**2024 Exhibitor Manual**

Welcome to the 2024 International Technology Enabled Care Conference Exhibitor Manual and thank you for choosing to exhibit with us.

This exhibitor manual is designed to assist you with your preparations for the event.

This manual will provide exhibitors with the all-important information regarding the 2024 Conference, including key information on:

* The venue, including directions and delivery information.
* Exhibitor Arrival, set up and de-rig.
* Health and safety information and risk assessments.
* Additional stand services.
* Broadband requirements and lead retrieval.
* Venue regulations.

We would like to thank our sponsors and exhibitors for supporting the conference in Birmingham. As we are working to ensure that this is a safe and enjoyable event for everyone involved, we would ask you to read the Exhibitor Manual, return all the required paperwork to us in good time and keep a copy of this document on your stand during the conference.

The full TSA staff team will be present throughout the show to assist you and we look forward to seeing you then.

In the meantime, if you have any queries then please do not hesitate to contact us.

TSA

**Venue Information:**

The ICC, 8 Centenary Square, Birmingham, B1 2EA  
Website: [http://www.theicc.co.uk](http://www.theicc.co.uk/venue)

**Getting there:**

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Description automatically generated**

**By Car:  
Parking & How to get here:**There are numerous local car parks within a 5-minute walk including the Arena Birmingham, formerly the NIA and Brindley Place car parks which are both next door to the venue. Links below:

Utilita Birmingham- <https://www.utilitaarenabham.co.uk/your-visit/getting-here/>

Q- Park Brindley Place – <http://www.q-park.co.uk/parking/birmingham/q-park-brindleyplace>

Paradise Circus Car Park - <https://www.birmingham.gov.uk/directory_record/6680/paradise_circus_multi-storey_car_park>

The link below will give directions on how to get here with the latest travel updates:  
<http://www.theicc.co.uk/find-us/>

Disabled access parking spaces can be pre-booked by calling **+44 (0)121 644 7178** with the blue badge details.

**Clean Air Zone for Birmingham**Visitors arriving by car will need to be aware of Birmingham's Clean Air Zone. The ICC and associated visitor car parks are located within this area. Daily charges apply to vehicles entering the zone which do not comply with the zone's criteria. For further information, and to check if your car is Clean Air Zone compliant, please visit <http://www.theicc.co.uk/content-hub/clean-air-zone-icc-visitor-information/>

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**By Rail:**

If you’re jumping on the train, you’ll find three stations to choose from, all in the city centre, and all just a short walk from the ICC with New Street Station the closest.

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**By Air:**

Birmingham Airport is the only UK airport with a train station connected to the terminal, which means it takes just a ten-minute train ride to get into Birmingham New Street. If you’d prefer to jump in a taxi, you’ll find a rank directly outside the airport.

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**By Foot:**

With a wealth of landmarks to view along the way including the impressive Library of Birmingham, walking to the ICC from the city centre offers the most scenic route to the venue.

From New Street head up to Victoria Square and follow the signs to Centenary Square, the ICC and Arena Birmingham. Enter Centenary Square and walk straight towards the ICC, passing the stunning Library of Birmingham and Rep Theatre on your right.

**Important information regarding exhibiting at the ICC**

**Exhibitor Arrival and Stand Set Up**

**Set up day is Sunday 17 March; the shell scheme contractor will be onsite from 08:00 and will build the shell scheme throughout the day.**

**Space only stand builders will have access to hall 3 from 10:00, depending on your stand size, please note during this time hall 3 will be classified as a build zone and all those entering the hall will be required to have high visibility vests and steel toe capped footwear (this applies to any persons entering hall 3)**

**Please note that high visibility vests and steel toe capped footwear are not available to borrow or purchase onsite. It is the responsibility of the stand contractor / exhibitor to ensure High visibility vest and steel toe capped footwear is worn and failure to do so may result in restricted access from the exhibition hall.**

**Exhibiting companies that have booked a shell scheme will have access to hall 3 from 14:00 and must be set up by 21:00, during this time certain areas of hall 3 will still be classified as a build zone and will be marked accordingly.**

Included with the supporting documents is a stand set up schedule. Exhibitors are required to pre-book an arrival slot which will enable you to have easier access to the unloading area of the Exhibition Zone.

Slots will be allocated on a first come first served basis, and we will confirm back to you that your slot has been agreed upon receipt of the completed set up schedule.

