

Diabetes UK Professional Conference

Sharing knowledge, changing lives
18 to 20 March 2020, SEC Glasgow

Exhibitor Manual



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Key Contacts

Organisers – Diabetes UK

Kate Glenn, Commercial Senior Service Manager

T: (0)20 7424 1000

E: kate.glenn@diabetes.org.uk

Amy Johnston, Sponsorship and Exhibition Organiser

T: (0)141 212 8713

E: amy.johnston@diabetes.org.uk

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

Operations Team – Exhibition Services Ltd

Julie Finch, Managing Director

Con O’Sullivan, Senior Operations & Event Manager

T: (0)208 874 1787

E: events@exhibitionservices.com

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

Venue – SEC Glasgow

Sarah Millar – Event Manager – Conferences & Exhibitions

T: (0)141 576 3313

E: Sarah.Millar@sec.co.uk

W: <http://www.sec.co.uk>

Registration Opening Times

Tuesday 17 March:	14:00 – 22:00
Wednesday 18 March:	07:45 – 18:45
Thursday 19 March:	07:45 – 18:45
Friday 20 March:	07:45 – 16:15

Exhibition Opening Times

Wednesday 18 March:	07:45 – 17:15 (access for Exhibitors from 07:00)
Thursday 19 March:	08:15 – 17:15 (access for Exhibitors from 07:45)
Friday 20 March:	08:15 – 14:00 (access for Exhibitors from 07:45)

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

Build & Breakdown

Full CDM regulations will be in place during this period, click [here](#) for more information.

Build

Monday 16 March:	09:00 – 22:00 Space Only Sites
Tuesday 17 March:	08:00 – 22:00 Space Only Sites
	14:00 – 20:00 Shell Scheme Sites

Breakdown

Friday 20 March:	14:00 – 14:30 Shell Scheme Sites
	14:30 – 22:00 Space Only Sites

The Exhibition will close at 13:45 on Friday 20 March. Space only breakdown and/or the use of trolleys will not be permitted until the hall is completely clear of delegates.

All stands must be fully cleared from the SEC Glasgow by 22:00 latest on Friday 20 March. There will be no vehicle movement allowed after this time.

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

Catering

The SEC are able to provide quotes for food, beverages, coffee machines & barista services.

To discuss your catering requirements, please contact Fiona McGibbon at SEC via email (fiona.mcgibbon@sec.co.uk) or telephone (0)141 576 3140. Alternatively, you can visit <http://www.sec.co.uk/standcatering> to view everything online.

Please note; if you intend to provide your own food or beverage, authorisation will be required from the SEC and a facility fee must be paid.

CDM

CDM (Construction, Design & management) regulations are now in place for the exhibition industry. The regulations provide a framework to help you ensure that your participation at this event is carried out safely. Full CDM regulations will be in place throughout the build and breakdown periods.

If you are planning to enter the exhibition hall during this time, you must complete a site induction prior to arriving on site and ensure minimum requirements are met, such as the correct use of PPE and the following of site rules and procedures

The site induction pack is available to download online.

Space only stands - [DUK-PC2020 Site Induction, Rules & Declaration Form 01](#)

Shell scheme stands - [DUK-PC2020 Site Induction, Rules & Declaration Form 02](#)

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.essa.uk.com/resources/cdm-resources>

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 obtain a quotation, please send your completed Stand Cleaning Questionnaire ([DUK-PC2020 Stand Cleaning Form 03](#)) to SEC Technical Services via email (technical.services@sec.co.uk).

Contractor Information – submission deadline 13 December 2019

To ensure we include your appointed contractor in all future correspondence, please complete the Contractor Information Form (DUK-PC2020 Contractor Information Form 04) 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 4 during build and breakdown periods and must be worn at all times. Wristbands will only be issued if a site induction declaration has been completed.

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

The organisers and the venue do not supply high visibility 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 16 March: 09:00 – 18:00

Tuesday 17 March: 08:00 – 18:00

Consignments should be addressed as follows:

Diabetes UK Professional Conference 2020

Exhibitor name & stand number

Scottish Event Campus (SEC)

Glasgow

G3 8YW

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 20 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 and venue will not accept liability for the loss, damage or delay of any deliveries or collections to/from the SEC.

Disposal of Waste

Diabetes UK, Exhibition Services Ltd and the SEC are committed to environmental issues and as such, discourage the irresponsible discarding of excessive waste and materials on-site. Excessive waste is calculated as 1x box of A4 literature, 1x black sack of rubbish.

Any exhibitor found to be in breach of the excessive waste regulation will incur disposal charges. This is non-negotiable.

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 SEC Glasgow.

