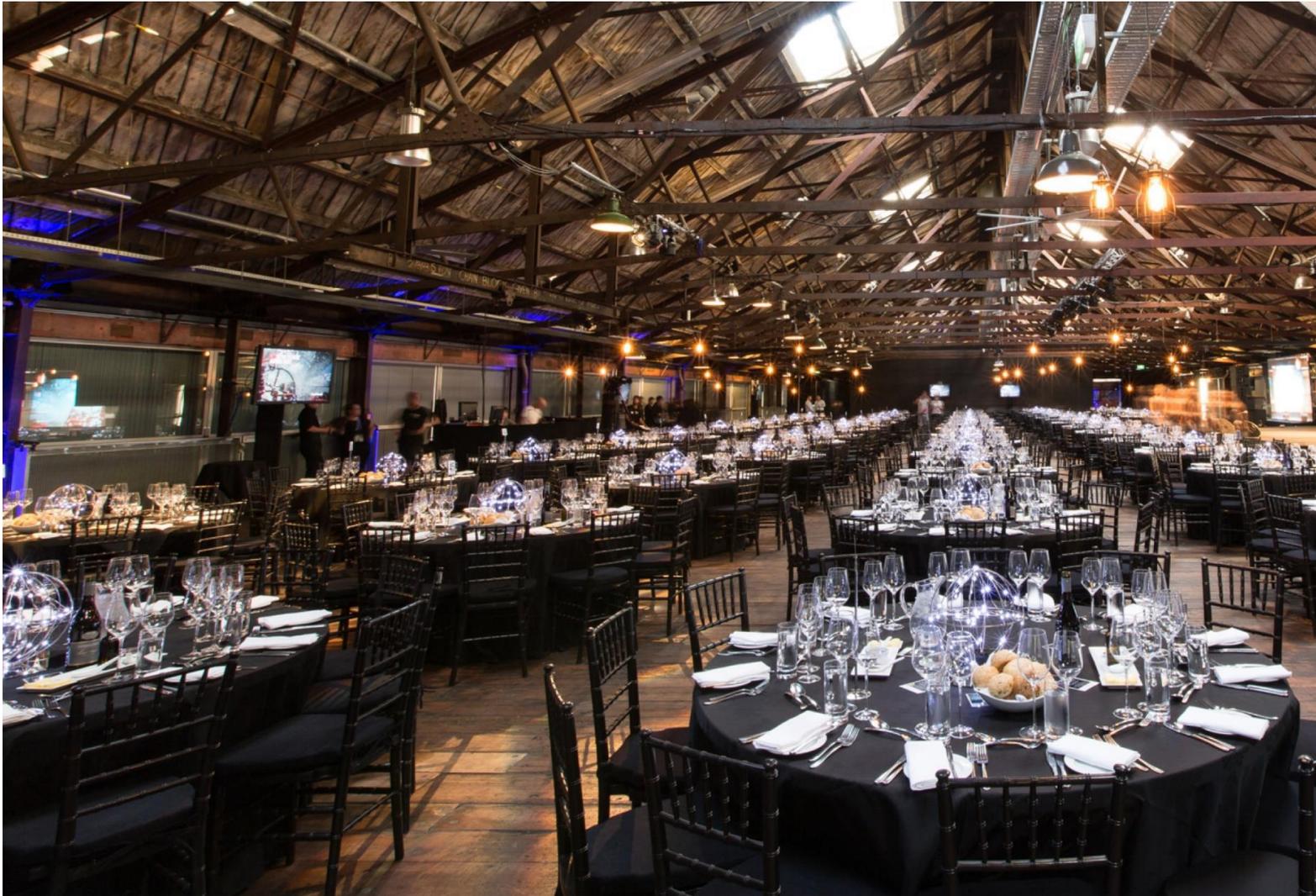




# Exhibitor Manual

## Queens Wharf



## VENUE ADDRESS

Shed 10 / The Cloud: 85 - 89 Quay Street, Auckland City, 1010

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## Working with Us

With a specialised and dedicated team, every detail is looked after with care to ensure the seamless delivery of each event. We offer a comprehensive range of in-house services including:

- a dedicated Event Planner (“EVP”) and dedicated Production Manager
- a highly experienced technical services team.
- exceptional catering options and service providers.
- exemplary front of house and security services.

Your EVP is your primary contact to discuss all aspects of this Exhibition Manual, including supporting you through the event planning process and providing details on any associated charges.

Once at the venue, you will be welcomed by the Duty Operations Manager (“DOM”) who along with our team of experienced staff, will be there to support you for the duration of your event.

See the [Queens Wharf](#) for a detailed overview on rules for using the venue.

## How to use this Manual

This Exhibitor Manual contains information relating to Queens Wharf (The Cloud and Shed 10) to help you plan a successful event.

Please note that it is your responsibility to ensure the guidelines and policies outlined in this Manual are followed by your team and your third parties.

Here are some definitions to help you navigate this Manual.

- Auckland Conventions, Venues and Events / Auckland Live: “**us**”
- Queens Wharf / The Cloud / Shed 10: “**venue**”.
- Hirer of the venue: “**you**”
- We refer to your agents, contractors and sub-contractors, and exhibitors as your “**third parties**”.
- We recommend anything with this bullet point ➤ be included in any **exhibition manual** you create for the event.

## Insurance & Liabilities

Your contract outlines your insurance responsibilities and liabilities as the hirer of the venue, please note:

- You are liable for any damage that your third parties (exhibitors & contractors) cause to the venue and our property. You may seek to recover the resulting costs from these third parties.
- We will not be held responsible for any loss or damage to your property and exhibitor property while at the venue or in transit, nor any indirect loss incurred.
- We will not be held responsible for any damage or loss of goods sent to the venue, either before or remaining after the exhibition, nor whilst in transit to or from the exhibition or during the exhibition.
- In the event of industrial disruption and/or equipment failure due to power supply problems, we will not be held liable and will accept no responsibility for loss of monies incurred by exhibitors or damage to property.
- It is essential that exhibitors make their own arrangements for appropriate insurance cover, including third party liability insurance.

## Payment

- **Please note we do not charge exhibitors directly.** Any charges incurred during the event by exhibitors and their contractors shall be borne by you and you will be invoiced to the master account post event.
- A master account will be provided to you for all charges (including exhibitor charges) to be paid prior to the start of

the event.

## Event Planning

A detailed exhibition run sheet must be supplied to your EVP at least 15 working days prior to the commencement of your pack-in to ensure we can prepare the venue and roster staff.

