



LONDON'S MOST UNIQUE EVENT VENUE

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# General Policy Notes

The Business Design Centre (BDC) opened in October 1986. Based upon the American trademark concept, the BDC is the UK's only trade centre incorporating 11,000 square metre of permanent showroom space with products and services directly related to the needs of the commercial environment. The BDC has approximately 100 resident companies.

Licensees/organisers, contractors and exhibitors should give due respect and consideration to the resident showrooms and special attention must be paid to the delivery of stands/exhibits and noise during build up and breakdown, taking particular care not to obstruct the showrooms frontage or lean any materials up against the windows.

Sales by exhibitors direct from their stands is permitted, with the exception of wines and spirits, which are subject to licensing regulations.

Licensee/organisers have the option to utilise additional space as well as the conference rooms not included in the License. (Please contact the BDC Venue Sales team).

Final space, shell scheme and service requirements must be confirmed and paid for no later than 4 weeks prior to the start of the tenancy.

Throughout this manual you will find suggested contractors for a variety of services. All these contractors have worked at the BDC and have provided satisfactory service either to the BDC itself or our clients.

As a listed building of architectural merit special care and consideration must be given to the aesthetics of all exhibitions.

At least 30 days in advance of the tenancy a briefing meeting must be held between the relevant staff from the Exhibition Licensees/Organiser and your Venue Service Manager. This meeting is to discuss stand design/layout, electrical, catering requirements and all operational matters.

# Accommodation Advertising and Publicity

## **1. ACCOMMODATION (Organisers & Exhibitors)**

We look forward to seeing you at BDC and to help you get the perfect accommodation at the best rate. We have put together a unique HotelMap that shows the nearby accommodation options and best possible rates

A bespoke link for your event can be arranged and organisers, exhibitors and delegates alike can use it to get the best live rates for their rooms. This link can have the event name included and allows users to see the availability across the local area.

## **2. ADVERTISING AND PUBLICITY (Organisers)**

Should you require details about the promotional opportunities that are available in order to maximise your event at the centre, please contact Kate Simpson. The venue must be referred to as “Business Design Centre” on all promotional material using our logo whenever possible, variations of which are available on request from Kate Simpson.

Tel: 0207 288 6002

Mobile: 07921 299 433

Email: [Kates@bdc.london](mailto:Kates@bdc.london)

### 3. ALCOHOL (Organisers)

Sale and/or distribution of alcohol anywhere on BDC property is subject to the BDC liquor license. Please discuss your requirements with your Venue Services Manager and The Good Eating Company. See Catering and Liquor License

### 4. AUDIO VISUAL HIRE (Organisers & Exhibitors)

AVC Productions

Business Design Centre

52 Upper Street

Islington

London

NI 0QH

Charlene Hayes

Tel: +44 20 7288 656

Email: [Charlene.Hayes@avclivelt.com](mailto:Charlene.Hayes@avclivelt.com)

Website: [www.psav.com](http://www.psav.com)

### 5. BALLOONS/INFLATABLES (Organisers & Exhibitors)

Use of helium or balloon gas filled balloons must be agreed in writing to the Venue Services Manager prior to the event. A £100 refundable deposit will be required for their use at the venue.

### 6 BANKS (Organisers & Exhibitors)

	Address
Barclays Bank Plc	38 Islington Green
Lloyds/TSB	19 Upper Street
HSBC Plc	39 Islington Green
National Westminster Bank Plc	3 Upper Street
The Royal Bank of Scotland Plc	40 Islington High Street

Alcohol  
Audio Visual  
Balloons/Inflatables  
Banks

# Bespoke Staff Branding Car Park

## 7. BESPOKE STAFF

Suppliers of bespoke support personnel to all Events, Exhibitions, Conferences and Corporate Hospitality.

Smooth Events

11 Candlemaker

112 York Road

London

SW11 3RS

Claire Washington-Smith and Donna Shaw

Tel: +44 208 241 2249

Email: [info@smooth-events.com](mailto:info@smooth-events.com)

Website: [www.smooth-events.com/Home](http://www.smooth-events.com/Home)

## 8. MARKETING & BRANDING OPPORTUNITIES (Organisers)

There are a number of areas that can be utilised for branding opportunities for your event, such as venue front window glazing and external poster sites. Please contact Kate Simpson for a complete list of these opportunities and the relevant charges applicable. You can also request a copy of the Sponsorship and Branding Opportunity for more information.

## 9. CAR PARKING (Organisers & Exhibitors)

There is a payable car park adjacent to the venue with 250 spaces. Please note there is a 1.9m height restriction. <https://www.businessdesigncentre.co.uk/parking>

Parking Type	Duration	£
Daily	Minimum charge (2 hours)	6.80
	Thereafter hourly charge 07.00hrs – 19.00hrs	3.40 Per/hour
Overnight	19.00hrs – 07.00hrs	1.80 Per/hour



## 10. CARPETS (Organisers & Exhibitors)

There are carpet tiles on the Mezzanine, Ground Level and Gallery Hall at the BDC. These can only be removed with the written permission of the Venue Service Manager and at a charge of £12.00 + VAT per tile.

### **NOTE – IT IS NOT PERMITTED TO CUT ANY CARPET TILES.**

Any damage caused during the tenancy will be charged to the Licensee/Organiser at a cost of £25.00 + VAT per tile. See Dilapidations

Exhibitors/Contractors wishing to build stands must ensure that adequate precautions are taken to protect the carpet from damage. You will be required to lay a wooden floor/platform before any additional floorcovering is used. This must also be finished with metal/plastic edging trim. Stand carpet must not be laid or fixed directly to the BDC fitted carpet. **Please contact your Venue Services Manager if you require ordering a suitable floor & floor covering should the carpet tiles not be suitable for your stand area.**

Any area where food is being prepared will require a non-slip washable vinyl floor covering to be laid on top of a floor/platform. Please check with your Venue Services Manager whether you also require plumbing services. See Water & Waste

## 11. CATERING (Organisers & Exhibitors)

The Good Eating Company are the exclusive caterers for the venue and all food and drink must be ordered via them. Organisers/Exhibitors wishing to organise food and beverages should immediately contact Jean Betts.