<https://www.essa.uk.com/resources/eguide>

Electrics – early bird submission deadline 7 February 2020

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-PC2020 Electrical Order Form 05) online.

The standard rate will be applied to all orders and/or payments received after the early bird deadline of 7 February 2020.

Power is supplied from ducts in the hall floor; please take this into consideration when designing your stand.

Should you wish to discuss your electrical requirements, please email the Operations Team at events@exhibitionservices.com.

Equipment 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 and iPads, should be removed and safely stored away each evening. The organisers, Exhibition Services Ltd and SEC will not accept liability for any loss or damage.

Exhibition Equipment (Self-Build & Hire)

Exhibition Services have a complete range of quality modular display and exhibition systems available for sale and to hire, together with full graphic production.

Both hook and loop Velcro can also be purchased to apply graphics to shell scheme walls.

Please email David Thain (david@exhibitionservices.com) or telephone (0)208 874 1787 to discuss your requirements.

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	Contacts Directory	Deadline
Book Accommodation	Glasgow Convention Bureau accommodation@glasgowcitymarketingbureau.com T: 0141 566 0821/0820	Immediately
Arrange Insurance Cover		Immediately
Order Stand Catering	Fiona McGibben E: fiona.mcginbbon@sec.co.uk T: (0)141 576 3140	Immediately
Order Furniture Requirements	Michelle Kaye E: mkaye@jmt.co.uk T: (0)1923 851580	Immediately
Order Floral Requirements	Elaine Minto E: elaine@blooms.co.uk T: (0)141 404 0147	Immediately
Contractor Information	E: events@exhibitionservices.com T: 0208874787	13 December 2019
Submit Stand Plans for Approval	E: events@exhibitionservices.com T: 0208874787	24 January 2020
Complete RAMS	E: events@exhibitionservices.com T: 0208874787	24 January 2020
Complete Health & Safety Declaration	E: events@exhibitionservices.com T: 0208874787	24 January 2020
Order Stand Electrics	E: events@exhibitionservices.com T: 0208874787	7 February 2020
Order Cleaning Requirements	SEC Technical Services E: technical.services@sec.co.uk	28 February 2020
Shell Scheme Nameboard	E: events@exhibitionservices.com T: 0208874787	14 February 2020
Order Rigging Requirements	SEC Technical Services E: technical.services@sec.co.uk	28 February 2020
Order Water & Waste	SEC Technical Services E: technical.services@sec.co.uk	28 February 2020
Order IT	SEC Technical Services E: technical.services@sec.co.uk	28 February 2020
Book Storage	Kate Glenn E: kate.glenn@diabetes.org.uk	28 February 2020
Freight Handling/Forklift Services	ILS Ltd Michal Blok E: michal@i-l-s.co.uk	28 February 2020

Complete Site Induction Declaration	Dee Howes E: events@exhibitionservices.com	28 February 2020
Contractor Wristbands		Available on site

Fire Evacuation and Assembly Points

If you discover a fire:



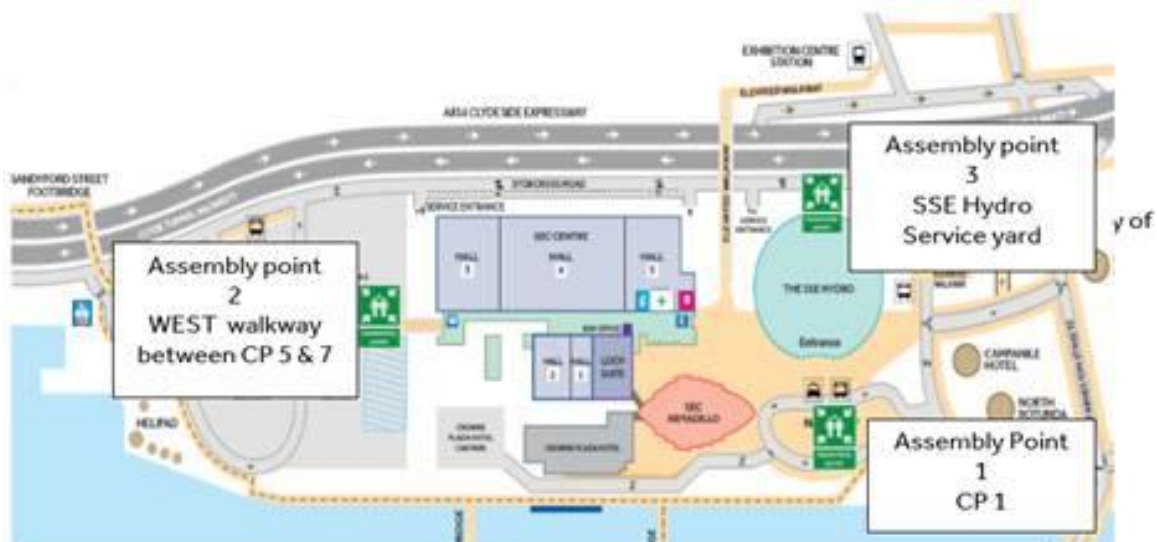
- Break the glass on the nearest manual call point, normally located by exit doors
- Advise others in the vicinity to leave the area

Please be aware that when a fire system detection device is activated, the Security team will respond IMMEDIATELY even if you do not hear an audible alarm.