Exhibition details must include:

- Pack in/pack out times and loading schedules.
- Opening & closing times for your event, exhibition, or activation.
- Venue floor plans.
- Custom stand plans for approval.
- Contractor information, names, safety plans, times of access required etc.
- Technical requirements including rigging schedules.
- Security details/requirements.
- Communication requirements.
- Cleaning details/requirements.
- Any equipment requirements from the venue.
- Signage plans for foyers.
- Catering requirements (including stand catering).
- Specific requirements for individual exhibitors' e.g.: power, telecommunications, compressed air or water, fire hose reels, food and beverage sampling.

## Pack In / Pack Out

- Event pack-in and pack-out times must be coordinated with your EVP.
- For larger events it is recommended that you stagger your Exhibitor/Supplier pack in/out timings to minimise congestion. Your EVP can provide a template to assist.
- All requests for additional pack in and pack out times should be directed to your EVP and may incur additional charges. You are responsible for any charges applied by us for additional time and services required if the venues are not clear of all exhibits, stand fittings and other materials by the end of the licence period.
- The EVP must be notified of all arrival and departure times of your staff, agents, contractors and sub-contractors, and exhibitors to manage access effectively.
- A full pack-in and pack-out schedule is to be provided to us at least 15 working days prior to arrival onsite.
- Departure from the venue must be completed by the end of the hire period. Any items left behind must be picked up before the end of the hire period. We take no responsibility for goods left on the premises after this time.
- All items left behind for collection by couriers must be clearly [labelled](#) and your EVP notified of all details
- For any space with carpet, the use of carpet underlay is to be used when transporting items with the use of a genie scissor lift or smaller vehicles
- All packaging or other items left will be deemed abandoned and disposed of accordingly at your expense.
- All vinyl's, decals, and any signage are to be removed during pack out by you or your dedicated team.
- Please contact your EVP regarding [venue access](#) for your pack in.
- There is a forklift and pallet jack for use subject to availability and are not guaranteed for exhibitor use. Please contact your Event Planner in advance to arrange this.

## Exhibitor Documents

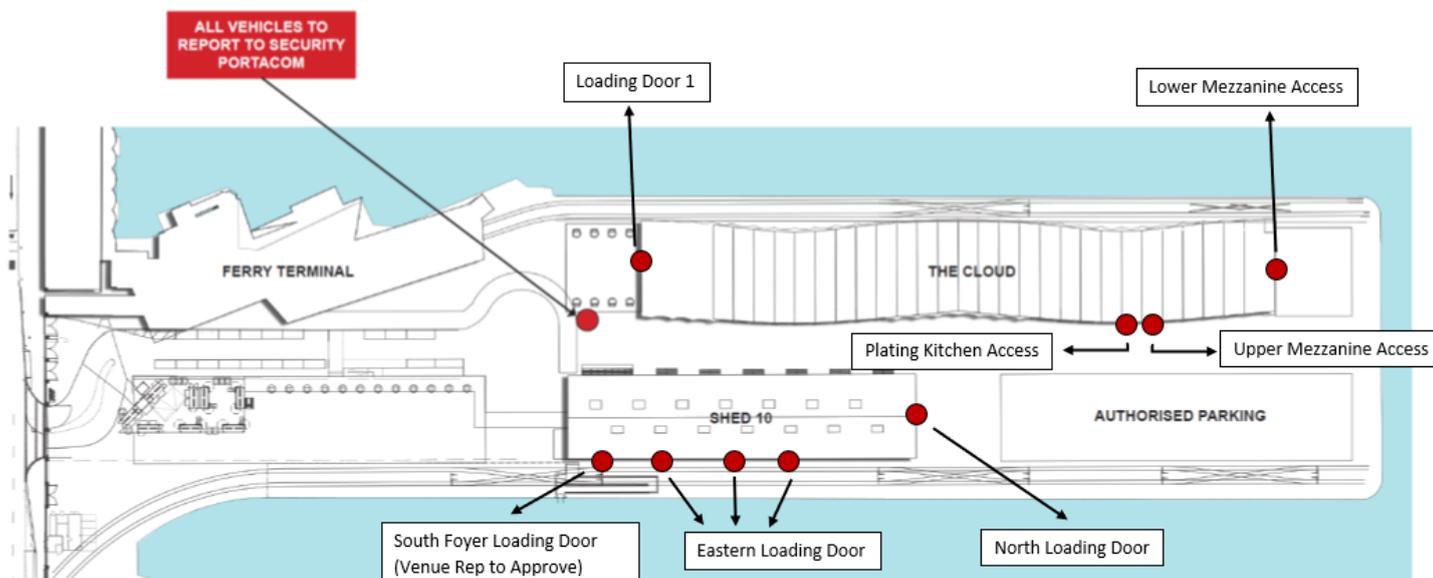
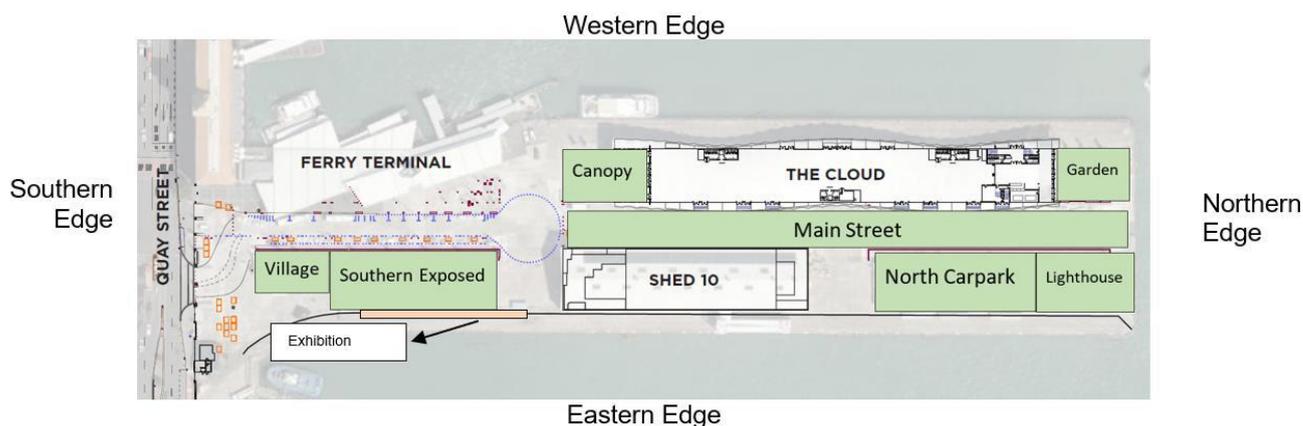
- [Exhibitor Templates](#) are located at the appendix of this manual, to pass on to your exhibitors.
- Should you wish to create your own exhibitor manual, please ensure that all key information contained within this document is included.
- If you are intending to hold exhibitor briefings on any day during your activation, your EVP or the onsite DOM will attend and answer any questions about the venue and how we may assist individual exhibitors.
- To assist you with your planning please use the [Event Planning Checklist](#)