A briefing meeting is also recommended to discuss your specific catering requirements with your Venue Services Manager and The Good Eating Company. Additional catering points are possible over the designated Food Bars, but these should be discussed and agreed in advanced, A charge for power and plumbing services to these areas may be added to the overall catering costs.

There is a stand ordering service available where beverages and food can be delivered to your stand.

Jack's café on the Gallery Level is open Monday to Friday and by arrangement on weekday open days. There are two other designated Food bars adjacent to the stairs from the Mezzanine floor to the Gallery level, and these can also be opened to serve a wide variety of snacks, hot and cold drinks and cakes throughout your tenancy period.

The Good Eating Company Ltd  
Business Design Centre  
52 Upper Street  
London  
N1 0QH

Jean Betts  
Tel: +44 0 7288 6277  
Email: [jean@goodeatingcompany.com](mailto:jean@goodeatingcompany.com)



Carpets  
Catering


## **12. CLEANING AND WASTE DISPOSAL (Organisers & Exhibitors)**

The BDC is responsible for all cleaning common areas of the venue i.e. communal public areas, foyers, entrances, concourses, gangways, toilets and will remove 'normal waste' produced during the build-up and breakdown periods. Normal waste includes packaging and other small items.

The organiser, exhibitors and contractors are responsible for the removal of any other waste, including:

- carpet – except scraps
- crates/pallets
- building waste such as bricks, sand and strand fitting materials
- metal work
- large items that will not fit into rubbish receptacles or that need to be removed by mechanical means.
- hazardous waste – e.g. paint, solvents, chemicals, clinical waste, aerosols, oils or lubricants, including rags used in the application of these substances.
- cooking oils
- strip lights (fluorescents tubes) and light bulbs

Any excess rubbish must be taken off site.



**Cleaning &  
Waste disposal  
Cloakrooms  
Common parts**

## **13. CLOAKROOMS (Organisers & Exhibitors)**

A cloakroom service is provided during exhibition open days. Unless otherwise agreed this opens 30 minutes before and closes 30 minutes after the official open hours of the exhibition. There is a cloakroom located on the main entrance and the Gallery Hall entrance foyer. A charge of £1 per item is made to patrons for this service. Alternatively you may wish to provide a free cloakroom. Please contact your Venue Services Manager for further details.

## **14. COMMON PARTS (Organisers & Exhibitors)**

All common parts must be kept unobstructed at all times. Licensees/Organisers/Contractors/Exhibitors must keep ALL common parts clear whilst building or dismantling stands. All exhibits must be kept within the confines of the stand space and demonstrations must not cause undue congestion and/or obstruction of common areas.

# Completion of Tenancy

Compressed Air

Concierge

Conferences

Congestion Charge

Crèche

## 15. COMPLETION OF THE TENANCY (Organisers & Exhibitors)

It is the responsibility of the Licensee/Organiser to ensure all exhibits, stand materials, and other items relating to the exhibition are removed by completion of tenancy. The BDC accepts no responsibility for anything left on the premises and has no storage facilities for late collections. Any exhibitor contravening this regulation will be charged according to the disruption caused. See items left on site.

## 16. COMPRESSED AIR (Organisers & Exhibitors)

It is possible to use compressed air at the BDC however written authority must be obtained prior to arrival on site from the Venue Services Manager.

## 17. CONCIERGE SERVICES (Organisers & Exhibitors)

The offers a full range of services via our in-house concierge. Based on the hotel concept, the concierge role covers a wide range of activities from booking taxis, restaurants and theatre to rail, airport and hotel enquiries etc. Please contact Ben Pettyfer

Tel: + 4420 7288 6272

Mobile: +44 7708635835

Email: benp@bdc.london

## 18. CONFERENCES (Organisers)

The venue is equipped with a fully air conditioned Conference Centre featuring a 500 seated Auditorium with raked seating and a further 8 conference rooms with capacities from 10 - 250. To discuss your requirements please contact your Venue Services Manager.

Organisers must finalise their requirements for conference rooms at least 3 months prior to their event. The BDC reserves the right to let any available conference rooms after this deadline.

## 19. CONGESTION CHARGE (Organisers & Exhibitors)

The BDC falls just outside the Central London congestion charge boundary. Some routes to the venue will be affected by the charge, during Monday to Friday (excluding public holidays). Please check with the charge boundary information on the government website [www.cclondon.com](http://www.cclondon.com) or further information can also be found on the BDC's website [bdc.london](http://bdc.london)

## 20. CRÈCHE (Organisers)

Nipperbout Active Childcare

6 Lords

Singleborough

Buckinghamshire

MK17 ORB

Tel: +44 1296 712 658

Registered with the London Borough of Islington)

## 21. CUSTOMS & EXCISE (Organisers)

H M Customs & Excise

Dorset House  
Stamford Street  
London  
SE1 9PY

Tel: +44 20 7928 3344  
Website: [www.gov.uk](http://www.gov.uk)

## 22. DELIVERIES (Organisers & Exhibitors)

Deliveries must not be made to the venue prior to the tenancy. Any deliveries made during the tenancy period should be clearly marked with the Exhibition Title, Exhibitor Name and Stand Number. The BDC cannot be held responsible for the transportation of deliveries to individual stands and cannot sign for any delivered packages.

“Any deliveries not clearly addressed as above are likely to be returned to sender.”



Custom & Excise  
Deliveries  
Dilapidations  
Disabled Visitors  
Doors

## 23. DILAPIDATIONS (Organisers)

At the commencement of the License Period, the Venue Services Manager will prepare a list of all defects within the licensed areas. A representative from both the Licensee/Organiser and the BDC are to agree this list of defects and a signed copy is to be retained by both parties.

