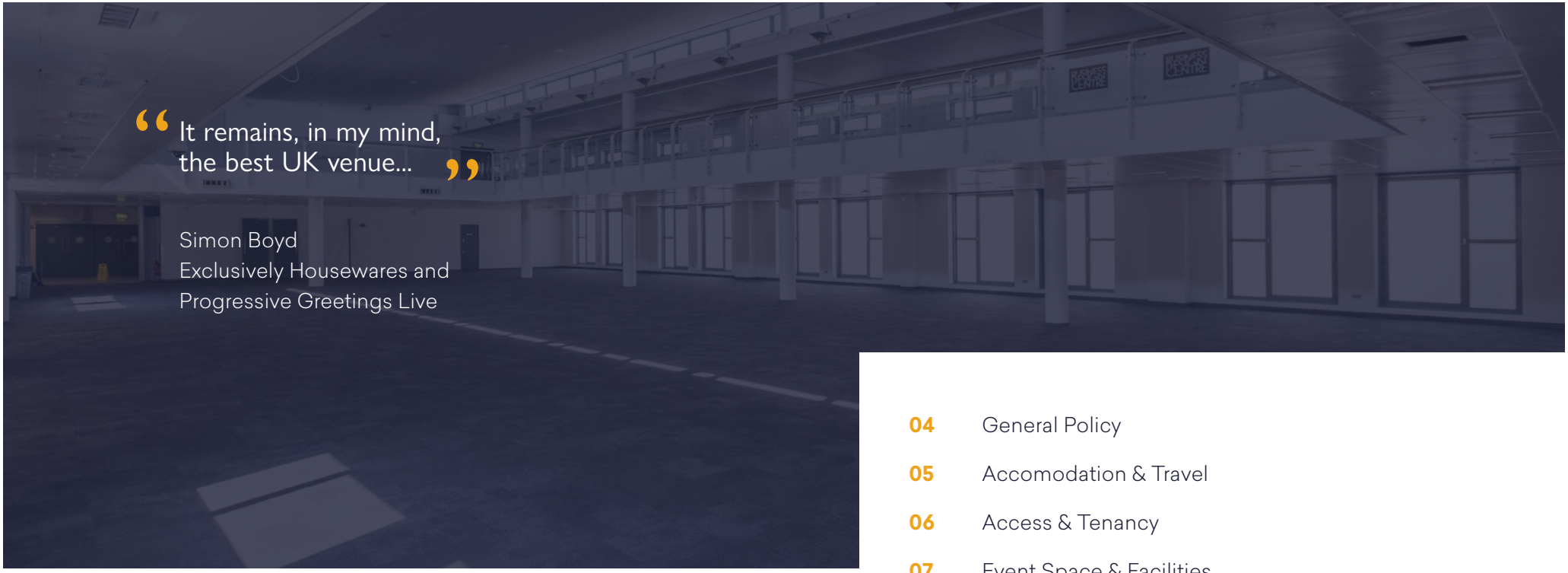
Rules and Regulations Manual



> It remains, in my mind, the best UK venue...

Simon Boyd
Exclusively Housewares and Progressive Greetings Live

04 General Policy

05 Accomodation & Travel

06 Access & Tenancy

07 Event Space & Facilities

09 Health, Safety & Insurance

16 Licences

17 Loading Bay

21 Venue Services

29 Venue Floorplan

Don't forget to connect with us on our main channels:

BUSINESS DESIGN CENTRE

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.

COVID-19 Measures and Advice

To ensure the safe return of events, the Business Design Centre has implemented a number of safety measures which are not featured within this manual. For further details, please visit our advice page on bdc.london/advice. Alternatively your Venue Manager will be happy update you with these measures.

Accommodation & Travel

1. Accomodation with Hotel Maps

To help you get the perfect accommodation and the best special offers we have put together a unique HotelMap that shows the nearby accommodation options and best possible rates and special offers. To view and book these live rates please visit our venue website