## Floorplans

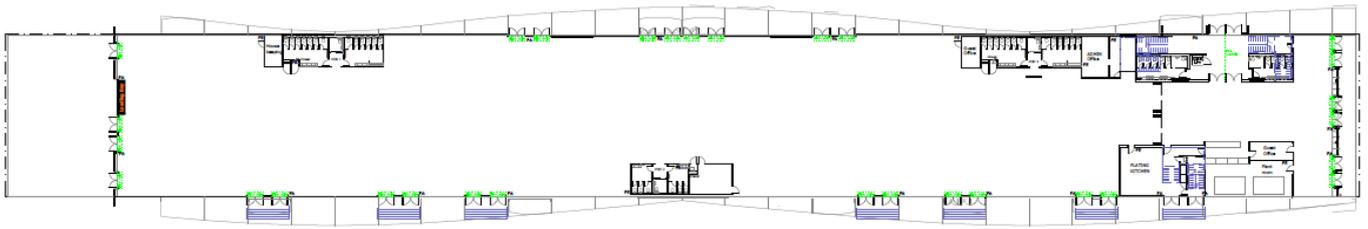
- We can provide venue plans via e-mail in PDF or AutoCAD format. Please enquire for other formats.
- Please ensure the plans are forwarded to your EVP with as much lead time as possible to ensure they can be checked and approved in a timely manner.
- The exhibition floor plan/s must be reviewed and approved by us before pack, and prior to you selling/allocating to exhibitors. We have final sign off on all plans to ensure venue safety and operational requirements can be met.

## Queens Wharf layout

- When referring to parts of venues the staff who work on location use compass directions (i.e. when talking about the north loading dock door in Shed 10 that would be the door on the ocean end of the wharf.)

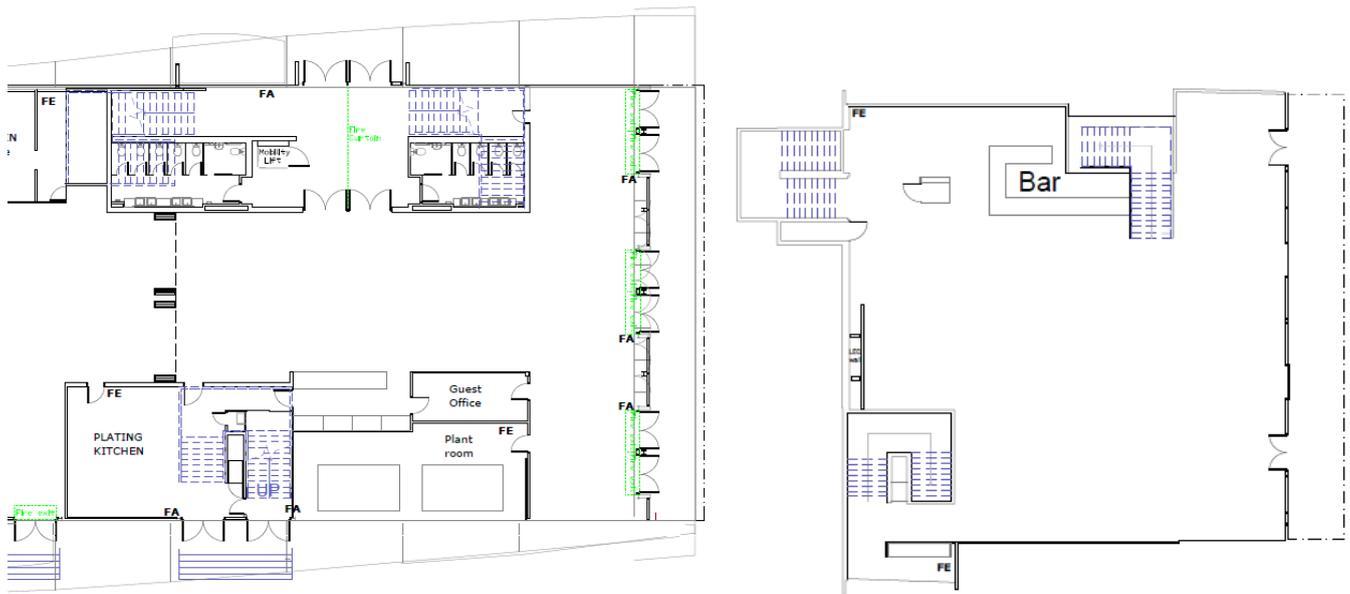


The Cloud Exhibition



Fire exit

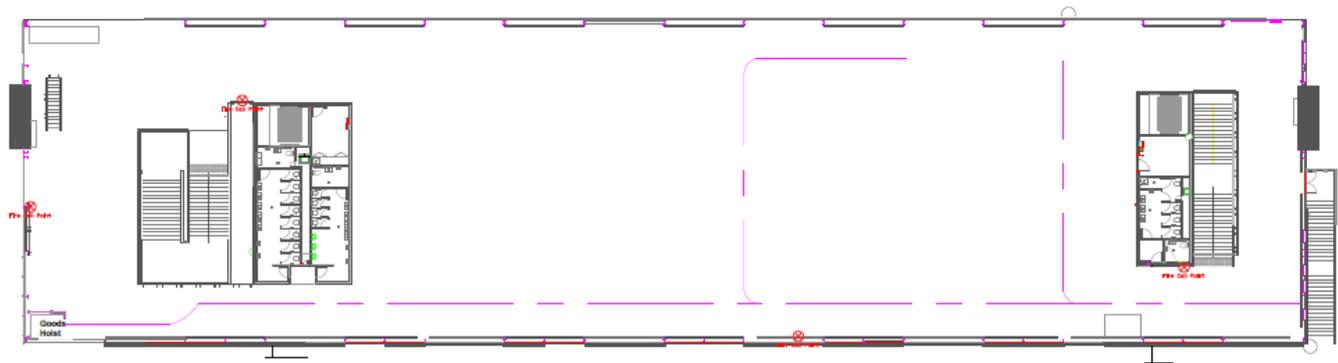
The Cloud Lower and Upper Mezzanine



Shed 10 – Ground level



## Shed 10 – Level 1



## Venue Access & Storage

### Parking

#### Your Guests/Delegates:

- Please note that except for disabled parking, no parking is available at the Venue or Wharf for visitors, delegates, or guests.
- We recommend the use of public transport and taxis to access the Venue wherever possible and there are parking options nearby the Venue.