At the end of the License Period, the Venue Services Manager will prepare a further list of dilapidations and any defects that have occurred during the License Period. The BDC will carry out the repair of the defects and the Licensee/Organiser will be charged with any costs incurred.

The Licensee/Organiser is liable for any damage caused to building floors, walls, columns, iron works, shell scheme equipment or other Centre property. Licensee/Organisers/Contractors/Exhibitors, their staff and agents may not apply paint, lacquer, adhesives or coating to building columns, floors or to shell scheme. No bills, signs, floorcoverings or other articles shall be pasted, nailed, taped or otherwise attached to the walls, floors, ceilings, columns, partitions, shopfronts, or trim except under the direction, and with the written consent of your Venue Services Manager.

## 24. DISABLED VISITORS (Organisers)

There are facilities for people with disabilities. The front of the building access is ramped with a lift to all floors. There are disabled toilets on all levels within Stairwell B and on the First Floor in Stairwell F.

Please note that all space only stands with a raised platform require ramped access for disabled visitors.

*The BDC have a limited amount of wheelchairs. However, please call in advance to pre-book via our concierge.*

## 25. DOOR SIZES (Organisers)

A full list of internal access door dimensions is available upon request. It is also recommended that a site survey is arranged well in advance of the event if in any doubt.

# Electrical Emergency Procedure Entertainment License

## **26. ELECTRICAL AND LIGHTING (Organisers & Exhibitors)**

The BDC has a comprehensive range of electrical services for hire and installation and offers an extensive range of light fittings and flexible power supplies including three phase power if required. Our in-house team of electricians can provide a professional and competitive service to both the Licensees/organisers/exhibitors for all electrical installations and connections to mains. Please contact your Venue Services Manager for full details.

All/any electrical wiring and equipment not supplied by the BDC will be tested to ensure conformity with The Electricity at Work Regulations 1989. Any items failing such a test will NOT be connected to the BDC supply.

In addition all installations must conform to the current issue of the Exhibition Venues Association Regulations for Stand Electrical Installations. Copies available on request.

It is not permitted to hang, suspend or attach any item to the overhead catenary wires under any circumstances.

Exhibitors/Contractors who bring portable electrical appliances on-site should ensure that they have been regularly tested (Portable Appliance Tested) and bear a recent PAT test pass certificate.

Signs involving the use of neon or similar gases are permitted with fireman switches and written confirmation from the Venue Services Manager. Electro flashing signs of low intensity are permitted providing specifications for their use are approved in writing in advance by the Venue Services Manager. During the open period of an exhibition, stand mains supply will normally be switched on no later than half an hour before the show opens and switched off no later than half an hour after it closes.

PLEASE CONTACT THE BDC VENUE SERVICES MANAGER SHOULD YOU REQUIRE 24-HOUR POWER.

## **27. EMERGENCY PROCEDURES (Organisers)**

Licensees/Organisers will be fully briefed regarding procedures at the start of their tenancy . The standard English version is included within this handbook.

## **28. ENTERTAINMENT LICENSE (Organisers)**

The BDC does not hold a music and/or entertainment license and the licensee/organiser must make any necessary arrangements. Please contact your Venue Services Manager for advice on entertainment license requirements. At least 3 months' notice is required.

## 29. ENTRANCE FOYERS / FORECOURT (Organisers)

Licencees/Organisers must seek approval from the Venue Services Manager to obtain written approval and costings.

The front foyer is used by others and must be unobstructed at all times.

See also Branding Opportunities.

## 30. ENVIRONMENTAL CHARGE (Organisers & Exhibitors)

In April 2007 we introduced an environmental charge of £2.00 for each service ordered (excluding wireless broadband facilities). This charge is to help towards the BDC adhering to its environmental policy, which includes recycling waste materials and purchasing environmentally friendly products.

## 31. EXHIBITION STANDS (Organisers & Exhibitors)

**Octanorm System** is used in most cases, although white painted stock panels are also available from the BDC. Full Stand layout MUST be agreed 7 days prior to the exhibition. Alterations to this agreed floor plan will be subject to surcharge.

Standard shell scheme hire includes the following:

- Back and side free standing partition walls
- Carpeted floor
- Daily Cleaning

Entrance foyers  
Environmental charge  
Exhibition stands

**Q:** “I have a shell scheme stand at the Exhibition, what is Octanorm?”

**A:** A Modular system of aluminium poles and beams holding 4mm infill panels. These form the walls of the stands.

**Q:** “What is the FASCIA constructed of?”

**A:** This is formed of the same system, 175mm deep.

**Q:** “Is there a ceiling?”

**A:** There is an open grid ceiling of 70mm beams fixed diagonally over the stand.

**Q:** “What is the height to the underside of the ceiling?”

**A:** 2430mm and the underside of the fascia panel 2325mm.

**Q:** “What is the finish of all the Aluminium components?”

**A:** These are finished in white using a powder coating system.

**Q:** “What is the finish on the wall panels?”

**A:** White Foamex.

**Q:** “What size is the wall panel?”

**A:** 2500mm high x 990mm wide is the overall size of panels when fitted with poles and beams. The face size of the panels is 950mm wide x 2340mm high. The poles are 40mm in diameter projecting forward 18mm.

**Q:** “How do I fix to the wall panels?”

**A:** You cannot fix anything to the wall panels using nails, staples or screws. Lightweight polyboard or card panels can be fixed with DOUBLE SIDED VELCRO, OR BLU-TACK. Support brackets and chain packs must be used to hang heavier items.

## **STOCK PANELS (Traditional Panels)**

These panels measure 2740mm high 1000mm wide and 45mm thick and constructed from plywood on a timber frame and painted white. Pins, nails, screws and mirror plates may be used to hang exhibits but should exhibitors plan to hang anything heavy (over 5kg), it is advisable to check with the Venue Service Manager on suitable fixing methods and fixing points.

Some fixing methods are not permitted so please consult your Venue Services Manager for recommended procedures. An information sheet detailing what fixtures are permitted is available upon request.

