

IT'S YOUR CONFERENCE

FIA CONFERENCE 2022

YOUR PASSION • YOUR PEOPLE • YOUR PLACE



45th FIA Conference
2 - 4 June 2022

International Convention Centre (ICC)
Darling Harbour, Sydney

www.fiaconference.org.au

EXHIBITOR MANUAL



Fundraising Institute Australia

ABN: 51 943 541 450

PO Box 642, Chatswood NSW Australia 2057

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Exhibitor Checklist and Forms

Description	Due Date	Submission	Form
Exhibitor Information form Includes: <ul style="list-style-type: none"> Company profile 	14 April 2022	Compulsory	Download form
Delegate Notebook Adverts	14 April 2022	Optional	Download specs
Satchel Insert – mock up or sample	14 April 2022	Optional	-
Balance of account due	6 May 2022	Compulsory	-
Public liability insurance certificate of currency (<i>minimum of 10mil coverage required</i>)	6 May 2022	Compulsory	Email to: training@fia.org.au
Exhibitor Registration form (<i>incl. Social Functions</i>)	6 May 2022	Compulsory	Download form
Custom Stand Design	6 May 2022	Compulsory for custom stands	Download form
Walk on package Furniture order	6 May 2022	Optional	Download form
Stand sign confirmation (Harry the Hirer)	6 May 2022	Compulsory	Download form
Furniture order (Harry the Hirer)	6 May 2022	Optional	Online booking
Additional Lighting or Power (Harry the Hirer)	6 May 2022	Optional	Download form Online booking
Audio Visual order (Harry the Hirer)	6 May 2022	Optional	Download form Online booking
Satchel inserts delivered	6 May 2022	Optional	Download form
Freight, Transportation		Optional	Deliveries
ICC Delivery label	Compulsory for all deliveries		Download Form
Exhibitor Services (ICC)	18 May 2022	Optional	Exhibitor Services Portal
On-stand Catering (ICC)	18 May 2022	Optional	Exhibitor Services Portal
Induction (ICC) – video for all exhibitors	18 May 2022	Compulsory for all exhibiting staff	Safety and Security ICC Sydney

Induction (ICC) – contractors	18 May 2022	Compulsory for contractors/custom stand builders	Details to come
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Contacts List

Conference Secretariat

Fundraising Institute Australia
 Suite 202, Level 2, 12 Help Street
 CHATSWOOD NSW 2067
 Web: www.fiaconference.org.au

Contact:

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

Leah Read
 Senior Events Coordinator
 Phone: 02 9411 6644
 Email: training@fia.org.au

Venue

International Convention Centre (ICC)
 14 Darling Drive
 Sydney, NSW 2000
 Website: www.iccsydney.com.au

The Exhibitor Services Department

Phone: 61 2 9215 7373
 Email: exhibitionservices@iccsydney.com
 Website: www.iccsydney.com.au

Stand contractor - including furniture and equipment hire

Harry the Hirer
Hillary Hayden Account Coordinator Exhibitions
 Phone: 0422 845 300 / 02 9666 8699
 Email: hillaryh@harrythehirer.com.au
 Website: <http://www.harrythehirer.com.au/>

Freight / Logistics

Please use the ICC delivery label for all freight being brought to the venue by courier. See [deliveries](#) for important information related to bump-in and freight.

IMPORTANT

Emergency First Aid & Medical

A fully equipped first aid centre is located at the ground level of the convention centre. Additional first aid rooms are located on level two of the exhibition centre, ground floor back of house of the Theatre and level two of the Theatre. These rooms are manned during event operational hours.

ICC Sydney security and risk personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. In the event of a medical emergency, the venue's first aid attendants will be on hand to implement procedures and contact external agencies as required.

Evacuation Procedures

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

ICC Sydney has an Emergency Response Plan in the event of medical, weather, fire and smoke and other exigencies. It is updated regularly and drills are conducted annually. A trained Emergency Response Team will lead the implementation of all procedures. Event organisers are briefed on emergency procedures pre-event.