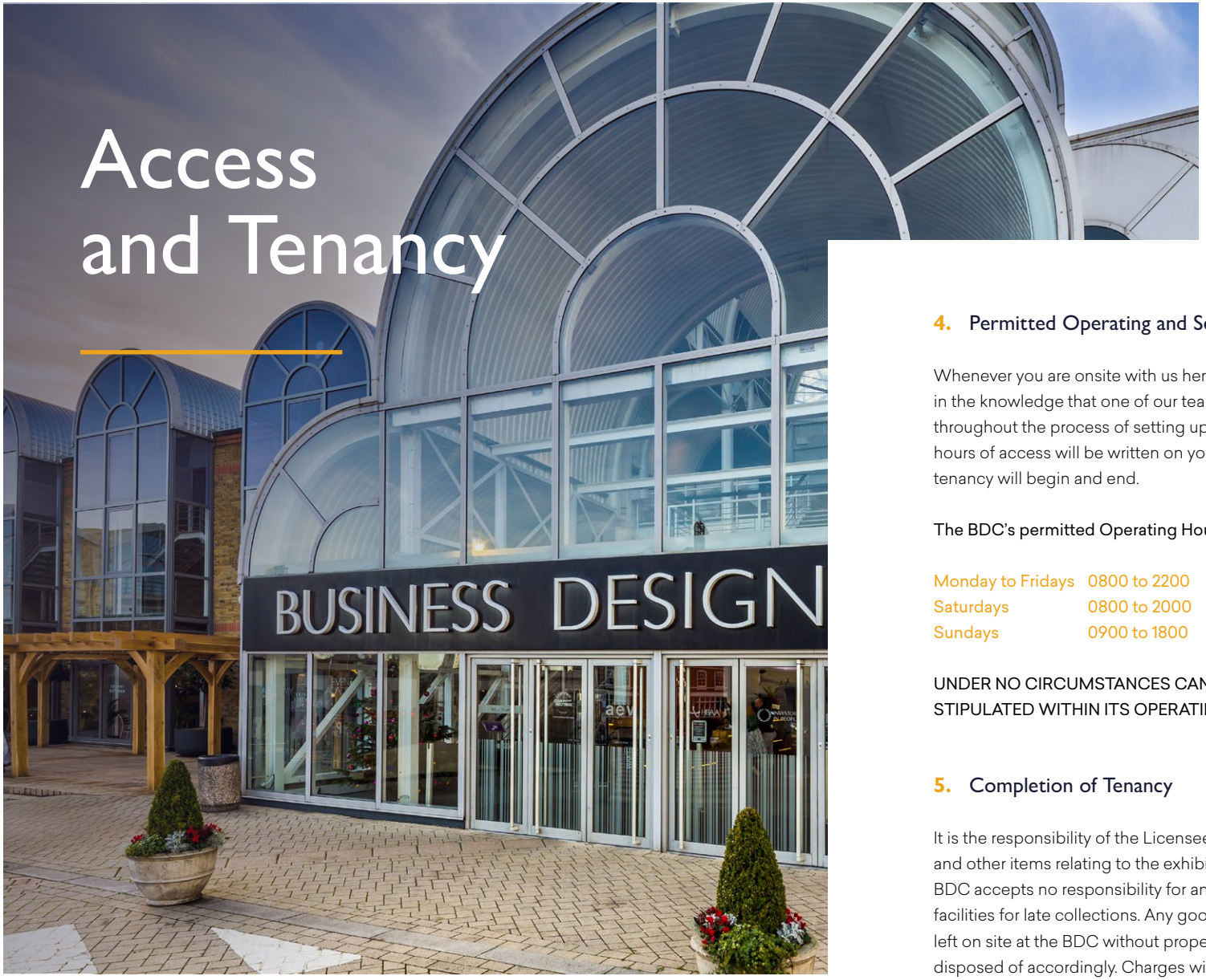
2. Travelling to the BDC

Located in the heart of Islington, the BDC is supported by excellent transport links. Please visit our website for full details of travelling to the BDC by Car, Underground and Bus.

3. Congestion Charge & ULEZ (Ultra Low Emission Zone)

The BDC falls just outside the Central London congestion charge and ULEZ boundary. From 25 October 2021, the existing central London Ultra Low Emission Zone (ULEZ) will expand to create a single larger zone up to, but not including, the North Circular Road (A406) and South Circular Road (A205).

Please check with the charge boundary information on the government website www.cclondon.com when planning your journey.



Access and Tenancy

4. Permitted Operating and Servicing Hours

Whenever you are onsite with us here at the Business Design Centre, you can be safe in the knowledge that one of our team will be on hand in case you need anything throughout the process of setting up, running or breaking down your event. The hours of access will be written on your event agreement and specify when your tenancy will begin and end.

The BDC's permitted Operating Hours are:

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

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

5. Completion of Tenancy

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 goods/material/deliveries or miscellaneous items left on site at the BDC without proper authority will be treated as abandoned and disposed of accordingly. Charges will apply for any disruption caused.

Event Space & Facilities

The venue hosts an array of fully carpeted event spaces ranging in size and capacity. Our Mezzanine level is the perfect space to host your exhibition or larger conference. With more than 2,000m2, this space offers natural ventilation and daylight, access to registration facilities, technology capabilities and use of the venue organiser's office.

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.

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.

To view these spaces and access floor plans, please visit our website

To discuss your event requirements please contact your Venue Services Manager.

Continued →

6. Auditorium

Our purpose built Auditorium is perfect for conferences up to 500 delegates. This area has full blackout facilities, LED up-lighters to personalise the event space; three-section adjustable house lighting and space for an AV set build within the room.

The motorised AV truss where lights, speakers & projectors can be flown from will improve the installation and de-rig processes of audio-visual equipment by reducing the need to work at height. Please contact your onsite venue services manager who will be happy to provide you with further information on all of the benefits that the Auditorium boasts.

7. Disabled Access & Facilities

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.

To view a venue floorplan, please click here

The BDC has a limited number of wheelchairs on site. Please contact our Front of House team in advance to pre-book.

Tel: 0207 288 6475
Email: info@bdc.london

6. Hearing Loop

Both, the Gallery Hall and Auditorium have permanent induction loops that can be connected for conference sessions. We can fit induction loops in the other spaces if required. If you require a hearing loop for an event you are attending, please contact the venue services manager of the event.

9. Lost Property

Lost property in the BDC is located at the main reception. Any item found should be handed to our Reception team. 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.

10. Organisers Office

The fully air-conditioned Organiser's Office (Unit 208) is located on the mezzanine level and equipped with a lounge area, kitchen area including a sink, fridge and tea/coffee making facilities, private office incorporating a safe (returnable deposit required for the key), reception desk, storage units, complimentary wireless printer and photocopier, telephones, two wired internet connections and office wifi. The venue public address system is accessed via this office.

The following numbers can be published in advance within your exhibitors/event manual (only applicable for main hall events):
Organiser Office Tel:
020 7288 6127 / 0207 288 6128

11. Public Address System

A Public Address system is available to Organisers throughout their tenancy and can be utilised for both Speaker and Sound Services. Organiser and Emergency announcements during build-up, show open and breakdown periods can be operated from both the Organiser's Office and the Reception Foyer.

In conjunction with organiser announcements, an automated venue security message is played intermittently throughout show open periods. For schedules and appropriate timings, please liaise with your Venue Services Manager.