N.B. Stock panels may vary in size. Please speak with your Venue Services Manager prior to confirming stock panel details with your exhibitors. Any damage to stockpanels will be charged on accordingly to Exhibitors/Organisers as dilapidations.

# Stock panels Space only stands

## **SPACE ONLY STANDS**

Contractors will NOT be allowed to commence their build-up until they have complied with all the requirements of the Health & Safety at Work Regulations 1992.

Exhibitors building a space only stand are advised to make a site visit.

Space only stands must have their stand design and build signed off by a qualified individual and that all relevant RAMS have been received.

Any stands built over 4 m must have a structural engineer sign off prior to and after build.

All structures, materials, special designs, unusual constructions and all signs must conform to British Safety Standards and Codes of Practice and comply with Local Council regulations or those of any other Statutory Authority. See Fire Regulations.

The suspension of items from the roof or from the balcony or the fixing of items to existing walls or other fitments must be approved by the Venue Services Manager at least 4 weeks prior to the commencement of the license.

Approval by an Organiser does not constitute anything other than confirmation of acceptance of the overall design. All other Rules and Venue Regulations still apply.

Any space only stand must provide the organiser of the event with the following: -

- A copy of a scale drawing including plans and elevations
- Construction timetable
- Method Statement
- Risk Assessment
- Full details of fabrics and materials being used
- Third party insurance certificate showing minimum cover of £5 million

The venue reserves the right to submit any plans to a structural engineer who will charge a fee which is NOT pre-determinable and must be paid by the Exhibitor or their Contractor prior to commencement of the works.

Space only stands are NOT permitted to attach any material to the shell scheme walls.

Space only stands booked between shell scheme sites must take into consideration the size of the allocated space. Failure to take care over internal measurements could mean that the stand will not fit in the allotted space. All partition surfaces built above the standard 2.5 metre shell scheme height must be decorated.

In addition, all stands must be finished both front and back. This is especially important on the exterior sides of stands on the Mezzanine and Ground Level.

### 32. EXHIBITOR/CONTRACTOR ACCESS & EGRESS (Organisers & Exhibitors)

It is the responsibility of the BDC and the organiser to ensure exhibitors and contractors adhere to the following regulations regarding access and egress to and from the Loading Bay and Liverpool Road:

**All Organisers MUST ensure their exhibitors and contractors pay particular respect and consideration to local residents especially during build up and breakdown periods.**

There is only vehicular access to the Loading Bay from Liverpool Road. Pedestrian access is not permitted. Additional exit points are available for large exhibitions, however street parking restrictions apply and are enforced by Traffic Wardens.

The BDC stipulates that their own marshals are located in the following areas and within the Loading Bay, at least one hour prior to build up and breakdown, and all costs will be borne by the Organiser.

- I Marshal on Liverpool Road
- I Marshal on Barford Street
- I Marshal at entrance to Loading Bay

- The BDC can and will impose minimum marshalling requirements and this will be decided at an early stage (whenever possible) prior to the event. This figure will be dependent on the size of your event and you should liaise with your Venue Services Manager to establish exact marshal requirements and costs.
- Under no circumstances will pedestrian access be allowed at the entrance to the Loading Bay from Liverpool Road.
- Drivers must make themselves aware of observe local traffic restrictions.
- There is likely to be a Police presence during larger exhibitions.
- There is substantial provision for vehicles under 2 metres in height to load and unload from the car park at the front of the BDC.
- For events breaking down on a Sunday, exhibitors and contractors will, whenever appropriate, be given access to the Loading Bay from 0900 hours on a first come first served basis. However entry to the venue will not be given until the event is officially closed.
- The Loading Bay will not be opened on a Sunday if there is a likelihood that the breakdown to the event will exceed the BDC's permitted servicing hours.

Details of the breakdown procedures will be provided to exhibitors and contractors during the build up period.

There will be no access to the Loading Bay in the last 30 minutes of a build up or breakdown period. The BDC reserves the right to extend this 'cut off' period. All exhibitors and contractors must comply with the reasonable requests of the Traffic Marshals. Failure to do so may result in access to the BDC being denied or vehicles, if within the Loading Bay, being clamped (Release fee £35.00) or removed (Retrieval fee £220.00).

Further access/egress may be available via the front Stairwell E. Your Venue Services Manager will advise if these can be utilised for your event. Marshals will be required to man any stairwells open for access/egress and a charge will be made if any interior doors require to be removed.

# Exhibitor Contractor Access and Egress



### 33. FIRE EXTINGUISHERS (Organisers)

Water, Foam and CO2 extinguishers will be provided by the BDC to comply with standard regulations. However should the nature of the event demand extra cover, it is the responsibility of the Licensee/Organiser to organise these facilities.

### 34. FIRE REGULATIONS (Organisers & Exhibitors)

Licensee/organisers and exhibitors must adhere to the local authority and Fire Brigade Regulations. All materials used on exhibition stands or stored within the exhibition area must be **Class I** (B.S. 476) fire retardant. Not more than **5300** persons may occupy the building at any one time and the electronic turnstiles in the entrance monitor this.

### 35. FIRST AID (Organisers)

Although the venue employs trained first aiders, it is a **requirement** that during the whole tenancy period you provide qualified medical staff. During build-up and breakdown the Red Cross are not able to provide a service. Arrangements can be made through your Venue Services Manager and payment is required for this service.

Should you decide to provide your own First Aider, please be aware they must provide training certificates, insurance details and their own first aid equipment. The First Aid room is not available for use by non BDC First Aiders.

# Fire Extinguishers

# Fire Regulations

# First Aid

# Floor Loads

# Floor Plans and Space

### 36. FLOOR LOADS (Organisers)

Event Space	Lbs per sq ft	KN per sqm
Mezzanine	104lbs per sq ft	5KN per sq m
Ground	418lbs per sq ft	20KN per sqm
Conference Centre	104lbs per sq ft	5KN per sqm
Gallery Hall	104lbs per sq ft	5KN per sqm

Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floorload. The Licensee/Organiser accepts full and sole responsibility for any damage to property or injury to persons resulting from failure knowingly or otherwise to distribute the load in conformity with the maximum floorload specifications.

