013.

1.4.5 Promotional Staff

HFA will need to approve of any promotional staff prior to CeBIT. Promotional staff must be dressed in professional attire, and HFA reserves the right to remove any promotional staff that do not adhere to this policy. Promotional staff must remain either on your stand or within one metre of your stand only. They must not exceed the one metre boundary of your stand space. This will be strictly enforced on site.

1.4.6 Receipt of Delivery of Goods

The Organiser or the Centre will not accept any delivery, or sign for any goods, packages or other materials on behalf of the exhibitor, their agent or their contractor.

1.4.7 Security of Items on Stand

The primary responsibility for safeguarding of belongings lies with the exhibitors. The Organiser will not accept responsibility for theft, loss or damage of exhibits, stores or any other equipment belonging to exhibitors, contractors or visitors.

1.4.8 Selling Products

All retail or cash sales to private individuals or businesspersons are prohibited. A retail or cash sale is any transfer of merchandise for payment or any supply of a service on the part of the exhibitor at the exhibition grounds. Orders for products/services may still take place, providing there is no cash or merchandise exchanged.

1.4.9 Stock Removal Forms

Exhibitors who wish to remove goods from 8am - 6pm during the event days, 28 – 30 May 2013, must complete a Goods Removal Form 12. The form is available on-site at the Organiser's Office. This will need to be handed to the security guard upon leaving the exhibition hall.

1.4.10 Waste Removal

Items stored onsite must be stored on the exhibitors stand, within the parameters of the stand only. No items may be stored behind or adjacent to the stand. Exhibitors are responsible for ensuring their own stand is kept in a tidy condition at all times. Exhibitors are responsible for removing their own waste and all stand material.

1.5 ADMISSION

Admission into the exhibition hall is strictly controlled. Exhibitors, their representatives, delegates, and trade visitors are all required to display their respective badges for admission into the exhibition hall.

Please note that trade identity will be required.

1.5.1 Contractors

Contractors requiring access to the exhibition during the event period, 28 May to 30 May 2013 are required to wear name badges and/or company shirts for identification purposes. For security purposes, Contractors will not be permitted access outside the move-in/move-out and exhibition open hours unless prior arrangements have been made in writing with the Organiser.

Please Note

The contractor will not need a badge for the move-in period from 25 May to 27 May 2013. However, please ensure that they wear High Visibility Clothing. Please refer to section 3.2.1 on page 30 of this Service Manual for further information.

1.5.2 Exhibitors

Exhibitors' badges will only be issued to the participants registered by accessing the Exhibitor Portal. Badges are valid for the duration of the move-in, exhibition days and move-out. For security purposes, Exhibitors are required to wear their badges at all times. The badges should be collected from the Exhibitor Registration desk, located at the Hall 3 entrance during move-in period of the show.

Exhibitors are entitled to the quantity of badges indicated in the table below. Please refer to the below table to correct entitlements. Charges for additional or replacement badges apply and are payable by the Exhibitor.

SPACE SIZE (sqm)	BADGE AMOUNT
0 – 12	4
15 – 60	1 per 3 sqm
60 +	20
Co-Exhibitors and Pavilion Participants	2

Please Note

Co-Exhibitors share the total allocation of badges. For example, if two co-exhibitors are sharing a 12sqm stand, 6 badges will be issued in total i.e. 4 + 2 = 6 badges.

Exhibitors are permitted to enter the exhibition area one hour before opening time and will not remain more than half an hour after the closing time during exhibition days. Exhibitors and their staff are requested to be present at their stands at least 30 minutes before the opening hours of the exhibition.

Prior written approval or permission from the Organiser is required if Exhibitors would like access to the exhibition hall outside of these hours.

Exhibitors' staff members that are not manning the stand, but wish to visit the exhibition will be regarded as Visitors and should register themselves as Visitors. Persons below 18 years of age are not allowed to use exhibitor badges, nor will they be admitted into the event. This ruling will also be strictly enforced during the move-in and move-out days.

1.5.3 Visitors

CeBIT Australia is a trade only event and only business visitors may attend. Visitors who pre-register at www.cebit.com.au before 15 February 2013 can register for FREE. A fee will be charged for visitors who pre-register after 15 February 2013.

1.6 SYDNEY CONVENTION AND EXHIBITION CENTRE

The Sydney Convention and Exhibition Centre is widely recognised as a leading business events venue in Australia. It is located on the Darling Harbour waterfront and is home to the Convention Centre Bayside, Convention Centre Parkside and the Exhibition Centre.

The Centre offers over 30 flexible meeting rooms for up to 50 people, to an auditorium accommodating 3,500. 30,000 square metres of exhibition space is also available throughout the six exhibition halls.

Sydney Convention and Exhibition Centre (SCEC)
Darling Drive, Darling Harbour
Sydney NSW 2000
Australia

CeBIT Australia is located on the Exhibition side of the Centre in Halls 2, 3, 4 & 5. A location map can be found in section 1.2 on page 9.

The Centre's Exhibitor Services Desk is located in the Southern Promenade, in Hall 5.

1.6.1 Business and Exhibitor Services

Business Services are available from the Bayside Information Desk, located at Ground Floor of Convention Centre Bayside.

Business and Exhibitor Services is situated in the southern end of the Promenade, Ground Floor of Convention Centre Parkside. It is operated by the Centre's staff and is open during the move-in, show days and move-out.

Exhibitors are able to confirm their ordered services such as communication lines, water/compressed air services, stand hospitality/catering and wired Internet services.

Services available include:

- Printing, photocopying, scanning and facsimile
- Basic stationary supplies
- Stationery items
- Conference calls
- Meeting room hire

1.6.2 Café

The café areas are located in the back left corners of Halls 2 and 5. The Centre operates the café areas to service food and beverage needs of Exhibitors, the general public, etc. for the duration of the exhibition. The Centre has sole rights for the sale and distribution of any article of food or drink within the exhibition hall.

Café Account

Exhibitors wishing to purchase food and beverage from the café and / or the Exhibitor Lounge may charge their purchases to an account card. A payment of AUS\$ 400 (incl. GST) by cash, cheque or credit card must be made prior to the issue of the account cards at the Exhibitor Service Desk. Please contact the Centre, details can be found in section 2.1 on page 21, with your requirements no later than 10 May 2013. On receipt of your request, you will receive a service order confirmation by fax detailing the charges for the requested services.

1.6.3 Disabled Facilities

Toilets for the disabled are located in the Foyer of Hall 1 and 5 of the Exhibition Centre.

1.6.4 Parents Room

A Parents Room is located between the male and female facilities in Exhibition Hall 4 foyer.

1.6.5 Parking

The Centre Car Park is located below the Exhibition Centre and can accommodate up to 900 vehicles with direct access to the Darling Harbour precinct. Designed for high turnover visitation, the Centre Car Park offers premium car park access to events at the Centre and in Darling Harbour. Entrance/exit is via Darling Drive.

Vehicular access is limited to cars and motor cycles only, as the Car Park has a ceiling height of 1.8 metres. Conditions of entry are posted at the entrance to the Car Park, at all payment facilities and on the reverse of the Car Park ticket.

There are also approximately 4,000 car parking spaces surrounding the Centre, including the Entertainment Car Park and Harbourside Car Park.

The Centre accepts no responsibility for theft of, or damage to vehicles parked in the car park and it is in the owner's interest to remove all valuables from vehicles. Conditions of entry are posted at the entrance to the car park. To obtain multi access into the car park, Exhibitors may show their Exhibitor passes to obtain a re-entry pass at the Central Pay Station.

A lift service is available at each end of the car park with direct access to the Centre and Darling Harbour. There is also an escalator service from the car park to the Promenade at Hall 5.

Rates

Car parking rates are set on an hourly basis with a maximum of 4 hours, after which a full day rate is applicable. Please note the car parking rates below:

Day Rates for all vehicles	Evening Rates for all vehicles
0-1 hours = \$10.00	0-1 hours = \$10.00
1-2 hours = \$18.00	1-2 hours = \$18.00
2-3 hours = \$25.00	2+ hours = \$22.00
3-4 hours = \$30.00	Evening Rates apply from 5:00pm.
4+ hours = \$34.00	Vehicles must exit before 6:00am <i>(the following day)</i>

The Centre's Car Park accepts cash and all major credit cards, with the following payment facilities offered:

- Automatic cash/credit card ticket machines located in each section of the Car Park
- Credit card payment facility available at Car Park exits.

EFTPOS payment is not accepted.

SCEC Parking Tel: +61 2 9282 5432
Operational Hours Monday to Sunday – 24 hours

Alternative Parking

There are over 4,000 car park spaces in the Darling Harbour area. Alternative parking stations are located nearby. Please refer to venue location map. Early bird parking or long stay parking is available at the following locations:

- Entertainment Centre Tel: +61 2 9264 1624
- Harbourside Car Park Tel: +61 2 9552 2330
- Secure Parking, Harris Street, Pyrmont Tel: +61 2 8912 4900

Disabled / Parents with Prams / Motorcycle Parking

Disabled parking is available throughout the length of the park (north-east and south-east corners). Lift access to the Convention and Exhibition Centres is also available in both these areas. Designated bays for 'parents with prams' are available along the wall adjacent to Darling Harbour. Designated bays for motorcycles are located along the wall adjacent to Darling Harbour under Hall 2.

1.6.6 Public Telephones

Public telephones are available in the Foyers of Hall 1 and 5. Phones are both coin and card operated.

1.7 TRAVEL AND ACCOMMODATION

For CeBIT Australia 2013, take advantage of the official on-line room reservation service offered by our official accommodation supplier. They will deliver the best value accommodation for exhibitors and visitors at a range of hotels in and around Darling Harbour and the CBD of Sydney.

A link to the on-line booking site is available on the Accommodation page of the CeBIT Australia website. Select "Visitor Info" on the main menu and then select "Accommodation".

Please note that all bookings are subject to availability.

1.7.1 Air Travel (within Australia)

For air travel within Australia, contact the airline of your choice as early as possible to obtain the best available airfares. Remember that greater discounts are offered for on-line bookings.

Qantas

Tel: 131313 (within Australia)
Tel: +61 2 9691 3636 (international)
www.qantas.com.au

Virgin Australia

Tel: 136789 (within Australia)
Tel: +61 7 3295 2296 (international)
www.virginaustralia.com

Regional Express

Tel: 131713 (within Australia)
Tel: +61 2 6393 5550 (international)
www.regionalexpress.com.au

1.8 MARKETING SERVICES

1.8.1 Advertising

The Organiser of CeBIT Australia is undertaking a comprehensive advertising campaign in key newspapers, magazines and electronic media. Schedule details will be provided to exhibitors via our monthly newsletter.

The aim of the advertising campaign is to promote the exhibition to key target business markets thus delivering a superior visitor audience to you, the exhibitor.

Exhibitors are encouraged to support this process in their individual advertising campaigns by mention of their participation and inclusion of the CeBIT Australia logo in their advertisement.

The CeBIT Australia logo is available as a download in *.eps, *.jpg or *.tif format in the exhibitor download section of the CeBIT website.

1.8.2 Exhibition Guide Advertising

The official Exhibition Guide will be handed out free of charge to every Visitor as they enter the exhibition. It will not only be used extensively at the show, but will remain a valuable industry reference publication long after the event. As an exhibitor, your company is entitled to a complimentary listing, which includes name, stand number, website details and a limited word description of products and services that will be showcased. You will have the opportunity to place an advertisement in the exhibition guide. This information will also be posted live on the exhibitor listing on the CeBIT Australia website www.cebitalia.com.au.

Only companies who are confirmed (contracted) exhibitors of CeBIT Australia 2013 may advertise. Co-exhibitors, pavilion exhibitors and Export Alley exhibitors are also allowed to advertise.

Ad locations are never specified or promised. We do not offer or guarantee any locations except for three premium spots (Back Cover, Inside Front Cover, Inside Back Cover). Its first in best dressed. Ads are not refundable once paid for.

All invoices for the Exhibition Guide are separate to that of floor space and payable within 30 days upon invoice and/or prior to the guide going to print (no exceptions and non refundable). Rates are very reasonable, and there are options of half-page colour and full-page colour. The high profile outside back cover, inside back cover and inside front cover full colour pages are also available.

2013 Advertising Rates for (excl. GST)

- | | |
|--------------------------------|-----------|
| ▪ Full-page colour | A\$ 2,980 |
| ▪ Half-page colour | A\$ 2,076 |
| ▪ Outside Back Cover | A\$ 8,517 |
| ▪ Double page spread | A\$ 4,910 |
| ▪ Full page inside back cover | A\$ 5,586 |
| ▪ Full page inside front cover | A\$ 6,208 |

For further information contact:
Hannover Fairs Australia
Tel: +61 2 9282 3400
Fax: +61 2 9280 1977
Email: sales@cebitalia.com.au

Please Note

Exhibition Guide advertising is only available to confirmed CeBIT Australia 2013 Exhibitors and Co-exhibitors.

