

Diabetes UK Professional Conference

Sharing knowledge, changing lives

6–8 March 2019, ACC Liverpool

Exhibitor Manual





Exhibitor Manual Contents;

- [Key Contacts & Websites](#)
- [Registration & Exhibition Opening Times](#)
- [Build & Breakdown Times](#)
- [Audio Visual](#)
- [Catering](#)
- [CDM](#)
- [Cleaning](#)
- [Contractor Information](#)
- [Contractor Wristbands & High Visibility Vests](#)
- [Deliveries & Collections](#)
- [Disposal of Waste](#)
- [eGuide](#)
- [Electrics](#)
- [Emergency Procedures](#)
- [Exhibitor Deadlines & Checklist](#)
- [Exhibition Equipment \(Self Build or Hire\)](#)
- [Floral](#)
- [Freight Handling & Forklift Services](#)
- [Furniture](#)
- [Health & Safety Declaration](#)
- [IT](#)
- [Loading Bay Access](#)
- [Parking \(Exhibitor & Contractor\)](#)
- [Rigging & Banners](#)
- [Risk Assessment/ Method Statement/ Construction Phase Plan](#)
- [Security](#)
- [Shell Scheme](#)
- [Shell Scheme Nameboard](#)
- [Stand Build Regulations](#)
- [Storage](#)
- [Technology & New Start Up Pods](#)
- [Water & Waste](#)

Key Contacts

Organisers – Diabetes UK

Nathan Smith, Conference Project Manager

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Victoria Withy, Senior Project Manager/Exhibition and Sponsorship Sales Manager

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E: victoria.withy@diabetes.org.uk

W: <https://www.diabetes.org.uk/diabetes-uk-professional-conference>

Principal Contractor – Exhibition Services Ltd

Julie Finch, Managing Director

Con O'Sullivan, Senior Operations & Event Manager

Ryan Daly, Operations Manager

T: 0208 874 1787

E: events@exhibitionservices.com

W: <https://www.exhibitionservices.com/>

Venue – ACC Liverpool

Camilla Cole, Event Manager

T: 0151 707 4779

E: camilla.cole@accliverpool.com

Tim Norris, Senior Production Manager

T: 0151 703 7263

E: tim.norris@accliverpool.com

W: <http://accliverpool.com/>

Registration Opening Times

Tuesday 5 th March:	14:00 – 22:00
Wednesday 6 th March:	07:45 – 18:45
Thursday 7 th March:	07:45 – 18:45
Friday 8 th March:	07:45 – 16:00

Exhibition Opening Times

Wednesday 6 th March:	07:45 – 17:15 (access for Exhibitors from 07:00)
Thursday 7 th March:	07:45 – 17:15 (access for Exhibitors from 07:15)
Friday 8 th March:	07:45 – 13:45* (access for Exhibitors from 07:15)

*Note the conference programme runs until 15:20

Exhibitors will have 30 minutes at the end of each day to replenish stocks etc.

Build & Breakdown

Build

Monday 4 th March:	09:00 – 22:00 Space Only Sites
Tuesday 5 th March:	08:00 – 22:00 Space Only Sites
	14:00 – 22:00 Shell Scheme Sites

Breakdown

Friday 8 th March:	14:00 – 14:30 Shell Scheme Sites
	14:30 – 22:00 Space Only Sites

The Exhibition will close at 13:45 on Friday 8th March. Space only breakdown and/or the use of trolleys will not be permitted until the hall is completely clear of delegates, at which point CDM rules apply, click [here](#) for more information.

All stands must be fully cleared from the ACC Liverpool by 22:00 latest on Friday 8th March. There will be no vehicle movement allowed after this time.

Please ensure your contractors are aware of these timings and design stands accordingly.

Audio Visual – Submission Deadline 22nd February 2019

Our appointed Audio Visual suppliers are ACC Venue Services.

To discuss Audio Visual requirements for your stand, please contact Tim Norris via email (tim.norris@accliverpool.com) or telephone 0151 703 7263. Alternatively, you can download and complete the order form ([DUK-PC2019 Audio Visual Form 01](#)) online.