#### Your staff and third parties.

- Subject to the space being available, events will be allocated up to 10 parking spaces and this includes the contractors/suppliers that may expect to park on site such as catering and technical.
- ALL vehicles who have been permitted to park on the wharf must park in the marked bays at the northern end of the wharf. There is no parking allowed on either the western / main street / eastern side of the wharf and vehicles will be towed.
- Any event vehicle parked on the wharf at the venue will be required to display an appropriate parking permit during events. Please liaise with your EVP to arrange access and permits.
- Any vehicle that is left unattended for a period of time that does not have a parking permit will be towed away at the owner's expense.
- Contractor vehicles must have special permission from us to enter certain areas.
- The two parks immediately outside the Security area at the front entrance of the Venue are for our sole use.
- All Traffic must travel at 5 Kmph as it is a shared space with pedestrians.

### Traffic Management Plan

- Consider arranging a Traffic Management Plan with our staff for significant Pack In/Out activity.
- For events that have large volumes of traffic delivering equipment there will be a requirement for additional traffic management staff. This needs to be discussed prior to the event.

### Deliveries

- **The venue will not accept deliveries of exhibits, stand fittings or any other materials required for staging an exhibition prior to the first day of the hire period unless by prior permission from your EVP in writing.**
- Where we do approve of receiving deliveries prior to the hire period, these deliveries must be made between 9am and 4.30 pm on weekdays only.
- We will not accept goods without prior notification and will not accept responsibility for goods left unattended by couriers or exhibitors.



- [Freight forwarding guidelines](#), [Freight delivery address label](#) and [return labels](#) are found in the appendix.
- There are NO service lifts in the cloud to access the Upper Mezzanine.
- Shed 10 operates a service lift with a maximum weight limit of 2500kg. The lift provides access from the Ground level up to level 1. Easiest access into Ground Level can be discussed with your EVP.
- Measurements of the Shed 10 service lift:
  - Height: 2.2m (H) x 2.6m (D) x 1.6m (W)
- Dimensions of the external Loading Zone doors are:
  - Shed 10
    - North Loading Door- 4.8m (H) x 4.8m (W)
    - Eastern Loading Doors– 4.1m (H) & 5.4m (W) and 8.9m from Wharf edge
  - The Cloud
    - Loading Door 1 – 6.7m (H) x 4.4m (W)
    - Lower Mezzanine external access Doors – 4.1m (H) & 5.4m (W)

## Restricted Access

Access into Queens Wharf has some restrictions, and specific details of your requirements need to be discussed prior to the event with your EVP.

- Your staff and your third parties must enter and the exit venue via authorised entrances which are arranged through your EVP.
- Your staff, agents, contractors and sub-contractors, and exhibitors may at no time enter unauthorised restricted areas.

## Storage on Site

- Storage is strictly limited. If any storage is required prior, during, or after your activation this must be arranged with your EVP and will be entirely dependent on space availability.
- Transfer and storage of all items is the responsibility of you or the exhibitor.

## Trolleys & Staff

- The venue does not have trolleys for use so Exhibitors or Clients are to arrange their own
- Venue porters are available to assist by prior arrangement and cost.

## Venue Services

### Technical

We offer full production and technical facilities including an extensive range of audio, lighting, staging, visual, projection, and rigging equipment. Your salesperson will put you in contact with our Production Manager to assist you with your requirements and provide an estimate of costs.

### Rigging

Rigging must be carried out by approved personnel.

- All rigging plans need to be looked over by the Production Manager to ensure it complies to the weight loading of these venues.
- Organisers and exhibitors must submit, not less than 15 working days prior to the first occupancy day of the exhibition, drawings, and descriptions of items to be suspended including position, weight, type of materials and



any special requirements.

- All items are subject to roof loading limitations - check with us for loading limits of rigging points.
- An estimate of rigging costs will be sent to you based on information submitted.
- To ensure inclusion in the rigging schedule you must confirm acceptance of the provided estimate at least one (1) week prior to the exhibition.
- For basic banner hanging requirements, see the [Signage](#) section.

Any rigging request made after specified times will be undertaken at our discretion and may be subject to a late service charge in addition to minimum call times (3-4 hours) where applicable.

## Radio Transmission

Persons proposing to use radio transmitting equipment, either for two-way speech communication or for any other reason, shall submit details of the equipment to us giving the frequency and power of the signal and a copy of the transmitting license. This is to ensure that there is no interference between venue and client transmission systems.

## Catering

- Food and beverage play an integral part in the success of any event. We work with a select group of leading catering companies to bring your catering vision to life. For further information or to discuss your catering requirements please contact our team.
- Removal of food rubbish daily is the responsibility of each exhibiting company.
- No running water is available direct to stands.

Please note:

- Generally, we have no objection to the provision of food and beverage by the exhibitor as a means of forming part of the exhibition (i.e., promoting the product manufactured or supplied by the exhibitor). However, the sale of all such products will not be permitted for consumption on the premises unless otherwise agreed by us.
- We reserve the right to remove any food and beverage not authorised to be in the venue.
- Notice of intent for trade on any exhibition stand must be lodged with us at least two (2) months prior to the start of the license period, and copies of relevant trading permits supplied.
- No alcohol beverage sales can take place in the venue unless you or the exhibitor has an approved off-site liquor license. For beverage sales, order forms should be made available for post event sales.
- We may at our discretion charge you or the exhibitor a franchise fee or commission for sale of food and drink.
- Your EVP must be notified of all intentions of exhibitor stand arrangements.

## On Stand Hospitality

Our caterers can assist exhibitors with hospitality requirements. Our team can facilitate this by providing a point of contact for the exhibitors.

- Food and beverage selections can be included in your exhibitor manual. Menus, including light refreshments, meals, or cocktail food, can be made available to assist with this.
- Final catering numbers must be advised 5 working days prior to the event.
- Order reduction or cancellations must be advised to the caterer as per the catering terms and conditions. Charges may apply.
- Items are generally delivered to the stand for exhibitors to serve.
- Additional charges from the caterer may apply for staff and equipment.