1.8.3 Media Coverage

Media coverage is another important component of the marketing services provided by CeBIT Australia.

1.8.4 Pre-Event Media Coverage

The Organiser of CeBIT Australia is undertaking a comprehensive media campaign in key newspapers, magazines and electronic media leading up to the event. Highlights will be provided to exhibitors via our monthly newsletter.

As well as profiling the event, there will also be opportunities to profile interesting exhibitors, and their products and services. To take advantage of this opportunity, offered free of charge, exhibitors are encouraged to provide your company's details as soon as possible.

1.8.5 Media Coverage of the Event

During the event we will be coordinating the attendance of journalists from around the region via the official Media Centre. Again, you should take the opportunity to supply your company's press kits to the Media Centre, via the Organiser, together with specific information on any product launches, press conferences or other special presentations you are planning during the exhibition.

1.8.6 Website and Exhibition Guide Listing

Exhibitors have the opportunity for their company name, stand number, description, exhibition category and website address to be printed in the exhibitor guide. This information is submitted via the Exhibitor Portal. Exhibitors are encouraged to submit this information as soon as possible, as this information may also be used for an on-line business matching system where visitors can find exhibitors of interest.

1.9 SPONSORSHIP

The leverage afforded by sponsorship can bring reputation benefits not obtainable through advertising. Sponsorship activities form an integral part of a comprehensive and successful marketing plan. Your plan should also include elements to help you build on the initiatives you will create at trade fairs.

Your organisation's involvement and commitment to the industry will be openly demonstrated and widely acknowledged by promoting your support in the lead-up to the event, during the event and through the event activities, publications and its website.

For more information on the sponsorship packages available please contact:

Hannover Fairs Australia
Tel +61 2 9280 3400
Fax +61 2 9280 1977
Email cebit@hannoverfairs.com.au

1.10 TRADE VISITOR INVITATIONS

An effective tool in your marketing campaign is the visitor invitations we print for you. We will provide you with 100 complimentary visitor invitations. If you wish to receive more than 100, please fill out the "Co-operative Marketing" section in the Exhibitor Portal. Many exhibitors underestimate

the significant role these play in reaching the people you want to visit the exhibition and more importantly, to visit your stand.

1.10.1 Ways to Use Your Visitor Invitations

- Send the invitations to customers and prospects with a personal letter highlighting why they should come to the exhibition, what they will see at your stand, where you will be located and where to call for more information. Send an extra invitation for them to pass on to a colleague.
- Include a printed announcement of what you will be demonstrating at the exhibition
- Deliver the invitations in person. They can be good door openers with new prospects
- Offer technical advice on your product when distributing the invitations
- Order extra invitations for distributors, regional offices and suppliers to hand out to prospects on your behalf
- Fax prospects information on the event with a reply fax form to supply extra invitations for their colleagues
- Offer invitations during phone conversations
- Insert invitations into invoices, order fulfillment and other business correspondence.

SECTION 2 – EXHIBITOR SERVICES

2.1 OFFICIALLY APPOINTED CONTRACTORS

The Organiser has appointed official contractors who have already agreed to abide by the Rules and Regulations for the exhibition. Their contact details are below. Please note that these contractors have already submitted their insurance and occupational health and safety policies to the Organiser.

SHOW ORGANISER	Hannover Fairs Australia 80 Buckingham St Surry Hills NSW 2010, Australia Tel: +61 2 9280 3400 Fax: +61 2 9280 1977 Email: ops@cebit.com.au Website: www.cebit.com.au
AUDIO VISUAL HIRE CONTRACTOR	Microhire Contact: Brandon Bowers Unit 1, 6-8 George Place Artarmon NSW 2064, Australia Tel: +61 2 9460 6700 Fax: +61 2 9460 6755 Email: Brandon.Bowers@microhire.com.au Website: www.microhire.com.au Orders: http://avhi.re/HFA13
CUSTOM BUILD CONTRACTORS	Harry the Hirer Contact: Brian Linderman Unit 2, 2-12 Beauchamp Road Botany NSW 2019, Australia Tel: +61 3 9425 8634 Fax: +61 2 9666 1988 Email: brianl@harrythehirer.com.au Website: www.harrythehirer.com.au
	Exhibit Systems Contact: Paul Hicks PO Box 709 Brookvale NSW 2100, Australia Ph: +61 2 9982 5511 Fax: +61 2 9982 9899 Email: paul@exhibitsystems.com.au Website: www.exhibitsystems.com.au

	<p>Exhibition Co Contact: Andy Buick Unit 1 / 9 Dymrna Street Cromer NSW 2099, Australia Ph: +61 2 9972 1900 (international) Fax: +61 2 9972 1988 Email: andy@exhibitionco.com.au Website: www.exhibitionco.com.au</p>
SHELL SCHEME & SHELL SCHEME UPGRADE CONTRACTOR	<p>Harry the Hirer Contact: Andrew Sargeant Unit 2, 2-12 Beauchamp Road Botany NSW 2019, Australia Tel: +61 2 9666 8699 Fax: +61 2 9666 1988 Email: andrewsa@harrythehirer.com.au Website: www.harrythehirer.com.au</p>
ELECTRICAL CONTRACTOR	<p>Harry the Hirer Contact: Brooke Rigby Unit 2, 2-12 Beauchamp Road Botany NSW 2019, Australia Tel: +61 2 9666 8699 Fax: +61 2 9666 1988 Email: brooker@harrythehirer.com.au Website: www.harrythehirer.com.au</p>
FREIGHT FORWARDER & MATERIALS HANDLING CONTRACTOR	<p>Schenker Australia Contact: Ian Buckle 72-80 Bourke Road Alexandria NSW 2015, Australia Tel: +61 2 8332 2296 Fax: +61 2 9333 0470 E-Mail: cebit@dbschenker.com Website: www.dbschenker.com.au</p>

FURNITURE HIRE CONTRACTOR	<p>Harry the Hirer Contact: Brooke Rigby Unit 2, 2-12 Beauchamp Road Botany NSW 2019, Australia Tel: +61 2 9666 8699 Fax: +61 2 9666 1988 Email: brooker@harrythehirer.com.au Website: www.harrythehirer.com.au</p>
	<p>Morgan Pages Expo Contact: Sheree Pilley PO Box 657 Lewisham NSW 2049 Ph: 1300 66 84 66 (+61 2 8203 1414) Fax: 1300 66 94 66 (+61 2 9560 0124) Email: sales@mpexpo.com.au Website: www.mpexpo.com.au</p>
LEAD TRACKING SERVICES	<p>Tradevent Solutions Pty Ltd Ground Floor, 410 Elizabeth Street Surry Hills NSW 2010, Australia Tel: +61 2 8282 4900 Fax: +61 2 9211 1137 Email: info@tradevent.com.au Website: www.tradeventsolutions.com.au</p>
RIGGING	<p>Harry the Hirer Contact: Andy Crump Unit 2, 2-12 Beauchamp Road Botany, NSW 2019, Australia Tel: +61 3 9425 8666 Fax: +61 3 9421 4377 Email: Andyc@harrythehirer.com.au Website: www.harrythehirer.com.au</p>
SECURITY	<p>Sydney Convention & Exhibition Centre Contact: Ray Muckian Locked Bag 14 Pyrmont NSW 2009, Australia Tel: +61 2 9282 5139 Fax: +61 2 9282 6459 Email: rmuckian@scec.com.au Website: www.scec.com.au</p>

VENUE - Catering - Communication Services - Cleaning - Water - Waste - Gas Connections	Sydney Convention & Exhibition Centre Exhibitor Service Desk Locked Bag 14 Pyrmont NSW 2009, Australia Tel: +61 2 9282 5499 Fax: +61 2 9288 6463 Email: exhibitorservices@scec.com.au Website: www.scec.com.au
WIRELESS COMMUNICATION CONTRACTOR	Microhire Contact: Brandon Bowers Unit 1, 6-8 George Place Artarmon NSW 2064, Australia Tel: +61 2 9460 6700 Fax: +61 2 9460 6755 Email: Brandon.Bowers@microhire.com.au Website: www.microhire.com.au Orders: http://avhi.re/HFA13

2.2 AV AND COMPUTER EQUIPMENT HIRE

Microhire has been appointed the official supplier for your CeBIT AV and IT needs. Microhire continues to provide the latest solutions and industry leading service to your event technology needs. For laptops and networking or lighting, audio and HD vision Microhire can tailor a solution to enhance your exhibition experience.

Refer to section 2.1 of this service manual for contact details and <http://avhi.re/HFA13> for information on products and to place orders.

2.3 ELECTRICAL

Harry the Hirer has been appointed as the official sole Electrical Contractor for CeBIT Australia 2013. All electrical supply has to be ordered through Harry the Hirer via the Electrical Services Form 4A downloadable from the Exhibitor Portal. Additional electrical equipment can also be ordered at the same time.

2.3.1 Electrical Safety

Electrical equipment not provided by the official Contractor must be tagged and tested prior to the event. For shell scheme exhibitors, this is included in your package. For space only exhibitors, Harry the Hirer will provide on-site testing for a fee borne by the Exhibitor. If this has not been pre-ordered with your application for stand space, please download the Electrical Services General Form 4A from the Exhibitor Portal or contact the official electrical contractor directly.

The standard electricity supply available for use on stands at the exhibition is:

- Single-phase alternating current at 230 volts, 50 Hz ($\pm 10\%$)
- Three-phase with neutral alternating current at 415 volts, 50 Hz ($\pm 10\%$)

Please remember to indicate the location of any electrical fittings you require on Electrical Installation Grid Form 4 downloadable from the Exhibitor Portal. This will ensure that the electrical and service engineers can prepare your requirements prior to your arrival on-site.

2.3.2 Shell Scheme

Shell scheme exhibitors please note that the stand already includes 1 x 4 amp power point and 2 x 75W spotlights per 9m². You are only required to complete the Electrical Services General Form 4A if you require additional electrics. This form is downloadable from the Exhibitor Portal.

2.3.3 Space Only

Space only exhibitors please note you will need to order any electrical supply and services required from our electrical contractor via the Electrical Services General Form 4A downloadable from the Exhibitor Portal accompanied by a proposed layout plan, Electrical Installation Grid Form 4. Inspection on-site will be carried out before the power supply is turned on.

Special Note for Contractors

- All lighting must be 2.2 metres above the floor level. Any variation must be approved by the Organiser and the Centre.
- High-powered lights such as floods or spots must not be placed with 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.

The Organiser reserves the right to disconnect the electrical supply to any installations, which in the opinion of the electrical consultants, does not comply with regulations and is deemed dangerous or likely to inconvenience exhibitors or visitors.

Each electrical supply provided is intended for one equipment or machine on display. Multipoint socket outlets are not permitted as it may cause an overload, leading to a trip in the incoming power supply. Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.

During the move-out period, temporary electricity supply can be arranged by prior arrangements (at least 24 hours) with the Organiser.

2.4 FUNCTIONS

Exhibitors may hold functions on their stand but only by receiving prior written approval from the Organiser by completing the Function Request Form 10. This form has to be submitted to the

Organiser no later than 3 May 2013. Please note no on-stand function can proceed beyond 7.00pm and security must be organised by the Exhibitor for between 6.15pm and 7.00pm.

2.5 FURNITURE HIRE

The Organiser is offering Exhibitors a selection of eight furniture packages consisting of the following options:

Option 1 – Basic Package A\$654 (excl. GST)	Harry the Hirer	<ul style="list-style-type: none"> • 2 x Conference Chairs (black) • 1 x Cafe Table 90cm round (white/black) • 1 x Counter – 120cm x 60cm x 90cmH (white/black) • 1 x Tiered Brochure Rack (black/silver) • 1 x Waste Bin • 1 x Plant 	A
		<ul style="list-style-type: none"> • 2 x Arrow Stools (white/black) • 1 x Bar Table 60cm round (white/black) • 1 x Small Lockable Cupboard – 90cm x 50cm x 70cmH (white/black) • 1 x Tiered Brochure Rack (black/silver) • 1 x Waste Bin 	B
	Morgan Pages Expo	<ul style="list-style-type: none"> • 2 x Fineline Chairs (charcoal) • 1 x Cloud Table 80cm round (white/black) • 1 x Strand Lockable Counter – 100cm x 50cm x 100cm (white) • 1 x Sabre Curved Brochure Stand • 1 x Waste Bin • 1 x Plant 	C
		<ul style="list-style-type: none"> • 2 x Pastis Cushion Stools (black) • 1 x Cloud Island Bar 70cm table (white/black) • 1 x Strand Lockable Counter – 100cm x 50cm x 100cm (white) • 1 x Sabre Curved Brochure Stand • 1 x Waste Bin 	D
Option 2 – Premium Package A\$839 (excl. GST)	Harry the Hirer	<ul style="list-style-type: none"> • 2 x Melody Chairs (various colours) • 1 x Cafe Table 90cm round (various colours) • 1 x Counter curved – 126cm x 60cm x 90cmH (various colours) • 1 x Tiered Brochure Rack (black/silver) • 1 x Waste Bin • 1 x Plant 	E
		<ul style="list-style-type: none"> • 2 x Melody stools (various colours) • 1 x Bar Table 60cm round (various colours) • 1 x Large Lockable Cupboard – 120cm x 60cm x 90cmH (various colours) • 1 x Tiered Brochure Rack (black/silver) • 1 x Waste Bin 	F
	Morgan Pages Expo	<ul style="list-style-type: none"> • 2 x Storm Chairs (various colours) • 1 x Cloud Table 80cm round (various colours) • 1 x Sabre Curved Counter (various colours) • 1 x Sabre Curved Brochure Stand 	G

		<ul style="list-style-type: none"> • 1 x Waste Bin • 1 x Plant 	
		<ul style="list-style-type: none"> • 2 x Pastis Stools (various colours) • 1 x Cloud Island Bar 70cm table (various colours) • 1 x Sabre Lockable Counter (various colours) • 1 x Zig Zag Brochure Stand • 1 x Waste Bin 	H

Many Exhibitors may have already ordered their furniture package with their Space Application Form. You are still able to book a package by downloading and completing the online Furniture Packages Form 5 from the Exhibitor Portal. The Organiser will raise an invoice accordingly. Furniture packages are supplied by Harry the Hirer and also Morgan Pages Expo. Harry the Hirer and Morgan Pages Expo will contact all exhibitors who have ordered furniture packages to confirm packages ordered and colour required. Please see officially appointed Contractors List under section 2.1 for Harry the Hirer and Morgan Pages Expo Contact Details.