Catering

Centerplate, the ACC's official catering partner are able to provide quotes for food, beverage, coffee machines & barista services.

To discuss all of your catering requirements, please contact Helen Lyon at Centerplate via email (hlyon@centerplate.co.uk) or telephone 0151 239 6035. Alternatively, you can download and complete the order form ([DUK-PC2019 Catering Form 02](#)) online.

*Please Note if you intend to provide your own food or beverage, then authorisation will be required from Centerplate and a facility fee must be paid, please see forms ([DUK-PC 2019 Catering Form 2.1, 2.2 & 2.3](#)) online.

CDM

In April 2015 the HSE introduced the CDM (Construction, Design & management) Regulations to the exhibition industry. These regulations are now in place to provide a framework to help you ensure that your participation at this event is carried out safely.

Full CDM regulations will be in enforced throughout the build and breakdown periods. If you are planning to enter the Exhibition Hall at this time, you must complete a site induction prior to arriving on site.

The site induction document is available to download ([DUK-PC2019 Site Induction, Rules & Declaration Form 03](#)) online.

If you are unsure of your responsibilities regarding CDM, please refer to the CDM resource pack, where you can find all the information;
https://www.aev.org.uk/media/Downloads/CDM/resource_pack_3-0_19-02-16_updated.pdf

Cleaning

Cleaning will be carried out prior to opening and overnight during the conference of the exhibition hall aisle and feature areas only. Any waste you wish to be removed should be placed in black bags and left in the aisles at the end of each day.

Exhibits, store areas or specialist flooring will not be cleaned unless ordered separately. To discuss your cleaning requirements, please contact Camilla Cole via email (camilla.cole@accliverpool.com) or telephone 0151 703 7263. Alternatively, you can download the Stand cleaning order form ([DUK-PC2019 Stand Cleaning Form 04](#)).

Contractor Information – submission deadline 21st December 2018

To ensure we include your appointed contractor in all future correspondence, please complete the Contractor Information Form ([DUK-PC2019 Contractor Information Form 05](#)) online and return to events@exhibitionservices.com before the date shown above.

Contractor Wristbands & High Visibility Vests

Contractor Wristbands will be issued to all personnel entering Hall 2/Arena during build and breakdown periods and must be worn at all times. Wristbands will only be issued if a site induction has been completed.

High visibility vests must be worn at all times during build and breakdown periods; this ruling is applicable to all contractors and exhibitors.

The organisers and the venue do not supply high vis vests; please ensure you bring a sufficient amount with you for you and your team.

Deliveries & Collections

Deliveries

Courier deliveries will only be accepted on the following days and during the following times:

Monday 4th March: 09:00 – 18:00

Tuesday 5th March: 08:00 – 18:00

Consignments should be addressed as follows:

Diabetes UK Professional Conference 2019

Exhibitor name & stand number

Arena & Convention Centre Liverpool

Kings Dock

Liverpool Waterfront

Liverpool

L3 4FP

Exhibitors Name & Contact Details

If your stand is unmanned at the time of delivery, it will be accepted and placed into a holding area.

Collections

All collections must be arranged by 20:00 on Friday 8th March. Any items left after this time or not clearly labelled, may be destroyed.

There will be no provision for storage on site after tenancy has expired.

The Organisers/Venue will not accept liability for the loss, damage or delay of any deliveries or collections to/from the ACC Liverpool.

Disposal of Waste

Diabetes UK & Exhibition Services Ltd are committed to environmental issues and as such, discourages the irresponsible discarding of materials on-site.

All Exhibitors and Contractors are responsible for clearing all their stand fitting items including floor coverings, literature and product at the end of the event.

Any Exhibitor found to be in breach of this regulation will incur disposal charges. It is the Exhibitors responsibility to ensure their contractors are fully aware of this regulation.

eGuide

The eGuide is a landmark online resource, providing clear and straightforward guidance for achieving common standards of health, safety & operational planning, management and on-site conduct across all UK event venues.