**Stand set up is also available on Monday 18 March from 06:30 – 08:00.**

**Please note that the Exhibition Zone is open to delegates from 09:00 on the 18 March so stands MUST be set up by 8.00am.**

There are five exhibition stand sizes:

* Platinum Stand – 5m x 4m
* Gold Stand – 4m x 3m
* White Gold – 4m x 2m
* Silver Stand – 3m x 2m
* Start-up Innovation Stands 2m x 1m

Each stand will be provided with a **single** **500-watt socket** **point** and shell scheme stands will be provided with lighting as standard. **(All exhibitors are reminded to provide their own PAT tested extension leads).**

**Shell Scheme Stands** - A fascia board with your organisation name and stand number will be provided to each open side. Six-foot trestle tables with white linen and two chairs are available, please advise if you require them on the stand set up schedule form.

**De-rig Information - for Tuesday 19 March**

**Please note that you must not pack your stand away when the exhibition hall is still in operation. The exhibition is open for sessions until 16:30 on Tuesday 19 March.**

**De-rig can commence from 17:00 on Tuesday 19 March and the hall must be cleared by all exhibitors by 19:00.**

**SPACE ONLY STANDS**

**The following height limits apply**

A height limit of 4 metres must not be exceeded at the ICC. This limit includes the overall height of the stand-fitting, any branding and all raised platforms as measured from the hall floor. Stands wishing to exceed this height or to erect a double decker stand must supply the ICC with full drawings and structural calculations by a minimum of one month prior to the event, for approval by Birmingham City Council. Stands over 4m coming onto site without approval will not be permitted to be built. The minimum height for dividing walls is 2.5m.

**The height from floor to ceiling under the gallery of Hall 3 is 3.4m (This affects stand numbers 56 through to 65).**

**Structural Engineers Sign Off**

**The ICC require all space only built stands to be signed off by a structural engineer prior to the exhibition hall being deemed fit to open. A structural Engineer will be onsite for a limited period of time during the afternoon on Sunday 17 March, please ensure that you advise us of the time your stand contractor estimates that they will be ready for inspection. Your stand contractor must be onsite until your stand has been signed off. Please advise us of this on the form: TSA 02 - Stand Setup Schedule**

**Deliveries and Collections**

Deliveries to the ICC may only be made during the event days, **17 March (setup day)** and the 18 & 19 March (event days) and collections must be arranged for the final day of conference **(19 March by 19:00).**

**Access to Hall 3 for all exhibits and stand fitting materials is via the rear of the Hall 3, loading Bay A.**

The entrance to the loading bay is on Cambridge Street. Please note that traffic wardens operate along Cambridge Street.

TSA cannot accept deliveries on exhibitors' behalf. Arrangements must be made for your representative to be available on the stand and drivers delivering exhibits must be supplied with full information about which stand and to which hall the delivery is to be made.

Please ensure that all materials are appropriately labelled with your company name, the event name, date of the event, hall and stand number. If this is not arranged, deliveries may be turned away.

Exhibitors are reminded to ensure they provide sufficient staff and trolleys, etc, to transport goods from their vehicles to their stands as the ICC have a very limited number on a first come, first served basis. Unfortunately, there will be no storage facilities available on-site and packing materials must not be stored within the exhibition areas.

**Power Usage**

**Please ensure that you have enough power on your stand for the equipment you are bringing. If the 500 watts included with your stand is not enough for the equipment you are planning to bring to conference, please order additional power sockets from Europa international, using the electrics booking form: TSA 05 - ICC – ELECTRICS.**

Power requirements should be confirmed to Europa International prior to the event. Additional power will not be available once the exhibition has been built.

**If you are unsure as to whether the equipment you are planning to bring will exceed 500 watts, please contact: Stephen Murphy, Senior Designer & Account Manager, Europa International on Tel: +44 (0) 20 8676 0062.**

**Internet Access**

Wired internet access for exhibitors must be ordered in advance from TSA, at a cost of **£325.50+vat for a 5mb connection**. If you did not order this at the time of booking your stand, please contact TSA to arrange.

Public/delegate Wi-Fi access is available in all areas of the ICC, but we do not recommend you relying on this if you plan to run demonstrations etc, the Wi-Fi internet speed may be affected by the number of delegate/public users on the day.

For those that have booked a hard-wired internet connection please complete **TSA 06 - Broadband Technical Information Sheet and return it by the 21 February 2024.**

**Lead Retrieval**

Delegate badges will contain a QR code with a person's registration ID linked to the code.

As an exhibitor, you have the option of utilising the conference app to scan attendee badges and gather their personal information.

To utilise the conference app in this way, there will be a charge of £200 per exhibitor. This will allow you to use up to three devices (smart phones or tablets) to scan attendee badges.