Please note, all items are subject to availability, to avoid disappointment we suggest ordering early.

2.6 LEAD AND TRACKING SERVICES

Research shows that leads from exhibitions are more likely to be converted into sales than from any other media. Remarkably, many exhibitors never follow up with prospects, or qualified leads are followed up too late. Your post event efforts will cement sales and maximise your return on your investment. Do not waste your time at the event by manually recording names, addresses and company details.

The Trackers provided by Tradevent are simple, fast and efficient, allowing you to follow up your prospects efficiently and effectively. Simply scan the visitor's name badge into the tracker, and it stores 100% of their details, person's name, company, address, phone, mobile and email. You can then specify custom qualifiers to suit your needs.

Tradevent Trackers come pre-set with the following qualifiers, which you can change, add or remove:

1. Send Information
2. Send Quotation
3. Please Call
4. Want to Purchase
5. General Inquiry

All tracking devices have to be ordered through Tradevent via the Lead Tracker Services Form 8 downloadable from the Exhibitor Portal.

2.7 PHONE AND FAX SERVICES

The Centre's infrastructure provides fast, high quality data, internet, voice and video services from any point in the venue.

The Centre provides analogue and digital phone lines. These lines are provided via its PABX. Analogue phone lines are required for modems and fax machines or if you wish to have more than one handset per line. Digital phone lines come with phone handsets and are not compatible to use with modems and fax machines or with more than one handset per line.

The Centre's PABX analogue phone line system is capable of 33kbps (if used with compatible equipment). Any phone service ordered where the phone service required (local, STD, IDD) is not circled, will automatically be programmed to STD service.

All phone and fax services can be ordered through the Centre via the Communication Services Form 7A downloadable from the Exhibitor Portal.

2.8 RIGGING

Please send all rigging requests to the official appointed rigging contractor Harry the Hirer. For safety and insurance reasons no other contractor is permitted to undertake rigging activities in the exhibition hall.

Please submit the Rigging Request Form 6 to Harry the Hirer no later than 3 May 2013, with a specification of your requirements. Your specification should describe the items to be rigged, including dimensions and approximate weights and include a drawing or sketch showing locations of items in relation to your stand.

Special Note for Contractors

If your stand contractor has incorporated rigging activities in your stand design, they must use the official rigger to undertake the rigging activities (connecting the rigging points) in the halls. The official rigger must be advised of the total rigging requirements in order to produce the necessary rigging points. These must be ordered and paid for prior to the exhibition.

Your stand contractor may use another company to attach the items to the rigging points that the official rigger has installed, however these activities must be supervised and approved by the official rigger.

2.9 UTILITY SERVICES - WATER / COMPRESSED AIR

The Centre offers exhibitors a wide range of water/compressed air services. Please submit your completed Water & Compressed Services Form 9 downloadable from the Exhibitor Portal by 10 May 2013. On receipt of your request, you will receive a service order confirmation by fax detailing the charges for the requested services. Any order that is not received by 10 May 2013 will incur a 20% late fee.

It is the responsibility of the exhibitor to supply all labour and materials required for connection of display equipment and reticulation of all water/air services within the stand area nearest nominated service pit. Qualified personnel to comply with the relevant statutory acts and regulations must install all services. Services must not cross aisles or exhibits, or block operation of/or interfere with any emergency exits, fire hydrants, etc. Service pits must remain accessible at all times. All connections to the Centre's facilities, including those carried out by contractors other than the Centre staff will incur a service and usage fee. Connections to facilities not approved by the Centre will be disconnected.

2.10 WIRED INTERNET SERVICES

For easy Internet set up, just plug the network cable in to your network card on your PC, add the IP settings you are assigned and you are connected to the Internet.

The Centre's IP's IC-E (in Centre-Ethernet Solution) is provided by a Cat 5 lead emanating from one of the pits in the exhibition floor. To connect to the Cat 5 lead you will need a 10/100-network card in your PC or a Hub/Switch (if you wish to network more than one PC together). The Cat 5 lead provided is 10 metres long.

The Centre will provide you with 2 IP addresses. Additional IP addresses are available at an additional fee. Please specify on the Wired Internet Services Form 7 downloadable from the Exhibitor Portal. It is up to exhibitors to configure their equipment with the IP addresses given. Phone assistance is available from the Centre's Network Team on +61 2 9282 5678.

On-site technical assistance will be charged at fee quoted to you by the Centre. Please note that firewall and virus protection is recommended, and is not supplied by the Centre.

The Wired Internet Services Form 7 downloadable from the Exhibitor Portal must be completed by 10 May 2013.

2.11 WIRELESS COMMUNICATION SERVICES

Microhire will be providing internet connectivity via a Wi-Fi (802.11a, b, g, n) network to the CeBIT Australia 2013 exhibitors. For those exhibitors requiring internet access via the Wi-Fi network your computer or handheld device must have a compatible Wi-Fi network adapter.

All RF equipment (including Bluetooth powered devices) used by exhibitors must be registered in advance with the organiser. Any unregistered RF equipment will NOT be allowed to use for the duration of CeBIT Australia 2013.

Any request for wireless internet has to be ordered through Microhire via the Wireless Communication Services Form 7B downloadable from the Exhibitor Portal.

2.12 RESPONSIBILITIES

Exhibitors

- Ensure that persons in your employment and any others affected by your actions and omissions are safe and without risks to their health and safety.
- Ensure that the relevant risk assessments have been carried out relating to your own stand/area during move-in and move-out.
- Co-operate/co-ordinate your actions with the Organiser/contractors on-site.
- Make parties aware of any potential risks during move-in and move-out through risk assessments.
- Ensure that your staff/contractors are both competent and following safe systems of work.
- Seek advice where necessary from the health and safety advisor on-site, this will enable you to comply with the relevant statutory provisions.

Contractors

- Ensure the health, safety and welfare of any persons including sub-contractors on-site during the move-in and move-out period.
- Comply with Occupational Health & Safety Legislation, during move-in and move-out period.
- Where significant risks are involved ensure that risk assessments and method statements detailing methods of work are completed.
- Ensure that risk assessments and method statements are produced in pre-show meetings.
- Ensure the competence of employees and sub-contractors to carry out the designated work.
- Co-operate and co-ordinate your actions.

Stand Designers

- Must be competent, i.e. have the necessary skills, knowledge and experience pertaining to stand design backed up by the relevant qualifications.
- Ensure that erection and maintenance of the design, has the ability to be carried out safely and in accordance with the relevant legislation by the contractors in the time available.
- Comply with all construction design regulations.

SECTION 3 - OPERATIONAL REGULATIONS AND GUIDELINES

3.1 AUTHORITY OF PREMISES

In the event of any problems or disputes on-site, the decision of the Organiser, being the lessee of the premises, will be final. The Organiser also reserves the right to amend any earlier decision made in order to meet and satisfy any unforeseen or prevailing circumstance for the benefit of the exhibition and concerned parties.

3.2 EXHIBITOR MOVE-IN AND MOVE-OUT

Please refer to the Event Schedule in section 1.1 on page 8 for the move-in and move-out times. Exhibits may be delivered to the stand earlier than the time specified if construction has progressed sufficiently to receive the materials. Please liaise directly with the official freight forwarder for such arrangements. Otherwise, deliveries prior to 2:00pm on Sunday 26 May 2013 will not be permitted / accepted.

Exhibitors must be present to receive all delivered materials. The Organiser will not accept any delivery, or sign for any goods, packages or other materials on behalf of the exhibitor, their agent or their contractor, nor can they be responsible for failure in delivery.

Please Note

Boxes may be carried through the Centre main entrance, however trolleys are not permitted. Bulky items must be delivered to the loading dock. If a trolley is required at the loading dock, exhibitors are advised to organise their own.

3.2.1 High Visibility Clothing Requirements

It is a compulsory requirement that all Contractors and Exhibitors working in the venue during the move-in and move-out days of the event, and on the loading dock wear high visibility clothing to minimise risks associated with plant and vehicle movements.

Every Exhibitor and Contractor will need to provide their own high visibility vests. They will not be supplied by the Organiser. Alternatively you may purchase high visibility vests can be purchased for \$6.00 at the Sydney Exhibition Centre's Exhibitor Services Desk located at the front of Hall 5 or at the Security Gatehouse vending machine.

Please Note

It is compulsory that high visibility vests must be worn at all times whilst on the loading dock and in the venue during bump in and bump out times.

3.2.2 Important Facts About the Move-In Period

For insurance reasons and to ensure proper control and co-ordination of site movements, only the official freight forwarder is permitted to work in-hall and operate lifting equipment. No other freight-handling contractor will be permitted to work in the exhibition hall.

Exhibits arriving on site without a pre-appointed freight forwarder will be referred to the Organiser's appointed official freight forwarder. All costs incurred will be borne by the Exhibitor concerned. This regulation will be strictly enforced.

Exhibits requiring mechanical assistance must be handed over to the official freight forwarder at the loading and unloading bay. Exhibitors using their own freight forwarder up to these areas are requested to submit the details to the official freight forwarder to facilitate co-ordination. No other freight forwarders or Exhibitors are allowed to use any of their own lifting equipment on-site.

Exhibitors must ensure that delivery, loading and unloading of goods is carried out only at the loading and unloading area. The exhibition security officers and/or on-site handling agent will be at this area to supervise and direct the vehicles, and ensure smooth and safe operations of freight activities.

Exhibitors or their Contractor should not arrive at the exhibition hall earlier than the time stipulated in the "In-Hall Operations Schedule." The Organiser or the Centre will not accept any delivery, or sign for any goods, packages or other materials on behalf of the Exhibitor, their Agent or their Contractor, nor can they be responsible for failure of delivery. No responsibility for the safety or well being of any such items delivered on-site or awaiting collection in the absence of the Exhibitor, their Agent or their Contractor will be accepted by the Organiser.

To avoid congestion in-hall, Exhibitors may bring in hand-carried items only. Hand-carried items are allowed to be unpacked inside the exhibition premises providing there is no risk of damage to the floors and halls when the items taken out of their cases. Major items should be unpacked away from the exhibition premises and then brought into the stand for positioning. Exhibitors delivering small items using passenger cars are to park in The Centre car park.

Please Note

Any delivery or removal must be done between 9.00am and 9.45am and/or 6.15pm and 7.00pm, respectively during exhibition days. The Organiser must be informed of any such movement so that the necessary arrangements can be made. For declaration purposes, a Goods Removal Form 12 must be completed. This form can be obtained from the Organiser's Office.

Exhibitors are reminded that small attractive items are most at risk at this time and stands should not be left unattended until all portable items have been removed/ packed, and hired items and equipment collected by the relevant suppliers.

To assist in the smooth delivery of goods to an event or stand, all Exhibitor deliveries must be addressed as follows:

To: Sydney Convention and Exhibition Centre

Exhibition Centre Loading Dock
Darling Drive
DARLING HARBOUR NSW 2000

Event Name:	CeBIT Australia 2013
Date of Event:	28 May - 30 May 2013
Room/Hall Name:	_____
Stand/Company Name:	_____
Stand Number:	_____
Stand Contact Name:	_____
Stand Contact Mobile Number:	_____
Courier/Carrier Company:	_____
Description of items:	_____

Item number _____ of _____ items.