To report an emergency or incident, call +61 2 9215 7660.

In the event of an emergency, one of two alarms may sound:

- Alert alarm – **“Beep! Beep! Beep!”**

This is a warning alarm to notify everyone of a possible emergency. If it sounds, please stand by for further instructions.

- Evacuation alarm – **“Whoop! Whoop!”**

This alarm means all occupants must evacuate. When it sounds, wardens will direct everyone to leave via the nearest exits quickly but calmly, and assemble at the nearest evacuation point where they are to remain until ICC Sydney staff advise that it is safe to return.

Please see the [Evacuation Map](#).

Advertising

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

If you wish to advertise please contact doconnor@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 6 May 2022.

ICC: ICC Sydney requests full payment of accounts for operational services such as but not limited to food and beverages, telecommunications, and cleaning before services can commence.

Animals

With the exception of assistance dogs, persons must not bring any animal into ICC 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.

ICC Sydney welcomes assistance animals such as guide dogs, as defined in the Companion Animals Act 1998 (NSW).

Audio Visual

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

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

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 ICC while affected by alcohol or any other substance.

Banking

The following major banks are located near the ICC Sydney:

- Commonwealth Bank of Australia
Shop C4 Darling Walk, 1 Harbour Street
Sydney NSW 2000
Phone: 02 9120 4910
- St George Bank
Corner George Street and Ultimo Road
Haymarket NSW 2000
Phone: 13 33 30
- Westpac
671-675 George Street
Sydney NSW 2000
Phone: 02 8217 0300

Balloons and Helium

Helium balloons can be used as fixed features of an exhibit, event display or as table decoration. Due to the complexity and cost of retrieving balloons trapped in overhead spaces, removal charges may apply.

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

Banners and Rigging

ICC can assist with your rigging enquiries. To arrange a quote, please download the below form: ICC: [Banner Hanging and Rigging Order Form](#).

Best Stand Awards

The Best Stand Awards for exhibitors will once again be run in 2022.

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 2.30pm Saturday 4 June. Winners of both award categories will be announced during lunch on Saturday and an article on the winners will be included in a following issue of FIA e-bulletin.

For further information contact:

Dominic O’Connor

Event & Sponsorship Manager

doconnor@fia.org.au

02 9410 5921

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 **6 May 2022**. 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 [Gary Farmer](#) on 02 9666 8699 / 0439 491 800 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. Flush walling constructed using white PVC attached to a flush wall frame system. 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 energy efficient spotlights are supplied per 9sqm stand. 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 Gallery 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 **6 May 2022** 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 [Gary](#) at Harry the Hirer on 02 9666 8699 / 0439 491 800 for more information.

Bump-in Schedule

Friday 3 June 2022	
Entrance for Custom Stand Builders only	7.00am – 12.00pm
Exhibitor Bump-in	12.00pm – 1.30pm
Stands to be completed	1.30pm
Exhibition hall opens	2.10pm

If your custom stand builder requires more time, please contact [Natalie Walker](#) 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.

It is recommended that you send all freight directly to ICC using their delivery label above. Couriers must be booked into the ICC loading dock schedule at [Loading Dock Booking | ICC Sydney](#).

See [deliveries](#) for important information related to bump-in and freight.

All exhibitors must have completed their stand set-up by 1.30pm on Friday 3 June to allow the area to be cleaned in time for the Exhibition to open at 2.10pm.

Bump-Out Schedule

Saturday 4 June 2022	
Afternoon Tea in exhibition	3.30pm – 4.00pm
Exhibitor Bump-out	4.00pm – 5.00pm
Stand Dismantling	5.00pm

Exhibitor bump-out will begin at 4.00pm on Saturday 4 June 2022 at the conclusion of lunch. All persons in the exhibition hall from this time must wear a safety vest and have closed toed shoes. See [Safety Vests](#) for more information.

We encourage you take your materials with you at bump out.