Exhibitors will be able to view the details of all the attendees that they have scanned, via the conference app, and exhibitors will be able to download this attendee information directly from the conference app.

Lead retrieval will be charged at **£200.00 + VAT** for the duration of the conference.

Please look out for further communications on how to book lead retrieval via the conference app.

**Additional Stand Services**

TSA are working with both the **ICC** and **Europa International** to supply additional services for the event.

The ICC can supply the following items for your stand:

Products include:

* Telecommunications & Network,
* Audio Visual,
* Floral Arrangements,
* Stand Catering - Food, Drink & Equipment,
* Additional Services (standard furniture)

**To enquire about these services please contact the ICC by:**

**Email**: [eventorders@theicc.co.uk](mailto:eventorders@theicc.co.uk)   
**Phone:** **0844 3388 338 (option 2)** and the team will be able to assist.

**Europa International** can supply the following items for your stand:

* Pre-printed graphics for your shell scheme,
* Additional power requirements for your stand,
* Furniture
* Storage
* Flooring solutions

For full details on what you can order via Europa International please visit their online portal at [www.europainternational.com](http://www.europainternational.com). Please browse products, adding required items to your basket, upon checkout please advise of the exhibition details and your stand number. Paper based copies of booking forms are also available with this document.

**Health and Safety**

In accordance with the Health & Safety at Work Act 1974, and the Management of Health & Safety at Work Regulations 1999, all exhibition contractors must supply the TSA with:

1. A copy of their organisation’s H&S policy statement

2. A Method Statement for work being undertaken as well as a Safe Systems of Work document to highlight the control measures being put in place in a written format

3. A suitable and sufficient risk assessment/s to cover the entire event

These documents should be made available to TSA by no later than the **19 February 2024**, in case of any query, and should examine all potential risks to exhibitors, staff, ICC staff and delegates. In addition, the event organiser should obtain a risk assessment from each exhibitor plus any additional contractor/s, which must be brought onto site and be available for viewing in case of any query from H&S advisors or local authority inspectors.

For further assistance with the completion of risk assessments, please visit: <http://www.hse.gov.uk/risk/index.htm>

**Specific Items of Risk**

There should be no combustible, explosive or inflammable material used in stand construction, nor should there be any naked lights or matches used. All decorative draping’s should be flame and fire proofed.

All exhibitors should ensure that exit, directional and other permanent signage, ventilation grilles, hydrant hose racks, fire buckets and extinguishers are kept clear.

**Fire Precautions**

Fire extinguishers are located at convenient points around the Hall. All materials used for the interiors of stands must be thoroughly fireproofed or be non-combustible to the satisfaction of the local authority. Failure to do so may result in the removal of all offending fittings. Any person discovering a fire should immediately notify a member of ICC staff or operate a break glass unit.

Please ensure that all fabrics used on stands have the relevant fireproofing solutions. It is a requirement that all drapes brought into the venue conform to BS 5867 Specification for Fabrics for Curtains and Drapes.

**Evacuation Procedures**

In the event of an emergency evacuation please follow the instructions of ICC Hosts and Fire Marshals (identified by high visibility jackets). You will be directed to the assembly point in Centenary Square. If it becomes necessary to evacuate the building, the following message will be broadcast:

“Ladies and Gentlemen, may I have your attention please. We must ask you to leave the building by the nearest exit as quickly as possible. Do not use the lifts and do not stop to collect personal belongings.”

**Trolleys**

Exhibitors are reminded to bring trolleys for use during the build-up and breakdown of the exhibition, as there are limited numbers available on site (on a first come, first served basis).

**Forklifts**

All forklifting requirements must be booked through the stand contractor.

**Gangways**

The gangways used in this venue are the minimum permissible by law and have been subject to approval by the Local Authority. Under no circumstances will exhibits, stand dressing, tables and chairs, etc. be allowed to encroach into the gangways. All exhibits must be kept inside your space at all times.

**Carpets**

There are carpet tiles throughout the exhibition hall; these are various shades of grey in colour.   
Carpet Tape - please note that exhibitors and contractors must use the NEC Group approved Stikatak B3/A5 exhibition tape and ensure that it is lifted before they leave the hall at the end of the show. **Any exhibitors who leave tape on the floor after the show will be subject to a dilapidation charge of at least £7.50 per linear metre of tape depending on the amount of damage caused to the floor. Damaged carpet tiles will be charged at £20 + VAT per tile.**

**Dilapidation**

You are reminded that you will be charged for making good any damage to the hall or stand area, including the floor, caused by your staff or contractors. All tape used to secure carpets must be removed at the end of the exhibition. Under no circumstances can stand construction, graphics, displays, etc. be attached to the fabric of the building.

