GENERAL INFORMATION & EXHIBITOR MANUAL

(To be filled by the Exhibitor)

DEADLINE According to each form

EVENT SCHEDULE

Build – up Days for Official and Private Contractors (Raw Space)		
Monday	20th November 2017	6:00- 20:00 hrs
Exhibitors Stand Preparation & Display of Exhibits (Shell Scheme)		
Monday	20th November 2017	12:00-20:00 hrs
Exhibition Official Opening Hours		
Tuesday	21st November 2017	10:00-17:00 hrs
Wednesday	22nd November 2017	10:00-17:00 hrs
Thursday	23rd November 2017	10:00- 15:00 hrs
Removal of Exhibits and Final Dismantling of Stands		
Thursday	23rd November 2017	15:00- 21:00 hrs
Conference Timings		
Tuesday	21st November 2017	10:00-16:00 hrs
Wednesday	22nd November 2017	9:00-16:00 hrs
Thursday	23rd November 2017	9:00- 14:00 hrs

The above-mentioned timings are subject to change for all days.
Related parties will be notified of changes accordingly.

IMPORTANT NOTE:

• Space only exhibitors, please note that your stand contractor needs to submit risk assessment for the booth by 30 days prior to the event setup date (i.e. 20 November 2017). Failure to submit the mandatory document would mean that the contractors will not be allowed to access the booth area for build-up.

• Exhibitors who have booked shell scheme stand are not allowed to access into the halls during the build-up days for the Official and Private Contractors. Unloading of goods and display of exhibit must be done after the build-up period. To ensure smooth operations on-site the exhibitors are requested to follow the above-mentioned schedule.

• The stand must be occupied by 20th November 2017 19:00 hrs, In the event of a default due to any cause whatsoever, INDEX shall have the right to deal with the space in any way it thinks best.

• Exhibitors are allowed to access into the halls one hour before the official opening hours for any work completion.

• The exhibition halls will close at the exact given time.

SECTION A: GENERAL INFORMATION

1. ORGANISER'S OFFICE

The Organiser's Office is fully operational throughout the exhibition including build up & tear down, which is located adjacent to the main entrance of Hall 5 in Abu Dhabi National Exhibition Centre (ADNEC)

2. THE VENUE

Abu Dhabi National Exhibitions Company
Khaleej Al Arabi Street
P.O. Box 5546
Abu Dhabi
United Arab Emirates

Exhibition Hall: 5

3. EXHIBITION OFFICIAL INAUGURATION

Aqdar World Summit will be officially inaugurated on 21st November 2017, at 10:00 am. During the inauguration, the exhibition hall will be sealed off for security purposes and exhibitors will be subject to a security search. Please note that only exhibitors wearing badges will be allowed to enter at this time.

4. EXHIBITOR BADGES

Identification badges will be issued free to all stand personnel. These are not transferable. Strict security will be maintained at the exhibition site and exhibitors without their badges are not allowed to enter the exhibition hall(s). Badges can be collected at the exhibition site. If a badge is lost or misplaced, please report to the Organiser's Office. For badges request, please fill in the online form.

Note: These badges do not permit entry to the exhibition halls.

5. EXHIBITOR'S PACKAGE

Exhibitors will be provided an exhibition package which contains useful information and exhibitor badges. Please collect your package on arrival at the Exhibition site.

6. EXHIBITION CATALOGUE

The Official Catalogue will comprise of alphabetical and country wise list of exhibiting companies, general information about the conference and exhibition. Exhibitors are entitled for a complementary entry (contact details and company logo), which is compulsory to fill in online before the deadline.
Copies of the Catalogue will be distributed to all exhibitors and candidates attending the event.

7. FASCIA NAME PANEL

All exhibitors taking "Shell Scheme" stands must send their fascia name panel online. If you wish to add your company logo on the fascia panel, please send your logo by e-mail for quotation and will be charged accordingly.

8. NOTICE OF INTENTION TO BUILD A STAND AND/OR CARRY OUT ELECTRICAL INSTALLATIONS

Exhibitors, who wish to build their stand and/or carry our electrical installations on their own, may do so. Exhibitors must provide details of works to be carried out including dimensional drawings showing the front, side & back perspectives, elevation and floor layout of the stand. Please refer to forms 1 to 4.