However, if you need to do so via a courier, please arrange for your courier company to collect from the ICC loading dock on Monday, 6 June between 9am & 2pm. The address you need to give your courier is **International Convention Centre Sydney, Convention Centre Loading Dock, 14 Darling Drive Sydney NSW 2000**

Anything you need collected please pack up using the delivery label provided by your courier company and leave your freight on your stand for collection by the team at ICC. Your freight will be stored until Monday when it needs to be collected from the loading dock.

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

Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material must be packed up ready to be collected by ICC Sydney porter staff by 5.30pm Saturday 4 June 2022.*** Goods not collected will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by FIA or ICC for the return of these goods.

[See delivery label](#)

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 notebook are available. Please contact Dominic O'Connor on 02 9410 5921 or doconnor@fia.or.au for more information.

Car Parking

ICC Sydney operates two 24 hour car parking stations with a total of 826 parking spaces including 8 disabled parking bays, 25 motorcycle parking spaces, 50 bicycle racks and 20 electric car charge spaces.

The entrances to the car parks can be easily found by heading south along Darling Drive. Signage will assist and indicate how many bays are available or if the car park is full.

For convenience, one car park is located beneath the exhibition centre and the second is located next to the main theatre. Both car parks have a height restriction of 2.1 metres, are controlled by auto pay machines and provide convenient lift access to the venue.

The Darling Harbour precinct has a further 9 car parking stations that are a short walk from ICC Sydney. Many of these offer special early bird and weekend rates.



For more information, please visit <http://darlingharbour.com/getting-here/>.

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 on a regular basis by the ICC Sydney team. Exhibitors are responsible for the cleaning of their individual stands. The ICC Sydney does however offer a stand cleaning service to exhibitors at the exhibitor's expense.

If you require additional cleaning on your stand, please complete the [Cleaning Services Order Form](#). This form must be returned **no later than 14 days prior to your event**. Alternatively, visit the [Online Exhibitor Service Centre](#).

Cloak Room

ICC has cloakroom facilities to assist with storing personal items. The closest cloakroom is located on the Ground Floor foyer at ICC, near the Sofitel hotel entrance.

Communications

The ICC 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

ICC Sydney offers free Wi-Fi services. Coverage extends throughout the venue. The complimentary service is suitable for email, social media and basic internet browsing. This is not suitable for streaming video such as Skype.

Premium service and event specific network services for clients and exhibitors can be requested by completing the [Internet Services Order Form](#) or visit the [Online Exhibitor Service Centre](#). Custom solutions can be tailored to suit the event needs by working with ICC Sydney event ICT services team. The venue does not allow the use of wireless access points other than the venue fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found to be causing interference.

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 **14 April 2022**. To request a copy of a previously used profile, please contact training@fia.org.au or phone 02 9411 6644.

Competitions and Gaming Regulations

Exhibitors conducting competitions on their stands should familiarise themselves with the laws relating to lotteries and games of chance in New South Wales. Please [click here](#).

Conference App

All sponsors and exhibitors will have a profile in the conference app. Please complete the [Exhibitor Information form](#) no later than **14 April 2022** with the information to be uploaded.

Conference Rooms

There will be 6 breakout rooms being utilised for the 2022 FIA Conference and all are within ICC Sydney. There is only one entrance and exit to the exhibition and it is marked on the floorplan.

Contractors

Contractors and exhibitors who are conducting high risk activities will be required to do an induction. High risk activities include active building, working from height etc. For details on how to do this, please send full name, position, contact email and phone number to Inductions@iccsydney.com to be set up in the system.

The dress code for contractors is to be adhered to at all times when in the venue. Information about the contractor dress code is provided in the ICC Sydney induction.

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 ICC Sydney 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

ICC Sydney has established a Contractor Performance Evaluation (CPE) process and will conduct checks onsite. This aims to ensure that contractors maintain the appropriate standards while working at ICC Sydney.