3.2.3 Important Facts About the Move-Out Period

For the Move-out period it is important that Exhibitors meet the following requirements:

- Exhibitors are not allowed to pack before the official closing time. Couriers will not be able to pick up packages before the closing time.
- If the stand is located near the loading dock, then it is very likely that the stand is going to be dismantled first as the Contractors need access to the halls.
- Exhibitors should not leave valuable items on their stand after the show (move-out period). If the Exhibitor leaves the stand unattended after 5.30pm on Thursday 30 May 2013, it is very likely that the items will be removed by the Contractors.
- If the Exhibitor needs to leave items on their stand, they should pack the items in boxes and inform the Contractor (stand builder) that they will pick up the boxes the next day.

Schenker Australia (contact details are in section 2.1 on page 21) will visit Exhibitors to confirm their move-out requirements during the show open days and will again notify each Exhibitor of their allocated move-out time. The Centre has a manned vehicle checkpoint that will monitor access and ensure an orderly flow of traffic in accordance with move-in/move-out schedules.

Please Note

The Exhibitor will not be able to use the loading docks before 7pm on Thursday 30 May 2013. Please ensure that you do not arrange any courier to pick up your items from your booth prior to the indicated time, as there will be no access approved.

Exhibitors are advised to remove any displays from the walls they wish to retain. Any merchandise remaining on the stand should be stacked in the centre of your stand well clear of stand walls and clearly labeled as items you will be collecting. Exhibitors are responsible for the security of their displays and exhibits until removed.

The Organiser will not accept responsibility for the loss of any items. Exhibitors are reminded that goods will be at risk during move-out and that stands should not be left unattended until the appropriate suppliers have collected all items and equipment.

Any exhibit or material remaining after the completion of the move-out will be freighted off-site and stored at the Exhibitor's expense. The Organiser or the Centre will accept no responsibility for the return of these items and may dispose of them at will.

3.2.4 Loading Dock Management

The Organiser has asked official freight forwarder Schenker Australia to develop a Move-In/Move-Out schedule, which will be provided to you 1 ½ months prior to the event.

If you require prolonged access to the loading dock, you will need to contact Schenker Australia so that they may coordinate your access times in cooperation with their move-in schedule. For access to the loading dock ramp and halls for delivery, vehicles are to queue from the north end of Darling Drive and enter via the Exhibition Centre Loading Dock signed entrance. Please refer to section 1.2 on page 9 for a location map. A 15-minute unloading limit applies to all cars in this area. The driveway and ramps are deemed as a tow-away zone to ensure a continuous and clean flow of traffic to all halls. No parking is allowed in the loading dock areas, and no vehicles will be admitted

during exhibition hours, unless special arrangements have been made in writing with the Organiser.

Exhibitors are advised to commence packing their exhibits and belongings as soon as the exhibition ends on the last day. Arrangements with the freight forwarders will have to be made in advance. Dismantling of certain shell scheme stands will commence immediately upon exhibition closure.

Please Note

Exhibitors will not be able to use the loading docks before 7pm on Thursday 30 May 2013. Please ensure that you do not arrange any courier to pick up your items from your booth prior to the indicated time, as there will be no access approved.

All goods awaiting collection should be clearly labeled as follows:

- Company Name
- Contact Name
- End Delivery Details/Address
- Stand Number

The Delivery Docket Form 3A can be found on the Exhibitor Portal.

Please Note

A consignment note must be attached and carrier name clearly marked.

3.2.5 Waste Removal

During the move-in and move-out days of the exhibition, the aisles of the hall must not be obstructed with packing and construction materials or debris. Contractors building Space Only/Raw Space stands or stand interiors are responsible for removing their own building waste and off-cuts from the site at the end of each day. Painting and sawing can only be carried out at certain designated areas outside the exhibition hall.

At the end of the exhibition, Contractors / Exhibitors must remove from the site all the materials especially all packaging and the double-sided carpet tape used from their clients' stands by the respective timings stated in the In-Hall Operations Schedule.

Exhibitors / Contractors must ensure that all materials left from their stand, including advertising material, magazines and packing material are removed from the exhibition hall. Failure to do so will result in a disposal fee payable by the Exhibitor to the Organiser.

The waste bins located at the rear of the halls are for the Sydney Convention Centre use only and no items are to be placed into these bins. Any Exhibitor / Contractor found placing items in these bins will be charged for disposal by the Organiser.

3.3 CONTRACTORS

3.3.1 Official Contractors

The Organiser has appointed official Contractors who have already agreed to abide by the Rules & Regulations for the exhibition. They are listed in section 2.1 on page 18 of this service manual. All have provided copies of their insurance policies, and their Occupational Health & Safety policies.

3.3.2 Exhibitor Appointed Contractors

An Exhibitor appointed Contractor is any company (other than the officially appointed Contractors) that an Exhibitor wishes to use inside the exhibition hall, before, during and after the exhibition.

Exhibitors must apply for approval to use their Contractor by completing the Exhibitor Appointed Contractors Form 2 downloadable from the Exhibitor Portal. Approval will be granted if the Exhibitor appointed Contractor has provided their insurance details, agrees to the Rules, Regulations of the exhibition and abide by the Organiser's Safety Policy detailed in this Service Manual. The Organiser will notify the Exhibitor of the result by email confirmation.

It is the responsibility of the Exhibitor to inform their Contractors of the result of this application.

It is possible that the Contractor you wish to appoint has already provided their insurance details to Organiser. It is advisable to contact the Organiser to establish whether or not your Contractor is listed on our approved Contractor's register.

No permission will be given to use an Exhibitor appointed Contractor for the performance of electrical (connection / consumption), material handling / freight, telephone/fax/modem connection, rigging, cleaning or catering within the exhibition hall. The official exhibition contractors will provide these services.

Special Note for Contractors

- Contractor's insurance details (which are still current for the period of this event up to and including Friday, 31 May 2013) need only be supplied once to the Organiser. The Organiser will keep a copy on file until Saturday, 1st June 2013.
- The Exhibitor appointed Contractor must refrain from placing any undue burden on the official exhibition Contractors, especially by not interfering in any way with the official exhibition Contractors' work.
- The exhibitor supplier/contractor will not solicit business on the show floor at anytime including installation, during the show, and dismantling.

Please refer to section 2.1 on page 21 for the Contact Details for the Official Contractors list and their contact details.

3.4 CLEANING

The Organiser will arrange for the general cleaning of the exhibition hall and stands. This includes cleaning of carpet / flooring and rubbish disposal before the exhibition opens in the morning and after the exhibition closes in the evening, and overnight vacuuming of stands. It excludes cleaning of exhibits and displays.

Exhibitors are responsible for maintaining their own stand in a tidy condition at all times. Exhibitors with lockable offices are requested to place refuse outside the office before departure each evening, for disposal.

3.5 DELIVERIES, STOCK REMOVAL AND STORAGE DURING THE SHOW

3.5.1 Deliveries

Any delivery or removal, if necessary, must be done between 9:00am and 9:45am and / or 6:15pm and 7:00pm, respectively during exhibition days. The Organiser must be informed of any such movement so that the necessary arrangements can be made. Exhibitors must ensure that delivery, loading and unloading of goods is carried out only at the loading and unloading area. The exhibition security officers and / or on-site handling agent will be at this area to supervise, direct the vehicles, and ensure smooth and safe operations of freight activities.

The Organiser or the Centre will not accept any delivery, or sign for any goods, packages or other materials on behalf of the Exhibitor, their Agent or their Contractor, nor can they be responsible for failure of delivery. No responsibility for the safety or well being of any such items delivered on-site or awaiting collection in the absence of the Exhibitor, their Agent or their Contractor will be accepted by the Organiser.

3.5.2 Good Removals Form

To avoid congestion in-hall, only hand-carried items, which can be taken out of their cases without any risk of damage to the floors and halls, are allowed to be unpacked inside the exhibition premises. Major items should be unpacked away from the exhibition premises and then brought into the stand for positioning. Arrangements should be made with the on-site handling agent.

The Exhibitors themselves may bring small hand-carried items into the halls. Exhibitors delivering small items using passenger cars are to park in the Centre car park.

Please Note

A Goods Removal Form 12, is to be completed and signed by the Organiser. It will describe the goods to be removed and by whom. This will need to be handed to the security guard upon leaving the exhibition hall. This form can be obtained from the Organiser's office on-site.

3.5.3 Storage

Cartons, crates, cases, packing materials and containers used for storage and consignment of exhibits must not be stored within the exhibition hall. Prior arrangements for safekeeping such items must be made with official freight forwarder Schenker Australia.

No onsite storage facility is available through the Organiser. Items stored onsite must be stored on the exhibitors stand only within the parameters of their stand, not behind or adjacent to the stand. Please contact official freight forwarder Schenker Australia for the possibility of available storage facilities. Their contact details can be found in the Officially Appointed Contractor list in section 2.1 on page 19 of this Service Manual.

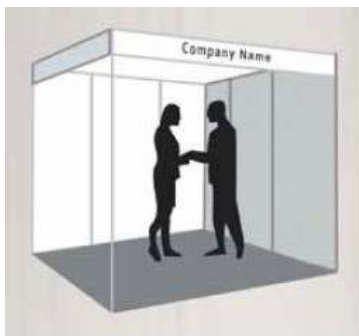
The Organiser reserves the right to remove and dispose of any such items left in the exhibition hall. Any storage or disposal costs incurred will be borne by the exhibitors. Please ensure all boxes are clearly marked with your stand number and Company Name, and that you are aware of which storage area your boxes are stored in. All boxes should be completely sealed to comply with fire regulations.

To avoid boxes being misplaced whilst in storage “shrink wrap” may be used to keep your boxes together. As a security precaution, it is not advisable to leave ladders, trolleys, etc. in the storage area. Collapsible boxes may be used to reduce the storage space required.

3.6 EXHIBITION STANDS

3.6.1 Shell Scheme

Harry the Hirer has been appointed the official stand contractor for CeBIT Australia 2013. Please refer to the Officially Appointed Contractors list in section 2.1 on page 18 for contact details. Please note the diagram provided below is simply for reference purposes only and stand dimensions.



Booth Inclusions

- White Octanorm laminated walling. The walls of the shell scheme are 3mm panels. The shell scheme will be 2400mm in overall height. Each panel is 1000mm in width. Stand sizes vary depending on what you have booked. (Please contact Harry the Hirer for specific panel/stand measurements as the panels may vary in width.)
- Digital coloured fascia boards with stand number and company name in black lettering as standard (100mm high vinyl cut-out lettering). The fascia is 300mm deep. The clear height under the fascia is 2200mm. Fascia will be provided for all open sides of shell scheme

stands and where necessary will be supported on 40mm Octanorm post supports, unless otherwise advised by exhibitors.

- Charcoal grey carpet tiles.
- One 4 amp power point.
- Two 70 watt Enviro lights attached to fascia per 9 square metres.
- An exhibitor occupying a corner stand has a choice to have the sidewall or an additional open side with a fascia, complete with name and stand number, at no additional cost. This must be ordered by the 26 April 2013.
- Please contact the official stand builder directly for a quote on changing the colour of your shell scheme walling or carpet or if you require assistance in hanging or displaying your exhibits. Shelving attached directly to your walling can also be ordered.

If you have ordered a shell scheme stand, you will receive a fascia board on all open sides of the stand.

Please Note

No financial credit will be given for any shell scheme package item not utilised.

3.6.2 Fascia Board

It is the responsibility of the Exhibitor to ensure that the company name is displayed correctly on the fascia board. Confirm your company name by completing the "Fascia Name" section in the Exhibitor Portal.

Should this not be completed by the deadline date 26 April 2013, the name on your sign will be the contracted company name as listed by the Organiser.

Any changes required after the sign has been produced will be at a cost to the Exhibitor. Please note that the fascia will not display Pty Ltd or any international equivalent lettering. These will be removed by the Organiser if not done so by the Exhibitor prior to printing.

The Official Stand Builder must carry out any change in colour or type of fascia and floor covering, after approval from the Organiser. This includes the painting or wallpapering of its walls. The cost involved must be borne by the Exhibitor. No nailing or drilling will be allowed.

Logos on Fascia Boards

Logos may be attached on to the fascia, but must not be higher than the 216mm fascia or thicker than 10mm. The cost of reproduction is borne by the Exhibitor. It is possible to upgrade your company fascia to include company logo. To purchase an upgraded fascia board for a fee, please contact Brooke Rigby at Harry the Hirer on +61 02 9666 1988 no later than 26 April 2013.

3.6.3 Space Only / Custom Stands

Exhibitors who have booked 'Space Only/Raw Space' stands may appoint a contractor of their choice, subject to the approval by the Organiser / Centre.

Please Note

Exhibitors, who have booked 'Space Only' Stands at the exhibition, must pass a copy of this Service Manual to your appointed Contractor. It contains vital information that they will need to be aware of, prior to finalising the design of your exhibition stand. Exhibitors must have approval from the Organiser to use their preferred Contractors prior to build commencement.

