

IT  
STARTS  
WITH  
YOU



FIA

CONFERENCE



Vision.  
Collaboration.  
Transformation.  
FIA 2020

**26-28 FEBRUARY  
BRISBANE**

## **43<sup>rd</sup> FIA Conference 26 - 28 February 2020**

**Brisbane Convention and Exhibition Centre (BCEC)  
Brisbane**

[www.fiaconference.org.au](http://www.fiaconference.org.au)

**EXHIBITOR MANUAL**



**CONFERENCE**

**Fundraising Institute Australia**

ABN: 51 943 541 450

PO Box 642, Chatswood NSW Australia 2057

# Contents

|   |    |
|---|----|
| Exhibitor Checklist and Forms.....        | 4  |
| Contacts List .....                       | 5  |
| IMPORTANT .....                           | 6  |
| Emergency First Aid & Medical .....       | 6  |
| Access.....                               | 6  |
| Accommodation.....                        | 7  |
| Advertising .....                         | 7  |
| Accounts.....                             | 8  |
| Animals.....                              | 8  |
| Audio Visual .....                        | 8  |
| Attire and Conduct.....                   | 8  |
| Banking.....                              | 8  |
| Balloons and Helium .....                 | 9  |
| Banners and Rigging.....                  | 9  |
| Best Stand Awards .....                   | 9  |
| Booth Details - Custom Stands .....       | 10 |
| Booth Details – Shell Scheme .....        | 10 |
| Bump-in Schedule .....                    | 11 |
| Bump-Out Schedule .....                   | 12 |
| Cables .....                              | 12 |
| Canvassing.....                           | 13 |
| Car Parking .....                         | 13 |
| Children .....                            | 13 |
| Cleaning.....                             | 13 |
| Cloak Room .....                          | 13 |
| Communications .....                      | 13 |
| Internet .....                            | 13 |
| Company Profile.....                      | 14 |
| Competitions and Gaming Regulations ..... | 14 |
| Conference App .....                      | 14 |
| Conference Rooms.....                     | 14 |
| Contractors .....                         | 14 |
| Dates and Times.....                      | 15 |
| Delegate Break Times and Catering.....    | 16 |
| Deliveries, Freight & Loading Dock .....  | 16 |
| Deliveries.....                           | 16 |
| Delivery Labels .....                     | 17 |
| Loading Dock.....                         | 17 |
| Freight provider - Agility .....          | 17 |
| Demonstrations on Stand .....             | 18 |
| Dilapidation .....                        | 18 |
| Drugs and Alcohol .....                   | 18 |
| Electrical & Lighting .....               | 19 |
| Exhibition Opening Hours .....            | 19 |
| Exhibitor Registrations.....              | 19 |
| Exhibitor Responsibilities .....          | 20 |
| Exhibitor Services.....                   | 20 |
| First Aid .....                           | 21 |
| Fire Regulations .....                    | 21 |

|   |    |
|---|----|
| Fire Proof Materials .....  | 21 |
| Fire Hydrant and Hose Reel Cupboard Requirements.....                     | 22 |
| Naked Flames and Candles .....  | 22 |
| Food and Beverage .....   | 22 |
| Sampling.....   | 22 |
| On-stand Catering and Hospitality.....                                    | 22 |
| Exhibitor On-stand Catering Regulations.....                              | 22 |
| Forklift and Material Handling .....                                      | 22 |
| Furniture .....   | 23 |
| Walk on Furniture Packages .....  | 23 |
| Health and Safety.....  | 23 |
| Hazard / Incident and Near Misses Reporting .....                         | 23 |
| Pedestrian Safety .....   | 24 |
| Dangerous Goods and Hazardous Substances.....                             | 24 |
| Personal Safety .....   | 24 |
| Insurance.....  | 24 |
| Lead Retrieval Scanners .....   | 25 |
| Loading Dock Details and Access .....                                     | 25 |
| Onsite Assistance .....   | 25 |
| Pharmacy .....  | 25 |
| Post Office.....  | 25 |
| Public Attendance .....   | 25 |
| Reporting Hazards and Unsafe Work Practices (including a Near Miss) ..... | 25 |
| Safety Vests and Enclosed Footwear .....                                  | 26 |
| Satchel Inserts .....   | 26 |
| Smoking Policy .....  | 26 |
| Social Events.....  | 26 |
| Stands requiring additional safety precautions .....                      | 27 |
| Storage .....   | 27 |
| Testing and Tagging .....   | 27 |

## Exhibitor Checklist and Forms

| Description  | Due Date                      | Submission                          | Form  |
|--|-------------------------------|-------------------------------------|---|
| Exhibitor Information form<br>Includes:<br><ul style="list-style-type: none"> <li>Company profile</li> </ul> | 6 December 2019               | Compulsory                          | <a href="#">Download form</a>   |
| Delegate Notebook Adverts  | 6 December 2019               | Optional                            | <a href="#">Download specs</a>  |
| Satchel Insert – mock up or sample   | 10 January 2020               | Optional                            | -   |
| Balance of account due   | 25 January 2020               | Compulsory                          | -   |
| Public liability insurance certificate of currency<br>(minimum of 10mil coverage required)                   | 31 January 2020               | Compulsory                          | Email to:<br><a href="mailto:training@fia.org.au">training@fia.org.au</a> |
| Exhibitor Registration form<br>(incl. Social Functions)  | 31 January 2020               | Compulsory                          | <a href="#">Download form</a>   |
| Custom Stand Design  | 31 January 2020               | Compulsory for custom stands        | <a href="#">Download form</a>   |
| Walk on package Furniture order  | 31 January 2020               | Optional                            | <a href="#">Download form</a>   |
| Stand sign confirmation<br>(Harry the Hirer)   | 31 January 2020               | Compulsory                          | <a href="#">Download form</a>   |
| Furniture order<br>(Harry the Hirer)   | 31 January 2020               | Optional                            | <a href="#">Download form</a><br><a href="#">Online booking</a>           |
| Additional Lighting or Power<br>(Harry the Hirer)  | 31 January 2020               | Optional                            | <a href="#">Download form</a><br><a href="#">Online booking</a>           |
| Audio Visual order (Harry the Hirer)   | 31 January 2020               | Optional                            | <a href="#">Download form</a><br><a href="#">Online booking</a>           |
| Satchel inserts delivered  | 31 January 2020               | Optional                            | <a href="#">Download delivery label</a>                                   |
| Benefits of using Agility  | Information only              | Optional                            | <a href="#">Download form</a>   |
| Freight, Transportation Quote Request Form (Agility)   | 31 January 2020               | Optional                            | <a href="#">Online booking</a>  |
| BCEC Delivery label  | Compulsory for all deliveries |                                     | <a href="#">Download</a>  |
| Exhibitor Services (BCEC)  | 12 February 2020              | Optional                            | <a href="#">Exhibitor Services Portal</a>                                 |
| On-stand Catering (BCEC)   | 12 February 2020              | Optional                            | <a href="#">Exhibitor Services Portal</a>                                 |
| Induction (BCEC)   | 12 February 2020              | Compulsory for all exhibiting staff | <a href="#">Online induction</a>  |