9. FLOOR LOADINGS

• Any exhibitor or contractor who plans on having heavy machinery or display items on their stands or features which exceed 1,000kg per square meter MUST submit their plans to the Organizers for prior approval from the venue. Failure to notify the venue of any heavy items that are to be displayed on the stand or featured space will result in the item(s) not being permitted to enter the halls. This is non-negotiable.

• All heavy items must have Uniformly Distributed Load (UDL) while spreader plates are mandatory. Spreader plates should be supplied by the exhibitor or their contractor and should be fit for purpose.

10. HEALTH AND SAFETY REQUIREMENTS

• Electronic copies of all plans for each stand or organiser feature that is classed as a 'complex structure' are required to be submitted for venue inspection. The inspection will be carried out by the ADNEC Structural Engineer.

• A complex structure is defined as:

  o Any element requiring structural bracing to achieve stability, irrespective of height.

  o A fitting, component, part or decorative element, other than an exhibited product, that exceeds 4.0m in height from the ground floor of the overall structure.

  o A double story, upper level or multiple deck.

  o Stairs, steps or ramps having a total riser above 600mm.

  o A platform, stage, Kosher or Dais above 600mm in height to which people have access.

  o A tiered grandstand seating or raised hospitality platform unit, irrespective of capacity.

• Each stand plan or feature that meets the above criteria should be accompanied by a 'Complex Structure Submission' form 16, a risk assessment, method statement and where appropriate, insurance cover.

• All stands, and in particular complex structures, are inspected regularly throughout the build-up phase of your event.

• Hot Working: Any exhibitor or contractor wishing to carry out work that generates heat (grinding, welding etc.) must apply to the ADNEC Facilities Management Department in advance of this work being carried out. Failure to obtain permission prior to such work will result in the work being stopped. Hot working can only take place outside of the ADNEC halls. For this reason, it is recommended that exhibitors and their contractors are advised that they should prefabricate as much of their stand off-site as possible.

• The venue is equipped with fire call points and fire extinguishers in all internal location. There is also a fire detection and sprinkler system in operation. Fire emergencies and response are covered by Abu Dhabi Civil Defence.

• It is essential that the submitted and 'as-built' floor plan complies with ADNEC, EHSMS and Civil Defense Rules and Regulations on Floor plans and Layouts. This information can be found on the ADNEC website: www.adnec.ae.

• The exhibitor is also responsible legally for complying with the UAE Fire Life Safety Code concerning means of egress.

• Electrical works and connections must be as per ADNEC's (EHSMS) Regulatory Code of Practice (full copy available on www.adnec.ae

• Dusting / Sanding / Grinding works to be carried out in the contractor workshops before arriving on site, or outside of the halls if needing to be conducted on site. Only essential and final touch-ups will be allowed inside.

o They must use the proper sanding machines with built-in suction to extract dust immediately. Photos for reference below.

• PPE: Please be informed that NO work will be allowed without adequate PPE for the job / task.

o Minimum requirement includes (Steel Toe Safety Shoes, Gloves, High Vis jackets and Hard hat). However, the requirement varies as per the task.

o ADNEC will operate PPE selling facility on site for their convenience, location of this to be advised in due course.

• Work at height equipment (Ladders, scaffolds) must be in maintained and assemble in good condition. Any equipment deemed as unsafe will not be permitted.

• Forklift / MEWP (Cherry pickers and Scissor Lift) operators must carry a valid license and training certificate to operate (IPAF etc.) Anyone found operating them without license will be held and may be referred to authorities. We cannot jeopardize the safety of people and our facility.

• Cable ramps for trailing cables must be factored in by the organizer prior to opening the show.

• Emergency Gangways / Exits and Fire hose cabinets must be kept clear and available at all times.

• Any hot work in the site will have to have a HOT work permit from FM and HSE.

• SAFETY SIGNAGE: Additional signage must be installed for any fixed-venue signage blocked by curtains or stands (Exits, fire hose cabinets)

• Double Decker Stands: Fire Extinguishers are required for the Double Decker stands (upper floors)

• Complex Structures: Structural Calculations, technical data and fire retardancy certificates are required for any complex structures.