Please follow the link below to read the eGuide, which has been adopted by ACC Liverpool
<https://www.aev.org.uk/e-guide>

Electrics – early bird submission deadline 25th January 2019

Space only stands are required to submit an order for all electrical requirements, together with full payment. You can download the Electrical order form ([DUK-PC2019 Electrical Order Form 06](#)) online.

The standard rate will be applied to all orders and/or payments received after the early bird deadline of 25th January 2019.

Power is supplied from the ceiling at the ACC Liverpool; please take this into consideration when designing your stand.

Should you wish to discuss your electrical requirements please email Con O’Sullivan (events@exhibitionservices.com) or telephone 0208 874 1787.

*Please note orders will not be processed unless payment has been received.

Emergency & Evacuation Procedures

Please follow the below information, set by the ACC Liverpool in case of an emergency.

Evacuation

In the event that the building needs to be evacuated the following announcement is broadcast over the Public Address System: **“Attention please – Attention please! We have an emergency within the building. Please leave by the nearest available exit! Do not use the lifts!”**

In the event of an evacuation of ACC Liverpool, all delegates, exhibitors and the event organiser’s staff are requested to muster on the piazza outside the restaurant near Jury’s Inn (please see plan below).

No one is to return to the building, and should remain at the muster point until further information or official announcements have been made by ACC Liverpool.

Medical Emergencies

In the event of medical assistance being required, please contact a member of the ACC Liverpool team, informing them of the nature and location of the medical emergency.

Fire Procedures

ACC Liverpool has a comprehensive fire alarm system and firefighting equipment. Should an emergency arise you should immediately contact any member of the ACC Liverpool team, informing them of the nature and location of the fire. Please see Evacuation procedures for further information.

Security

ACC Liverpool management wish to stress the importance of a **CONSTANT CHECK** being made of the contents of exhibitors' stands and rooms by exhibitors to see that no unidentified package, case or bag has been left unattended. In any case of doubt, the article should not be handled – inform a member of ACC Liverpool staff immediately.

If security staff are satisfied that there is no evacuation necessary as the emergency has passed, then a message will be passed to the main client contact to inform exhibitors. It is everyone's duty to be vigilant at all times.



Exhibitor Deadlines & Checklist

To avoid missing important deadlines or incurring late order surcharges, please complete all forms relevant to your organisation before the deadline dates shown below.

It is advisable to keep a copy of all completed forms to bring with you to site.

To Do	Deadline	✓
Book Accommodation	Immediately	
Arrange Insurance Cover	Immediately	
Order Stand Catering	Immediately	
Order Furniture Requirements	Immediately	
Order Floral Requirements	Immediately	
Contractor Information	21/12/2018	
Submit Stand Plans for Approval	18/01/2019	
Complete Risk Assessment	18/01/2019	
Complete Method Statement	18/01/2019	
Complete Health & Safety Declaration	18/01/2019	
Order Stand Electrics	25/01/2019	
Order Rigging Requirements	08/02/2019	
Order Water & Waste	08/02/2019	
Shell Scheme Nameboard	08/02/2019	
Order IT/AV	22/02/2019	
Book Storage	22/02/2019	
Freight Handling/Forklift Services	22/02/2019	
Complete Site Induction Document	22/02/2019	
Contractor Wristbands	Available on site	

Exhibition Equipment (Self Build or Hire)

Exhibition Services have a complete range of quality modular display and exhibition systems available for sale and to hire. Both Hook and Loop Velcro can also be purchased if you wish to mount any graphics to shell scheme.

Please email Emily Stewart (emily@exhibitionservices.com) or telephone 0208 874 1787 to discuss your requirements.

Floral

All floral enquiries should be directed to our official Contractor, Dutch Flower Shop, they can provide floral and plant displays to suit any theme, scheme or budget.

To discuss your floral requirements, please contact the Dutch Flower Shop directly via email (info@dutchflowershop.co.uk) or telephone 0151 737 1595. Alternatively, you can download the Floral order form (DUK-PC2019 Floral Order Form 07) online.