### 37. FLOORPLANS (Organisers)

It is the responsibility of the Licensee/Organiser to ensure that stands do not obstruct the emergency exits, gangways and essential equipment. The Venue Services Manager must approve all exhibition floor plans at least 4 weeks before the tenancy commences to ensure that Local Authority and Fire Regulations are not compromised. Copies of plans giving details of all services at the Centre can be supplied, together with recommended stand layouts, Most plans are provided in email format (.pdf or .eps) however AI copies are available upon request. Floorplans can be prepared and updated free of charge (max. 20) by contacting your Venue Services Manager.

### 38. FLOORSPACE (Organisers)

Areas	Gross	Net
Mezzanine	2000 sqm	1250 sqm
Ground	465 sqm	346 sqm
Gallery Hall	890 sqm	560 sqm
Conference Centre	1140 sqm	840 sqm

### **39. FLORAL AND PLANT HIRE (Organisers & Exhibitors)**

Angel Flowers  
60 Upper Street  
London  
N1 0QH

Tel: +44 20 7704 6312  
Website: [www.angel-flowers.co.uk](http://www.angel-flowers.co.uk)

### **40. GAS (Organisers & Exhibitors)**

It may be possible to use Gas (either inert or inflammable) at the BDC BUT written authority must be obtained prior to arrival on site from the Venue Services Manager.

### **41. HEALTH AND SAFETY (Organisers & Exhibitors)**

The BDC is committed to Health and Safety and follow the guidance of the eGuide. This guidance is focused on managing health & safety, and other operational issues at exhibitions taking place in UK event venues. That said, since these are guiding principles, the content will have useful relevance to other types of event, such as conferences. Please see [www.aeo.org](http://www.aeo.org) and visit the member area.

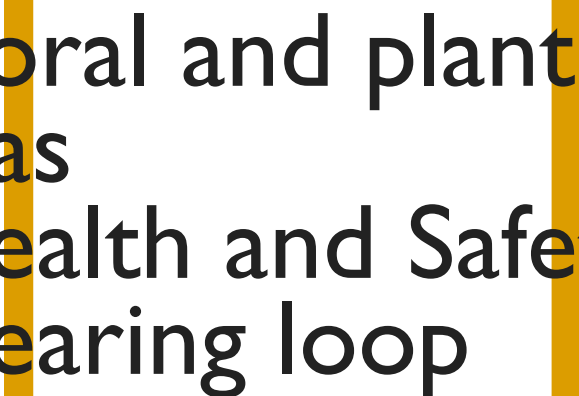
The BDC is committed to operating all its various businesses in compliance with all the relevant legislation and guidelines covering Health and Safety at Work and it is a requirement of the venue that all licensees/organisers/exhibitors/contractors/visitors comply with the law and the regulations of the venue at all times. Anyone infringing any relevant legislation and/or any venue regulations will be asked to desist forthwith and for serious and continuing breaches may be banned from the premises.

As an organisers/exhibitors/contractor you hold an obligation to ensure the safety of everyone associated with your event or exhibition stand and those persons who may be affected by your activities.

All exhibitors are required to register and complete all relevant Health & Safety documents via the online ordering system.

### **42. HEARING LOOP (Organisers)**

Both the Gallery Hall and Auditorium are fitted with a designated hearing loop system which is to ensure that all delegates are able to experience a clear sound quality.



Floral and plant hire  
Gas  
Health and Safety  
Hearing loop

# Height Limits

# How to get here

# Insurance

# Items left on site

# Internet Access

### 43 .HEIGHT LIMITS (Organisers & Exhibitors)

Exhibitors wishing to build above 2.5m must check with the Venue Services Manager. For any structures that exceed 4 metres in height, please consult your Venue Services Manager as it could affect the service feeds at the venue. Structural calculations will also be required via an approved structural engineer. All relevant costs for these are to be met by the exhibitor/contractor.

### 44. HOW TO GET HERE (Organisers & Exhibitors)

<b>BY BUS:</b>	The following bus routes all stop near to the Business Design Centre in Upper Street: 4, 19, 30, 73, 43, 38, 56, and 341.
<b>BY CAR:</b>	Easy access from the City and West End. Upper Street forms part of the A1. (See Car Parking page 8)
<b>BY RAIL:</b>	Euston and Kings Cross Stations are a short distance away.
<b>BY UNDERGROUND</b>	A regular underground train service (Northern line) runs to and from the Angel Station, which is a two minute walk from the Centre. Alternatively, Highbury & Islington Station (Victoria Line) is a fifteen minute walk from the venue.

### 45. INSURANCE (Organisers & Exhibitors)

Whilst we take every precaution to protect Licensees/Organisers/Exhibitors property during any event we are not responsible for any loss or damage.

We would recommend insurance cover to include, as a minimum legal liability for personal injury and damage to third party property based on a limit of indemnity of £5 million. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event due to circumstances beyond your control.

It is a requirement that Licensees/Organisers affect adequate insurance cover and the Venue Services Manager must have sight of the original policy document prior to the event taking place. Organisers are required to be covered by Public Liability based on a limit of indemnity of £5 million.

### 46. ITEMS LEFT ON SITE (Organisers & Exhibitors)

Please note that any goods/material/deliveries or miscellaneous items left on site at the BDC without proper authority will be treated as abandoned and disposed of accordingly.

### 47. INTERNET ACCESS (Organisers & Exhibitors)

The BDC is pleased to offer Organisers & Exhibitors High Bandwidth Internet Access from any location within the exhibition areas and conference centre.

The Internet access is served up by a purpose built wireless network based on the IEEE 802.11b standard.

The network is made up of over 20 Wireless Access Points located throughout the exhibition areas and conference centre, providing Organisers & Exhibitors with up to 11MB per second LAN network speeds.