11. SUB-CONTRACTOR

It is extremely important that the following rules and regulations are adhered to:

• Any contractors who sub-contract work must have an official agreement, in writing, between the two parties, under the official agreement of "Subcontract Agreement No:" In order to ensure this documentation will be accepted by ADNEC access Control Areas, the two parties must have both their company stamps shown on the documentation.

• All laborers must provide a labor card that endorses their employment with either the contractor and/or sub-contractor.

12. CONTRACTOR ACCESS & BADGES

It is the duty of every contractor and sub-contractor to comply with the rules of the health and safety regulations and legislation in force in the UAE and the Emirate of Abu Dhabi (OSHAD).

Contractors should be aware of the requirements of ADNEC and Abu Dhabi Health and Safety that exist in relation to the construction, design and execution of the exhibitions and events. Further detail is available on ADNEC website (www.adnec.ae) and www.oshad.ae AD EHSMS RF - TG - Management of Contractors-V2.0-February 2012

Contractors Entrance Contractors who access ADNEC must follow the following procedures:
• Proceed to the Badge issuance location situated at the Gates (2, 4, and 7).
• Submit necessary documents like Labour Card or other valid identification to collect the badge.
• Contractors must follow ADNEC Contractor Procedures upon entering ADNEC premises.

Note: This policy is applicable to exhibition and conference contractors.

IMMIGRATION & LABOUR LAW (PLEASE TAKE TIME TO READ THIS SECTION CAREFULLY)

• UAE Labour Law prohibits the hiring or contracting of any illegal labour. Organisers, Exhibitors and Contractors violating this law can be sentenced to one month jail and fined up to 50,000 dirhams per person.

• The UAE Immigration Control Department make regular unannounced inspections at ADNEC.

• ADNEC Security are responsible for the access control to the building.

• ADNEC's Surveillance Team was created as a safety net in an attempt to prevent any such spot checks finding illegal workers on the premises. ADNEC's main aim is for you and your

exhibitors to have a smooth and successful Build Up, Open Period and Break Down. Please ensure, therefore, that all of your exhibitors and contractors are fully aware of this UAE law.

• The UAE government is phasing out Labour cards, effective from 2015. Therefore, ALL labourers must be able to produce their Emirates ID card together with a photocopy of their UAE visa showing their sponsor name.

• Only a valid Emirates ID card together with a copy of the visa will permit access into ADNEC.

• Any other cards will NOT permit access (driving license, medical card, etc.).

SECTION B: EXHIBITOR SERVICES

13. STAND CONSTRUCTION

a. The organizers have appointed Top Exhibitions as the official stand contractor. Top Exhibitions will be responsible for the supervision, buildup of stands and provide full technical services at the exhibition. They are also responsible for stand servicing and maintenance through their contractors or sub-contractors for the whole period of the exhibition

b. Bigdot has been appointed as the official contractor for shell scheme construction. Big dot is also the preferred and recommended stand contractor for space only stands

14. FURNITURE & DISPLAY AIDS REQUIREMENT

The Official Stand Contractor offers furniture and display equipment on a rental basis for the duration of the exhibition. Please refer to Furniture / Display Aids Order Form 7

15. ELECTRICAL REQUIREMENT

• Please note that all exhibitors, shell scheme and space only stands have to apply for main power supply

• All electrical requirement must be undertaken and approved by the official Contractor. Please refer to Form 8.

16. STORAGE OF EMPTY CRATES AND BOXES

The Exhibitors are not allowed to store boxes or crates within the exhibition halls. It is the exhibitor's responsibility to ensure that crates and boxes are quickly disposed or stored until required for reshipment at the end of the exhibition.

17. INSURANCE SERVICES

The exhibitors shall indemnify and hold harmless INDEX Conferences & Exhibitions Organisation Est., its personnel, agents, etc. against and from all liabilities, losses, damages, costs, charges, expenses, actions, proceedings, claims and demands incurred by it and them as a result of or in connection with any loss, injury (including death) or damage directly or indirectly resulting from any act or omission of the exhibitor or any of its personnel, agents, contractors, and sub-contractors.