Should it be necessary to evacuate, the following message will be broadcast across the campus;

“Attention please, Attention please.
 An emergency has arisen within the centre.
 Please leave the building by the nearest available exit.
 Do not use the lifts”

As soon as the instruction to evacuate the venue is heard, you must leave the premises by the nearest available exit. Follow the directions from G4S or SEC team members to your designated assembly point.



First Aid

Should you need medical assistance, please contact a venue employee or the Operations Team, who can be found patrolling the hall floor or in organiser office 4.5.

Treatment Area	Facilities provided	Staffing
SEC Medical Centre (Event cover only)	Major incident response Minor Injury / Illness response First Aid response	Ambulance Scotland A&E Consultants Ambulance Scotland A&E Nurses Ambulance Scotland Paramedics
SEC Centre First Aid Room (Primary First Aid facility)	Minor Injury / Illness response First Aid response	Event cover Ambulance Scotland First Aiders Non-event cover SEC First Aiders

If you need first aid assistance and cannot get to one of our treatment centres – notify the nearest door safety steward immediately; they will call our Security Control room and get someone to come to you.

You can call them on 0141 576 3888 (emergency) or 0141 576 3290 (non-emergency).
From an internal phone, the extension is 888 (emergency) or 290 (non-emergency).

The SEC also have defibrillators on site, contact the Security Control Room if you need to find your closest one.

What Should I do if someone has an accident?

Notify the nearest door safety steward immediately; they will contact SEC Security Control to kick-off the correct response and direct the emergency services to the location of the accident. If you are unable to reach the Security team, contact 999 immediately and notify the Operations Team.

Freight Handling & Forklift Services – Submission Deadline 28 February 2020

All enquiries should be directed to our official contractor, ILS Ltd. You can do this by contacting Michal Blok, either by email (michal@i-l-s.co.uk) or telephone (0)247 633 7955.

Further details can be viewed at <https://www.ils-logisticslive.co.uk/> - enter password **Diabetes2020** when requested.

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

Hazards, Near Miss and Accident Reporting

Everyone working at the SEC has a responsibility for their own health and safety and the safety of others.

Everyone must report hazards, near misses, and accidents - no matter how trivial they may seem. If they are not reported, then actions cannot be taken to eliminate any future risk of injury and or damage.

You must inform the Operations Team at the earliest opportunity.

Floral

All floral enquiries should be directed to our official Contractor, Blooms, who can provide floral and plant displays to suit any theme, scheme or budget.

To discuss your floral requirements, please contact Elaine Minto directly via email (elaine@blooms.co.uk) or telephone (0)141 404 0147.

Freight Handling & Forklift Services – Submission Deadline 28 February 2020

All enquiries should be directed to our official contractor, ILS Ltd. You can do this by contacting Michal Blok, either by email (michal@i-l-s.co.uk) or telephone (0)247 633 7955.

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

Please note that you will be allocated an unloading 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, either by email (mkaye@jmt.co.uk) or telephone (0)1923 851580.

Health & Safety Declaration – Submission Deadline 24 January 2020

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

You can download and complete the Health & Safety declaration form (DUK-PC2020 H&S Declaration Form 06) online.

IT – Submission Deadline 28 February 2020

Our appointed IT suppliers are the SEC Glasgow.

To discuss IT requirements for your stand, please contact SEC Technical Services via email (technical.services@sec.co.uk). Alternatively, you can download and complete the order form ([DUK-PC2020 IT Form 07](#)) online.

Loading Bay and Venue Access

The Scottish Event Campus (SEC) takes safety and security very seriously. For this reason, they will insist that you have the following information ready for their Gatehouse team at the Service Entrance when you arrive:

- Your name / Company
- Name of SEC Contact
- The purpose of your visit
- Vehicle registration

These details will be passed to the Security Control team before granting access.

If you are unable to provide the details requested this may result in access being denied; please help them to minimise disruption by being prepared.

Whilst they do not want to hold you up, there may be some brief delays for vehicle entry while they check your details, and there may be occasions when the security team will be required to search your vehicle. Please work with them and remember that they are simply acting with your safety and security in mind.