12. Registration Desk

Licensees/Organisers who take the Mezzanine and Ground Level have the use of an 8-person registration desk adjacent to the cloakroom facility. The registration desk is equipped with power supply, desk storage, and seating. Wired internet facilities are available (upon request).

There are no storage facilities in the main reception area.

A further registration desk is also available for Gallery Hall events, which offers a separate cloakroom facility. For further information regarding cloakrooms, please see Cloakrooms.

Health, Safety and Insurance

The BDC is committed to Health and Safety and follows the guidance of the AEV eGuide. This guidance is focused on managing health & safety, and other operational issues at exhibitions and conferences taking place in UK event venues. We advise all Event Organisers holding tenancy at the BDC to read the eGuide

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 complete all relevant Health & Safety documents and submit these to the event organiser prior to show tenancy. This section will highlight useful information about Health and Safety at the BDC.

Continued →

13. Alcohol

The consumption of Alcohol is strictly prohibited during the build-up and breakdown periods of any event.
Sale and/or distribution of alcohol anywhere on BDC property is subject to the BDC liquor license.
Please see Licencing.

14. Balloons/ Inflatables

Use of helium or 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.

15. Common Areas

All common areas must be kept unobstructed at all times. Licensees/Organisers/Contractors/Exhibitors must keep ALL common areas 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.

16. Damage & Dilapidations

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 to 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 schemes. 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.

17. Door Sizes

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. Please contact your Venue Services Manager for further details.

18. Electrical Regulations

All electrical wiring and equipment not supplied by the BDC is 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. 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 the Venue Services Manager approves specifications for their use in writing in advance.

For further information regarding Electrical Regulations, please visit the AEV eGuide

19. Emergency Procedures

Licensees/Organisers are fully briefed regarding emergency procedures at the start of their tenancy.

For more information on our Emergency Procedures, please visit our website

20. Fire Extinguishers and Regulations

The BDC provides Water, Foam and CO2 extinguishers 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.

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 1 (B.S. 476) fire retardant. No more than 5300 persons may occupy the building at any one time and the capacity monitor in the entrance regulates this.

21. Floor Loads

Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floor load. 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 floor load specifications. Please see the floor loads above for each venue space

Floor Loads:

Event Space	lbs per Sq ft	KN per sqm
Mezzanine	104lbs per sq ft	5KN per sqm
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

22. Floorplans

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 and example layouts can be found on our website

Most event plans are provided in email format (.pdf or .eps). Basic Sales and Technical Floor Plans can be prepared and updated free of charge (max. 20) by contacting your Venue Services Manager. To discuss the options of interactive or 3D floorplans, please speak to the Venue Services Manager.

23. Gas and Compressed Air

It may be possible to use gas (either inert or inflammable) or compressed air at the BDC provided a Method statement and Risk Assessment is submitted to the Venue Services Manager 4 weeks prior to tenancy for written approval.

Compressed gas cylinders or vessels containing liquids or gas under pressure must be stored securely and in a position agreed by the venue. Only those cylinders required for immediate use shall remain on a stand. Please refer to the AEV Eguide for further information.

24. Height Limits & Suitability of Exhibits

Exhibitors and Event Organisers 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 be required via an approved structural engineer. All relevant costs for these are to be met by the exhibitor/organiser/contractor.

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

25. Insurance

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. Organisers are required to be covered by Public Liability based on a limit of indemnity of £5 million.

26. Labour

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. For any specialist tasks correctly trained and certificated labour must be used.

27. Lasers

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 days' notice will be required.

28. Noise & Odours

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, 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 65dBL 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 50dBL 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.

29. PPE

It is the responsibility of the Organiser to ensure all exhibitors & contractors have received communication in regards to wearing suitable PPE on site during the build-up and breakdown periods. Inappropriate footwear including high heels and open toe shoes are prohibited during the build-up and breakdown period. It is also prohibited to remove footwear on the venue floor. Please refer to the AEV eGuide for advice

30. Risk Assessments & Method Statements (RAMS)

Organiser RAMS
In these days of heightened Health & Safety awareness, it is suggested to seek alternative professional advice from a Health and Safety officer for your event.

It is the responsibility of the Organiser to control and monitor all activities with their event.

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

Organisers can utilise the Online Event Manager portal to request exhibitors to submit their RAMS documentation

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

RAMS documentation must be brought on-site and communicated with all staff and contractors. The Venue Services Manager and Health & Safety Officer will randomly request to view these documents to make sure structures and work is conducted 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 need to consider the day-to-day factors of the venue due to the permanent companies based at the venue on all three levels. Consideration also needs to include the BDC staff, on-site cleaners, caterers, marshals and other contractors within the hall.

All exhibitors with space only stands must ask their contractors to provide the Organisers with the following, in addition to scale drawings:

- A general policy statement of Health & Safety
- A method statement for the Project
- A construction timetable
- A copy of a 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 HAZARDS OR UNUSUAL EVENTS.

31. Space Only Stands

Contractors building Space Only Stands should adhere to the rules and regulations below:

- 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.

- 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.
- All partition surfaces built above the standard 2.5-metre shell scheme height must be decorated.

- Any stands built over 4m 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.

- 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.

- 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.

32. Vehicles inside the Venue

There are stringent Local Authority and Venue Regulations appertaining to the display of any type of vehicles inside the main building. Organisers shall give the venue at least 28 days' notice in writing of their intention to exhibit or demonstrate vehicles within the venue. Vehicles shall not enter any building in which an exhibition is taking place during the time that it

is open to visitors. Please contact your Venue Services Manager to discuss further detailing vehicle size, type and desired location within the venue.