The exhibitor shall ensure that the Public Liability Policy referred to above, contains a waiver by the insurers of any and all rights of subrogation. They might otherwise be able to exercise against the Organisers or any of its directors, officers, employees and agents. The Organiser shall be entitled to inspect the aforementioned policy.

18. STAND CLEANING SERVICES

The organizers will arrange for the general cleaning of the exhibition halls. Please refer to the Stand Cleaning Order Form 11.

• Any rubbish or waste generated above your contractual allowance will be charged back to you. It is important to ensure all of your contractors and exhibitors are aware of this.

• Skips can be pre-ordered by any of your exhibitors or contractors.

• It is also imperative that the build-up is completed by the agreed time. Failure to adhere to the agreed completion timings may result in fines.

19. STAND CATERING SERVICES

Stand catering services are provided by ADNEC. Please refer to Stand Catering Order Form 12.

• Capital Hospitality has the sole right to supply all catering services within the venue. External catering is not permitted within ADNEC.

• For catering information, please contact sales@capitalhospitality.ae or +971 (0)2 406 3777.

• Build Up – ADNEC Catering Department will confirm location of catering points within the exhibition and wider venue to include opening and closing times. Operating times will be based upon the build-up times as published in your Exhibitor Manual.

• Open Period – ADNEC Catering Department will confirm location of catering points within the exhibition to include opening and closing times. Operating times will be based upon the exhibition opening times and visitor profile. Information relating to services on offer in the Food Court area will also be detailed.

• Break Down - Catering Department to confirm location of catering points within the exhibition to include opening and closing times. Operating times will be based upon the break down times as published in your Exhibitor Manual.

• On last day of Open, all in-hall and Concourse catering areas will close one hour before the end of the exhibition unless alternative arrangements have been previously agreed. The Catering department will be instructed that no furniture is to be removed from any catering areas until the show has closed.

20. DATA & TELECOMMUNICATION SERVICES

Telephone, facsimile and data services are provided by ADNEC. Please refer to the Exhibitor IT and Telecommunication Order Form 13.

Wireless Broadcast Prohibition at ADNEC

• Private wireless routers and broadcasts (IEEE 802.11) are not permitted within ADNEC. Private wireless networks are often unstable and do not function as intended during exhibitions. This is due to the myriad of competing and overlapping wireless broadcasts operating in close proximity to each other. The more wireless broadcasts in operation in a given area, the more interference is generated resulting in less stable wireless connections for all parties. For this reason non-ADNEC wireless broadcasts will be terminated in order to mitigate wireless interference problems and ensure service stability and continuity for all exhibitors.

• Please refer to the Exhibitor IT and Telecommunication Order Form if wireless internet connectivity or networking is required. Several wireless and internet connection options are available which will cater to small or large wireless internet requirements.

• Should you require further clarification, please contact the ADNEC IT Helpdesk at 02 406 3888.

21. VEHICLE / EQUIPMENT ARRIVAL SCHEDULE

For authorization of vehicle / equipment that need to be displayed, please contact the organizer with full information of the vehicle for approval from ADNEC. Please note that this has to be notified not less than 10 days before the event.

22. STAND SECURITY COVERAGE

For stand security coverage, please refer to the Static Security Coverage Form 14.

23. RIGGING

For any requirement for rigging, please contact the Organizer. Please refer to the Rigging Order Form 15.

24. PRESENTATION WITHIN THE EXHIBITION BOOTH

For any personnel that wish to address the public within their booth as a presenter (through workshops/trainings/sessions, etc.), the exhibitor must inform the Organizers 30 days prior to the event setup (i.e. 20 November 2017) in order to obtain the required permits from TCA. Please contact info@aqdarworld.com for more information.

SECTION C: VENUE FACILITIES

25. BANKS /CREDIT CARDS/CURRENCY

Most International Banks are available in Abu Dhabi. Foreign currencies, cash, or traveller's cheque can be exchanged in Abu Dhabi. Visa, Master Card, American Express, and other International Cards are good for purchases at all outlets in Abu Dhabi. The official currency is the UAE Dirham (AED) and the exchange rate is 1 US Dollar = 3.685 Dirhams.