# Contacts List

## Conference Secretariat

Fundraising Institute Australia  
Suite 202, Level 2, 12 Help Street  
CHATSWOOD NSW 2067  
Web: [www.fiaconference.org.au](http://www.fiaconference.org.au)

### Contact:

Natalie Walker  
Executive Manager - Conference & Events  
Phone: 02 9410 5902  
Email: [nwalker@fia.org.au](mailto:nwalker@fia.org.au)

Leah Read  
Events Coordinator  
Phone: 02 9411 6644  
Email: [training@fia.org.au](mailto:training@fia.org.au)

## Venue

Great Halls 3&4  
Brisbane Convention and Exhibition Centre (BCEC)  
Cnr Merivale and Glenelg Streets,  
South Bank QLD 4101  
Website: [www.bcec.com.au](http://www.bcec.com.au)

The Exhibitor Services Department  
Brisbane Convention & Exhibition Centre  
PO Box 3869  
South Brisbane QLD 4101  
Australia  
Phone: 07 3308 3536  
Email: [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

## Stand contractor - including furniture and equipment hire

Harry the Hirer  
Sébastien Bachellereau  
Mobile: 0481 431 433  
Phone: 02 9666 8699  
Email: [sebastienb@harrythehirer.com.au](mailto:sebastienb@harrythehirer.com.au)  
Website: <http://www.harrythehirer.com.au/>

## Freight / Logistics

Agility Fairs & Events  
Contact: Gus Craig, Domestic Event Logistics Specialist  
Phone: 02 8755 8812  
Email: [gcraig@agility.com](mailto:gcraig@agility.com)

For onsite assistance at BCEC, contact:  
Phone: 07 3308 3385  
Email: [agility@bcec.com.au](mailto:agility@bcec.com.au)

## Accommodation

Ozaccom+  
Email: [ozaccom@ozaccom.com.au](mailto:ozaccom@ozaccom.com.au)  
Toll Free within Australia: 1800 814 611  
Phone: 07 3854 1611  
Website: <http://www.fiaconference.org.au/pages/accommodation.html>

# **IMPORTANT**

## **Emergency First Aid & Medical**

In an emergency situation or if first aid is required, please alert a BCEC staff member immediately.

Contact Security on any BCEC fixed phone by pressing **'8'**.

The nearest Public Hospital Casualty Department:

Mater Misericordiae Hospital

Annerley Road

South Brisbane

Telephone: (07) 3840 8111.

## **Evacuation Procedures**

In the case of an emergency in the Centre, please stay calm. Please follow the instructions given by BCEC staff who are fully trained for an emergency situation. Security and Building Services staff are qualified First Aiders.

The Centre has a 2-alarm system, which is as follows:

1st alarm sound...

BEEP BEEP

This is a stand-by alarm. Do not evacuate the room but be prepared if evacuation becomes necessary.

2nd alarm sound...

WHOO WHOO

This is the evacuation alarm, which is followed by a PA message. This message will tell you what level of evacuation is occurring, for example: a room, floor or the whole building. Please use the nearest exit and do not use the lifts in the event of a fire.

If we do need to evacuate, all exits are clearly marked with exit written in green. Centre staff will direct you to a Safe Assembly area.

Assembly area is the footpath of TAFE Queensland South Bank campus, which is directly across the road from our bus waiting area in Glenelg Street.

If you have an emergency while in the Centre, dial "8" on one of the BCEC in-house telephones. Let Security know the details/location of the emergency and they will respond

## **Access**

Access to the Brisbane Convention & Exhibition Centre for Exhibitors and Contractors during bump in and bump out is via Glenelg Street. The Service Road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic. The Entrance to the Brisbane Convention and Exhibition Centre Car Park is located at the end of the service road past Exhibition Hall 4.

Access to the FIA Conference is via the main foyer of the BCEC on Merivale Street.

## Accommodation

A selection of accommodation has been secured at favourable rates, in close proximity to the Brisbane Convention & Exhibition Centre. Please visit the conference website to book your accommodation [www.fiaconference.org.au](http://www.fiaconference.org.au). All accommodation enquiries can be directed to:

### Ozaccom+

Web: <https://fiaconference.org.au/about/>

Email: [ozaccom@ozaccom.com.au](mailto:ozaccom@ozaccom.com.au)

Toll Free within Australia: 1800 814 611

Tel: 07 3854 1611

Fax: 07 3854 1507

## Advertising

Advertising is available in the conference notebook, app or by including something in the delegate satchels.

If you wish to advertise please contact [nwalker@fia.org.au](mailto:nwalker@fia.org.au) to discuss options.  
The specifications below relate to book advertisements.

### Notebook Advertising Specifications: (booked adverts only)

Please ensure you adhere to the following specifications, otherwise your advert may not be included.

#### **Advertisement sizes:**

##### **Cover Advert (back cover and inside front/back cover)**

210mm (deep) x 148mm (wide)

5mm bleed on all sides with trim marks

##### **Full-Page Colour Advert**

210mm (deep) x 148mm (wide)

5mm bleed on all sides with trim marks

##### **Half-Page Colour Advert (horizontal)**

105mm (deep) x 148mm (wide)

5mm bleed on all sides with trim marks

All images 300dpi at size – HiRes, Press Quality PDF with all fonts embedded for the final supplied document. All artwork converted to CMYK.

### App (push notifications)

- Character limit for a push notification is 145 symbols including spaces.

### Satchel Inserts

- This option is either a part of your sponsorship or can be added to your exhibitor package.
- Please see **Satchel inserts** for information and deadlines on delivery and specifications.

## Accounts

FIA: FIA terms of payment are strictly 30 days from date of invoice. All outstanding accounts must be finalised by 25 January 2020.

BCEC: All accounts for Venue Services must be paid in accordance with Centre requirements and paid in full seven (7) days prior to the commencement of the Event.

## Animals

With the exception of assistance dogs, persons must not bring any animal into BCEC without the prior arrangement and consent of Centre Management and the applicable public liability insurance. Clients must strictly abide by all management instructions regarding the admission of animals into the Centre. Please contact [Natalie Walker](#) for details.

## Audio Visual

Audio Visual equipment is available from both the Brisbane Convention and Exhibition Centre and Harry the Hirer.

Please ensure all orders are placed and paid for well in advance to ensure your requirements can be accommodated.

### BCEC

T +61 7 3308 3536

E [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

W Visit the [Exhibitor Services Portal](#)

### Harry the Hirer

For further details of equipment available from Harry the Hirers, download the [Audio Visual Order Form](#).