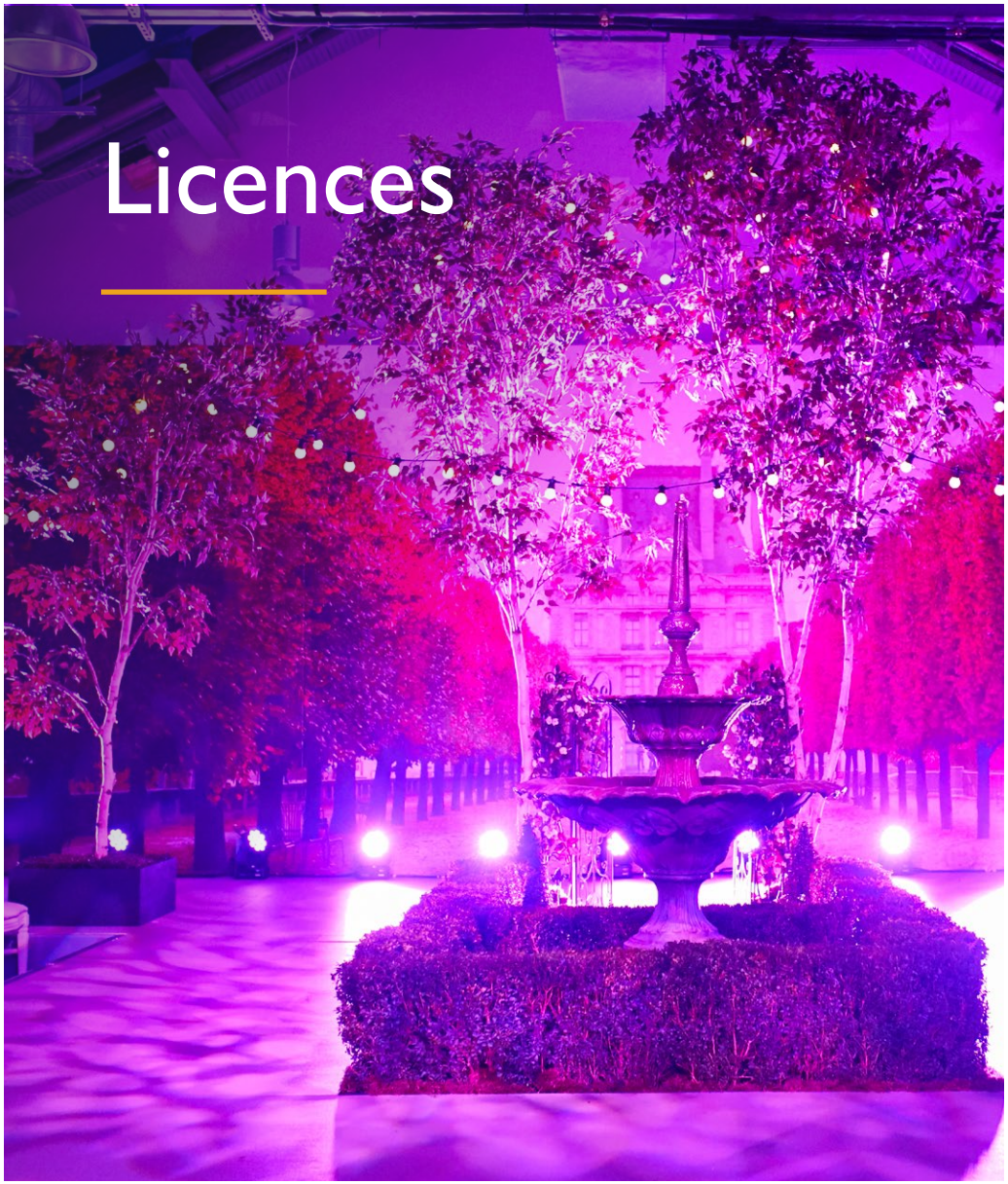
33. VIP Visitors

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.

34. Working at Height

When working at height in the Gallery Bays you must not work less than a metre away from the railings unless you have a harness attached to the Latch-way System and have approval from the Venue. You must also ensure that any construction in the Gallery Bays or near the edge of the Mezzanine Level is planned safely and detailed in the Risk Assessments submitted.

Please refer to the AEV eGuide for further guidance on Working at Height.



Licences

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.

Licenses may be required for the following activities:

- Music (PPL & PRS Licences)
- Video (VPL)
- Cinema or Public Viewing of Films
- Smoke Machines
- Lasers
- Special Treatments (such as Massage treatments)

35. Premises Licence

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.

36. Livestock

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.

Loading Bay

The BDC Loading Bay is situated towards the rear of the venue on Liverpool Road.

For details regarding opening times, height restrictions, vehicle capacities and lift sizes please visit our venue website

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 prohibited. Additional exit points are available for large exhibitions; however, street parking restrictions apply and are enforced by Traffic Wardens.
- All Organisers must supply a detailed traffic schedule to the Venue Services Manager 2 weeks prior to the event build-up. Failure to do so may result in vehicle access delays. Please speak to your venue manager for a traffic schedule template.
- 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.

  - 1 Marshal on Liverpool Road
  - 1 Marshal on Barford Street
  - 1 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 - See staffing

- Drivers must make themselves aware of observing local traffic restrictions.
- High visibility clothing must be worn in the loading bay at all times.
- Please keep your hazard lights on when moving and limit your speed to 5mph.
- Exhibitors must take all rubbish away. We charge a fee to dispose of anything left behind.
- No children allowed in the loading bay at any time.
- 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. Entry to the venue will not be given until the event is officially closed.
- The Loading Bay will remain closed Sundays 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 staff any stairwells open for access/egress and a charge applied if any interior doors require to be removed.