## Exhibitor Food and Beverage Sampling

Compliance with the [New Zealand Sale of Liquor ACT 2012](#) and relevant legislation must be adhered to at all times, Samples to be given away free of cost to patrons must be:

- Items which exhibitors sell wholesale in the normal conduct of their business.
- Produced by equipment used in the normal conduct of their business.
- Portions be of tasting size only.
- No larger than 100ml cups for hot or cold beverages.
- No larger than bite size of solid food.
- Liquor sampling may be conducted provided samples are no larger than 30ml (spirits 15ml and beer or wine 30ml).
- Containers to ideally be sustainable.
- A licensed venue Duty Operations Manager is required when providing samples of alcohol.
- Exceptions to the above require our written approval.

### Health Regulations for Exhibitions Serving Food

If unpacked food is to be given away, openly stored, displayed or handled, the following facilities and services need to be provided:

- Washable impervious floor, e.g. sheet vinyl on the exhibition stand.
- Refrigerated display and /or storage cabinet if the food is perishable.
- Glass, perspex screens, or sneeze guards, and trays with fitted covers should be used to protect food from contamination.
- Samples must be offered in such a manner as to avoid being handled by the public, e.g. apportioned and toothpicks inserted.
- Condiments such as sauce, mustard etc are to be contained in squeeze type dispensers or in individual sealed packs.
- All eating and drinking utensils must be disposable e.g., paper cups, plastic spoons, plastic wine glasses etc, and must not be reused.
- Receptacles for the collection of rubbish must be provided in suitable locations by the exhibitor selling or promoting food. Such receptacles shall be located at or near the stand and the contents shall be disposed of in a manner approved by us.
- Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oils etc. Disposal of such items must comply with the venue guidelines. Talk to your EVP for guidance.

### Cooking

- **The Cloud** can have no cooking inside under any circumstances.
- **Shed 10** is a venue that does allow cooking inside however, there is no infrastructure inside to do this. Each supplier must bring in all the requirements to cook including, fire blankets, the correct type of fire extinguisher(s), floor protection and first aid kit. They must also provide an activity specific risk assessment if required.
- **Food trucks** can be used on main street, on The Ground Floor of Shed 10 or The Eastern Edge of Shed 10 however, to be on the east they must be hard up against the eastern pack-in doors to allow a 4-metre clearance for fire trucks.
- **Please advise your EVP if you are cooking so Smoke Isolation can be arranged**

### Cleaning

- We will fully clean the venue prior to occupation.
- Certain event production elements such as confetti, petals, decals may incur an additional housekeeping charge.
- We require that you to ensure that all exhibitions build companies and suppliers remove their own rubbish/waste including furniture coverings.



- We can prearrange removal and dumping of bulk/build rubbish on request – additional charge apply.
- We require that you to ensure that all construction materials, contractors' tape, etc is removed at the conclusion of the event.
- We must be informed of specific waste requirements e.g., grease, oil, and paint, to ensure correct disposal methods are being followed. Please contact your EVP for guidance.
- We will clean all public areas, exhibition rooms and will organise exhibitor rubbish removal on exhibition operational days, prior to arrival each day.
- All exhibitor rubbish to be removed from stands is to be broken down and placed in aisles for disposal at the end of each exhibition day.
- We can prearrange individual stand cleaning services on request – additional charge apply.

## Security

- We have an in-house professional security team who are responsible for the protection and safety of the venue. Should event security be required, this can be arranged by your EVP.
- Our security services also provide close protection officers should you require security for V.I.Ps.
- Our security operations are responsible for the management and control of vehicle access and parking at the venue.
- When the venue is in full use for an exhibition, our security personnel will lock the venue at the end of each day. Entry will not be permitted until security reopen the building the next day. Please discuss required access times with your EVP, or DOM on the day.
- We will provide perimeter security for the venue and reserve the right of control over the opening, closing and securing of any or all doors.
- It is the responsibility of the organiser to determine the level of security required during an exhibition and discuss with your EVP.

## Merchandising

- Should you or your exhibitors wish to sell merchandise during the event then a commission fee may apply.
- Additional services or sales staff, EFTPOS, and cash registers are available for hire.

## Business Services

- Limited business services are available at the venue. Please liaise with your EVP or the onsite Duty Operations Manager to arrange printing, scanning, couriering etc. Applicable charges may apply.

## WIFI & Communications

- The QW internet system is wholly owned, controlled, and operated by us and no outside services are permitted to be sold, hired, or installed without the prior permission of us.
- Queens Wharf has a high-speed, high-capacity WIFI capability for up to 1000 unique devices.
- Internet access points can be installed to obtain more wireless connections.
- All Exhibitor ICT requests are to be collated by you and sent to your Production Manager. Please note these will be charged to the main account:
  - High Speed Internet Access
  - Phone lines for EFTPOS facilities
  - DDI Analogue lines and ISDN Digital Lines (specific provision and installation will need to be discussed with us well in advance).



## Services Not Provided

- The venue is not an exhibition supplier, and we recommend that exhibitors contact an external supplier in the first instance for their stand fittings
- Individual exhibition stand lighting or connection of stand electrical items.
- Shell scheme or booth construction, custom stands, trade registration and plant rental.

## Property & Utilities

### Electrical Use and Installation

- We can provide your nominated electrical contractor with advice detailing the capacities of the venue's power distribution system, if required.
- We retain the right to direct the electrical contractor to change or replace any electrical equipment or installation found to be sub-standard.
- Power irregularities beyond our control have been known to occur. It is highly recommended that equipment sensitive to supply fluctuations be protected with appropriate surge protection equipment to eliminate any disruption to your event.
- Please ensure that your contractor supplies us with electrical drawings (scale 1:200), prior to arrival of the contractor, to enable connections to be plugged straight into the venue's power board.
- Advise us of any exhibitors with power requirements over 10amps i.e., 15amp, 3 phase or other.
- All work carried out by your contractors are to be inspected, tested, and covered under the regulations of the relevant authorities. All electrical equipment brought onsite must carry a current electrical tag test tag and comply with New Zealand safety standards. Untested equipment cannot be used on the site. These restrictions do not apply to consumer electronics items such as laptops and cell phones.
- All installations and services must not cross aisles, block exits, or interfere with the operation of emergency exits or generally compromise the health and safety of attendees, staff, and the general public.
- Any delays caused by unsatisfactory installations or insufficient time allowed for testing by relevant authorities. At no time will extra additions be allowed to cause an abnormal demand, which may have an adverse effect on the supplies to other exhibitors.