26. TELEPHONE, FAX & INTERNET FACILITIES

Local telephone and fax facilities are available at the s office. However, international calls can be done through personal mobile phones through Etisalat phone booths, telephone cards can be purchased from Etisalat outlet located at the ADNEC Grandstand. Faxes can be received at the organiser's office. However, sending international faxes and using Internet can be arranged at the business centre.

27. CAR PARKING FACILITIES

There are 2 multi-storey car parks at ADNEC, with over 6283 spaces that have direct access into the exhibition centre.

The car parks are normally open from 0800hrs to 1800hrs or until 1 hour after the close of show.

Disabled Access at the Venue

Disabled Facilities: Exhibitors are requested to make provision for access to stands and services for people with disabilities.

Disabled parking slots are available in all parking areas.

28. TRANSPORTATION

By Taxi

If you are travelling by taxi from Abu Dhabi Airport, ADNEC is just a 20-minute drive.
From Abu Dhabi Corniche, ADNEC is located just 15 minutes away.

Abu Dhabi's taxi network is operated by TransAD. To book a taxi through TransAD call 600 53 53 53.
A number of taxis are available from ADNEC at the adjacent Aloft Hotel entrance.

By Bus

ADNEC is serviced by bus number 040, seven days a week.
For more information on bus routes, services and fares please see the Department of Transport website.

29. LOST AND FOUND

Any lost property should be handed in to the ADNEC Security Office located level 1 by Car Park B. All items received by ADNEC Security will be logged then stored in a vault at the Security Office.

In order to claim an item the person needs to complete a Lost and Found Receipt form and submit a copy of their photo ID Items will be kept for 6 months only then passed to Abu Dhabi Police.

If a lost item is reported but not received by ADNEC Security then personal details will be taken (name, mobile no, full description of the item), and they will be contacted should the item be handed in. Lost Property can be contacted via the Security Office on 02 406 4164 or 4158 (or internally via ext: 4164 / 4158)

Lost Children: In case of a missing child found, ADNEC's Security Staff will accompany the child to Organiser Office. Organiser Offices are located next to each Hall Entrance. The organiser will announce by Public Announcement System the details of the child asking for the parent or guardian to come forward. In the case of a missing child reported, all venue Security Staff will immediately be notified via radio regarding the missing child with the child's description (color of clothes, age, nationality, name). The child's companion who is looking for him or her will be guided to and asked to wait at the Organiser Office until the child is found.

30. EMERGENCY MEDICAL SERVICES (EMS)

In case of Emergency or any other Security related matter, call ADNEC Security Control Room: (02) 406 4444

31. PRAYER ROOMS

ADNEC has designated Male and Female prayer rooms with washing facilities.
The Prayer Rooms are located on Level 1 above hall 4 & 5, and on Level 1 by the Aloft Hotel.

32. RETAIL OUTLETS

There are a number of retail outlets available at the ADNEC Grandstand with most of them being operational.

Abu Dhabi Business Centre
Location: ADNEC Grandstand
Telephone: +971 (0)2 403 1111
Service: Government Business Services

Emirates Post
Location: ADNEC Grandstand
Telephone: +971 (0)2 449 0416
Service: Postal Services

Etihad Ground Services (Abu Dhabi Airport EXPO Check-In)
Location: Below Aloft Hotel
Telephone: +971 (0)2 449 9051
Service: Airport Terminal Check in & Services

Etisalat
Location: ADNEC Grandstand
Telephone: 800 101
Service: Telecommunication

Blooms Trading
Location: ADNEC Grandstand
Telephone: +971 (0)50 725 1169
Service: Florist

Medicina Pharmacy
Location: ADNEC Grandstand
Telephone: +971 (0)2 446 9300
Service: Pharmacy

33. FOOD OUTLETS

A choice of dining options are available at ADNEC to suit all tastes. Our close proximity to a number of three, four and five star hotels offer up some of the capital's best eateries from its diverse restaurant scene, whilst smaller outlets dotted along ADNEC's halls are ideal for fuss-free eating.