CPE criteria include:

- Quality system compliance
- WHS and environmental compliance
- Incidents (including dangerous occurrences) and near misses
- Feedback from exhibitors, clients or ICC Sydney staff.

The ICC Sydney requests all contractor shirts, jackets, vests, jumpers etc. have a clearly identifiable company name or logo. High visibility items are to comply with Australian Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests are to be worn over a polo shirt, t-shirt or long sleeved garment. Offensive slogans or images are not permissible.

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.

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 WH&S policies

Please upload the above details on the [Custom Stand form](#) by **6 May 2022**.

Dates and Times

Key dates and times for FIA Conference 2022:

Thursday 2 June 2022	
9.00am - 3.00pm	Masterclasses
3.30pm – 5.30pm	Opening Plenary
5.30pm – 7.30pm	Welcome Drinks

Friday 3 June 2022	
7.00am	Stand Build (contractors only)
8.00am – 9.00am	Session 1
9.10am - 10.10am	Session 2
10.10am – 10.30am	Morning Tea
10.30am - 11.30am	Session 3
11.40am – 12.40pm	Session 4
12.00pm - 1.30pm	Exhibitor Bump-In
12.40pm - 1.10pm	Lunch
1.10pm – 2.10pm	Plenary
2.10pm - 3.30pm	Expo showcase + Expo opening
3.30pm - 4.30pm	Session 5
4.30pm – 6.00pm	Happy Hour in exhibition hall
Saturday 4 June 2022	
7.30am – 4.00pm	Expo Open
7.30am – 8.30am	Networking & breakfast in exhibition hall
8.30am – 9.15am	Plenary session
9.25am - 10.25am	Session 6
10.25am – 11.00am	Morning tea in exhibition hall
11.00am - 12.00pm	Session 7
12.10pm – 1.10pm	Session 8
1.10pm – 2.30pm	Lunch in exhibition hall
2.30pm – 3.30pm	Session 9
3.30pm - 4.00pm	Afternoon Tea in exhibition hall
4.00pm – 5.00pm	Exhibition bump out
4.00pm – 5.00pm	Closing plenary session
7.00pm – late	Gala Awards Dinner

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 as listed above.

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 2.10pm – 4.30pm Friday and 8.00am – 4.00pm Saturday so it is important that stands are manned at all times and not just during delegate breaks.

Delegate Engagement

FIA are working on a range of incentives to assist with delegate engagement. Full details will be provided shortly and include things such as:

- Pre-conference marketing
- How to manage lead generation via the conference app
- Passport competition (or similar)

Deliveries, Freight & Loading Dock

Deliveries

- **Pre-show:** It is recommended exhibitors use the [ICC delivery label](#) to ensure all their freight is delivered to their stand. To assist with bump in, we encourage you to bring materials with you. However, if you need to send materials via courier, please use the attached delivery label and organise for your freight to arrive at ICC Sydney between Thursday 2 June (7am – 4pm) and Friday 3 June 2022 (7am – 11am). Remember that the exhibition opens to delegates at 2.00pm so take this into consideration if you are getting your freight delivered on Friday morning. Materials sent prior to this will be turned away, unless you have made alternative arrangements via another courier.
- Please ensure you include your stand number on the delivery label to ensure the team at ICC know where to deliver your freight. If you are unsure of your stand number please check our [website](#) or email training@fia.org.au with any questions you may have.
- Please ensure your freight is booked into the dock scheduling via [Loading Dock Booking | ICC Sydney](#)
- All deliveries must be clearly marked using the official conference delivery label – [Delivery Label](#)
- **Post-show Saturday, 4 June 4.00pm – 5.00pm:** We encourage you take your materials with you at bump out.
- However, if you need via a courier, please arrange for your courier company to collect from the ICC loading dock on Monday, 6 June between 9am & 2pm.
- The address you need to give your courier is International Convention Centre Sydney, Convention Centre Loading Dock, 14 Darling Drive Sydney NSW 2000
- Anything you need collected please pack up using the delivery label provided by your courier company and leave your freight on your stand for collection by the team at ICC. Your freight will be stored until Monday when it needs to be collected from the loading dock.
- Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material must be packed and ready for collection by ICC Sydney porters by 5.30pm Saturday 4 June 2022.*** Goods not packed up will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by the FIA or ICC for the return of these goods.