The contractor will have to comply with the following rules and regulations:

1. The exhibitor must submit to the Organiser, a drawing in duplicate showing the plan and elevation views (with measurements) along with the licenses, permits or certifications necessary, ASAP but no later than 22 March 2013. The contractor may only commence stand construction once these plans have been approved, signed and returned by the Organiser.
2. Stand Contractors and Builders are required to provide to the Organiser the following:
 - Public Liability Insurance for a minimum of AUD \$20 million
 - Work Cover Policy
 - A copy of the contractors Occupational Health and Safety Policy

The above items need to be received by the Organiser prior to the contractor being allowed to commence work at the event.

3.7 EXHIBITION STAND CONSTRUCTION

3.7.1 Damages to the Centre

Contractors will have to bear any charges levied by the Centre for damages caused to the property and/or flooring. Contractors must ensure that the stand they are constructing and/or decorating is clean before handing it over to the exhibitor. All contractors are expected to clean the stands and remove all construction debris including all double-sided tapes and residue marks before the Centre takes over the responsibility.

3.7.2 Exhibitors – Space Only Exhibits

Flooring of stands must be covered in carpet or other suitable material. In relation to raised floor areas, they must comply with the Centre's guidelines please refer to section 3.7.4 on page 40 for full details. Exhibitors are responsible for providing their own walls. Where stands are adjacent, an exhibitor may not use the reverse of the neighbouring stand's wall.

Display of exhibitor's name, logo, etc. is not permitted on the back or sidewalls of neighbouring booths. All stands must be constructed with a back wall and two sidewalls, except island stands, which do not require any wall. In case of a one-corner open stand, a back wall and sidewall must be constructed, while a two-corner or peninsula stand requires only a back wall.

The Organiser reserves the right to request the exhibitor to change, modify, lower or shorten any back wall or sidewall proposed in the 'Space Only/Raw Space' stand design if, in the opinion of the Organiser, such back wall or sidewall will obstruct the reasonable exposure of any adjacent

exhibition stands. In addition, the external side of any wall, which faces another exhibitor or a public area, must also be finished to a quality acceptable to the Organiser.

3.7.3 Painting

Major painting of displays and exhibition materials are not permitted in the exhibition hall. However, "touch-up" painting of the displays and exhibition materials are permitted provided such work is undertaken during the move-in period and all safety precautions and protective surface coverings are put in place.

These precautions include:

- Painting in an area which is properly ventilated
- Use of Non Toxic Paints
- Covering the concrete floor with plastic overlaid with drop sheets
- No painting near the Centre's vertical structure (i.e. Walls)
- No washing of paint material within or surrounding the Centre.

3.7.4 Raised Floors, Stairs and Ramps within Exhibits

- All raised floors, steps and ramps within exhibits must comply with the relevant sections of the Building Code of Australia. Any raised floor section must be clearly distinguishable from areas of the surrounding floor space.
- All raised floors with a height of less than 115mm are not regarded as a step, and these floors will require a suitable and clearly distinguishable ramp from the main exhibiting floor level or surrounding platform to the raised section. The ramp must be of gradient no less than 1:3 and be contained within the contracted space.
- Ramps may not protrude into the nominated aisle way, therefore, must be included in the stand space.
- All raised floors with a height greater than 115mm but less than 190mm from the main exhibition floor level or surrounding platform will be regarded as a step and generally will not require a ramp. However, an approved stair nosing must be installed as per requirements for steps in public places.
- The raised floor or ramps must not contain sharp or dangerous edges and must not cause a trip hazard.
- Disabled access to the stand must be approved.

Please Note

The above mentioned rules & regulations are only a general guideline. All stand designs need to be approved by the Organiser and the Centre.

3.7.5 Stand Fitting and Boundaries

All booths must be carpeted or laid with some form of flooring as clear demarcation of contracted space within the exhibition hall. Except for island stands, a back wall must be installed for all other stand structures. Stands with adjoining neighbour(s) should also be separated with the necessary sidewall(s).

Exhibitors are not permitted to display, hang, or distribute any exhibit, material, furniture or product, nor extend their stand structures and fittings, beyond their contracted boundaries. Erection of partitions or display boards which could hamper the fire protection system and the air-conditioning diffusers and airflow inside the exhibition hall is not allowed. Any temporary structures erected must allow a minimum clearance of 3 metres from door opening to fire cabinets, electrical and mechanical riser and alarm call points.

3.7.6 Stand Height

Any design for a structure exceeding 2.4m in height must be submitted for approval ASAP but the latest by 22 March 2013 and will be taken into consideration on a case-to-case basis.

3.7.7 Temporary Structures and False Ceilings

All temporary structures built for exhibitions must comply with the National Construction Code of Australia (NCC) and all other statutory regulations current at the time of construction. This includes areas pertaining to egress, height, and fire safety and fire retardency of materials.

Exhibitors wishing to construct a false ceiling on their stand must submit duplicate drawings to the Organiser for approval. Flashing lights and neon displays are not permitted unless they form an integral part of the exhibit. Sequence-lit displays used may be subject to the Organiser's approval and the rate of light change.

Please Note

No part of any structure or exhibit may extend beyond the boundaries of the contracted area. This includes exhibitor's name, logo, light fittings, rigging or posters.

Service such as electrical cables, computerised air pipes, telephone lines inside or near the stand may not be removed, cut or diverted without the permission of the Organiser. In the case of an island booth, a complete wall is not permitted on any side of the booth (This does not refer to internal partition walls within the island booth).

No fittings, display or self-adhesive stickers/signs may be attached to or suspended from the ceiling or any part of the exhibition hall, nor may nails or screws be driven, nor holes be drilled into the floors, walls, doors or pillars or any part of the exhibition hall.

3.8 EXHIBITION STAND DISPLAY REGULATIONS

3.8.1 Advertising and Other Displays

No posters, advertisements or other form of display shall be allowed that contravenes with the laws, rules or regulations of the NSW State Government or other controlling body and no exhibitor shall be allowed to distribute materials of or in any other way promote any or other exhibitions, future or otherwise, during exhibition.

3.8.2 Balloons

Helium balloons are not permitted inside the venue. The Organiser / Centre / Security has the right to immediately remove any helium balloons that are found on an exhibitors stand. If any helium balloons are released in the venue by an exhibitor or from an exhibitors stand then the exhibitor will incur all costs to have them removed from the venue. Exhibitors will also be charged for any Fire Brigade call-out costs associated with false alarm calls that are caused by balloons tripping the smoke alarm beams.

3.8.3 Care of Exhibition Hall

No attachment, fitting, fixture or defacement is to be made to the flooring, ceilings or the internal or external walls of the building. Display material of any kind is not to be affixed to or hung from the walls nor is any ladder or other device whatsoever to be affixed to or suspended from any overhead wiring without the prior written consent from the Organiser. No nail, screw or other device is to be driven into, nor are holes to be bored into any pillar or other part of the building.

3.8.4 Copyright

Exhibitors who wish to utilise audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music being played must ensure that their use will not infringe the copyrights of others.

3.8.5 Exhibitors – Shell Scheme Exhibits

No alteration or attachment to the Organiser's shell scheme structure shall be made without the approval of the official stand contractor. This includes the painting or wallpapering of its walls. No nailing or drilling will be allowed. If you require assistance in hanging or displaying your exhibits, please consult the official stand contractor Harry the Hirer.

3.8.6 Flammable Goods and Fire Proofing

Any materials used for stand construction or display purposes must comply with the National Construction Code of Australia (NCC). The following are guidelines:

- Non combustible material
- Inherently non-flammable material

- Flame-proof fabric
- Self extinguishing plastic material plywood, hardwood, pulp board or fibre board rendered flame-resistant by a process of impregnation acceptable to the authorities
- Crepe paper corrugated cardboard, straw, untreated Hessian or PVC sheet (except on floors as a protective membrane) is strictly forbidden.
- Sawdust tan bark or wood chips of a reasonable size may be used to decorate floors provided a protective membrane is laid first and chips are kept slightly moist at all times.

3.8.7 Logo Display

Display of exhibitor's name, logo, etc. is not permitted on the back or sidewalls of neighbouring booths

3.8.8 Stand Number

The name and stand number of the exhibitor must be prominently displayed. If this requirement is not observed, the Organiser reserves the right to affix stand numbers as they deem fit and to charge the cost to the exhibitor. Exhibitors and their contractor(s) are required to ensure the overall visual presentation of their display is of a high standard. Before a contractor is permitted to start work, either he or the employing exhibitor/ group is required to sign an undertaking to guarantee conduct, proper schedule of production and observance of the exhibition and hall regulations.

3.8.9 Obstruction of Aisles and Nearby Booths

No part of any stand or exhibit structure including fascia, signs, lighting, wiring, corner posts or other fitting, shall project into or overhang any aisle or obscure any fire or exit signs. No objects are to be attached to or suspended from the fire sprinklers or light fixtures on the ceiling.

All entrances and exits of the exhibition hall should be kept unimpeded and the width of the public passageway (aisle) must be at least 3m in width. Corridors leading to exit doors and all entrance and exit doors should be kept clear of obstructions at all times. A 3m passage between the back wall of the stand and the walls of the exhibition hall building should be reserved for security inspection purposes.

Exhibitors, their agents and employees shall keep all aisles and gangways clear of materials, packing cases, waste and equipment. The Organiser reserves the right to remove any obstruction, which contravenes this regulation and to charge the exhibitor responsible for the cost of doing so without prejudice to any claim for damages which the Organiser or any other person(s) may have by reason of such obstruction.

Any demonstration, live performance or other activity which results in obstruction of aisles or which prevents ready access to a neighbouring booth shall be suspended by the Organiser.

3.8.10 Open Frontages

All stands in the exhibition, irrespective of height, must have at least half of any frontage facing an aisle open.

3.8.11 Sound Levels

Sound level must be set at a level that causes no interference with or annoyance to other exhibitors or visitors. Demonstrations with a high level of noise or other objectionable factors may only take place at certain times stipulated by the Organiser, who reserves the right to reduce the sound level or switch off the audio/visual displays should they cause any problem. In case of a dispute, the Organiser's decision will be final.

3.9 CATERING

The Centre has the sole right for the sale or distribution of any article of food or drink. Therefore, no food or beverage may be brought into the Centre, distributed or given away without prior written consent from the Centre. The Centre reserves the right to remove any food and beverage not authorised in the exhibition hall.

Generally, the Centre will have no objection to Exhibitors providing foodstuffs as in means of demonstrating any plant or equipment forming part of the exhibit or product manufactured / supplied by the Exhibitor. Sampling and health regulations apply and written approval is required from the Centre.

3.9.1 Service of Alcohol

Any Exhibitor wishing to serve alcohol, as 'on-stand' hospitality must enter an "agency agreement" with the Centre to ensure the Liquor Act is not contravened. Exhibitors wanting to serve alcohol on their stand must be NSW RSA certified. Copies of the certificate must be supplied to the Centre prior to the commencement of the event. Alternatively certified staff from the Centre may be hired.

3.9.2 Stand Catering

The Centre can provide an extensive range of food and beverage options either to your stand or designated areas within the exhibition. The Centre requires confirmation no later than 10 May 2013 to be able to accommodate your orders, please complete the Stand Hospitality and Catering Form 10A and submit to the Centre.

Final numbers must be provided to the Centre by 10:00am by 21 May 2013. Order cancellations must be provided by 10:00am by 21 May 2013 otherwise full charges will apply. The Centre may mail, email or phone exhibitors prior to the event to ascertain any on-stand requirements, which will enable exhibitors to maximise any hospitality opportunities at the exhibition.

3.10 DANGEROUS AND NOXIOUS SUBSTANCES

Substances, which, in the opinion of the Centre are of a dangerous, explosive or objectionable nature, must not be brought onto the premises without the formal approval of the Centre.

Where it is proposed to use toxic materials or fluids, the disposal of which requires notification to statutory authorities, the Centre must be advised in writing prior to 10 May 2013 of the nature of the material or fluid and the quantities involved. Not more than one day's supply shall be stored

inside the Centre at any time: the remainder must be stored in closed containers in a location approved by and under the control of the Centre's Fire Risk Manager.

No paint, oil, spirit, chemicals or other noxious substance shall be discharged into the sewage system. Toxic wastes shall be placed in closed containers, marked accordingly, and special arrangements shall be made with the Centre regarding their disposal.

3.11 DILAPIDATION

Exhibitors are responsible for the cost of making good or replacing any damage or dilapidation to the exhibition premises, whether caused by themselves, their agents, and contractors or by any person or persons employed or engaged on their behalf by such agents or contractors.

Exhibitors occupying shell scheme stands are also responsible for the cost of making good any damage to the contractor's stand structures, floor coverings, light fittings and any other hired items, whether caused by themselves, their agents, contractors or by any person or persons employed or engaged on their behalf by their agents or contractors.

The cost of repairing and replacing any damages will be assessed by the official stand contractor and charged to the exhibitor concerned.