Freight Handling & Forklift Services

All enquiries should be directed to our official contractor, ILS Ltd. You can do this by contacting Michal Blok by either email (michal@i-l-s.co.uk) or telephone 0247 633 7955.

Further details can be viewed at <https://www.ils-logisticslive.co.uk/>

Please note that you will be allocated an unloading/ loading time slot two weeks prior to the conference.

Furniture

All Furniture enquiries should be directed to our official contractor, JMT Ltd.

You can view the full range of products at https://www.jmt.co.uk/en_GB/

To discuss your furniture requirements please contact Michelle Kaye by either email (mkaye@jmt.co.uk) or telephone 01923 851580.

Health & Safety Declaration – Submission Deadline 18th January 2019

The Health & Safety Declaration must be completed by all exhibitors and returned to events@exhibitionservices.com

You can download and complete the Health & Safety declaration form (DUK-PC2019 H&S Declaration Form 08) online.

IT – Submission Deadline 22nd February 2019

Our appointed IT suppliers are the ACC Venue Services.

To discuss IT requirements for your stand, please contact Tim Norris via email (tim.norris@accliverpool.com) or telephone 0151 703 7263. Alternatively, you can download and complete the order form ([DUK-PC2019 IT Form 09](#)) online.

Loading Bay Access

Exhibitors & Contractors are requested to report to the vehicle holding area (VHA) within Loading Bay 3, indicated on the map. Vehicles will be parked in the holding area in a queuing system and once suitable space for your vehicle is available, you will be advised to proceed to Loading Bay 2, via Keel Wharf.

Once at the gatehouse to Loading Bay 2, all vehicles must follow the instruction of the traffic management team.

Please note the height of the Loading Bay is 4.3 metres and the speed limit is 5mph.

Due to limited space in the loading bay, we will be issuing an unloading schedule two weeks prior to the conference.



Parking

Exhibitor Parking

Please see below available on-site parking and other city centre car parks within close proximity to the venue.

<u>Car Park</u>	<u>Pricing & Opening Hours</u>	<u>Spaces</u>	<u>Height Restrictions</u>
1. ACC Liverpool Pay & Display Car Parks Monarchs Quay, Liverpool, L3 4FP	Monday – Sunday 24 Hours Up to 1 hour £2.00 Up to 2 hours £5.00 Up to 5 hours £7.00 Up to 9 hours £10.00 Up to 24 hours £15.00	600 + 20 accessible spaces	No Height restrictions
2. Q-Park John Lewis (Liver Street) Liver Street, Liverpool, L1 8DH	Monday – Sunday 24 Hours Days (09:00 – 17:00) Up to 1 hour £2.50 Up to 2 hours £5.00 Up to 3 hours £8.50 Up to 4 hours £11.00 Up to 5 hours £12.50 Up to 10 hours £14.00 Up to 11 hours £15.00 Up to 12 hours £16.00 Up to 24 hours £17.00 Evenings (17:00-09:00) £2.50 per hour to a maximum of £7.50 Entry before or exit after the stated evening times will result in the normal daily tariff being applied to your whole visit. Lost tickets will be charged at the full 24-hour rate for each day or part thereof of your visit.	281	Maximum vehicle height 2.1m
3. Q-Park Liverpool One (Strand) The Strand, Liverpool, L1 8LT	Monday – Sunday 24 Hours Days (09:00 – 17:00) Up to 1 hour £2.50 Up to 2 hours £5.50 Up to 3 hours £8.50 Up to 4 hours £11.00 Up to 5 hours £12.50 Up to 10 hours £14.00 Up to 11 hours £15.00 Up to 12 hours £16.00 Up to 24 hours £17.00 Evenings (17:00-09:00) £2.50 per hour to a maximum of £7.50 Entry before or exit after the stated evening times will result in the	1900	Maximum vehicle height 2.1m