Delivery Labels

A delivery label must be affixed to each item sent to ICC. 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: Gallery

Stand name:

Stand number:

Total number of items:

Item number:

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

Loading Dock

The loading dock is managed and controlled by ICC. All deliveries/pick-ups must have a vehicle time slot booking made in advance of arrival. Vehicles may not be accepted into the docks if no booking is made. To make a booking, please complete the [Loading Dock Booking Form](#).

Access to the FIA Exhibition will be via:
Convention Centre Loading dock
ICC
Darling Harbour Drive
Sydney NSW 2000

Access is via a slip-lane from the south bound lane on Darling Drive. A vehicle inspection check point with a boom gate is located at the bottom of the ramp on Darling Drive. All vehicles must be given permission to proceed. The exhibition hall can be accessed via a 5.6 metres wide x 4.5 metres high loading dock door.

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 and for the permit form, please contact Natalie on (02) 9410 5902 or 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

Possession, distribution and/or use of any illegal drug or alcohol by contractors, workers, or staff undertaking work within the venue is strictly prohibited, against the law, and will be dealt with promptly.

Exhibitors must ensure that their staff or workers are not under the influence of drugs or alcohol at any time.

Some prescribed or over-the-counter medications may cause drowsiness and affect the ability to work safely. Advice on any side effects should be sought from the prescribing doctor or pharmacist prior to undertaking any task at ICC Sydney.

Those considered to be under the influence of drugs, alcohol or other substances that, in the opinion of ICC Sydney, constitute a danger to themselves or others will be required to leave the venue.

Electrical & Lighting

All 9sqm shell scheme stands will include 1x4amp power point and 2x150 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, ICC 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.

Exhibition Opening Hours

The official opening hours of the 2022 exhibition are listed below and all exhibition stands must be manned during these hours:

Friday 3 June: 2.10pm - 6.00pm

Saturday 4 June: 7.30am - 4.00pm

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

Friday 3 June: 2.10pm – 4.30pm

Saturday 4 June: 7.30am - 4.00pm

They will have a different coloured lanyard for easy distinction.

Exhibitor Registrations

Exhibitors will be issued with 2 complimentary Exhibition Registrations per 9sqm stand.

Complimentary Exhibitor Registrations include:

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

Additional Exhibitor Registrations cost \$70 for Thursday Welcome Reception, \$70 for Friday and \$95 Saturday per day, or \$190 for both Friday and Saturday. These include entry into the exhibition and catering for the day(s).

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 Parkside Ballroom, International Convention Centre Sydney on Saturday 4 June 2022. Tickets can be purchased for \$185 each.

Please complete the [Exhibitor Registration Form](#) no later than **6 May 2022** 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 on the ground floor, or the FIA stand within the exhibition.

Venue and or service-related questions can be directed to the Customer Service Desk on the ground floor, next to the FIA registration desk. It is operated by ICC Sydney staff.

Order forms can be accessed via the [exhibitors' page](#) on the venue's website.

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 **18 May 2022**.

First Aid

A fully equipped first aid centre is located at the ground level of the convention centre. Additional first aid rooms are located on level two of the exhibition centre, ground floor back of house of the Theatre and level two of the Theatre. These rooms are manned during event operational hours

Fire and Safety Regulations

Fire extinguishers, manual fire pull stations, fire hose connections and automated external defibrillators (AED's) may not be obstructed at any time. Similarly stairs, escape paths and emergency exits should remain clear.

All staff members working at the show, are required to watch the ICC [safety & security video](#) prior to the conference so they are aware of the buildings emergency procedures and all requirements.