3.12 DEMONSTRATIONS AND / OR PRESENTATIONS OF EXHIBITS / PRODUCTS

An exhibitor intending to present and/or demonstrate equipment, exhibit or product at their stand must:

- Submit to the Organiser full details of any working exhibits, involving moving parts, inflammable materials, laser or other dangers, in writing and obtain approval prior to the exhibition.
- Ensure that any product or display-like roofing, awning, ceiling or lighting pelmet must be highlighted in the respective stand plan and submitted to the Organiser for approval. Without this approval, no such product or display will be permitted in this exhibition.
- Ensure that adequate protection is catered to prevent damage to the hall flooring, carpet and facilities. Any damages caused will be at the responsibility of the exhibitor concerned.
- Ensure that all the relevant local government authority license(s) and/or permit(s) are obtained and its stipulated regulations and conditions observed and abided with for the demonstration and/or use of electronics, radio and/or satellite transmitting equipment.
- Exhibitors or their contractors who, because of demonstration or working exhibits, are likely to have substantial quantities of waste material for removal, either during, or at the end of each day, must inform the Organiser in advance so that the necessary arrangements may be made. All associated costs will be at the exhibitors' expense.
- Motor vehicles used, as part of an exhibit should have full tanks of fuel, protective floor tray and batteries disconnected prior to the public entering the exhibition hall. Approval from the Organiser and the Centre is required to display motor vehicles.
- Ensure that all moving machines be fitted with safety devices when the machines are in operation. These safety devices may be removed only when the machines are disconnected from the source of power.
- Ensure that any moving machines displayed shall only be demonstrated within the stand area, operated by qualified persons and shall not be left running without the proper supervision of such persons.

- Safety switch installed and guard all working exhibits to prevent slippage. Position the exhibit within the actual stand area and in a way that would not be hazardous or cause any injury to persons, whether visitors, staff or contractors. Isolate starting devices to prevent operation by any visitor or other unauthorised person.

The whole of the installation of any gas fitting work in licensed premises shall be carried out in accordance with these requirements and the relevant provisions of the:

- Gas & Electricity Act, 1935 and the regulations made there under;
- Dangerous Goods Act, 1975 and the regulations made there under, including the Dangerous Goods (Gas Installation) Regulation, 1982;
- Standards Association of Australia Liquefied Petroleum Gas Code AS1596-1997;
- Installation Code for Gas Burning Appliances & Equipment of the Australian Gas Association and the Australian Liquefied Petroleum Gas Association;
- Caravan Code of the Australian Liquefied Petroleum Gas Association, covering the Installation of Caravans of Liquefied Petroleum Gas Equipment & Appliances.
- The Building Code of Australia 1996.
- Standards Association of Australia Storage & Handling of Flammable & Combustible liquids AS1940-1943.

Only gas burning appliances approved for use in licensed premises shall be connected to any gas supply. Such appliances shall be installed in accordance with the relevant provisions, of the Installation Code for Gas Burning Appliances & Equipment of the Australian Gas Association; Any other conditions that may be specified by the Minister.

Ensure that gas cylinders, naked flames and welding demonstrations are not exposed in the exhibition hall and stands. Prior approval from the Organiser must be obtained. Their conditions for such purpose fully met and satisfied before any demonstration is carried out.

Ensure that toxic fumes; exhaust or other irritants caused by the exhibits/products are not released into the exhibition hall. Prior approval from the relevant controlling authority, in addition to that of the Organiser, must be obtained for such purpose.

Ensure that only products for which they are agent, distributor or dealer, are displayed. In the event of a dispute between/among exhibitors, the Organiser reserves the right to rule on the right to exhibit. Only exhibits, posters, documents and materials relevant to the exhibition profile as determined by the Organiser will be allowed.

The Organiser reserves the right to remove from the exhibition hall, any exhibit, poster, and articles, or any item complementary to an exhibit, which in their opinion, contravene this regulation.

3.13 EMERGENCY, FIRST AID AND MEDICAL CONTACT

It is imperative that emergency contact details of the person in charge of your stand during the show open days be supplied to the Organiser. In the event of a partial or complete evacuation of the exhibition halls, Exhibitor / Contractor's staff will be requested to muster in the areas directed by the Centre security staff. This can be done in the Exhibitor Portal.

Please be aware of the importance of a constant check being made on the contents of Exhibitors' stands to see that no unidentifiable packages, cases or bags have been left lying around. In any case of doubt, the article should not be touched, and the control room should be advised via the Organiser. When security is satisfied that there is no danger, an announcement will be made.

Please Note

For trained staff in First Aid please contact venue security via extension 5035. This can be done from any of the grey phones that are found mounted on walls throughout the Centre. For critical emergencies call 5555.

If it proves to be necessary to clear people away temporarily from only a section of the building, then the evacuation public address announcement will be made.

3.14 FAILURE TO EXHIBIT

Any organisation which, has signed and submitted a valid Contract for space reservation, and fails to exhibit or turn up for the exhibition and has not been released from the Contract by the Organiser, shall be held liable for the full cost stated in the Contract, plus any additional costs incurred by the Organiser as a result of the failure to exhibit or turn up for the exhibition.

3.15 FIRE PRECAUTIONS

The exhibition hall is equipped with a fire-protection system. Exhibitors who require a special type of fire extinguisher due to the nature of their exhibits are required to make arrangements for such equipment at their own cost. The Organiser will assist and advise, if required.

No packing materials or brochures may be stored behind the walls of perimeter stands or any other designated service areas.

3.15.1 Flammable Goods and Fire Proofing

Any materials used for stand construction or display purposes must comply with the National Construction Code of Australia (NCC). The following are guidelines:

- Non combustible material
- Inherently non-flammable material
- Flame-proof fabric
- Self extinguishing plastic material plywood, hardwood, pulp board or fibre board rendered flame-resistant by a process of impregnation acceptable to the authorities
- Crepe paper corrugated cardboard, straw, untreated Hessian or PVC sheet (except on floors as a protective membrane) is strictly forbidden.
- Sawdust tan bark or wood chips of a reasonable size may be used to decorate floors provided a protective membrane is laid first and chips are kept slightly moist at all times.

3.15.2 Fire Regulations

Special fire equipment/precautions may be necessary for stands displaying motor vehicles. Please contact the Centre to discuss further. In addition, to comply with fire regulations any excessive amounts of waste material must be removed periodically from the exhibition site.

Proposals to use flammable gas and/or naked flames on any exhibit must be approved in writing by the Centre at least one month prior to the first day of move-in. Flammable liquids may be used as part of an exhibit display within certain guidelines approved by the Centre.

Data sheets must be obtained from the Centre for LP Gas and general flammable liquids. All stands using cooking appliances must have a fire extinguisher supported on the wall by a bracket 1.2m above the floor. Should the construction of a stand create a potential smoke lock area or create an area not serviceable by the existing sprinkler systems, the Organiser or the Centre may require the exhibitor or contractor to install a smoke detection or sprinkler system, emergency and exit lighting and exit systems on their stand.

Fire extinguishers and exhibition hall fire fighting equipment must be visible and accessible at all times and must not be removed from their correct location. Display stands/materials must not obscure or hinder access to fire fighting equipment.

3.16 FLOOR LOADING

The maximum uniformity distributed load shall not exceed 20kPa. A design live load capacity per m² has been adopted for the main exhibition area. This load is for a fully distributed load. Concentrated loads exceeding the given amount will have to be assessed and where permissible, approved in writing by the Organiser in consultation with the Centre.

3.17 FLOOR PLANS

The Organiser reserves the right to alter the layout, plans and positioning of all stands, if in their opinion, such change(s) are desirable or necessary, for the benefit of the exhibition and the exhibitors.

3.18 FORCE MAJEURE

If the holding of the exhibition or the supply of any services in relation to the exhibition is prevented, delayed or abandoned by strikes, riots, lockouts, trade disputes, acts of restraint of foreign governments or other causes not within the control of the Organiser then it is agreed that the Organiser will not be held responsible for any loss of trade or profit consequent upon such cause.

In the event of such circumstances, the money paid by the exhibitor, or any part thereof, may not be refunded to the exhibitor.

3.19 FUNCTIONS

Exhibitors may hold functions on their stand but only by receiving prior written approval from the Organiser by completing the Function Request Form 10. This form has to be submitted to the

Organiser no later than 3 May 2013. Please note no on-stand function can proceed beyond 7.00pm and security must be organised by the Exhibitor for between 6.15pm and 7.00pm.

3.20 FREIGHT FORWARDER, MATERIAL HANDLING AND FORKLIFTS

Schenker Australia has been appointed the official freight forwarder for domestic and international freight forwarding as well as materials handling services. Schenker Australia can arrange all local, interstate and international transport services including delivery on to each exhibitor's stand at the exhibition venue. Please refer to Freight Services Form 3 downloadable from the Exhibitor Portal.

For insurance reasons and to ensure proper control and co-ordination of site movements, only official freight forwarder Schenker Australia is permitted to work in-hall and operate lifting equipment. No other freight-handling contractor will be permitted to work in the exhibition hall.

Exhibits arriving on site without a pre-appointed freight forwarder will be referred to the Organiser's appointed official freight forwarder. All costs incurred will be borne by the exhibitor concerned.

THIS REGULATION WILL BE STRICTLY ENFORCED.

Exhibits requiring mechanical assistance must be handed over to the official freight forwarder at the loading and unloading bay. Exhibitors using their own freight forwarder up to these areas are requested to submit the details to the official freight forwarder to facilitate co-ordination. No other freight forwarders or exhibitors are allowed to use any of their own lifting equipment on-site.

Exhibitors must ensure that delivery, loading and unloading of goods is carried out only at the loading and unloading area. The exhibition security officers and/or on-site handling agent will be at this area to supervise and direct the vehicles, and ensure smooth and safe operations of freight activities.

Schenker Australia will be responsible for the shipping; customs clearance and on-site handling of exhibit freight. Documentation and related matters will be handled directly between the official freight forwarder and exhibitors.

Storage of early consignments, packing materials during the exhibition and storage after the exhibition can also be arranged through Schenker Australia. A complete shipping manual has been prepared especially for this exhibition and is available direct from Schenker Australia. Prior to the exhibition; Schenker Australia will contact all exhibitors to ascertain specific transportation and other requirements. In the meantime, all enquiries should be directed to:

Schenker Australia
Contact: Ian Buckle
Tel: +61 2 8332 2296
Fax: +61 2 9333 0470
E-Mail: cebit@dbschenker.com
Website: www.dbschenker.com.au

3.20.1 Forklifts and Material Handling

All forklifts and other materials handling equipment (depending on your requirements) will be operated by Schenker Australia. Special materials handling equipment must be booked with

Schenker Australia by 16 May 2013 at the latest. This service is available at cost to all exhibitors. Payment for forklift and storage services during the show for exhibitors not using Schenker Australia for transport will be by cash or credit card at the time service is provided.

3.21 GROUP / NATIONAL PAVILION

Organisers of group and national pavilions are responsible for ensuring that all exhibitors' and/or co-exhibitors on their pavilion be fully cognizant of, agree to, and abide with all the Rules and Regulations stated herein.

3.22 IMPORTED GOODS

The import of international cargo can be arranged as temporary and / or as permanent entry. Set out below is a brief summary of the alternatives available to Exhibitors who wish to import goods into Australia for display at the exhibition.

3.22.1 Permanent Entry

- Schenker Australia requests a commercial invoice / packing list for a permanent entry
- If it is intended the goods are to remain in Australia, duty and sales tax must be paid at the time of importation, if applicable. Exhibitors will need to transfer funds to Schenker Australia before the goods will be released.
- Depending on a number of factors, such as type of goods, country of origin and value, customs duty and/or taxes and other taxes and charges may be applicable. Rates are determined by the classification of goods with the Customs Tariff Act (based on the international document called the Harmonized Commodity Description and Coding System, commonly referred to as the Harmonized System).
- If it is intended that the goods will be sold to a supplier after the show, then duty and sales tax should be paid at time of entry. This will enable the exhibitor to sell or otherwise dispose of the goods without impediment after the event.
- Duties and taxes are generally not refundable.

3.22.2 Temporary Entry

Temporary Import / Security

This way of temporary import is based on a proforma invoice / packing list. Schenker Australia will apply for a temporary import security for the international cargo at Australian customs. If customs grants the temporary import, Schenker Australia will pay on the exhibitor's behalf for the security and forward these costs to them as customs bond fee. The goods must be eligible for admission under the provisions of certain international agreements that Australia has acceded to. The duties and taxes are payable if the goods are not returned to Schenker Australia within the approved period (normally one month). The customs bond fee is not refundable.

Certain cargo such as advertising material, consumables, foodstuffs, alcoholic beverages, tobacco and give-aways such as T-shirts, pens, etc. cannot be imported temporarily and are subject to duties and taxes.

Carnet ATA

The exhibitor may arrange a Carnet ATA with his/her Chamber of Commerce, which will allow free admission of sample goods for exhibit purposes only. Goods under Carnet ATA are inspected by customs upon entry and exit, and accordingly additional charges may apply. It is possible to import display goods out of a Carnet ATA for permanent entry.