## Attire and Conduct

All event contractors, exhibitors and workers must be dressed in a neat and tidy manner at all times while working in the venue. Covered footwear must be worn at all times whilst working on site.

Unruly or unacceptable behaviour and violent acts are strictly prohibited. People acting without due care for others, or not following directions of Security or Safety staff may be evicted from site.

Use of illegal drugs or substances is strictly prohibited. Contractors are not to work at the BCEC while affected by alcohol or any other substance.

## Banking

The BCEC have two Automatic Teller Machines located on the Great Hall Concourse and Exhibition Hall 4 Concourse. They accept all cards however do not accept credit cards for cash advances.

The following banking facilities are located in the South Bank precinct.

Bank of Queensland  
184-186 Grey Street

Telephone: 07-3033-4000

Commonwealth Banking Corporation  
Shop 22, 164 Grey Street  
South Brisbane Qld 4101  
Telephone: 132221

National Australia Bank  
Boundary Street  
South Brisbane Qld 4101  
Telephone: 07-3844-1323

Westpac Banking Corporation  
91 Boundary Street  
West End Qld 4101  
Telephone: 07-3844-4861

## Balloons and Helium

BCEC reserves the right to refuse helium balloons being utilised within the Centre.

Helium balloons are not permitted to be utilised in the following areas of the Centre: Great Hall; Plaza Ballroom; all foyer and concourse areas, without prior approval.

A charge may apply for balloon recovery.

Contact [Natalie Walker](#) for approval to use helium balloons as part of your exhibit.

## Banners and Rigging

For safety reasons, all rigging of overhead banners and signage will be completed by BCEC and must be pre-arranged with the Centre prior to the Exhibition.

A quote can be arranged with Exhibitor Services via the online [exhibitor portal](#).

## Best Stand Awards

The Best Stand Awards for exhibitors will once again be run in 2020.

The FIA Stand Awards recognise exhibiting organisations for their effort and creativity in their stand display at the conference.

The awards will be given to the stands that, regardless of size, make the best use of their space, in terms of creativity and visual impact. Delegate engagement and interactivity will be rated highly.

### Categories

There are 2 categories:

- **Best Stand – Judges' choice**  
Three independent judges will be appointed, and they will be asked to judge all stands in the exhibition (FIA stand not eligible). They will decide on one stand only to be awarded Best Stand – Judges' Choice. A highly commended award may be given.
- **Best Stand – Delegates' choice**  
Conference delegates and exhibition visitors will be able to vote for their favourite stand. Exhibitors are encouraged to engage with delegates and lobby for their support.

## Judging and announcement

Entries for the Best Stand – Delegates Choice award close at 11.00am Friday 28 February. Winners of both award categories will be announced during lunch on Friday and an article on the winners will be included in a following issue of FIA e-bulletin.

For further information contact:

Natalie Walker

Executive Manager - Conference & Events

[nwalker@fia.org.au](mailto:nwalker@fia.org.au)

02 9410 5902

## Booth Details - Custom Stands

Exhibitors with custom built stands must provide the following information to FIA for approval:

- Name and contact details of the contracted stand builder
- Design details and dimensional plans of the stand
- Contractors public liability insurance certificates
- Contractors WHS policies

Please complete the required information on the [Custom Stand form](#) by **31 January 2020**. See [Contractors](#) and [Bump-in Schedule](#) for further information on the stand builders' requirements.

**Harry the Hirer** can assist with the design and construction of your custom booth. Please contact [Sébastien Bachellereau](#) on 02 9666 8699 for more information.

## Booth Details – Shell Scheme

**Harry the Hirer**, will provide and build all shell scheme booths.

### Nine square metre (9sqm) booths

Each booth is 3 metres wide by 3 metres deep and 2.4 metres high. The walls of the Octanorm booth consist of an aluminium frame with 3mm white vinyl insert panels. Blu-tack or hook and loop velcro can be used to affix posters and other materials to the walls.



Each 9sqm booth will contain:

- **Company name on fascia board (2 for corner stands)**  
The fascia signage will be blue lettering on a white background. The FIA Organisational Member logo will be included for all organisational members.
- **Power**  
One 240volt (4amp) single power outlet will be connected to each stand. Additional power can be ordered using the [Lighting & Power Order Form](#).

- **Spotlights**

Two spotlights per 9sqm will be provided. They will be track mounted and fitted to the back of the fascia of all stands. Additional lighting can be ordered using the [Lighting & Power Order Form](#).

- **Carpet**

The Great Hall where the exhibition will be held is already carpeted.

### Start-up Alley

Stands in start-up alley contain:

- **2x2m exhibition stand.** The walls of the Octanorm booth consist of an aluminium frame with 3mm white vinyl insert panels. Blu-tack or hook and loop velcro can be used to affix posters and other materials to the walls.



- **Power**

One 240volt (4amp) single power outlet will be connected to each stand. Additional power can be ordered using the [Lighting & Power Order Form](#).

- **Spotlights**

One spotlight. They will be track mounted and fitted to the back of the fascia. Additional lighting can be ordered using the [Lighting & Power Order Form](#).

- **Carpet**

The Great Hall where the exhibition will be held is already carpeted.

All exhibitors are to complete the [Stand Sign Confirmation](#) and return it to Harry the Hirer by **31 January 2020** to confirm your requirements.

To book furniture, visit the [Harry the Hirer exhibitor portal](#).

**Walk on Packages** are available giving you a quick and easy way to order your stand furniture. For package details and to book, [download this form](#).

If you really want to attract attention to your stand you may consider customising your stand. **Harry the Hirer** will be able to assist you with stand upgrades and modifications. Please contact [Sébastien](#) at Harry the Hirer on 02 9666 8699 for more information.

## Bump-in Schedule

|   |                  |
|---|------------------|
| <b>Wednesday 26 February 2020</b>       |                  |
| Entrance for Custom Stand Builders only | 7.00am – 10.00am |
| Exhibitor Bump-in                       | 10.00am – 1.00pm |
| Stands to be completed                  | 1.00pm           |
| Exhibition hall opens                   | 1.30pm           |

If your custom stand builder requires more time, please contact [Natalie](#) on 02 9410 5902 to discuss alternative options.

Exhibitors and contractors **will not** be allowed entry to the exhibition floor unless closed toed shoes and safety vests are worn. Safety vests can also be purchased from the Information Desk

in the Main Foyer or the vending machines located on the Exhibition Hall concourse and loading dock entrance at a cost of \$10.

Exhibitors can bump-in via the loading dock see deliveries for important information.

All exhibitors must have completed their stand set-up by **1.00pm on Wednesday 26 February** to allow the area to be cleaned in time for the Exhibition to open at **1.30pm**.

Brisbane Convention & Exhibition Centre require **all** contractors and staff working to complete an online safety induction prior to coming onsite. Please click [here](#) to complete this prior to coming onsite.