The BDC has a dedicated 1Gb leased line providing Internet connectivity and a 100Mb backup leased line also. Access to the network is charged depending on stand bandwidth requirements. Please refer to the online ordering system or the Venue Service Manager for tariffs and further information.

The BDC has a free open zone wireless network that can be activated using the BDC openzone access point. The service is not supported by technicians and is not secure.

The use of wireless access points, wireless phones (not including mobile phones), Bluetooth devices or any other such device that may operate around the 2.4 GHz frequency, is prohibited. Any such device that could interfere with the BDC in-house wireless network will be disabled if found to be in operation. The aforementioned devices can be sold on stands but not demonstrated.

**48. LABOUR (Organisers & Exhibitors)**

It is recommended that all labour within the venue engaged in servicing the exhibition be party to the Constitution and Working Rule Agreements for the National Joint Council for the Exhibition Industry and the National Exhibition Electrical Joint Industrial Council. In addition for any specialist tasks correctly trained and certificated labour must be used.

**49. LASERS (Organisers & Exhibitors)**

Any company proposing to use lasers must inform their Venue Services Manager immediately together with details of laser equipment, a drawing of the stand and the location of the beam. The Local Authority Regulations, which apply to laser use within exhibition venues must be strictly adhered to. Please note 28 day’s notice will be required.

**50. LICENSES (Organisers & Exhibitors)**

Licenses may be required for the following activities:

Entertainment	
<b>Music:</b>	PPL / PRS
<b>Video:</b>	VPL
<b>Cinema (or public viewing of films)</b> Smoke Machines	
<b>Lasers</b>	
<b>Special Treatments (i.e. therapy treatments etc.)</b>	

Labour  
Lasers  
Licenses

## 51. LIFTING/FREIGHT FORWARDING (Organisers & Exhibitors)

There are no trolleys for Exhibitor use available at the BDC.

Full lifting service can be hired in advance from Worldwide Exhibition Specialist Limited:

Worldwide Exhibition Specialists Ltd  
Unit 28, Stansted Distribution Centre  
Start Hill  
Bishop Stortford  
CM22 7DG

Tel: +44 20 8508 2224  
Email: [info@wes-group.com](mailto:info@wes-group.com)  
Website: [wes-group.com](http://wes-group.com)

In order to guarantee the safe and timely arrival of your valuable materials at this exhibition, they can also provide the following services:

- UK Transport and Distribution
- UK Warehousing
- Lifting, Handling and Site Installation
- International Freight Forwarding from Door to Stand
- Customs Clearance

For Exhibitors/Organisers who are importing material from outside the European Community, Worldwide Exhibition Specialists Ltd can also take care of the procedure required for TEMPORARY IMPORTATION of your materials and the necessary paperwork to return them without payment of Import Duty or Sales Taxes.

# Lifting/Freight Lifts

# Livestock Liquor License

# Local authorities

## 52. LIFTS (Organisers & Exhibitors)

There is a passenger lift for visitors in the entrance foyer. Please note that this is switched off during build up and breakdown to avoid misuse. It is NOT for the carriage of goods.

There are 2 goods lifts in the Loading Bay for the delivery of stand materials and exhibits.

Main Hall Goods Lift  
Capacity 3000kg                      Size 3900mm x 1900mm x 1900m (height)

Gallery Hall Goods Lift  
Capacity 3000kg                      Size 5500mm x 2550mm x 2500mm (height)

Exhibitors/Contractors should be aware that there are a number of doorways to pass through when taking items from the goods lifts to the Mezzanine. A site survey is advised for any exhibitors/contractors who wish to view the access/egress at the centre. Please contact your Venue Services Manager to arrange an appointment. A list of the doorway dimensions is available upon request.

## 53. LIVESTOCK (Organisers & Exhibitors)

Before allowing any fish, livestock, other animals, insects, reptiles, birds etc. on site, written permission MUST be obtained from your Venue Services Manager. All the relevant authorities' rules and regulations must be adhered to at all times.

## 54. LIQUOR LICENSE (Organisers)

Details of our license are available on request and must be adhered to at all times. Please consult your Venue Services Manager or Catering Manager immediately if you plan having alcohol available at your event.

## 55. LOCAL AUTHORITIES (Organisers)

It is recommended that all dealings with the Local Authority should be channelled through the Venue Services Manager. The BDC comes under the jurisdiction of Islington Borough Council.

## 56. LOST PROPERTY (Organisers & Exhibitors)

There is a lost property office in the BDC and any item found should be handed into security at main reception. The property will be held for up to three months and all claims should be made to the Head of Security on 0207 288 6475.

## 57. MARKETING OPPORTUNITIES (Organisers)

You are able to post a description of your event on the BDC website ([bdc.london](http://bdc.london)) including the installation of a hyperlink to your site.

There are also two 48-page exterior poster sites and numerous A2 sized internal sites that can be rented. For further information of these and other opportunities, please contact Kate Simpson

Tel: +44 207 288 6002

Mobile: +44 7921 299 433

Email: [Kates@bdc.london](mailto:Kates@bdc.london)

## 58. MARSHALLING (Organisers)

The Local Authority requires that the Licensee/Organiser provide the following marshalling/security support for each exhibition build-up and breakdown:-

I Traffic Marshal - Liverpool Road

I Traffic Marshal - On Barford Street

I Traffic Marshal – At Entrance to Loading Bay

Marshals must also be provided in the Loading Bay during build up and breakdown.

The BDC stipulates that the venue should provide all marshalling personnel, as they are familiar with the Loading Bay and surrounding areas. Please contact your Venue Services Manager.

In addition, to ensure a smooth and efficient access/egress for all at the BDC plus providing high visibility security for all exhibitors, contractors and agents, we stipulate a lift operator for each lift used.