Please Note

If brochures and promotional items are brought in with goods under Carnet ATA, they will need to be entered, and duty and sales tax if applicable, must be paid. The goods must be packed separately from the Carnet ATA goods and an individual commercial invoice / packing list must be issued.

3.22.3 Quarantine Regulations

Australia has stringent quarantine regulations. Any goods manufactured from plant materials, and foodstuffs are subject to quarantine inspection upon arrival in Australia. For further information on these regulations, please contact Schenker Australia.

For further information on Australian Customs please refer to the Australian Customs and Border Protection Service website: www.customs.gov.au.

3.23 INDEMNITY AND INSURANCE

3.23.1 Indemnity

The exhibitor will indemnify the Organiser against any cost, claim, liability, loss, damage, proceeding and expense whatsoever to which the Organiser, its directors, officers, contractors, employees and agents are in any way subject arising from or in connection an act or omission of the exhibitor (or of any co-exhibitor, contractor, director, officer, employee, or agent of the exhibitor) including, without limitation, liability in relation to personal injury, damage to or theft of property, or economic loss.

The Organiser will not be liable for any cost, claim, liability, loss damage, proceeding and expense whatsoever arising from or in connection with the exhibition or the exhibitor, including, without limitation, liability in relation to personal injury, damage to or theft of property, economic loss, any conditions or restrictions that affect the construction, erection, completion, alteration or dismantling of a stand or exhibit, the failure of any service at the exhibition centre and the cancellation or part-time opening of the exhibition either as a whole or in part.

The Organiser will not be responsible for the safety of articles of any kind brought into the exhibition by the exhibitors, their agents, contractors, visitors or any other person.

Exhibitors shall also be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. Moreover, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.

Exhibitors must ensure that their temporary staff and the staff of their servants or agents are insured against claims for workman's compensation.

3.23.2 Insurance

Exhibitors shall ensure that they are fully covered by insurance and take up public liability and comprehensive protection. The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of their agents or contractors first enters the exhibition site, and to continue until all their exhibits and property have been removed.

Please Note

Exhibitors will be charged a fee of A\$237 excl. GST for public liability coverage unless a hard copy of your certificate of currency is either returned with your space application form and contract or sent to the Organiser prior to the event.

An exhibitor will, on demand, provide to the Organiser evidence of the exhibitor's insurance coverage. The policy must be on your Insurers letterhead and is to include the following details:

- Your exhibition company name
- Amount of coverage (must be no less than A\$20 million for public liability – i.e., Limit of Indemnity to a minimum value of A\$20 million)
- Company you are covered with
- Date you are covered for (must show expiry and cover the insured for the period two days prior to the exhibition commencement through to one day after the exhibition has finished – from 23 May to 31 May 2013)
- Your policy number

3.24 MANNING OF EXHIBITION STAND AND CONDUCT OF STAND PERSONNEL

All exhibition stands must be fully staffed and operational throughout the opening hours of the exhibition. Exhibitors must not participate in any activity, which causes, or is likely to cause, annoyance to visitors or other exhibitors. The Exhibits must remain on display up until the event officially closes at 5.00pm on Thursday 30 May 2013.

All activities of the exhibitor and their staff must be confined to the stand or site allocated. This includes promotional staff hired to attract visitors to their stand. The Organiser will strictly enforce this rule on-site.

This applies to any person circulating outside of their own stand's area while displaying advertising on sandwich boards, clothing etc. No advertising or canvassing for business may take place elsewhere in the Centre. This includes the distribution of leaflets, brochures, journals, etc. Exhibitors may not use the exhibition for recruiting staff, other than to seek local agents for their products.

3.25 PAYMENT / TERMS AND CONDITIONS

Full payment of site rental must be paid as indicated on your supplied invoice. All outstanding payments must be paid in full **by Thursday 23 May 2013**. Should an exhibitor fail to comply with this requirement, the Organiser has full authority to cancel any or all space assigned to the applicant, and to retain the initial 40% deposit. In the event that it becomes necessary for the Organiser to engage outside services for the collection of any outstanding payments, the exhibitor agrees to pay all legal fees incurred.

No exhibitor may begin stand construction or move their exhibits into the hall or surrounding area until the Organiser has received full payment, including deposits. The exhibitor will not be permitted to withdraw from, cancel, alter or reduce in any way their booking in the exhibition. The Organiser assumes no responsibility for having included the name of defaulting exhibitor in the exhibitor guide, brochures, news releases or other materials.

PLEASE REFER TO YOUR APPLICATION FOR STAND SPACE FOR FULL LIST OF TERMS AND CONDITIONS

3.26 PRIZE AND LOTTERIES

If an event involves a raffle or door prizes, all licenses are required by law, is the responsibility of the exhibitor. Any business or trade organisation wishing to conduct a trade competition, which involves a chance to win a prize, is required to obtain a permit. A person or organisation wishing to conduct a sweep or Calcutta where the anticipated total value of tickets to be sold is over A\$20,000 must hold an authorisation permit.

For further details on obtaining a permit, please contact:

Office of Liquor, Gaming & Racing
Tel: +61 2 9995 0666
Fax: +61 2 9995 0611
Email: lottery.inquiries@communities.nsw.gov.au
Website: www.olgr.nsw.gov.au/promos_trade_promos.asp

3.27 REGULATIONS OBSERVANCE

Every exhibitor, their agent or contractor, must observe the Rules and Regulations laid down and enforced from the date of this exhibition, including any amendments, which may be applicable from the date of the exhibition and introduced by the relevant Authorities or the Organiser.

Failure to observe these rules and regulations may result in the Authorities or the Organiser ordering the closure and removal from the exhibition hall, all or part of the stand or exhibits. In the event that this occurs, the Authorities and the Organiser will not be held liable for any loss or damage thereby suffered by any exhibitor.

3.28 SECURITY

General security in the exhibition hall will be provided. Uniformed security guards will be on duty during the total period of the exhibition, including move-in and move-out periods. Though the Organiser maintains security surveillance at all times, exhibitors are reminded that goods/exhibits will still, nevertheless, be at risk, especially during the final day when the show closes on Thursday 30 May 2013. Please ensure your stand, especially personal and valuable property, portable and rented items, are not left unattended at any time before, during and after the show.

Exhibitors are reminded that small, portable and valuable items are most at risk after the exhibition closes each day. Therefore, exhibitors are advised to keep these safely stored each day before leaving the exhibition hall.

Exhibitors are reminded that this is an open stand show and the primary responsibility for safeguarding of belongings lies with the exhibitors. The Organiser will not accept responsibility for theft, loss or damage of exhibits, stores or any other equipment belonging to exhibitors, contractors or visitors.

Should you require security on your stand for functions etc, please contact the appointed security contractor, Sydney Convention and Exhibition Centre, their details are in section 2.1 on page 21 of this Service Manual, to obtain a cost and make a booking.

Please Note

Exhibitors holding functions on their stand approved by the Organiser, must book security guards to ensure other exhibitor's stands are not interfered with.

Special Note for Contractors

- Contractors should ensure that all staff is wearing name badges and/ or company shirts for identification purposes.
- If contractors are required to work outside the official time periods please inform the Organiser so security can be arranged – this may entail costs which will be borne by the exhibitor.

3.29 SELLING PRODUCTS ON YOUR STAND

All retail or cash sales to private individuals or businesspersons – especially of exhibition merchandise or fair samples – are prohibited. A retail or cash sale is any transfer of merchandise for payment or any supply of a service on the part of the exhibitor at the exhibition grounds.

Please Note

The delivery of merchandise or supply of a service as well as payment for them - in cash, by cheque, credit card or in any other form - may only occur after the fair has concluded.

3.30 SMOKING RESTRICTIONS

Increased public awareness and concern in relation to the effects of cigarette smoke has meant the Government has legislated, and owners/venue hirers have elected to deem many function and public assembly venues non-smoking. Therefore the Centre has a strict non-smoking policy which covers all internal areas of the venue.

It is now a condition of your contractual agreement with the Organiser that you uphold the non-smoking policies of the Centres in which events are held. This means ensuring that you, your staff and your customers observe the non-smoking policy. Failure to do so will expose the Organiser, your organisation and you personally, to the risk of claims for damages by persons claiming to be affected by cigarette smoke.

The Organiser will not be responsible for any breaches of this policy resulting from the failure to enforce it. The contract that you enter into with the Organiser now includes a clause indemnifying the Organiser against claims as a result of your actions/or failure to act on the non-smoking policy.

3.31 VENUE SPECIFICATIONS

Floor Finish	Concrete
Floor Loading	20 kPa
Freight Entrance	<ul style="list-style-type: none"> ▪ Ramp access is via Darling Drive. ▪ Loading dock is a one-way area via the north entrance. ▪ 2 doors per Hall: 9m (w) x 7m (h)
Ventilation	Central air-conditioning system
Water Supply and Drainage	<ul style="list-style-type: none"> ▪ Water supply and drainage is available from the floor utility pits. ▪ Approximate pressure is 500kpa (72 psi) over 50 access points per hall on a 12m x 6m (40ft x 20ft) grid. ▪ Each hydraulic pit is supplied by 20mm copper line with a local tap fitted with a 20mm BSP female threader fitting.
Ceiling Height	<ul style="list-style-type: none"> ▪ Floor - Catwalk floor 4.4m ▪ Floor - Bottom of roof truss 13m ▪ Bottom of air conditioning duct 10.5m

Electrical Supply

Special Note For Contractors

Each electrical service pit has one 32 amps 3 phase neutral and earth switch plug socket. Each hall has access to one 300 amp and five 125 amp 3 phase neutral and earth-linked boxes for electrical load exceeding the service pit outlets.

3.32 OCCUPATIONAL HEALTH AND SAFETY

3.32.1 Fire, Medical and Emergency Procedures

In the event of a partial or complete evacuation of the exhibition halls, exhibitor/contractor's staff will be requested to muster in the areas directed by the Centre security staff. If it proves to be necessary to clear people away temporarily from only a section of the building, then the evacuation public address announcement will be made.

Please be aware of the importance of a constant check being made on the contents of exhibitors' stands to see that no unidentifiable packages, cases or bags have been left lying around. In any case of doubt, the article should not be touched and the control room should be advised via the Organiser. When security is satisfied that there is no danger, an announcement will be made.

3.32.2 Health, Safety and Risk Assessments

Under the WHS Act 2011, as a "person conducting a business or undertaking" (PCBU), the exhibitor has a duty of care to their own workers, other workers such as contractors, subcontractors, and visitors to the event. Also, under the WHS Regulation 2011, the exhibitor has a responsibility to identify hazards, and to assess and minimise risks related to exhibiting. Therefore, based on the principles of risk management, the exhibitor must do everything reasonably practicable to ensure their exhibit is safe for all involved. They must also consult, cooperate and coordinate with other PCBUs and workers involved in the event. If your exhibit will be using any activity or display that may pose a risk to anyone working at or visiting the event, special preparation and approval from Centre management may be required. Further information on exhibitor safety requirements can be found in the Centre's Venue Safety Information for Exhibitors.

You are advised to request the health and safety policies of any contractors you employ and to remind them that they should request the same information for any sub-contractor they employ. It is also advisable for you and/or your contractor to document a risk assessment and method statement on the installation and removal of your stand construction at the exhibition.

3.32.3 Safety

It is the policy of the Organiser to endeavour to seek the co-operation of all concerned in order to achieve the highest standards, in all aspects, of health and safety. The Organiser, along with the Centre, have, within the scope of their policies, a responsibility to ensure that safe working practices are maintained at all times, which includes ensuring that provision is made whereby persons other than the Organiser or Centre employees are reminded of their responsibilities whilst working at the exhibition centre.

As an exhibitor, contractor or agent you have a duty under Occupational Health & Safety Legislation to ensure that all personnel, contracted by you are aware that they have a responsibility, so far as is reasonably practicable, for the health, safety and welfare of all employees, and that any plant, or systems of work which may be used are, so far as is reasonably practicable, safe and without risks to health. This includes that all employees are provided with information, instruction, training and supervision to ensure not only their own health and safety, but also of others working or attending the vicinity.

Under Occupational Health & Safety Legislation all exhibitors and contractors are required to carry out an assessment of the activities involving the use, handling and storage of hazardous substances within the workplace. As such, the Organiser will undertake an assessment of how any substances used, handled or stored at an exhibition may affect others and if precautions are needed, to ensure that they are put into place.

You are also required to have in your possession a copy of your own health and safety policy and a copy of the health and safety policy document of each contractor employed by you which, may be requested during the exhibition. Following are some of the principal areas, which need to be brought to your attention.