### Gas Usage

- The use of gas cylinders or gas appliances must have approval from the venue (property services department). Please forward any details of expected use to your EVP.
- It is your responsibility to supply sufficient staff for unloading and loading of gas cylinders to designated locations in a timely and safe manner.
- 100kilos of gas is permitted inside the venues. If you require more than 100 Kilos, you will have to store the extra bottles outside in a Temporary Hazardous subs' location.

### Air Conditioning

- **The Cloud** Expo floor does not have any climate control. Air conditioning is available in the Lower and Upper Mezzanine only.
- **Shed 10** does have effective heating. This is done by gas heaters in the ceilings in both event spaces, please note that there is no temperature control it is either on or off.
- **Shed 10** Level 1 has regular ceiling fans and extractor fans for when it is hot, again this is not temperature controlled.
- **Shed 10** Ground Floor does not have cooling options.

## House Lights

- The venue uses natural and dimmable halogen house lights and are part of the venue hire.

## Marketing & Signage

### Signage

Our definition of “Signage” includes banners, flags, posters, decals and other hanging display materials, please note:

- All signage requirements must be confirmed with our EVP and Production Manager and will be priced on application.
- You are responsible for any hire fees, production, installation, and removal costs for signage.
- Damage resulting from any signage installation will be charged directly to you.
- Signage sites (including existing rigging points) are subject to availability and must be carried out by an approved company (i.e., professionals venue riggers).
- Signage materials may not be nailed, stapled, hung, or attached to ceilings, walls, windows, sprinkler systems and other surfaces except by permission from us.
- External facing signage or banners may need to be reviewed in relation to any of our venue sponsors.
- For more information on venue signage please contact us.
- All artworks in the venue must be always visible and must not be covered or obscured.

### Decals

- **The Cloud** Southern entry windows may have decal, however there can be no decal onto the pack-in door.



- Only the On the **Shed 10** Southern end the large window can be decaled by Network Visuals for the event.





- Adhesive vinyl and decals are to be pre-approved by your EVP and must be removed during pack out.
- Production Specs: Full colour on a block out removable self-adhesive vinyl. Low Tack as any damage will be on-charged.

## Emergency Signage

- Emergency exit signs must be always visible. Emergency signage that may be obscured from view must be pre-approved by us and additional signage installed.

## Marketing

- Advertising must cite the venue as 'The Cloud' / 'Shed 10' and any reference to us as 'Auckland Conventions, Venues and Events' (OR) 'Auckland Live' (depending on who your contract is with).
- Our EVP requires copies of any exhibitor / accreditation passes for access control and security.

## Photography & Film Guidelines

- We reserve the right to photograph any events held on our premises and use the images for marketing and promotional purposes.
- Your use of Queens Wharf / The Cloud / Shed 10 location shots for promoting an event is permitted. Please contact your EVP for details.
- Commercial advertising shoots for all other purposes are subject to location charges, please contact your Account Manager for details.

## Noise

- All events operate under a very strict resource consent, this outlines the restraints on noise the wharf produces. The noise level when measured 1m from the façade of an occupied building off the south end of the wharf shall not exceed:
  - On all days between 7:00 am to 11:00 pm 65 dB LA10
  - On all days between 11:00 pm to 07:00 am 60 dB LA10 75 dB LA max

## Vehicles

### Display Motor Vehicles

- If motor vehicles are being used as part of an exhibition, arrangements for access into the venue needs to be made through your EVP. CAD plans or similar need to be drawn to scale for review by us.
- Vehicles used as part of an exhibit should have full tanks of fuel, protective floor drip trays, and batteries disconnected prior to public access. Carpet squares must also be placed under tyres.
- Keys for any vehicle must be left onsite with the Duty Operations Manager in charge of your event.

## Health and Safety

### General Obligations

While at the venue **you**, your **exhibitors** and **contractors** shall:

- **Compliance:** Comply with our health & safety procedures and policies, and emergency evacuation procedures.
- **Documentation:** Provide the necessary plans and documentation to ensure that the work that is carried out is done with strict compliance to Health and Safety legislation.



- **Insurance & Permits:** Ensure that all the necessary insurances, permits and licences are obtained and current for the event activity. These must be made available for sighting upon request by our staff.
- **Damage:** Not allow or permit any damage to the venue, building or any fixtures, nor shall any alterations to the structure be allowed. Painting, gluing, drilling, taping, blu-taking or nailing is not allowed on venue surfaces.
- **High Risk Hazards:** Communicate [High Risk Hazards](#) (see section) which need to be planned and pre-approved as part of our H&S process with your EVP.
- **Access:** Only designated service entrances, lifts and loading zones must be used for transportation of staff and materials. Your EVP will advise which one/s are to be used
- **Staffing:** It is the responsibility of the contractor to supply or hire sufficient staff for unloading and loading of transport vehicles in the loading zones in a timely, safe, and non-disruptive manner.
- **Equipment:** Provide adequate instructions and equipment to employees so that they can comply with the Health and Safety procedures specific to their job. Supply own tools, including ladders and trolleys - unless the hire of these items has been arranged with us.
- **PPE:** Ensure appropriate identification and PPE is always worn, while work is carried out.
- **Trip Hazards:** Ensure that all workspaces are kept neat and tidy to avoid any trip hazards.
- **Reporting:** Report all accidents, incidents or near misses to us immediately.
- **Rubbish:** Ensure the removal of all debris, rubbish, packing materials etc. from the venue.
- **Conduct:**
  - Avoid using guest facilities or loitering in guest areas.
  - Adhere to non-smoking and non-vaping.
  - Meet the highest standards of presentation and behaviour.

## Event Health and Safety Plans

Health and Safety is a priority of Tātaki Auckland Unlimited and as outlined in your contract, it requires that you comply with the requirements of the Health and Safety at Work Act and associated regulations.

The process requires that you issue a detailed **Event Health & Safety Plan** (“H&S Plan”) along with any other supporting documentation prior to your event. Your EVP can provide you with a H&S Plan template along with Risk Assessments that will assist you in the process.

Your H&S Plan must:

- Cover ALL activity onsite including anything that will be carried out by your exhibitors and contractors.
- Be sighted and approved by the venue at least 10 working days prior to your event taking place. Please communicate with your EVP should this deadline not be met.

A short **Health and Safety Induction Form** will also need to be sighted and signed prior to the event commencing, stating that all event health and safety requirements have been or will be met. There will be an on-site inspection carried out on the first day of your event to ensure the operation of your event matches your submitted H&S Plan.

You or your nominated representative/s are required to be present during these checks.