## Bump-Out Schedule

| <b>Friday 28 February 2020</b> |                 |
|--------------------------------|-----------------|
| Lunch in exhibition            | 1.10pm – 2.20pm |
| Exhibitor Bump-out             | 2.30pm – 3.30pm |
| Stand Dismantling              | 3.30pm          |

Exhibitor bump-out will begin at 2.30pm on Friday 28 February 2020 at the conclusion of lunch. All persons in the exhibition hall, loading dock or service road during this time must wear a safety vest and have closed toed shoes. See [Safety Vests](#) for more information.

See [Deliveries](#) for further bump-out information.

Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material must be removed from the venue by 5.00pm Friday 28 February 2020.*** Goods not collected will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by FIA, BCEC nor Agility for the return of these goods.

[See delivery label](#)

It is recommended that you use Agility for your deliveries as they are the onsite freight company and will be able to take your goods directly from your stand back to your office. See [Deliveries](#) for more information.

Should any Exhibitor, agent or contractor fail to remove any exhibit, or part thereof including any rubbish within the times stipulated, then the Exhibitor shall indemnify the Conference Secretariat in respect of any claim thereby occasioned for failure to give possession of any part of the exhibition venue by the due date. The Conference Secretariat shall be entitled but not obliged to remove such materials, as they consider best at the cost of the Exhibitor who shall be liable for all loss and costs thereby occasioned. The Conference Secretariat reserves the right to specify the time at which individual stands and exhibits shall be removed. Exhibitors may not remove any products on display during the course of the Exhibition without the express consent of the Conference Secretariat.

## Cables

Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Where possible cables should be raised above the walkway. If this is not possible cables need to be covered with carpet tile, matting or taped with gaffer. Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with AS/NZS 3760 prior to use.

In high traffic areas changes in floor level should be highlighted with high visibility or yellow/black hazard tape.

## Canvassing

Exhibitors may not canvass their products or distribute promotional material to delegates other than from their own stand. Special arrangements may apply for companies sponsoring tracks, masterclasses or social events. All display material, furniture and selling aids must be kept within the perimeter of your booth, unless previously agreed to by the Conference Secretariat.

Satchel inserts and advertising space in the Conference notepad are available. Please contact Natalie on 02 9410 5902 or [nwalker@fia.org.au](mailto:nwalker@fia.org.au) for more information.

## Car Parking

The Centre provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities. Exhibitors are entitled to a discounted parking rate of \$17.00 per day, redeemed at BCEC pay stations with a QR code. You will receive your event specific QR code via email from the Exhibitor Services Team. Please note car parking prices are subject to change.

## Children

Children under the age of 15 years are not permitted to enter high risk areas during move in and move out of an event. Children are not permitted on loading docks at any time.

A high risk area is one where forklift operation, rigging or stand building is being undertaken.

Children are not permitted to remain in any vehicle unattended by an adult while the vehicle is loading / unloading. Children are not to be left unattended or unsupervised in any areas within the building.

## Cleaning

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by the Centre's cleaning staff.

Exhibitors requiring individual stand cleaning should complete the applicable section under "Utility Services" found on the [Exhibitor Services Portal](#).

## Cloak Room

The Information Desk on Merivale Street and Information Desk on Grey Street both have cloakroom facilities to assist with storing personal items.

## Communications

The BCEC can assist with phone, eftpos, fax and internet for your stand.

For all your technology, communication and business services, please refer to the [Exhibitor Services Portal](#). Orders must be made **no later than 14 days prior to your event**.

## Internet

Casual wireless internet is available at no cost to visitors of the centre and is designed for web browsing and checking web based email. It is not designed for accessing VPN's or downloading large files. The speed is limited to 1Mbps. The network name is BCECLINK and requires no

password. Designated internet connections can be arranged with Exhibitor Services via the online [exhibitor portal](#).

## Company Profile

Each exhibitor is entitled to submit a 200-word company profile to be published on the conference website and on the conference app. Please complete the [Exhibitor Information form](#) no later than **6 December 2019**. To request a copy of a previously used profile, please contact [training@fia.org.au](mailto:training@fia.org.au) or phone 02 9410 5908.

## Competitions and Gaming Regulations

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitors' stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld).

For more information on conducting a competition, trade promotion or art union, exhibitors should contact:

Queensland Office of Liquor and Gaming Regulation on (07) 3872 0999 A/H (07) 32102906 to obtain an information sheet or visit their website: <https://www.justice.qld.gov.au/about-us/services/liquor-gaming>

## Conference App

All sponsors and exhibitors will have a profile in the conference app. Please complete the [Exhibitor Information form](#) no later than **6 December 2019** with the information to be uploaded.

## Conference Rooms

There will be 7 breakout rooms being utilised for the 2020 FIA Conference and all are within BCEC. There is only one entrance and exit to the exhibition and it is marked on the floorplan.

## Contractors

The Conference Secretariat is not the agent of either contractors or subcontractors, listed in this manual and therefore cannot accept liability for any contract entered into between exhibitors and contractors. This includes negligence and/or default of any such person, their employees or agents.

The Conference Secretariat has appointed official contractors to ensure a professional and timely delivery of the exhibition. However if the Exhibitor wishes to appoint their own contractor, the Conference Secretariat needs to sight the contractor's valid insurance certificates and grant access to enter the exhibition venue.

All contractors and sub-contractors working at the Brisbane Convention and Exhibition Centre must adhere to the Centre's standard procedures and requirements at all times. They must be used in conjunction with all other relevant legislation that is in force in Queensland and Australia. This is regardless of whether they are providing services directly to the Centre or are working for a licensee of the Centre.

All contractors and any other persons, working in the Great Hall will need to wear a high visibility safety vest and closed toe shoes.

Contractors must adhere to the following standards of conduct at all times while at the venue:

- comply with all applicable legal requirements
- comply with Safe Work Method Statements (SWMS)
- adhere to all directions from BCEC staff

- behave in a courteous and respectful manner
- avoid offensive language
- harassment and intimidating behaviour are not permitted
- the venue and its precinct is a no-smoking zone

The following information must be provided to FIA for each contractor appointed to work at the exhibition:

- Name and contact details of the contractor
- Contractors public liability insurance certificates
- Contractors WHS policies

Please upload the above details on the [Custom Stand form](#) by **31 January 2020**.