3.32.4 Safety Guidelines

General

- A person who is responsible for health and safety matters on the stand must be appointed.
- High visibility shirts or vests must be worn at all times on the loading dock and during move-in and move-out periods in the halls.
- Closed footwear must be worn at all times in the halls and loading dock during move-in and move-out periods. Open toed shoes, sandals or thongs are not permitted.
- During the move-in and move-out periods, your staff and sub-contractors should be constantly reminded by you of the need for vigilance regarding the health and safety of themselves and those working in their vicinity.
- The need to maintain the emergency gangways, as indicated on the site floor plans, must be maintained at all times.
- Fire exits and emergency equipment must not be obstructed.
- Work areas should be maintained free from general waste and packaging materials, which could be hazardous to operatives.
- You must ensure that portable electric tools are used with the minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it.
- You must ensure that portable power equipment is used for the purpose for which it was designed and that safety guard and dust collection bags are correctly fitted and used.
- It is your responsibility to ensure that any equipment or re-wired units comply with the Centre regulations before they are installed on site.
- No electrical cables must be allowed to cross gangways, passageways and fire exits. All portable electrical equipment should have a current inspection tag attached, and when in use, should be connected to a Residual Current Device.
- Exhibitors are responsible for the safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- Hard hats must be used when working beneath or near overhead working or if this is impracticable, access should be restricted in such areas.
- Operatives should wear suitable protective clothing relevant to their job, which includes eye, hearing, foot and hand protection.
- Proper scaffolding must be used during the construction of any building within the halls, safety features of the scaffolding is provided as per laid down standards, and that any tower scaffold in use is properly stabilised and propped.
- Stand construction contractors must comply fully with all legal requirements that are relevant with their operations.
- All equipment must be regularly serviced and inspected - all statutory testing and examination requirement must be fulfilled.

- All parking restrictions and speed limits must be adhered to.
- Any violations or concerns regarding any of the above points should be reported to the Organiser immediately.

Guidance Notes for Demonstrations

- All demonstrations must be carried out in accordance with the Work Health & Safety Legislation.
- All machines must be guarded to the Australian health and safety standard, which is normal for its operation in an industrial setting.
- All exhibits must, where they are not sufficiently stable as freestanding models, be properly secured to the floor or other structure.
- Exhibits must be positioned so that at no time do they protrude into the gangways (as a hazard to visitors)
- Floors on exhibit stands must be kept clear of articles or substances likely to cause persons to slip or trip.
- All electrical conductors must be properly installed by licensed electricians and adequately protected.
- Any stand incorporating a demonstration or exhibits providing a potential fire hazard must be constructed in approved materials. This applies particularly to the immediate area of the demonstration where a non-combustible material such as asbestos-free non-combustible building board or metal should be used.

Lifting / Packing Cases

- Forklifts are not to be used by anyone other than fully trained and licensed personnel.
- Work areas and exits should be maintained free from general waste and packaging materials, which could hazard operatives.
- Packing cases must not be allowed to obstruct gangways, passageways and fire exits. Nails etc. must not be left protruding from any packing case or material. All packing cases and materials must be removed from the exhibition hall as soon as possible.

Special Precautions for Machines that are Set in Motion on the Stand

- No person shall demonstrate or operate a machine unless he/she has received appropriate training and clear instructions - both in relation to the operation of the machine and their responsibilities to members of the public in both a normal and emergency situation.
- Persons demonstrating machines must wear adequate personal protective equipment where appropriate.
- Suitable clearly visible and accessible emergency stop controls must be available.
- Adequate lighting must be provided both for the machine and its surrounding area.
- All sources of power to and from the machine including electrical, pneumatic and hydraulic, should be provided with an isolator, which should be switched off when the machine is not actually being demonstrated by an authorised user.
- Adequate extraction or other equally effective methods must be provided for dust, chips and fumes. Where necessary, appropriate explosion release and fire prevention measures must be incorporated in this.
- Where appropriate, screens must be used to provide adequate eye protection to members of the public.

- Where demonstrations are likely to create toxic or noxious fumes or unacceptable strong smelling odours in the hall consideration must be given to providing exhaust to the atmosphere. If the demonstrations are of very short duration and at infrequent intervals, then it may be possible to exhaust above a height of 6m into the hall.
- If the operation under demonstration is normally required by the health and safety authoritative to exhaust the fumes to the outside atmosphere then this principle will apply in the exhibition hall.

3.33 SUB-LETTING OF STANDS

Exhibitors must not transfer, dispose of, part with, or otherwise sub-let, in whole or in part, their contracted space, office, meeting area, store area, or other accommodation whatsoever, whether for financial consideration or otherwise, or enter into any agreement to do so. An exhibitor, being officially appointed sole agent or sole licensee, must declare, at the time of application for space, the name(s) of the principals to be represented and confine their display to these products.

Please Note

Co-exhibitors must make a written application to the Organiser and will be subject to a fee of A\$567 (Plus GST), plus public liability for each co-exhibitor.

This does not debar any exhibitor displaying products of a principal for whom they became sole agent or sole licensee after allotment of space, provided permission has been obtained from the Organiser.

This regulation shall be deemed to include any subsidiary material and/or product not being a part of, but used as complementary to, an exhibit. An exhibitor may not, except by written endorsement from the Organiser, display directly or indirectly, advertise or give credits to any products other than their own or their principal's. The Organiser reserve the right to have masked or removed from the exhibition hall any products or signs violating this regulation.

3.34 UNFORESEEN CIRCUMSTANCES

In the event of any occurrence not foreseen in these 'Rules and Regulations' and the terms of contract stated in the contract, the decision of the Organiser shall be final.

SECTION 4

4.1 WHY SHOULD YOU CONTACT THE ORGANISER?

REASONS TO NOTIFY THE ORGANISER

- If holding a function on the stand
- If access to the Centre is required outside of the permissible hours
- To remove goods or have goods delivered during the exhibition open days into the exhibition hall
- If substantial quantities of waste material needs to be removed during the exhibition open days

REASONS TO GAIN PERMISSION FROM THE ORGANISER

- To use an exhibitor appointed contractor
- All 'Space Only/ Raw Space' designs (drawing in duplicate showing the plan and elevation views along with the licenses, permits or certifications necessary)
- Alterations to any shell scheme structure
- To construct any part of a stand display where it exceeds 2.5m in height
- Any working exhibits involving moving parts, inflammable materials, laser or other dangers
- Any product or display-like roofing, awning, ceiling or lighting pelmet and this must be highlighted in the respective stand plan
- To have a false ceiling
- To have raised flooring
- To use any substances – dangerous, explosive or an objectionable nature
- To use toxic materials or fluids
- To use flammable liquids gas and/ or naked flames
- To have flashing lights or neon displays
- Display of motor vehicles
- To give away any item of food or drink
- To put up Helium Balloons

REASONS FOR CONTRACTORS TO NOTIFY THE ORGANISER

- If parking is required in the loading docks during exhibition hours
- If access to the Centre is required outside of the permissible hour
- The details of the staff that will be working at the exhibition

4.2 A GUIDE TO SYDNEY

4.2.1 Restaurants & Shopping

- Cockle Bay Wharf has a selection of restaurants, cafes and bars.
- Harbourside Shopping Centre has an extensive range of shopping as well as restaurants, fast food outlets and a food court
- Chinatown is a three minute walk from the Sydney Convention and Exhibition Centre.

4.2.2 Public Transport

Monorail / Light Rail

The Monorail and Light Rail both provide a scenic link between Darling Harbour and hotels, shops, restaurants, museums and cinemas in and around the city centre. Stations closest to the Centre are:

Light Rail	Exhibition Station for the Exhibition Centre Convention Station for the Convention Centre
------------	--

Monorail	Convention Station for the Exhibition Centre Convention Station for the Convention Centre
----------	--

Please refer to the Metro Monorail and Light Rail website at www.metrotransport.com.au for further information, including timetables and maps.

Water Transport

The City Loop Express ferry runs daily to and from Circular Quay, via the Sydney Aquarium and Luna Park to Darling Harbour. Services arrive at and depart from the wharf outside the Harbourside Shopping Centre. For further details, please contact Matilda Cruises on +61 29264 7377 or visit www.matilda.com.au.

Sydney Ferries also run a service from Darling Harbour to Circular Quay. For timetable enquiries, please contact Sydney Ferries on +61 131 500 or visit www.sydneyferries.nsw.gov.au.

Water Taxi Services can be organised 24 hours a day, if booked well in advance, to and from any accessible wharfs or waterfront locations:

- Yellow Water Taxis - +61 1300 138 840 or www.yellowwatertaxis.com.au
- Water Taxis Combined, Harbour Taxi Boats and Taxis Afloat - +61 2 9555 8888 or www.watertaxis.com.au

Buses and Trains

The 443 bus service runs between Darling Harbour and the City. For information regarding timetables and alternative services, visit the State Transit website at www.131500.com.au.

The closest train stations to the Centre are Town Hall and Central stations.

An airport shuttle bus service departs every thirty minutes from the Coach Bay outside the Novotel Sydney on Darling Harbour Hotel. The first service departs at 5:00am and the last service departs at 7:00pm.

For further information, please contact KST Shuttles on +61 2 9666 9988 or www.kst.com.au.

4.2.3 Taxi Cabs

The closest taxi ranks are located at either Darling Drive (between Convention Centre and Harbourside Shopping Centre) or at Exhibition Hall 1, under Pier Street Overpass.

- Taxis Combined Services Tel: 133 300
- Silver Service Taxis Tel: 133 100

4.3 INFORMATION FOR INTERNATIONAL VISITORS

4.3.1 Public Facilities

Banks

ANZ	388 George Street (cnr King) Sydney NSW 2000 Tel: + 61 13 13 14
	665-669 George Street Haymarket NSW 2000
Commonwealth Bank	691-693 George Street Haymarket NSW 2000 Tel: + 61 2 9211 2133 or + 61 13 22 21
St George	George Street and Ultimo Road Haymarket NSW 2000 Tel: + 61 13 33 30
Westpac	44 Market Street (cnr Clarence) Sydney NSW 2000 Tel: + 61 2 9263 6666 or 13 20 32

There is an ATM located in Hall 3 foyer. Additional ATMs are located within the Harbourside Shopping Centre.

Medical Centres

Sydney Hospital	8 Macquarie Street Sydney NSW 2000 Tel: + 61 2 9382 7111
George Street Medical Centre	Level 1, 308 George Street Sydney NSW 2000 Tel: + 61 2 9231 3211

Pharmacy

There is a pharmacy located in Harbourside Shopping Centre located next to the Centre.

Post Offices

Pymont	183 Harris Street Pymont NSW 2009 Tel: + 61 13 13 18
Haymarket	Sydney Central Building Shop 13, 477 Pitt Street Haymarket NSW 2000 Tel: + 61 13 13 18
Queen Victoria Building	Lower Ground Floor 44 Market Street Sydney NSW 2000 Tel: + 61 13 13 18

4.3.2 Drugs

The importation, possession and use of drugs such as marijuana, hashish, cocaine, heroin, LSD, amphetamines, and all their derivatives is illegal and carries heavy penalties. While Australia does not have the death penalty for drug possession and trafficking, most of its Asian neighbours do. Australian Customs authorities employ sniffer dogs and other devices and police have wide powers to search without warrant.

4.3.3 Electricity

Standard Australia power is 240 volts at 50 Hertz.

4.3.4 Entry and Exit Formalities

For up-to-date information about visa and entry formalities, please contact an Australian visa office or visit the Australia Department of Immigration website: www.immi.gov.au.

For further information, on activities in Sydney during your stay, visit the following websites:

- www.scvb.com.au
- www.sydney.visitorsbureau.com.au
- www.citysearch.com.au

4.3.5 Interpreters

For those international exhibitors who have translation requirements please refer to the Yellow Pages, Local Australian Business Directory: www.yellowpages.com.au. Type in "Translators" or "Interpreters" into "Business Type" and select "NSW-Sydney" in "State/Metro/Other Areas".

4.3.7 Smoking

Smoking is prohibited on all international and domestic airline flights, inside all Australian airports, on all buses, trains, ferries and other forms of public transport, and tourist coaches. Many rental car companies take the ashtrays out of their vehicles to discourage smoking, which is also prohibited in taxis. Generally, smoking is not allowed in department stores and shops. It is not allowed in any cinema, theatre, gallery, government, private office building, or public transport. There is also no smoking in restaurants/cafes inside, although you can smoke in outdoor eating sections. Pubs, clubs and hotel bars generally allow smoking though it may be restricted to certain areas. Most hotels offer smoking and non-smoking rooms or floors of rooms. There is no smoking allowed within the Sydney Convention & Exhibition Centre. You may smoke outdoors, but littering is an offence.

4.3.8 Taxes – GST

The Australian Federal Government imposes a 10% Goods and Services Tax (GST), which will be added to your bill and shown separately. International exhibitors might be able to recover some or all of the GST charged from the Australian Tax Office. Exhibitors may contact the Australian Taxation Office www.ato.gov.au or go to specialized agents for advice on how to claim back your GST.

4.3.9 Tipping

Tipping is not mandatory but a 10% tip in restaurants and hotel bars is normal for good service.

4.3.10 Weather and Climate

Sydney is in the southern Temperate Zone and does not suffer extremes of cold or heat. Seasons in Australia is the reverse of North America and Europe. Summer is December to February, autumn is March to May, winter is June to August, and spring is September to November.