## Emergency Evacuation and Fire Safety

- In the event of an emergency situation the Duty Operations Manager (DOM) is the Chief Warden
- You will be briefed by the DOM on the venue evacuation procedures prior to the opening of the event. You are responsible for ensuring your staff and third parties are advised of these procedures.

While at the venue you and your third parties shall:

- Ensure that all fire exits, fire hoses, alarms, and switches always remain visible and accessible and that items used for display purposes are fireproof.

- Not obstructing or obscuring emergency exits and exit signs (you must maintain a 3-meter clearance in respect of any egress).
- Ensure that all fire hoses, fire extinguishers, EDR switches and manual call points always remain visible and accessible.
- All events must have a 4(h)x4(w) metre clearance for a fire truck route around the exterior of the venue.
- Obtain our approval in writing to use naked flame or pyrotechnics, which must be supervised by us.
- All permanent and temporary suspended fabrics, including black out curtains, drapes, stage back drops, etc. are to achieve a flammability index of not greater than 12 when tested in accordance with AS 1530 methods for fire tests on building materials and structures – Part 2: Test for flammability of materials.

## High Risk Hazards

Please check with us if your event has any of the following items:

- Pyrotechnics [including confetti cannons]
- Use and display of motor vehicles
- Running of combustion engines
- Open flame and fuel including Candles
- Use and storage of gases / helium / CO2 etc
- Scaffolding structures
- Aerial performers
- Hand pressed terminations in hanging equipment
- Fire safety and fire retardancy of sets and soft goods
- Confined spaces
- Welding or cutting equipment
- Electrical safety
- Lasers and focussed beam lights [sharpies]
- Firearms and weapons
- Dry ice and smoke, including hazers
- Snow machines / confetti
- Water effects / drainage
- Strobes
- Noise
- Extreme temperature
- Biological hazards
- Animals or children
- Accessible requirements for performers
- Dangerous goods or hazardous substances
- Notifiable works [work above 5m or loads of 500kg and over moving vertically 5m]
- Temporary stages
- Drones
- Further information is available at [Worksafe.govt.nz](https://www.worksafe.govt.nz)

## Pyrotechnics

- Pyrotechnics are not permitted at Queens Wharf.

## Balloons

- You or any exhibitor must obtain written approval from us for the use of air or helium balloons.
- Helium balloons are only permitted as fixed features of a stand or exhibit.
- You will be charged for the removal of any balloons remaining in the venue. (The ceiling is very, very high.)

## The Cloud Fabric

The Cloud fabric must always be protected, the following must always happen to ensure it is safe.

- Any fit-out structure must have a minimum clearance of 100mm away from the base building fabric membranes.
- Membranes must not be punctured, cut, drilled or penetrated in any way.
- All heat sources including cigarettes must be kept away from the fabric membranes.
- Membrane tension bolts must not be tampered with.



- A separation must be maintained between generally accessible public space and the membranes to minimise the possibility of damage.

## Machinery, Equipment and Other Large Exhibits

- All machinery should be fitted with guarding, fencing, and lock immobilisation to ensure a safe environment for staff and patrons. Signage is not acceptable as a protective method, alone.
- Persons operating equipment or machinery during an exhibition must be the current holder of the relevant certificate or license as required by law to operate such equipment.
- Machinery, equipment, or substances likely to jeopardise the health or safety of any person are prohibited, as referred to in the New Zealand codes of practice for the safe operations of machinery ([Worksafe.govt.nz](http://Worksafe.govt.nz))
- The organiser of the event or their contractors must provide all material handling equipment, i.e. forklift, and ensure that all operating personnel are trained and licensed to use such equipment. Material handling equipment cannot be used within the premises without the relevant certificate and license.
- The venue does have scissor lifts for hire. Please contact your Production Manager for costs and availability.

## Dangerous and Hazardous Substance

- Substances that are of a dangerous, flammable, explosive or objectionable nature must not be brought into the premises without formal notification to the Department of Labour and us.
- Where it is proposed to use toxic materials or fluids, the disposal of such materials requires notification to the Department of Labour. The nature of the material or fluid and the quantities involved and a copy of the plan for disposal must be forwarded to us no later than fourteen days (14) prior to the event commencing for approval.
- No more than one day's supply of any hazardous or dangerous substance shall be stored on a stand or within the venue at any time; the remainder must be stored in closed container in a location as per the [Hazardous Substance and New Organisms Act](#).

## Construction Materials

- Information regarding chemicals used in the stand construction must be passed onto the stand installer/repairer to ensure that these personnel are made aware of potential risks. Material Safety Data Sheets must be provided to the installer of all glues, adhesives and paints that were used in stand construction so that personnel are aware of any potential risks when required to modify stands or props.
- Non-combustible materials should be used in stand construction and displays where possible. All practicable steps should be taken for applying fire proofing protection to flammable products and components in exhibition stands.
- Self-extinguishing plastic materials should be used where possible.

## First Aid

- Our first aid trained staff can be contacted via any of our front of house, food and beverage and security staff.
- Further professional first aid service providers i.e., St John, can be organised and on charged by your EVP.

## Walk Through Exhibits

- Exhibits must be designed to our satisfaction and our have signoff prior to advertising, and building.
- All internal aisles are to be a minimum of 2.8 metres wide.
- Emergency exits must not be obstructed and a clearance which matches the width of the door must be allowed.
- Any emergency exit that is obscured from view and can only be obscured requires preplanning and pre-approval by us and be compensated by additional signage.