37. Deliveries & Storage

Deliveries will not be accepted prior to the event 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. To arrange freight to the venue, please visit the Freight section within the Venue Services chapter of the manual.

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 or obstructing fire exits.

Sustainability

As a venue, we understand that a bi-product of successful operations will mean an impact on our environment, however we also have the opportunity alongside our partners to educate all those who enter the doors of our building. The BDC has been operating as a Carbon Neutral® Venue since 2009 and prides itself on the 0% to landfill policy, which has been adhered to for a number of years. We are, however, committed to continuous improvement on our environmental impact and are working closely with our venue partners and customers in providing solutions that both businesses within the building and the events that take place here can benefit from.

Our Commitments to Sustainability

38. Removal of Single Use Plastics

We are currently removing all plastic bottles and other single use plastic items from sale in collaboration with our catering partner The Good Eating Company. Still and sparkling water is refilled on site using glass bottles from our in house filtration system. Refill your reusable bottle at our venue using one of our free chilled, filtered water stations. Discounted hot drinks are available in the onsite restaurant Jack's when guests bring their own reusable cups or containers.

39. Plastic Free Catering

The Good Eating Company now provides a plastic free catering service for all events held within the BDC, using reusable crockery and cutlery where required. Alternatively, all single use catering items brought in by an external event partner or purchased by the Good Eating Company must be made from biodegradable sources. To find out more information, please contact Liam Keating on LiamK@bdc.london

40. Donate Not Waste

If there are event items suitable for donation at the completion of tenancy (card, paper, textiles, boxes, bottles, stationery, ex-display materials), we have great links with school and charities in the area who will be happy to receive anything that can be used again. Please contact your Venue Services manager prior to your event tenancy to make arrangements.

41. Cycle Storage & Electric Charging Points

Secure bicycle storage is available in the car park for cyclists to use free of charge along with charging points for electric vehicles.

42. Shower Facilities

Showers are available for all venue guests to use to freshen up if required. For location of these facilities, please contact your Venue Services Manager.

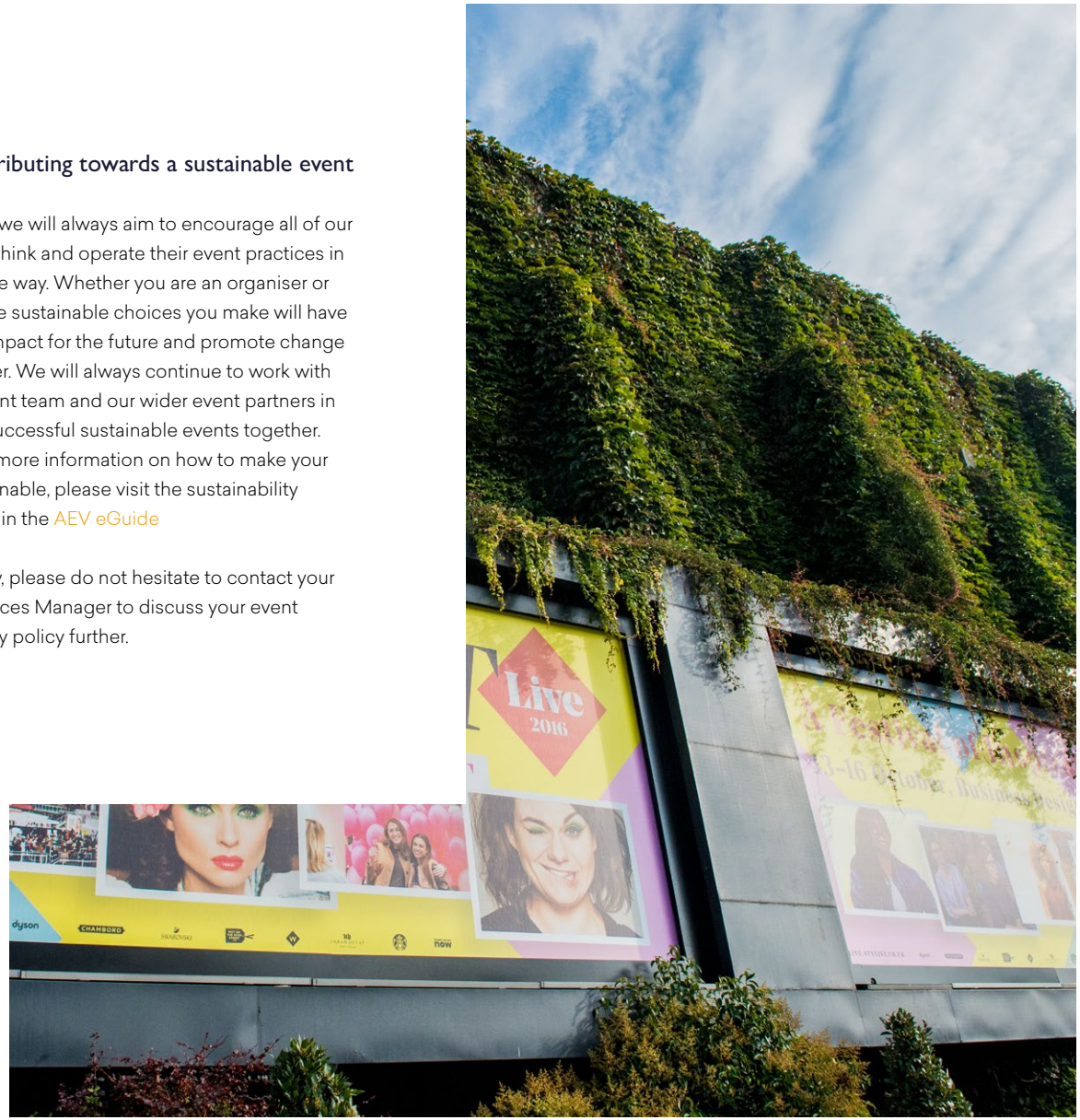
43. Energy Reduction

All venue lighting is low energy lighting including fittings across all exhibition stands. Our commitment to future fit-outs in the venue's office spaces and showrooms will all be done to the same specifications and areas around the venue are fitted with motion sensors.