**Cleaning**

General cleaning of stands will be carried out prior to the exhibition opening on each morning. This service is free of charge to all exhibitors and paper, or packaging rubbish should be placed in the aisle at the end of the day (any bagged waste left on stands will not be removed). The cleaning of exhibits, however, remains the responsibility of the exhibitor. Any exhibitors requiring specialist extra cleaning should contact the cleaning department on **+44 (0)121 644 5146.**

Please note that, except for paper and packaging, exhibitors are expected to dispose of their own rubbish. Should you need to dispose of a large quantity of rubbish following the event, please contact TSA.

**Damage and Loss**

Neither the organisers, nor the ICC, accept any responsibility for damage or loss of any properties introduced by the exhibitors or their agents/contractors. Exhibitors are especially warned that the exhibits are the sole responsibility of the exhibitors to whom they belong. Exhibitors should affect their own insurance against all risks. The strongest possible precautions against theft should be taken at all times.

**Demonstrations**

Exhibitors intending to use televisions or any other potentially loud appliances for stand demonstrations must contact the TSA for approval at least one month prior to the show to gain written permission.

**Catering**

ICC Catering have the sole rights to all food and beverage consumed at the ICC and all food and beverages, and associated catering equipment, must therefore be ordered through them.

Should any company attempt to provide their own food, beverages, or catering equipment in the venue, they will be asked to remove it or pay a corkage/facilities fee for it. Any breech of the agreed contract could put the exhibition tenancy in jeopardy, so please ensure that you comply with these instructions.

If you require any catering on your stand, please email Catering Support on [catering.support@theicc.co.uk](mailto:catering.support@theicc.co.uk) to obtain a copy of our stand catering order form. Should you require anything over and above the form content, please contact Catering Support on **+44 (0)121 644 5132**, who will be happy to assist you with your requirements.

If you plan to have any food or beverages on your stand, please contact TSA by no later than **21 February 2024** for further information.

**Children**

For Health and Safety reasons, children aged 16 and under are not permitted in the hall during build-up or pull-out periods.

**Lost Property**

Lost property should be handed in to ICC Hosting staff. Should you lose any of your possessions please ask a Host who will check with the Security Office to find out if it has been found. Alternatively, please call our **Security Department directly on 0121 644 5151.**

**Security Advice**

Exhibitors are warned not to leave valuables unattended on their stands whether during the build-up, open or breakdown periods. Special care should be taken of mobile phones as these can be easily misplaced or stolen. Do not leave your stand unattended at any time. No exhibits may be removed from the hall during build-up or the open days of the show without obtaining a pass out authorisation from the organisers’ office. Passes should be worn at all times by both exhibitors and contractors.

**Waste and Recycling**

The ICC has facilities for the recycling of paper only. Exhibitors must ensure that all other waste material is removed otherwise a charge will be incurred.

**Medical Emergencies**

**In cases of medical emergencies, please call Security Control (+44 (0)121 644 5151, dial. 2222 from internal phones)** giving the exact location of the casualty and details of injuries sustained. Security Control will then arrange for all necessary assistance. Alternatively locate the nearest security guard at the entrance or at an emergency exit as they all have radio contact with Security Control.

**Music**

Exhibitors wishing to play any recorded material must obtain a licence from the Phonographic Performance Limited (PPL) and Performing Rights Society (PRS). Exhibitors are solely responsible for obtaining any licence required to play music on their stand.

**Noise**

The use of microphones, videos or music is permitted, but the volume must not be such as to cause any annoyance to other exhibitors. The organisers reserve the right to prohibit their use if, in the organisers’ opinion, any annoyance is being caused and remove the offending equipment and/or exhibitor from the Hall.

**Exhibitor Registration**

All exhibitors must collect their badges from the **Registration Area** in the Exhibition Hall Foyer on Monday morning, prior to the opening of the exhibition.

**Twitter**

If you are planning to tweet whilst you are at conference, we do ask that you use the TSA Conference hashtag, which is **#ITEC2024**

**Cashpoint**There is a cash point located within the ICC’s main mall, next to the cloakroom. The machine offers free withdrawals.

**Photography**

We ask exhibitors to limit photography to their own display stands. The organiser has a photographer throughout the duration of the conference, and he will take a professional photograph of an exhibitor’s stand on request. JPG files of the photographs will be available two weeks after the conference, via the TSA website or upon request.