## Dates and Times

Key dates and times for FIA Conference 2020:

| <b>Wednesday 26 February 2020</b> |  |
|-----------------------------------|--|
| 7.00am - 11.00pm                  | Custom stand build   |
| 9.00 – 3.00pm                     | Conference masterclasses   |
| 10.00am - 1.00pm                  | Exhibitor bump in  |
| 1.30pm                            | Conference registration & exhibition hall opens  |
| 2.45 – 3.30pm                     | Afternoon tea in exhibition hall   |
| 3.30 – 5.15pm                     | Opening plenary session  |
| 5.15pm - 7.30pm                   | Welcome reception in exhibition hall   |
| 6.45pm – 7.45pm                   | Fellows and CFRE Function  |
| 6.45pm – 7.45pm                   | Emerging leaders networking drinks   |
| <b>Thursday 27 February 2020</b>  |  |
| 7.00am                            | Registration opens   |
| 7.15am – 8.00am                   | Exhibition opens. Breakfast in exhibition hall   |
| 8.00am - 10.10am                  | Sessions   |
| 10.10am – 10.50am                 | Morning tea in exhibition hall<br>FIA AGM  |
| 10.50am - 1.00pm                  | Sessions   |
| 1.00pm – 2.10pm                   | Lunch in exhibition hall   |
| 2.10pm - 3.30pm                   | Plenary session  |
| 3.30pm - 4.00pm                   | Afternoon tea (in exhibition hall)   |
| 4.00pm                            | Exhibition closes  |
| 4.00pm - 5.00pm                   | Sessions   |
| 7.00pm - 11.30pm                  | The Fundraisers' Gala Awards Dinner<br>(Plaza Terrace Room, Brisbane Convention & Exhibition Centre) |
| <b>Friday 28 February 2020</b>    |  |
| 7.15am                            | Registration opens   |
| 7.30am – 8.30am                   | Exhibition opens. Breakfast in exhibition hall   |
| 8.30 – 9.15am                     | Plenary session: Myth Smashers   |
| 9.25am - 10.25am                  | Sessions   |
| 10.25am – 11.00am                 | Morning tea in exhibition hall   |
| 11.00am - 11.10pm                 | Sessions   |
| 1.10pm – 2.20pm                   | Lunch in exhibition hall   |
| 2.20pm                            | Exhibition closes. Exhibitor bump-out commences  |
| 2.20pm – 3.20pm                   | Sessions   |

|                 |                         |
|-----------------|-------------------------|
| 3.30pm - 4.30pm | Closing plenary session |
| 4.30pm – 5.30pm | Farewell Drinks         |

All stands must be manned at all times during the Exhibition opening hours listed above and not just during delegate breaks.

## Delegate Break Times and Catering

All catering for delegates and exhibitors will be held in the exhibition areas.

Exhibitor meals will be served half an hour before session breaks begin. This will give exhibitors time to have their meal and be back on their stand for the delegate breaks.

Please note, 'Exhibition only' attendees will be able to access the exhibition from 2.00pm – 5.00pm Wednesday, 9.00am – 4.00pm Thursday and 9.00am – 2.00pm Friday so it is important that stands are manned at all times and not just during delegate breaks.

## Deliveries, Freight & Loading Dock

### Deliveries

- **Pre-show:** Deliveries can only be made during the official bump-in times (10am – 1pm Wednesday 26 February). Materials sent prior to this will be turned away.
- All deliveries must be clearly marked using the official conference delivery label – [Delivery Label](#)
- FIA, Agility nor BCEC will accept or sign for deliveries on an exhibitor's behalf, or be responsible for items delivered to the venue. To avoid issues with the delivery of your goods always ensure that you have a representative on site to take possession of your goods. Alternatively, consider using Agility to manage your deliveries – see below for details.
- **Post-show:** All goods must be collected during the official bump-out time (2.30 – 5.00pm Friday 28 February 2020). Again, consider using Agility to make this process easier.
- Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material must be removed from the venue by 5.00pm Friday 28 February 2020.*** Goods not collected will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by the FIA, BCEC nor Agility for the return of these goods.

**Agility Fairs and Events** has been appointed the official logistics provider for the FIA Conference 2020.

Agility specialises in exhibition freight forwarding - both domestic and international. Agility can ensure that your product, display & merchandise are in the right place, at the right time, providing a complete transport, materials handling & storage service. Agility provides a complete service including monitoring of freight from your door step right through to your exhibition booth to make sure your goods are handled in a professional manner and all formalities/deadlines are met. If you are using Agility, your goods will automatically be delivered to your exhibition booth.

Agility Fairs & Events offers the following services:

- All local, interstate and international transport services including delivery onto each exhibitor's stand at the venue.
- Storage of early consignments, packing materials during the exhibition and storage after the exhibition

- For international exhibitors, a comprehensive international freight forwarding service tailored to each particular exhibitor's requirements.

Prior to the show, Agility will make contact to discuss and determine your individual freight and logistics requirements. In the meantime, for any queries please contact:

Agility Fairs & Events  
 Contact: Gus Craig  
 Domestic Event Logistics Specialist  
 Phone: 02 8755 8812  
 Email: [gcraig@agility.com](mailto:gcraig@agility.com)

## Delivery Labels

A delivery label must be affixed to each item sent to BCEC. Please use the FIA Conference [Delivery Label](#) here. All labels must be marked with the name of event, room/hall and date of event.

Delivery labels MUST include the following information:

**Your onsite contact name:**

**Your onsite contact phone number:**

**Name of event:**

**Date of event:**

**Room / Hall Name:** Great Hall 3 & 4

**Stand name:**

**Stand number:**

**Total number of items:**

**Item number:**

[Click here to download a delivery label template.](#)

## Loading Dock

Access to the FIA Exhibition will be via:  
 Great Hall Loading Dock  
 Brisbane Convention & Exhibition Centre  
 Glenelg Street  
 South Brisbane QLD 4101

The loading dock is managed and controlled by Agility Fairs and Events.

## Freight provider - Agility

Agility Fairs and Events is the official freight forwarder and onsite logistics provide. Specialising in exhibition freight forwarding - both domestic and international - Agility can ensure that exhibitors' product, display & merchandise are in the right place, at the right time. Providing a complete transport, materials handling & storage service, they monitor freight from origin through to exhibition booth, ensuring goods are handled in a professional manner and all formalities/deadlines are met. If you are using Agility, your goods will automatically be delivered to your exhibition booth and all services provided will be invoiced to you post event.

Agility Fairs & Events offers the following services:

- All local, interstate and international transport services including delivery onto each exhibitors' stand at the venue
- Storage of early consignments, packing materials during the exhibition and storage after the exhibition

- For international exhibitors, a comprehensive international freight forwarding service tailored to each particular exhibitor's requirements
- A team of experts to arrange a full door-to-booth service, inclusive of freight, customs and all handling

As the show bumps in and out on very tight parameters, and deliveries will not be accepted at the venue earlier, we highly recommend using Agility as their service is door-to-stand and they work weekends and outside normal business hours. Please click on the link to refer to the [Benefits of using Agility](#) which outlines the services provided and will assist you in making an informed decision.

To request a quote or to book these services, please visit the [online portal](#).