44. Contributing towards a sustainable event

As a venue, we will always aim to encourage all of our partners to think and operate their event practices in a sustainable way. Whether you are an organiser or exhibitor, the sustainable choices you make will have a positive impact for the future and promote change for the better. We will always continue to work with you, our event team and our wider event partners in achieving successful sustainable events together. To find out more information on how to make your event sustainable, please visit the sustainability section within the AEV eGuide

Alternatively, please do not hesitate to contact your Venue Services Manager to discuss your event sustainability policy further.



Venue Services

To help you create the best event possible, we offer a variety of in house event services as well as working with the best partners in the business. All of our in house event services and partners have been detailed below.

45. Advertising, Branding & Marketing

We offer an array of branding and marketing opportunities for your event, including venue front window glazing, external poster sites and digital content through our Social Media platforms.

For further details and rates, please request a copy of our Sponsorship and Banding Opportunities brochure or please contact our Marketing & Communications Director:

Kate Simpson
Tel: 0207 288 6002
Email: Kates@bdc.london

The front entrance foyer is used by others and must be unobstructed at all times. Licensees/Organisers must seek approval from the Venue to obtain written approval and costs for any design, marketing and branding opportunities.

Continued →

46. Audio Visual

Aztec AV are our approved Audio Visual & Event Production partners, offering a total event solution that covers everything from advance planning and design to AV hire, live production, on-site management and post production services. For a quote or to discuss your needs, please contact Chris Harris on the below details:

Aztec
Business Design Centre
52 Upper Street
Islington
London
N1 0QH

Chris Harris
Tel: +44 (0)20 7803 4000
chris.harris@aztecuk.com
www.aztecuk.com

47. Catering

The Good Eating Company are the exclusive caterers for the venue and all food and drink must be ordered via them. A briefing meeting is 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 advance. 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. Organisers/Exhibitors wishing to organise food and beverages should contact Madeleine Holdsworth:

Tel: +44 (0) 845 260 3535
Email: operationsbdc@goodeatingcompany.com

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 be opened to serve a wide variety of snacks, hot and cold drinks and cakes throughout your tenancy period. To view a selection of example hospitality and catering menus, please visit our website

48. Cleaning & Porters

As part of your event agreement, the BDC and Teamwork will ensure cleaning of all common areas of the venue. This includes communal public areas, foyers, entrances, concourses, gangways, toilets and removal of '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. Our onsite cleaning contractor Teamwork is always on hand to assist with any cleaning requirements during your event. Please contact your event manager for any specific cleaning requests.

Teamwork can supply a small number of porters upon advanced request for a minimum of a 6-hour charge rate. Please do not rely on our porters, as they are only available to assist you if their workload for your event day is light.

If porters are essential to your event build/break down or the porters are required to carry out heavy manual handling we suggest using our preferred external supplier:

Pinnacle Crew Ltd
The White Cottage
Merry Hill Lane
Berkshire
RG41 5JP

+44 870 609 1993
info@pinnaclecrew.co.uk
www.pinnaclecrew.co.uk/

49. Cloakroom

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 event. There is a cloakroom located on the main entrance and the Gallery Hall entrance foyer. A charge of £1.50 per item is made to customers for this service, subject to terms and conditions. Alternatively, you may wish to provide a free cloakroom. Please contact your Venue Services Manager for further details and staffing costs.

50. Concierge Service

The venue offers a full range of services via our in-house concierge. The concierge role covers a wide range of activities from booking taxis, restaurants and theatre to rail, airport and hotel enquiries etc. If you require any of these services, please contact our Front of House team on:

Tel: 0207 288 6475
Email: info@bdc.london

51. Event Electrics and Lighting

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 experienced in-house team of electricians can provide a professional and competitive service to both the licensees, organisers and exhibitors for all electrical installations and connections to mains. Please contact your Venue Services Manager for details of Electrical Service Agreements and rates.

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.

For additional information regarding Electrical regulations, please see Electrical Regulations

52. Exhibition Shell Scheme & Stand Enhancements

The BDC provides an in-house Shell Scheme & Stand Enhancements service, which is agreed within all Event contracts. In most cases, an Octanorm System is used at the Business Design Centre to build Shell scheme stands; although white painted, stock panels are available from the BDC. Please check your event details for confirmation of the stand system used.

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 freestanding partition walls with ceiling grid and fascia beams
- Carpeted floor
- Daily Cleaning

For additional information on the Octanorm system, please visit our website

To discuss tariffs on the octanorm system & stand enhancements, please contact your Venue Services Manager.

52.a Stock Panels (Traditional Panels)

The standard stock panels measure 2740mm high, 1000mm wide and 45mm thick, however other sizes may be available upon early request. They are 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 prohibited. Please consult your Venue Services Manager for recommended procedures. An information sheet detailing what fixtures are permitted is available upon request. Please speak with your Venue Services Manager prior to confirming stock panel details with your exhibitors.

N.B. Any damage to stock panels will be charged accordingly to Exhibitors/Organisers as dilapidations.

52.b Space Only and Feature Areas

Through our in-house event partner Full Circle, the BDC can offer a competitive and creative range of stand solutions for any space only or feature area. To speak to our dedicated team members at Full Circle, please contact your Venue Services Manager who will be happy to introduce you.

For additional information regarding Space only health and safety restrictions, please visit our health and safety section here.