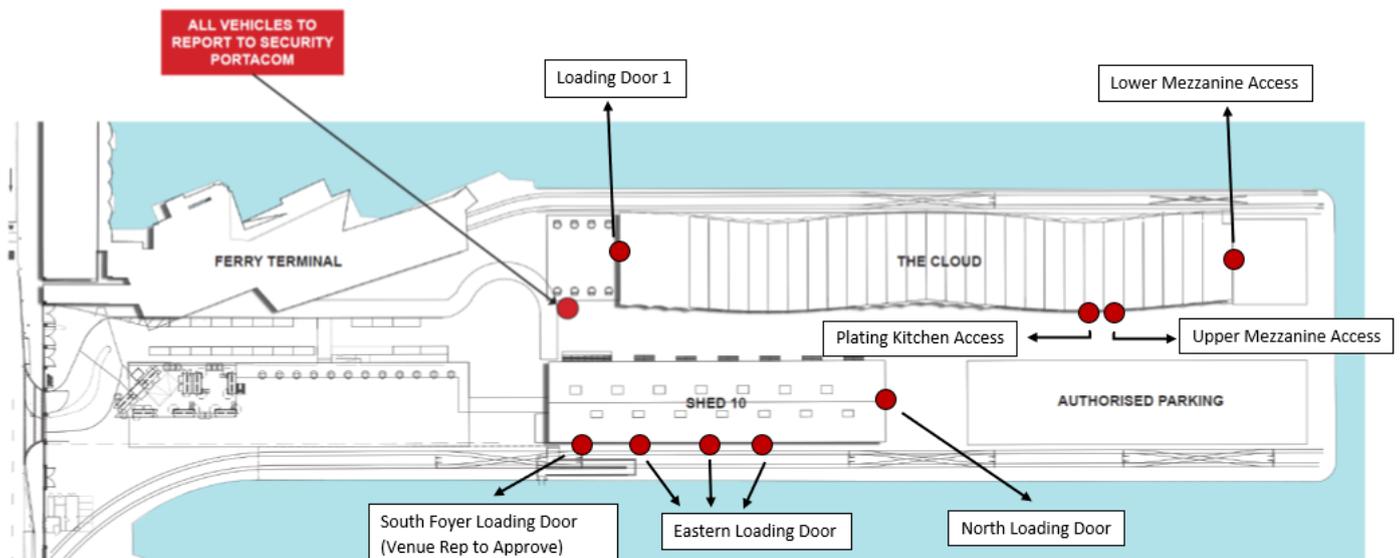
## APPENDIX

### Loading Access

Address: 85 – 89 Quay Street, Auckland CBD, Auckland 1010

- Please drive up and advise Security of your name, the name of your event and the reason you are here.
- Please drive down the wharf and proceed to the Loading Door as advised by the EVP

Due to other events that we have packing in and our expected internal deliveries, the Loading areas are strictly a drop off zone. Once you have unpacked your items into the venue / Bay Area you will need to remove your vehicle from the wharf.





## Exhibitor Checklist

When	Activity	Tick
At Booking Stage	<ul style="list-style-type: none"> <li>Initial floor plans submitted by the organiser for approval prior to the commencement of selling stands/space</li> <li>Public Liability Certificate provided to your EVP (Auckland Conventions)</li> </ul>	
3 – 6 months prior	<ul style="list-style-type: none"> <li>Client exhibitor manual to your EVP for approval</li> <li>Meeting with your EVP to update on event progress, floor plans, meeting room requirements</li> </ul>	
2 months prior	<ul style="list-style-type: none"> <li>Updated floor plans submitted for approval</li> <li>List of all exhibitors</li> <li>Exhibitors to confirm additional orders and requirements</li> </ul>	
2 – 4 weeks prior	<ul style="list-style-type: none"> <li>Security and cleaning requirements finalised</li> <li>Communication, power, water and air conditioning requirements finalised</li> <li>All exhibitor services finalised</li> <li>Exhibitor on-stand hospitality finalised</li> <li>Advise any VIPs attending and their requirements</li> <li>Final floor plans submitted for approval</li> <li>Health &amp; Safety plan including ALL activities occurring onsite</li> <li>Final event run sheet provided by the organiser to the EVP</li> <li>Additional estimated costs added and event schedule signed off</li> </ul>	
2 weeks prior	<ul style="list-style-type: none"> <li>Pack in/pack out details supplied by client and exhibiting companies</li> </ul>	
10 days prior	<ul style="list-style-type: none"> <li>Event estimate and run sheet provided by your EVP for client sign off.</li> </ul>	
On site pre event start	<ul style="list-style-type: none"> <li>Pre-brief to meet Duty Operations Manager/Venue Representative and run through the specifics for the event</li> <li>Venue walk through</li> <li>Exhibitor briefing</li> </ul>	
Post event	<ul style="list-style-type: none"> <li>All items left for collection will need to be collected the last day of the event (unless previously agreed with your EVP)</li> <li>Venue walk through to ascertain any damage to the venue from the exhibition</li> </ul>	

## Freight Forwarding Guidelines

Please refer to the freight forwarding guidelines below when shipping goods to and us.

- Ensure the [freight label](#) provided is used for all goods sent to the venue.
- Ensure your label has the stand number and name of an on-site contact representation from your organisation.
- Ensure your freight arrives on the first day of the hire period. Please note that the venue cannot accept deliveries prior to this time.
- Ensure you have completed the appropriate customs clearance and payment of New Zealand taxes if shipping goods from overseas. It is the responsibility of the hirer/exhibitor to ensure that freight arrives at the venue.
- Bring consignment notes from your preferred courier/freight company with you to use for return freight.
- Bring a [freight / item collection form](#) with you for return freight and ensure you label your freight correctly for its return journey.
- Contact your preferred freight company on the day prior to pack down to confirm timings and collect freight and ensure they arrive knowing your organisation's name and number of items to collect.
- Have your freight collected on the day the exhibition concludes. The venue does not offer storage facilities for items left on site after the conclusion of the exhibition.
- Items left onsite after the hire period will be deemed abandoned and will be disposed of accordingly.

Freight Delivery Form

**Deliver to:**  
Shed 10 / The Cloud  
Queens Wharf  
89 Quay Street  
Auckland 1010

<b>SENDERS NAME:</b>
<b>SENDERS MOBILE:</b>
<b>COMPANY NAME:</b>
<b>PHONE NUMBER:</b>
<b>EVENT NAME:</b> <b>VENUE ROOM:</b> <b>EVENT DATE:</b> <b>EXTRA DETAILS:</b>
<input type="checkbox"/> For Delegate Bags <input type="checkbox"/> For Exhibitor Stand No:  Box _____ OF _____
<b>REFERENCE:</b> “ _____ Event Planner”, Auckland Conventions  Please ensure all freight is delivered no sooner than the first day of the licence period.

## Freight / Item Collection Form

COMPANY NAME

CONTACT NAME

CONTACT NUMBER

COLLECTION/COURIER  
DETAILS

EVENT NAME & DATES

DATE EQUIPMENT LEFT

COLLECTION DUE DATE

STAND NUMBER

ITEMS TO BE COLLECTED

TOTAL NUMBER OF ITEMS		LOCATION ITEMS LEFT	<input type="checkbox"/> Loading Dock <input type="checkbox"/> Reception <input type="checkbox"/> Other
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ADDITIONAL  
INFORMATION

PLEASE NOTE items left on the loading dock after the conclusion of the conference will be deemed to be abandoned and will be disposed of accordingly unless arranged prior with the EVCO.

DRIVERS NAME: (upon collection) \_\_\_\_\_