Should you require any assistance, please contact:

Contact: Gus Craig  
Domestic Event Logistics Specialist  
Phone: 02 8755 8812  
Email: [gcraig@agility.com](mailto:gcraig@agility.com)

## **Demonstrations on Stand**

Where an event or exhibition has demonstrations using portable electrical equipment, the Safety Manager must give special approval. Also, extra safety precautions must be taken to protect members of the public. These extra precautions must be complied with at all times or the demonstration will be stopped. A current permit to demonstrate must be held. These activities/displays include but are not limited to:

- welding or cutting equipment
- moving displays
- spray booths
- aerial acts
- inflatable structures
- physical activity or performance

For approval, please contact Natalie on (02) 9410 5902 or [nwalker@fia.org.au](mailto:nwalker@fia.org.au).

## **Dilapidation**

Exhibitors are responsible for the cost of making good, restoring or renewing any case of serious dilapidation to the Exhibition venue of any part thereof. Dilapidation includes (by way of examples only) marks caused to paintwork, bolt, and screw, nail holes etc. In their own interest exhibitors should satisfy themselves as to the condition of the sites both before erection and after clearance.

## **Drugs and Alcohol**

It is prohibited for any person undertaking work within BCEC to be under the influence of alcohol or illegal drugs.

In reference to the above, the possession, distribution or use of any illegal drug or alcohol at BCEC by contractors or workers is strictly prohibited and will be dealt with promptly.

## Electrical & Lighting

All 9sqm shell scheme stands will include 1x4amp power point and 2x150 watt adjustable spotlights. 4sqm stands in Start-up Alley will include 1x4amp power point and 1x150 watt adjustable spotlights

For any additional power or lighting requirements, please complete the [Power and Lighting order form](#).

No extension leads will be provided by Harry the Hirer, BCEC or FIA.

Stand lighting will be turned off at the conclusion of each day. Please advise the conference secretariat if there are any appliances on your stand that are not to be turned off.

See [Test and Tag](#) for important information.

The BCEC Safety Department reserves the right to demand removal from site any electrical equipment it deems to be non-compliant or any equipment considered suspect. The BCEC Safety Department can call upon internal specialists to assist when the circumstances require it.

All persons, using any electrical equipment must:

- Follow safe work practices at all times.
- Whenever possible, keep all electrical leads off the floor.
- Not allow any motorised equipment to drive over leads.
- Wear the appropriate personal protective equipment.

## Exhibition Opening Hours

The official opening hours of the 2020 exhibition are listed below and all exhibition stands must be manned during these hours:

Wednesday 26 February: 1.30pm - 7.30pm

Thursday 27 February: 7.15am - 4.00pm

Friday 28 February: 7.30am - 2.20pm

Non-conference delegates are invited to attend the exhibition free of charge during the following hours:

Wednesday 26 February: 1.30pm – 5.00pm

Thursday 27 February: 9.00am - 4.00pm

Friday 28 February: 9.00am - 2.00pm

They will have a different coloured lanyard for easy distinction.

## Exhibitor Registrations

Exhibitors will be issued with 2 complimentary Exhibition Registrations per 9sqm stand. Start-up Alley exhibitors will be issued with 1.

Complimentary Exhibitor Registrations include:

- Entry into the exhibition
- Afternoon tea & entry to the Welcome Reception on Wednesday
- Light Breakfast, morning tea, lunch and afternoon tea on Thursday
- Light breakfast, morning tea and lunch on Friday
- Conference Satchel (one per company only)

Additional Exhibitor Registrations cost \$75 for Wednesday and \$95 per day for Thursday and Friday, or \$265 for the full three days. These include entry into the exhibition and catering for the day(s).

**New for 2020:** each exhibiting company will be issued with 1 pass to attend conference sessions. This can be shared amongst staff. In addition, all exhibitors are welcome to attend plenary sessions. If session rooms are full, exhibitors are asked to give their seats up for paying delegates.

Exhibitors are invited to attend The Fundraisers' Gala and Awards dinner, where the winners of FIA's Awards for Excellence in Fundraising will be announced. The dinner is being held in the Plaza Terrace Room, Brisbane Convention and Exhibition Centre on Thursday 27 February 2020. Tickets can be purchased for \$185 each.

Please complete the [Exhibitor Registration Form](#) no later than **31 January 2020** to confirm your staff registrations and to purchase social event tickets.

Each company representative will have an official conference name badge. The pass must be worn at all times, and to gain access to the exhibition.

## Exhibitor Responsibilities

In the case where the exhibitor employs or contracts out the work on their stand (custom, shell or space only), making each stand its own separate workplace subject to all relevant laws and regulations.

Exhibitors may have a larger work health and safety duty than that pertaining in their workplace. They have duties and responsibilities to each contractor and sub-contractor they engage to work on their stand (including their own employees or sales persons) but more importantly a duty to any person who may come into contact with the stand. Exhibitors may become directly responsible for the safe use and maintenance of every element on their stand and its environs (ramping, stairs, wheelchair access, general safety of display items, moving parts of live displays etc) this will usually include the general public and/or visitor to the stand.

Exhibitors should ensure that the persons they engage to undertake work on their stand are competent and have undertaken a suitable and sufficient risk assessment for the work to be undertaken. Complex stands or structures may require the production of documentation to verify that the structure is safe to inhabit (Production of engineer's certificate, load capacity, installation as per manufacturer's directions).

Exhibitors must take reasonable steps, as far as is reasonably practicable to ensure the contractors are operating to a safe system of work, including access and egress to and from that stand.

The exhibitor has a duty to inform contractors of any specific risks associated with their activities that may detrimentally affect the contractor's workers whilst working on the stand.

## Exhibitor Services

FIA Conference related questions, can be directed to FIA staff and volunteers at the conference registration desk in the main foyer, or the FIA stand within the exhibition.

Venue and or service related questions can be directed to the *Exhibitor Services* desk which is situated in the concourse between Exhibition Halls 2 & 3. It is open during move-in, operational and move-out stages of the exhibition.

Services provided include:

- Audio Visual Services
- Computer/Internet services
- Convex Cards - in-house debit facility for all services
- Food & Beverage Services - Stand Catering
- Multi Exit car park passes
- Photocopying
- Rigging
- Stand Cleaning
- Stand supplies
- Utility services
- Stationery supplies
- Telecommunications hire

It is highly recommended these services are pre-booked to avoid additional charges. Please visit the [Exhibitor Portal](#) to order these services for your stand. Forms and payment required no later than 12 February 2020.

### **Exhibitor Services Order Forms**

[Exhibitor Services Portal](#)

## **First Aid**

In the situation where urgent first aid is required on the BCEC work site, then the BCEC Security team should be notified by contacting **(07) 3308 3035** or by use of the BCEC **in-house telephone by dialling 8**, which will be directed to the BCEC Security Control Room and assistance will be provided.

## **Fire Regulations**

All materials used in stand construction and decoration must be fire retardant and conform to Local Statutory Building Regulations.

The storage of any flammable liquids or fuel within the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel and be free of leaks.

Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

The use of LPG gas on stands shall comply with regulations available from the Centre.

## **Fire Proof Materials**

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non-combustible and inherently non-flammable material
- Durable flameproof fabric
- Self-extinguishing plastic
- Plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

## **Fire Hydrant and Hose Reel Cupboard Requirements**

All exhibits must provide clear access to fire-fighting equipment and be designed in accordance with the NCC and to the satisfaction of Centre management.

## **Naked Flames and Candles**

Proposals for the use of naked flame on stands must be submitted to the BCEC Management thirty (30) days prior to the commencement of the event. Naked flames include the use of cooking equipment, barbeques, heaters, candles, oil burners etc.

A candle is deemed to be any lit solid fuel item for example: wax candle, incense stick, sparklers.

If intending to use naked flames or candles, contact [Natalie Walker](#) for approval.

## **Food and Beverage**

All lunch, morning and afternoon teas will be served in the Exhibition area to ensure maximum flow of delegates to the exhibition.

## **Sampling**

Only BCEC Management and its representatives are entitled to bring into or provide or sell in the centre, food and beverages (whether alcoholic or not). If you would like to discuss options further please contact Natalie at FIA on 029410 5902 or [nwalker@fia.org.au](mailto:nwalker@fia.org.au)

## **On-stand Catering and Hospitality**

On-stand catering is a hospitality service provided by the Centre, which enhances the exhibitor's investment in the show by enticing guests to their stand and assists in entertaining key clients. On-stand catering options range from a coffee machine to snacks, lunches and cocktail parties.

Exhibitors should complete their on-stand catering order on the [Exhibitor Portal](#) no later than **12 February 2020**.

## **Exhibitor On-stand Catering Regulations**

Exhibitors or other persons cannot distribute, sell or give away any item of food or drink not supplied by the Centre to public or exhibition visitors, without written approval from the Centre.

In general, the Centre will have no objection to the provision by exhibitors of foodstuffs which demonstrate any plant or equipment forming part of the exhibition, or the product manufactured or supplied by the exhibitor.

Responsible Service of Alcohol regulations must also be adhered to. The Centre will monitor all distribution of alcoholic beverages to prevent any breaches of liquor licensing and will remove alcohol from any stand which does not adhere to the regulations. The Centre reserves the right to remove any food and beverage not authorised by the Centre.

## **Forklift and Material Handling**

Forklifts and drivers are available for hire from Agility Fairs and Events. Charges apply for forklift and driver. This service is available to all exhibitors and must be booked and paid for at least 48 hours prior to event build-up. Contractors are not permitted to operate BCEC forklifts.

All Forklift Operators shall, when required, present their Forklift Permit when asked to do so

All Forklift Operators shall wear seatbelts at all times when using Forklifts

All Forklift Operators shall be accompanied by a “Spotter” at all times when the Forklift is in use

Forklifts are to be stored outside Exhibition Halls at the end of each days “Bump In” / “Bump Out” period.

## Furniture

Exhibitors are responsible for organising their own furniture for their stand. **Harry the Hirer** is the official furniture supplier for the conference. You can view their full range of furniture on the [Online Exhibitor Portal](#) or contact:

Sébastien Bachellereau

Mobile: 0481 431 433

Phone: 02 9666 8699

Email: [sebastienb@harrythehirer.com.au](mailto:sebastienb@harrythehirer.com.au)

Website: <http://www.harrythehirer.com.au/>

Download the Harry the Hirer [furniture order form](#) here.

We suggest you consider the layout carefully before choosing furniture to avoid overcrowding and ensuring that delegates are able to move freely through your area.

**Furniture and all other exhibitor goods must remain within the perimeter of your booth for the duration of the exhibition. The organisers and venue staff will ask you to move any material that is outside your allocated space.**

## Walk on Furniture Packages

Walk on packages are available making your furniture selection and ordering even easier! Four packages are available for exhibitors to choose from.

[Click here](#) for form and more information.

## Health and Safety

All workers have a responsibility to take reasonable care for their own health and safety, the safety of others and to comply with legislative and Centre requirements. Workers must follow safe work practices and comply with any reasonable instruction given by Centre representatives.

Safety and security can only be achieved with the full cooperation of all staff and exhibitors.

## Hazard / Incident and Near Misses Reporting

If any worker becomes aware of a health, safety or environmental hazard or believes that their safety or the environment is being put at risk by the actions of other people, it should be reported to the FIA or BCEC Security immediately.

Report all incidents or near misses to the FIA or BCEC Security immediately, this allows for tracking and rectification of hazards and common problems.

All Security Officers are trained in first aid and can arrange further medical assistance, such as an ambulance, if required. The Security Officer will record the incident details and the persons involved must cooperate and provide necessary information.

## **Pedestrian Safety**

During the bump-in and bump-out of events, there is a large amount of moving plant and vehicle movement throughout the exhibition area and particularly on the Loading Docks, which makes it a hazardous workplace for pedestrians.

Therefore pedestrians should only enter the Loading Dock area when absolutely necessary and authorised to do so. When on the dock, pedestrians must exercise extreme caution, always wear high visibility clothing, never assume the forklift operator has seen them, and minimise the time spent on the dock as far as possible.

## **Dangerous Goods and Hazardous Substances**

Dangerous goods and hazardous substances may only be brought on site with approval from the Centre.

All dangerous goods and hazardous substances must be accompanied by a Safety Data Sheet (SDS) and be transported, stored and handled in accordance with the requirements of the SDS.

## **Personal Safety**

At all times the following minimum personal safety standards are expected during the bump-in and bump-out of events and at all times on the Loading Dock:

- Children under the age of 15 years are not permitted entry
- All persons must wear covered footwear, i.e. no thongs, sandals or open-toed shoes
- Nobody is to work while under the influence of drugs or alcohol

## **Insurance**

The Conference Secretariat will not be responsible for the safety of any articles brought into the Exhibition by the exhibitors, their representatives, agents or contractors, members of the public or any person whatsoever. Exhibitors should fully insure against all risks including Public Liability and Employers' Liability. The period of liability should be deemed to run from the time the Exhibitor and/or representatives conducting acts on their behalf, first enter the exhibition venue. It should continue until all of the Exhibitors property has been removed.

The Exhibitor should insure, indemnify and hold the Conference Secretariat harmless in respect of all costs, claims, demands and expenses to which the Conference Secretariat may in any way be subjected as a result of any loss or injury arising to any person (including members of the public, the staff of the Authorities, the Conference Secretariat or Exhibitors' staff, agents or contractors). This should also include damage to the exhibition venue, including carpets, pictures, fittings and exhibits, howsoever caused as a result of any act of default by the Exhibitor, his servants, agents, contractors or invitees. (In addition, Exhibitors may wish to take insurance for losses and wasted expenditure in the event of the conference or exhibition being abandoned or curtailed.)