There may be other marshalling and security requirements that may evolve should additional access points be used which should be discussed with your Venue Services Manager. See Exhibitor/Contractor Access & Egress. Internally there should be competent attendants on duty during the whole time that the public are on the premises. These attendants should have been specifically instructed as to their essential responsibilities in the event of fire or other emergency. Account should be taken of the additional responsibility caused by the attendance of disabled persons.

The number of attendants on duty on the premises to assist persons entering or leaving should be not less than 1 for every 250, or part of 250 persons present.

If the number of persons on the floor or tier is less than 100, there should be at least 1 additional attendant on duty on that floor or tier; if the number of persons present on any floor or tier exceeds 100 there should be at least 2 additional attendants on duty on that floor or tier.

Lost property  
Marketing Opportunities  
Marshalling

## 59. NOISE AND ODOURS (Organisers)

No loud or obstructive work will be permitted during open hours of the exhibition; neither will loud operating displays or exhibits producing objectionable odours be allowed. Licensees/Organisers must limit the noise to the level set by the Local Environmental Health Officer, which is monitored at the venue. Please see the statement below: -

"During the opening hours of the Business Design Centre the noise level emanating from the Centre shall not exceed 65dB(A) Aeq, 1 hour, and a maximum root mean square level of 65 dB (A), measured with a sound level meter set to a fast response, at a position 1.2m from the ground and 2m from the south facade of residential properties in Barford Street: should sound from any event or activity in the Centre contain a substantial and sustained rhythmic or tonal characteristic the noise level due to that event or activity shall not exceed 50dB(A) Aeq, 1 hour with no change to the maximum level."

Failure to comply with the above noise levels, may result in a fine, enforcement notice or injunction, issued under the Environment Protection Act 1990 and/or the Control of Pollution Act 1974. Any Licensee/Organiser will render themselves liable for prosecution under these statutes in the event that they fail to control any abuse of the regulations above by their exhibitors, contractors, employees and/or agents.

## 60. NOMINATED CONTRACTOR SERVICES (Organisers)

- Catering
- Cleaning
- Shell Scheme
- Water & Waste

## 61. OFFICE SERVICES (Organisers & Exhibitors)

There is a facility at the venue to organise a large range of office services, such as standard photocopying, colour copying, printing, binding and the provision to purchase most types of office stationary.

On-Line Reprographic  
Business Design Centre  
52 Upper Street  
Islington  
London  
N1 0QH

Tel: +44 20 7288 6288  
Email: [info@onlinerepro.co.uk](mailto:info@onlinerepro.co.uk)  
Website: [www.onlinerepro.co.uk](http://www.onlinerepro.co.uk)

## 62. OPERATING HOURS (Organisers)

BUILD UP & BREAK DOWN 08.00hrs - 2200hrs (Monday - Friday)  
08.00hrs – 2000hrs (Saturday)  
09.00hrs - 18.00hrs (Sunday)

Please refer to your event license for operating hours

Noise and odour  
Nominated Contractors  
Office Services  
Operating Hours

### 63. ORDERING EXTRA'S (Organisers/ Exhibitors)

Organisers and exhibitors are able to complete all Health & Safety documents and order additional stand items via the online ordering system

Please agree this with your Venue Services Manager.

- All orders received later than 7 working days prior to an event will be subject to a 20% surcharge
- All on site orders will be surcharged 20%

### 64. ORGANISER'S OFFICE (Organisers)

The Organiser's Office (Unit 208) is located on the Mezzanine Level and equipped with a lounge area, kitchen area incorporating a sink, fridge and water cooler, private office incorporating a safe (returnable deposit required for the key), reception desk, storage units, complimentary photocopier, fax machine, telephones, two broadband connections and public address system. It is also fully air-conditioned.

The following numbers can be published in advance within your exhibitors/event manual (only applicable for main hall events):

Organise Office Tel: 020 7288 6127/8/9

### 65. PERMITTED SERVICING HOURS (Organisers/ Exhibitors)

Monday to Fridays	0800 to 2200
Saturdays	0800 to 2000
Sundays	0900 to 1800

By special request, certain events may extend these opening hours (except those stipulated for Sunday) but approval must be obtained from the Venue Services Manager, who will also advise on additional charges as appropriate.

UNDER NO CIRCUMSTANCES CAN THE VENUE OPEN BEYOND THE TIMES STIPULATED WITHIN ITS OPERATING LICENSE

### 66. Porters (Organisers)

Pinnacle Solutions Ltd  
The White Cottage  
Merry Hill Lane

Berkshire  
RG41 5JP

Tel: +44 870 609 1993

Email: [info@pinnaclesolutions.co.uk](mailto:info@pinnaclesolutions.co.uk)

Website: [www.pinnaclesolutions.co.uk](http://www.pinnaclesolutions.co.uk)

### 67. PUBLIC ADDRESS SYSTEM (Organisers)

A public address system is available to Organisers throughout their tenancy and can be operated from both the Organiser's Office and the Foyer. It is recommended that this PA system be mainly used during build-up and breakdown periods with no paging permitted during the open hours of the show, except for Organiser's announcements and emergencies.

Ordering extras  
Organisers office  
Permitted hours  
Porters  
Public address system



## 68. REGISTRATION (Organisers)

Licensees/Organisers who take the Mezzanine and Ground Level have the use of an 8 person registration desk adjacent to the cloakroom facility. There are no storage facilities in the main reception area.

A further registration desk is also available for Gallery Hall events, which also offers a separate cloakroom facility. See cloakrooms

## 69. RIGGING (Organisers & Exhibitors)

Where banners and signs require rigging, the Venue Services Manager must be contacted and approve the location and installation. Banners must be stitched at the top and bottom and not glued. Please contact your Venue Services Manager the specification of pocket sizes and for a quotation. Within the roof of the BDC there is a Mansafe Climblatch System to enable safe travel throughout the roof. A permit to work system is also in operation at BDC and under no circumstances will riggers be given access to the roof until the permit has been completed. Only BDC approved rigging companies will be permitted to carry out rigging within the BDC.