EXHIBITION SERVICES

	normal daily tariff being applied to your whole visit. Lost tickets will be charged at the full 24 hour rate for each day or part thereof of your visit.		
4. Q-Park (Hanover Street) Seel Street, Liverpool, L1 4AF	Monday – Sunday 24 Hours Days (09:00 – 17:00) Up to 1 hour £2.50 Up to 2 hours £5.00 Up to 3 hours £8.50 Up to 4 hours £11.00 Up to 5 hours £12.50 Up to 10 hours £14.00 Up to 11 hours £15.00 Up to 12 hours £16.00 Up to 24 hours £17.00 Evenings (17:00-09:00) £2.50 per hour to a maximum of £7.50 Entry before or exit after the stated evening times will result in the normal daily tariff being applied to your whole visit. Lost tickets will be charged at the full 24 hour rate for each day or part thereof of your visit.	500	Maximum vehicle height 2m

The ACC Liverpool on-site pay & display car parks can be seen on the map below, numbered 1 to 7.



Contractor Parking

Once you have unloaded, you will be asked to remove your vehicle from the loading bay to be parked off site; you will be directed to one of four parking areas marked A, B, C or D on the map. Below is a guide to where the different type of vehicle must park.

Parking Area **A** – HGV/Articulated Lorry/Coach/LWB Van.

Parking Area **B** – Coaches.

Parking Area **C** – Car/Small Van/SWB Van.

Parking Area **D** – Car/Small Van/SWB Van.

Parking on any of these areas is £15.00 per 24-hour period. Pay & Display machines accept £1 & £2 coins. Please ensure local parking laws are obeyed and understood before parking your vehicle. Further parking tariff and site rules are situated at each parking area.



Rigging & Banners – Submission Deadline 8th February 2019

Rigging should be ordered directly with ACC Venue services. Please be aware that there are some ceiling restrictions in Hall 2 and these must be considered if you are planning to have any rigging in Hall 2.

To discuss your Rigging requirements for your stand, please contact Tim Norris via email (tim.norris@accliverpool.com) or telephone 0151 703 7263.

Banners: Vinyl, fabric, Foamex or Perspex banners are acceptable.

Rigging: Rigged items include lighting rigs, trusses, light boxes, lit banners and suspended ceilings.

Please note the following Diabetes UK regulations:

- Height of rigged items must not exceed 8m from the top of the item to the ground
- There must be a minimum clearance of 1m from the top of any stand fitting item to the bottom of any rigged items and these items must not be connected to the stand structure in any way. Depending upon their construction, rigged items may be subject to a structural sign off which will be at the Exhibitor's expense
- Rigged items must remain within the boundaries of the exhibiting stand
- Any rigged item on stands with shared walls must be hung a minimum of 1m inside from the shared walls.
- Rigged items must conform to standard fire regulations
- All rigging is subject to final approval from Diabetes UK

Risk Assessment/ Method Statement/ Construction Phase Plan (RAMS) – Submission Date 18th January 2019

A suitable and sufficient Risk Assessment, Method Statement and Construction Phase Plan should be completed by all space only and enhanced shell scheme exhibitors. An example Risk Assessment, Method Statement and Construction Phase plan ([DUK-PC2019 RAMS Form 10](#)) is available to download online, all documentation should be returned to events@exhibitionservices.com by 18th January 2019.

If you are planning to do any of the following activities in your shell scheme, you must provide a fully comprehensive risk assessment;

- Product demonstration including the use or display of sharps.
- Use of compressed gases & substances hazardous to health (COSHH)
- Service of food or beverages

Security

It is important that Exhibitors and Contractors do not leave any valuable items unattended. Exhibitors and Contractors are responsible for the safety of their own goods and belongings, and items such as laptops, should be removed and safely stored away each evening. The organisers and ACC Liverpool will not accept liability for any loss or damage.

Shell Scheme

Shell Scheme Exhibitors have the following included in their package price;

- Shell Scheme walling with white Foamex panels (Hook & Loop Velcro required for mounting Graphics)
- Carpeting to the stand area (standard colour chosen by Diabetes UK)
- One 500w single socket
- Two spotlights
- Nameboard complete with Stand number and company name

Rigging above mandatory shell scheme stands is not permitted.