52.c Stand Flooring & Carpets

The venue is fully carpeted on all event spaces. The venue carpet tiles can only be removed with the written permission of the Venue Service Manager and at a charge of £12.00 + VAT per tile.

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. 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 floor covering 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.

The BDC offers a variety of alternative carpet or vinyl flooring options for all stand spaces. If you wish to order an alternative flooring for your stand space, please contact your venue services manager who can provide digital swatches for selection.

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.

53. Furniture

The BDC has a selection of in-house conference furniture on site including chairs, trestle tables and round tables. Please contact your Venue Services Manager to check availability and options to reserve for your event.

Alternatively, if you require some more creative furniture options please contact our recommended furniture supplier listed here:

Creative Hire Ltd
Create Hub
Kings House
101-135 Kings Road
Essex
CM14 4DR

01277 283 644
iinfo@creativehire.co.uk

54. Freight & Customs

The BDC strongly recommends arranging freight and lifting services through an approved and licenced contractor. A full lifting service can be hired in advance from our recommended freight team, Worldwide Exhibition Specialist Limited:

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

+44 20 8508 2224
info@wes-group.com
wes-group.com

In order to guarantee the safe and timely arrival of valuable materials at the event, 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.

For Organisers wishing to speak with Customs and Excise directly, please contact:

H M Customs & Excise
Dorset House
Stamford Street
London
SE1 9PY

+44 20 7928 3344
www.gov.uk

55. Internet

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

The BDC has a dedicated 1Gb leased line providing Internet connectivity. Access to the network is charged depending on stand bandwidth requirements. Please contact your Venue Service Manager for tariffs and further information.

Our impressive wireless network utilises 68 Huawei wireless access points that are 802.11ac capable. The venue can accommodate a truly impressive 10,600 simultaneous wireless connections, on both 2.4 GHz & 5 GHz, broken down as follows:

Mezzanine:
A maximum of 4200 simultaneous connections
Auditorium & Rooms A-H Total:
A maximum of 3600 connections
Gallery Hall:
A maximum of 2800 connections

By default individual Wi-Fi connections will achieve speeds of up to 5Mbps. Bespoke Wi-Fi Openzones can be created for your event with a network name of your choice, secured with your own password (minimum 8 characters) -so perhaps an event sponsor or partner? Faster Wi-Fi speeds are available upon request.

There is a complimentary Wi-Fi service "BDC_ Openzone" for basic internet usage, with a maximum speed of 0.5Mbps (512Kbps). This is an unsupported system, and no guarantees can be given in respect of reliability. We advise that use should be restricted to basic general activity, such as checking emails.

Please note that Wi-Fi performance will be governed by a number of factors, such as the age of the Wi-Fi device in use, whether it is capable of connecting to both 2.4Ghz and 5Ghz networks, and other environmental factors outside of the BDC's control. Please note devices which are only capable of connecting at 2.4Ghz may experience slow or unreliable connectivity. This information will be stated on the Online System, and exhibitor manuals to make everyone aware.
In addition to our Wi-Fi access, we can also offer wired internet connections over our state of the art Category 6a Network cabling infrastructure, with speeds available up to 200Mbps, ideal for conference streaming or hi demand exhibitors. If guaranteed speeds are required, then ordering wired connections is recommended.

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.

56. Office Services

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 stationery. Please contact our onsite supplier below:

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

+44 20 7288 6288
info@onlinerepro.co.uk
www.onlinerepro.co.uk

57. Online Event Manager for Exhibitors

The BDC offers an in-house online shop for exhibitors and organisers to use for your event. The online event manager consists of an organiser portal, which allows organisers to keep an eye on any exhibitor's bookings via our shop.

Using the shop allows exhibitors to choose from a range of services/items to help create an eye-catching stand, ranging from lighting and electrics, Shell Scheme & Stand enhancements, flooring and alternative builds.

In addition, exhibitors for both Shell scheme and Space only can submit their H&S documentation on to the online event manager for organiser approval.

When preparing the event exhibitor manual, please contact your venue services manager to arrange setting up a unique online link, which you can send to your exhibitors.

All orders received later than 7 working days prior to an event will be subject to an automatic 20% late order surcharge.

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.

58. Rigging – Banners, Signs and Truss

The BDC has the capability to offer an array of signage and stage rigging to suit your event requirements.

Where banners and signs require rigging, the Venue Services Manager must be contacted and approve the location and installation. Only BDC approved rigging companies will be permitted to carry out rigging within the BDC. Please contact your Venue Services Manager 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 in operation at the BDC. Under no circumstances will riggers have access to the roof until the permit is completed. Banners must be stitched at the top and bottom and not glued.

If you are exploring the option of signage rigging and would like some guidance, please speak to your Venue Services manager who can supply you with our rigging opportunities brochure.

59. Road Direction Signage

The placement of road direction signs can be arranged through the AA. The AA requires 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

0870 731 7003
www.theaa.com/business/event-signage-and-traffic-management

60. Staffing

The BDC will assist with providing fully trained staff for your event including First Aid, Traffic Marshals and SIA Security. The Venue Services Manager and our Head of Security would be pleased to offer advice on your security and marshal needs and can provide a staffing schedule for approval. Please note, all staffing booked through the BDC will be scheduled for a minimum 6 hour shift.

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.

60.a First Aid

Although the venue employs trained first aiders, it is a requirement that during the whole tenancy period the licensee/ organiser provide qualified medical staff. During build-up and breakdown, the Red Cross are not able to provide a 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.

60.b Security

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 are responsible for all security during their exhibition and are 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 security during exhibition open hours to include a sufficient staffing level to cover fire and evacuation procedures.