## 70. RISK ASSESMENTS & METHOD STATEMENTS

These documents must be brought on-site and communicated with all staff and contractors. Please note that the Venue Services Manager and Health & Safety Officer will randomly request to view these documents to make sure structures and work is being carried out in accordance with your Risk Assessment and Method Statement.

To conduct a valid risk assessment you will need to consider the layout of the venue in relation to your stand location. You will also need to consider the day to day factors of the venue due to the permanent companies based at the venue who are based on all three levels. Consideration also needs to include the BDC staff, on-site cleaners, caterers, marshals and other contractors within the halls.

### Organisers

The Health & Safety can be accessed via the online ordering system and is the suggested format. In these days of heightened Health & Safety awareness, you may choose to seek alternative professional advice.

It's the responsibility of the ORGANISER to control and monitor all activities with their event.

To ensure compliance with the current legislation, all organisers must carry out their own Risk Assessment and provide copy of it to the BDC prior to the start of their tenancy.

All exhibitors, both shell scheme and space only are required to carry out their own Risk Assessment and provide copy of it to the Organisers prior to the start of the tenancy.

In addition all exhibitors with space only stands must ask their contractors to provide the BDC with the following, in addition to scale drawings;

- A general policy statement on Health and Safety.
- A method statement for the Project.
- A construction timetable.
- A copy of third party liability insurance certificate showing £5m cover.

Further details of the legislation and the venue regulations are available on request.

**THIS OVERALL RISK ASSESSMENT SHOULD CONTAIN DETAILS OF ANY POTENTIAL HAZZARDS OR UNUSUAL EVENTS**

Anyone wishing to access the Loading Bay must wear a high visibility vest at all times. This must be included with exhibitors Risk Assessment.

# Registration Rigging Risk Assessment &<sup>25</sup> Method Statement

# Security Services desk

## **71. SECURITY (Organisers)**

The BDC will assist with providing fully trained security staff for your event.

If you appoint your own security company, the staff provided must be SIA approved.

The BDC will neither be responsible nor liable, on site and its environs for injury to the person or property of Licensees/Organisers/Contractors/Exhibitors, their guests, employees or agents.

Although the venue has security staff on duty 24 hours a day, their responsibilities cover the general building security and the efficient operation of general services. The Licensees/Organisers is responsible for all security during their exhibition and is liable to bear the cost of any additional security recommended by our Head of Security. It is a Local Authority requirement that cover is provided for stewarding during exhibition open hours to include a sufficient staffing level to cover fire and evacuation procedures. See Marshalling

As the needs of the Licensees/Organisers can change from event to event, your Venue Services Manager or our Head of Security would be pleased to offer advice on your security and marshal needs.

## **72. SERVICE DESK (Organisers & Exhibitors)**

During the build-up period, we can operate a service desk for the convenience of your exhibitors to assist with orders/changes for services we are providing. This is located on the Mezzanine outside the Organiser's Office. A separate desk can be set up for events taking place within the Gallery Hall if required. The operational times are to be agreed with the Venue Services Manager.

### 73. SIGNAGE (Organisers & Exhibitors)

Signage is not allowed on internal rails unless it has been approved by the venue service manger

Onward Display  
Business Design Centre  
52 Upper Street  
Islington  
London  
N1 0QH

Tel: +44 20 7636 9994  
Email: [bdc@onwarddisplay.com](mailto:bdc@onwarddisplay.com)  
Website: [www.onwarddisplay.com](http://www.onwarddisplay.com)

All posters, banners, etc. must be of a standard approved by the Venue Services Manager and signs must not be affixed to any part of the building.

Signage is NOT allowed on any of the internal metal railings, banisters and/or associated ironwork.

The placement of road direction signs can be arranged through the AA. The AA require as much notice as possible and to be assured of receiving the signs not less than 2 months is recommended and during peak times 6 months.

AA Signs  
AA Developments Ltd  
Sherington Way  
Basingstoke  
Hampshire  
RG22 4DQ

Tel: 0870 731 7003  
Website: [www.theaa.com](http://www.theaa.com)

Signage  
Stand Design  
Storage  
Taxi  
Telephones

### 74. STAND DESIGN AND CONSTRUCTION (Organisers & Exhibitors)

BDC Venue Services Department.

### 75. STORAGE (Organisers & Exhibitors)

An optional storage facility – Unit 118 - located on the ground floor is available for use by Mezzanine events only. This facility is only available during the tenancy period and any items left after this period will be disposed of. Unfortunately no storage facilities are available within the Gallery Hall and no storage is allowed in areas behind stands, in gangways, under stairs obstructing fire exits.

### 76. SUITABILITY OF EXHIBITS (Organisers)

The BDC shall have absolute control to determine the eligibility of any company, product or exhibit for inclusion in the exhibition.

### 77. TAXI SERVICE (Organisers & Exhibitors)

Should you require an executive taxi service please contact our in-house concierge. See Concierge Services.

### 78. TELEPHONES (Organisers & Exhibitors)

Individual telephone lines for stands are available. These are routed through our switchboard and you must dial '9' for an outside line.

They are individually numbered direct dial lines for exclusive use during the exhibition period. The telephone system is compatible for most modern modem and card swipe machines. Swipe machines should be programmed by the supplier for operation through a switchboard. Please note the BDC telephone system does not transmit 'Caller ID'. **Please refer to the online ordering system**

### **79. VEHICLES (Organisers)**

There are stringent Local Authority and Venue Regulations appertaining to the display of all/any type of vehicles inside the main building. Please contact your Venue Services Manager for advice and assistance.

### **80. VIP VISITORS (Organisers)**

Licensees/Organisers are required to notify the Venue Services Manager in advance of the arrival schedule for all VIP visitors. The BDC operates a standard protocol procedure for all VIP visitors.

### **81. WATER AND WASTE (Organisers & Exhibitors)**

Water supply, together with waste disposal, is available within most of the exhibition areas. Please refer to the online ordering system.

Vehicles  
VIP Visitors  
Water and Waste