Note; Furniture is NOT included in the shell scheme package, Please see our furniture section in this document if you wish to order any furniture.

If you are planning to do any of the following activities in your shell scheme, you must provide a fully comprehensive risk assessment (DUK-PC2019 RAMS Form 10);

- Product demonstration including the use or display of sharps.
- Use of compressed gases & substances hazardous to health (COSHH)
- Service of food or beverages

Should you require any additional shell scheme components, please contact Con O'Sullivan on events@exhibitionservices.com who will be happy to provide you with a quotation.

Please see below an example of a 3 x 3m shell scheme stand.



Shell Scheme Nameboard – Submission Deadline 8th February 2019

All shell scheme Exhibitors have a nameboard included in their package price.

Your nameboard will be produced from details supplied to Diabetes UK. Should you require any amendments or wish to check this, please email events@exhibitionservices.com before the deadline shown.

Stand Build Regulations – Submission Deadline of Stand Plans 18th January 2019

Stand plans should be submitted by all space only and enhanced shell stands adhering to the following regulations;

1. Solid runs of stand walls along gangway edges are forbidden. All stands, irrespective of height, must have at least 50% of each frontage either open or fitted with an approved transparent material, with no more than 4m continuous run of solid walling.
2. A height limit of 4m must not be exceeded, including platforms & any rigged stand fitting items.
3. There must be a minimum clearance of 1m from the top of any stand fitting item to the bottom of any rigged items and these items must not be connected to the stand structure in any way. Depending upon their construction, rigged items may be subject to a structural sign off, which will be at the Exhibitor's expense.
4. On stands with adjoining / shared walls, banners facing the adjoining stand must be hung a minimum of 1m inside the stand perimeter.
5. All mandatory shell scheme stands booked as space only will have a maximum build height limit of 2.5m. Rigging above mandatory shell scheme stands is not permitted.
6. Where multiple stands have been booked, it will not be possible to lay platforms or link stands across gangways. Carpeting between stands is subject to prior approval by the Organisers.
7. Stands with floor stages 600mm or higher are subject to local licensing authority approval. The Organisers accept no responsibility for any cost incurred.
8. On divided stands, Exhibitors must erect their own continuous walls to a minimum height of 2.5m and must not rely on any neighbouring walls or displays to provide distinction between stands. All dividing walls must be finished above 2.5m on the reverse, to a maximum height of 4m, in a plain, neutral colour with no logos.

9. Space only stands which back onto shell scheme stands are not permitted to attach any materials to the shell scheme, and it must not be assumed that panels facing their stand will be finished below 2.5m.

10. Suitable floor covering must be laid to the entire stand area. The general height of platforms should be no more than 100mm. Platforms exceeding 38mm must have a disabled access ramp. Any sharp, exposed corners where two sides meet, must be rounded/curved to prevent slips, trips and falls. Disabled access ramps must have measures in place to ensure the ramp is clearly visible and does not present a trip hazard.

11. Hall 2 is carpeted and as a result, all carpet and other floor coverings must not be stuck directly to the Hall 2 carpet. A suitable platform must be laid before applying any floor coverings. Any floor coverings found to be stuck to the Hall 2 carpet will be subject to charges.

12. All storage doors on stands must have a vision panel.

13. All stands MUST comply with the Disability Discrimination Act. The DDA does not just apply to those in wheelchairs but disabilities across the board including impaired sight and hearing, walking difficulties etc. These factors need to be taken into consideration when designing and laying out the stand. Anything significant should be documented in the risk assessment.

14. Scalable plan and elevation view drawings should show;

- all dimensions;
- all rigged items;
- building materials to be used;
- the position of any stand fitting exhibits and furniture

15. A suitable and sufficient Risk Assessment and Method Statement for the construction and dismantle of the stand should accompany your drawings.