An Exhibitor, and Custom Stand builders working on their behalf, shall produce certificates of insurance to the Conference Secretariat. The Conference Secretariat will not in any event be held responsible for any restrictions or conditions which prevent the construction, erection, completion, alteration or dismantling of stands for the entry, storage or removal of exhibits. Nor will they be responsible for the failure of any of the services normally provided at the exhibition venue, or for the cancellation or part opening of the exhibition. The Conference Secretariat will not be liable for any amendments or alterations to the FIA Conference 2020 Terms & Conditions of Contract caused by circumstances not under their control.

***We would ask you to please provide a copy of your Public Liability coverage by 31 January 2020. Public liability insurance should include coverage of no less than \$10million.***

## **Lead Retrieval Scanners**

Exhibitors will be provided with lead retrieval scanners for the duration of the conference as a tool to generate leads while exhibiting.

The scanner is a small, battery-powered barcode reader that is approximately the size of a keychain. Everyone attending the conference will have a barcode on their name badge. Simply scan the badge of each person who visits your stand.



Following the event, scanners are collected, the data is uploaded to a secure site and is then emailed out to each exhibitor. These are very simple and quick to use when talking to delegates and save on the data entry post conference.

## **Loading Dock Details and Access**

See [Deliveries / Freight & Loading Dock](#) for more information.

## **Onsite Assistance**

FIA staff and volunteers will be available at the conference to assist with any queries you have. Please visit the Registration Desk, or the FIA stand for assistance.

## **Pharmacy**

The closest Pharmacy is Chemmart Pharmacy, 189 Grey Street, South Bank, QLD 4101. Phone: 07 3846 6091 Website: [www.chemmart.com.au](http://www.chemmart.com.au)

## **Post Office**

The nearest Post Office is located at 75-77 Russell Street, South Brisbane, Telephone: 07 3844 6317.

## **Public Attendance**

The general public will NOT be allowed to attend the FIA Conference and Exhibition. All attendees will need to be registered delegates, speakers, exhibitors or sponsors. In 2020 personnel from the charity and not-for-profit sector who are not attending the full conference as a delegate will be invited to attend the exhibition during opening hours only. They will still need to be registered to gain entry.

Representatives from non-exhibiting companies that supply to the fundraising sector are not permitted to sell or promote their goods or services within the Conference or Exhibition. If you are aware of someone selling or promoting their goods or services, please let one of the conference staff know via the registration desk or FIA Stand.

## **Reporting Hazards and Unsafe Work Practices (including a Near Miss)**

If any worker becomes aware of a health, safety or environmental hazard or believes that their safety or the environment is being put at risk by the actions of other people, it should be reported to the FIA or BCEC Security immediately.

To report an incident or hazard, phone BCEC Security – Dial 8 from any in-house telephone, or dial 07 3308 3035 from a mobile phone.

All Security Officers are trained in first aid and can arrange further medical assistance, such as an ambulance, if required. The Security Officer will record the incident details and the persons involved must cooperate and provide necessary information.

BCEC will document any hazard, unsafe work practice or near miss and the BCEC management will take appropriate action with regards to the incident.

## **Safety Vests and Enclosed Footwear**

High visibility vests and enclosed footwear must be worn during the construction, bump-in and bump-out of events (i.e. no thongs, sandals or open toed shoes).

Exhibitors and contractors will not be allowed entry to the exhibition floor unless closed toed shoes and safety vests are worn.

## **Satchel Inserts**

If you have booked a satchel insert, you will need to have a sample or mock-up of the insert approved by the Conference Secretariat before it can be included. Please send a sample or mock-up by no later than **10 January 2020** to:

Natalie Walker  
Executive Manager - Conference and Events  
Fundraising Institute Australia  
PO Box 642  
Chatswood NSW 2057  
[nwalker@fia.org.au](mailto:nwalker@fia.org.au)

We will require 1,000 inserts to be sent directly to Premium Group. Satchel inserts must be delivered no later than **31 January 2020** using the [satchel insert delivery label](#) at the end of this manual. If your inserts are not received at Premium Group by 31 January 2020 we cannot guarantee they will be included in the satchel.

If you would like to book an insert, please contact Natalie on 02 9410 5092 or [nwalker@fia.org.au](mailto:nwalker@fia.org.au)

## **Smoking Policy**

BCEC is a non-smoking venue. Smoking within the venue is not permitted. A designated smoking area is available on the external Plaza Terrace. Guests may smoke outside the venue keeping five metres clear of entry and exit doors.

The State of Queensland considers electronic, e-cigarettes, e-cigars and vape pens to be treated under the same regulations that apply to normal cigarettes. On the spot fines apply to users of these devices within the building or within five metres of entry and exit doors.

## **Social Events**

Exhibitors are welcome to attend The Fundraisers' Gala Awards Dinner on Thursday 27 February 2020. The dinner will be held in the Plaza Terrace Room, Brisbane Convention & Exhibition Centre. Tickets can be purchased for \$185 each. Please complete the [Exhibitor Registration form](#) to book.

## Stands requiring additional safety precautions

Should your exhibit feature any of the items listed below please contact FIA for further information on the safety steps you may need to take, or written approvals that you may need to gain:

- A second storey
- A solid ceiling or roof area more than 18 square metres.
- A structure more than 2.4 metres high.
- A motor vehicle.
- Dangerous Goods as listed in the Dangerous Goods (Storage and Handling) Regulations 2000.
- A discharge of noxious waste.
- LPG gas.
- A cylinder containing compressed gas.
- A naked flame (e.g. a candle).

## Storage

As limited on site storage facilities for packing materials and boxes are available, it is recommended that exhibitors keep packing materials to a minimum.

Exhibitors may not leave boxes and packing material in the Exhibition Display Area during the event.

Agility can assist with offsite storage for large items if required. Contact:

### Agility Fairs & Events

Contact: Sebastian Bufalino

Phone: 07 3308 3385

Mobile: 0419 612 895

Email: [agility@bcec.com.au](mailto:agility@bcec.com.au)

## Testing and Tagging

All portable electrical equipment, appliances and leads used on Bcec site must be tested & tagged in accordance with legislation and AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment.

Any electrical equipment found to be untagged must be tested & tagged or removed from Bcec site immediately. New equipment need not be inspected or tested but must be tagged with the re-test date prior to introduction to service as per AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment

**Please ensure all of your electrical equipment is tested and tagged prior to the conference.**

**We thank you for your support and participation in the 43<sup>rd</sup> Fundraising Conference 2020. The 2021 Conference will be held at the Melbourne Convention & Exhibition Centre from 24-26 February 2021.**

***We wish you every success with your exhibition and hope to see you again in 2021.***

For all enquiries and feedback, please contact Natalie Walker on 02 9410 5902 or [nwalker@fia.org.au](mailto:nwalker@fia.org.au)