The number of attendants on duty on the premises to assist persons entering or leaving should be no 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.
Please note, if you appoint your own security company, the staff provided must be SIA approved. All attendants should be competent 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.

To speak to our Head of Security directly, please contact Mark Burns on MarkB@bdc.london

60.c Traffic Marshalling

Traffic Marshals must be provided within the Loading Bay during build up and breakdown.

The BDC stipulates that the venue should provide all traffic marshalling personnel, as they are familiar with the Loading Bay and surrounding areas.

In addition, to ensure a smooth and efficient access/egress for all at the BDC 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. Please refer to the Loading Bay section for local authority requirements for marshalling.

61. Signage Services

Our onsite signage team Onward Display, specialise in all types of graphics that provide for any event.

They have adopted a can-do approach to all exhibition-based services, so whether your requirement be a roller banner, a shell scheme stand backdrop or for a full large format exhibition wayfinding / branding, they can do it. Please contact the team below for further information:

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

+44 20 7636 9994
events@onwarddisplay.com
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 prohibited on internal rails, banisters or associated ironwork unless approved by the venue services manager.

62. Service Desk

During the build-up period, we can operate a service desk for the convenience of your exhibitors to assist with orders/changes for services below:

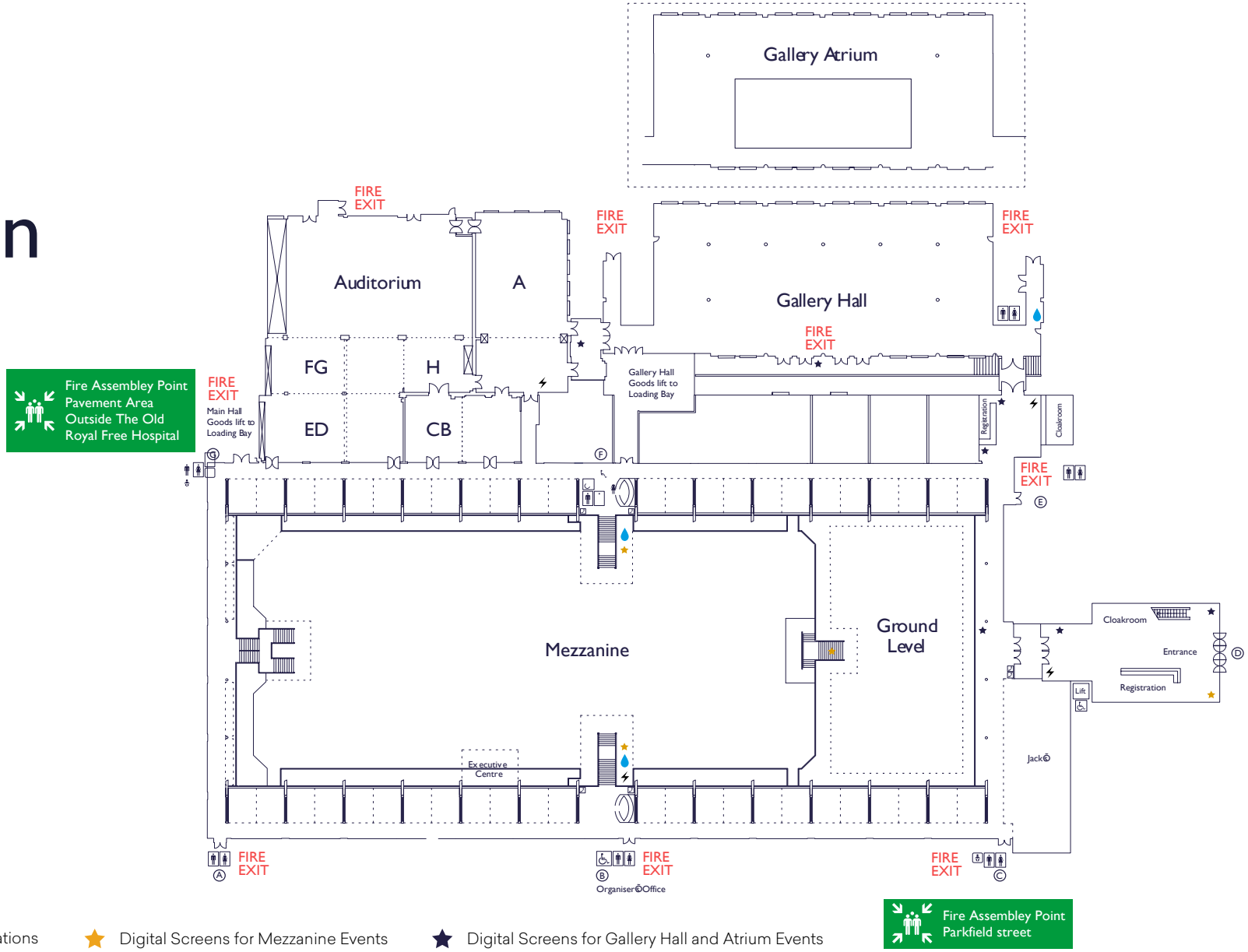
- Electrics & lighting Services
- Shell Scheme & Stand Enhancement
- Internet Services
- Water & Waste Services
- Cleaning Services

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.

63. Water and Waste Supply

Water supply, together with waste disposal, is available within most of the exhibition areas. Please refer to the online ordering system for options and prices. Please note, you will be required to submit a detailed plan of your water and waste requirements when placing your order.

Venue Floorplan



Water Refill Stations · Charging Stations · Digital Screens for Mezzanine Events · Digital Screens for Gallery Hall and Atrium Events

Copyright © 2021 Business Design Centre Limited. 52 Upper Street, London N1 0QH. Registered Company Number: 01593648