Scaled stand plans should be sent by email to events@exhibitionservices.com for approval no later than 18th January 2019.

All stand designs are subject to final approval by Diabetes UK

Storage – Submission Deadline 22nd February 2019

Storage facilities are available at a cost of £125 + VAT per 1m³ of area. The storage locations are still TBC but Exhibitors will be able to access the storage to replenish their products and literature. Please contact Victoria Withy (Victoria.withy@diabetes.org.uk) to book.

All stands must be kept clear of packing materials; please either book storage space or remove items from site prior to the conference opening.

Technology & New Start Up Pods

Technology and new start up pods will have the following included in their package price;

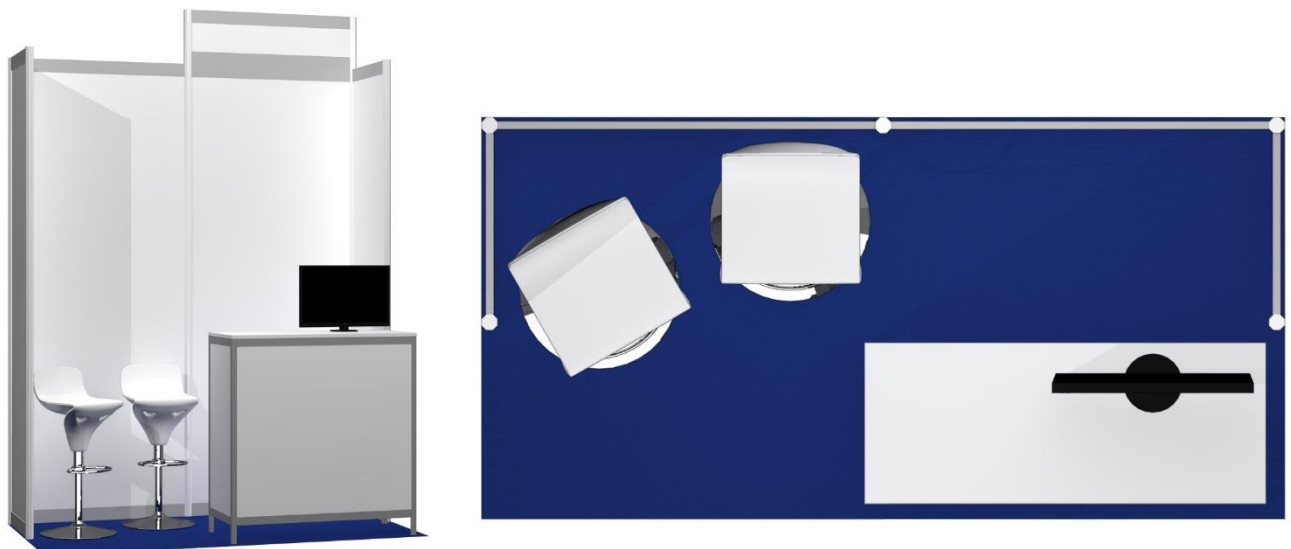
- 2m x 1m carpeted space
- Raised nameboard to rear of the area – [see shell scheme nameboard](#)
- 1 x 500w socket
- 22" desktop screen - other screens are available, please email Nathan Smith, (Nathan.smith@diabetes.org.uk) for more details.
- 2 x Bar stools & counter

*additional branding options available for your Pod:

- 950mm wide x 300mm high panel fitted onto the rear wall, this can be a logo or brand message
- Logo printed on the panel underneath your counter

To enquire about the additional branding options, please email events@exhibitionservices.com who will be able to assist no later than 8th February 2019.

Please see below an example of the Technology & New Start up Pod.



Water and Waste – Submission Deadline 8th February 2019

Water and Waste services should be ordered directly with ACC Liverpool. Please refer to the Water and Waste order form ([DUK-PC2019 Water & Waste Form 11](#)) which you can download online.

If you have any queries you wish to discuss in more detail then please contact Dave Campbell via email (david.campbell@freemanco.com) or by telephone 07985 158703.