Vehicle Access to Halls 3, 4 & 5

Enter via the Service Entrance and follow instructions from the Gatehouse Security team. Park your vehicle in designated parking spaces only. Exit is via the barrier opposite Hall 5 which will lift automatically when your vehicle approaches.

Note: There is a one-way system along this route.

Driving on Campus



The speed limit is 15 MPH, although certain circumstances may mean this is reduced. Please follow instructions from the SEC Security team.

- Please watch your speed
- Always be vigilant of other vehicles and pedestrians moving about our Campus
- Use hazard warning lights/ flashing beacon (if fitted) when manoeuvring
- Wear your seat belt
- Do not use mobile phone or become distracted when driving
- Use dipped headlights (external areas), and side lights (internal areas)
- Do not park in front of fire exits or on yellow hatched areas
- Switch off engine, remove keys and secure your vehicle when unattended
- Always give priority to pedestrians
- Park in designated spaces or as instructed by Security team.

Parking

Enter via the Service Entrance and follow instructions from the Gatehouse Security team. Park your vehicle in designated parking spaces only. Exit is via the barrier opposite Hall 5 which will lift automatically when your vehicle approaches.

Note: There is a one-way system along this route.

Exhibitor Parking

There are a number of free car parking passes available for exhibitors to use; they will be dated from the first day of build, until the end of breakdown. The pass will allow you to park in Car Park 5 free of charge for the duration of the event.

If you intend bringing a vehicle to site, please email events@exhibitionservices.com with your vehicle details; you will receive an email confirming your pass allocation.

Passes are issued on a first-come, first served basis.

Contractor Parking

Contractors are able to leave vehicles parked in Car Park 5 during the open period. If you have a vehicle you wish to remain onsite, please email events@exhibitionservices.com with your vehicle type and registration number so this can be pre-booked with security.

Rigging & Banners – Submission Deadline 28 February 2020

Rigging should be ordered directly with SEC Technical Services; please email them directly (technical.services@sec.co.uk) to discuss your requirements. Alternatively, you can download and complete the order form ([DUK-PC2020 Rigging Form 08](#)) online.

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 item 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 of 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 24 January 2020

A suitable and sufficient Risk Assessment, Method Statement and Construction Phase Plan should be completed by all space only and enhanced shell scheme exhibitors.

Example documents are available to download online ([DUK-PC2020 RAMS Form 09](#)).

All documentation must be returned to events@exhibitionservices.com by 24 January 2020.

If you are planning to do any of the following activities within your shell scheme space, 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
- Filming on your stand
- Activities which may encroach into the gangways

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.

Please 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 enter the exhibition hall during the build and breakdown period, you must complete a site induction prior to arriving on site and ensure minimum requirements are met, such as the correct use of PPE and the following of site rules and procedures

The site induction pack is available to download online.

Shell scheme sites - [DUK-PC2020 Site Induction, Rules & Declaration Form 02](#)

If you are planning on having any of the following activities within your shell scheme stand, you must provide a fully comprehensive risk assessment (DUK-PC2020 RAMS Form 09);

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

- Service of food or beverages
- Filming on your stand
- Activities which may encroach into the gangways

Below is a typical example of a 2-sides open, 3m x 3m shell scheme stand.



Should you require any additional shell scheme components, please contact the events team at events@exhibitionsservices.com to discuss your requirements.

Shell Scheme Nameboard – Submission Deadline 14 February 2020

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 24 January 2020

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. You must not exceed more than 4m continuous run of solid walling along any one gangway edge.
2. A height limit of 4m must not be exceeded; this includes platform floors and 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 own 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 4 is not carpeted; all space only exhibitors must supply a suitable platform floor before applying any floor coverings. Any stand found to have floor coverings or tape stuck to the hall floor will be subject to venue removal charges.

12. All doors to a storage room 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, Method Statement and Construction Phase Plan 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 24 January 2020.

All stand designs are subject to final approval by Diabetes UK

Storage – Submission Deadline 28 February 2019

Storage facilities are available at a cost of £125 + VAT per 1m³ of area. The storage area will be located at the far left of the hall. Exhibitors will be able to access the storage area to replenish their products and literature at the start and end of each day and during the open period.

Please contact Kate Glenn (kate.glenn@diabetes.org.uk) to book your required space.

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 Pod

Full details of the technology and new start up pod will follow shortly.

Water and Waste – Submission Deadline 28 February 2020

Water and Waste services should be ordered directly with SEC Technical Services; please email them directly (technical.services@sec.co.uk) to discuss your requirements.

Welfare Facilities

There are numerous toilets, catering and rest areas on the SEC campus for you to utilise. Please contact a member of the Operations Team if you have any questions whilst on-site.