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

ICC Sydney's permission is required for the use of naked flames or candles. Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. Make sure naked flames are safely positioned and cannot be knocked over or come into contact with any person or flammable item. A fire extinguisher is required on the stand or booth and ICC Sydney may place a limit on the number of candles.

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

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 ICC 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

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 **18 May 2022**.

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.

ICC Sydney's permission is required to cook food on a stand or booth or as part of a demonstration. Please complete and return the [Cooking Permit Form](#).

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

The use of forklift trucks and heavy mechanical lifting equipment is restricted to the exhibition organiser's official general contractor and their agents. No other company will be permitted to bring a forklift or mechanical lifting equipment to site.

Only ICC Sydney approved licenced and experienced forklift drivers may operate forklifts at the venue. Forklifts and pallet jacks are not allowed on carpeted areas of the ICC Sydney such as the ballroom and foyers.

ICC Sydney approved forklift drivers include the appointed main event contractor, the appointed freight forwarder for an exhibition and ICC Sydney staff. Additional third party are subject to approval.

Forklift drivers must be licensed, wear seatbelts at all times and drive safely. The maximum speed limit for forklifts is 5km/h. To comply with noise restrictions, forklifts operating between 11pm to 7am are to be fitted with a Broadband pulse acoustic signal – sometimes referred to as a quacker or woosher – with a range of frequencies.

Each forklift shall have a trained/competent spotter wearing a safety vest to guide and escort the forklift in exhibition halls and dock areas at all times.

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:

Harry the Hirer
Hillary Hayden, Account Coordinator Exhibitions
Phone: 0422 845 300 / 02 9666 8699

Email: hillaryh@harrythehirer.com.au
Website: <http://www.harrythehirer.com.au/>

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. All staff members working at the show, are required to watch the ICC [safety & security video](#) prior to the conference so they are aware of the buildings emergency procedures and all requirements.

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 ICC Security immediately.

Report all incidents or near misses to the FIA or ICC 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 2022 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 6 May 2022. Public liability insurance should include coverage of no less than \$10million.

Lead Retrieval through the FIA Conference App

Exhibitors will be given access to the FIA conference app which includes a lead retrieval scanner to be used during the conference as a tool to generate leads while exhibiting.

Everyone attending the conference will have a barcode on their name badge. Simply scan the name badge of each person who visits your stand.

Following the event, the data is uploaded to a secure site and is then emailed out to each exhibitor. The conference app is easy to navigate and a great tool to use while at the 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 Guardian Pharmacy (Harbourside Shopping Centre, Darling Harbour, 431/2-10 Darling Dr, Sydney NSW 2000).

Post Office

The nearest Post Office is located at 39-41 York Street, Sydney.
Telephone: 1300 780 339.

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 2022 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 ICC Security immediately.

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.

ICC will document any hazard, unsafe work practice or near miss and the ICC 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 **14 April 2022** to:

Natalie Walker
Executive Manager - Conference and Events
Fundraising Institute Australia
PO Box 642
Chatswood NSW 2057
nwalker@fia.org.au

Details of the delivery and quantity required will be sent to organisations with inserts booked closer to the event.

If you would like to book an insert, please contact Dominic on 02 9410 5921 or doconnor@fia.org.au

Smoking Policy

ICC Sydney – including all indoor and outdoor spaces - is a no-smoking zone. This applies to use of electronic cigarettes and vaporisers. All requirements outlined in *Smoke-free Environment Act 2000* and the *Smoke-free Environment Regulation 2016* apply.

Social Events

Exhibitors are welcome to attend The Fundraisers' Gala Awards Dinner on Saturday 4 June 2022. The dinner will be held in the Parkside Ballroom, International Convention 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.

Testing and Tagging

It is a legal requirement in all temporary Exhibition work sites that all electrical equipment be tested and tagged in accordance with the NSW Work Health and Safety Regulations and Australian Standards. This applies to all contractors working on site and exhibitors who bring in electrical leads and appliances for their stands during exhibitions.

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 45th Fundraising Conference 2022. The 2023 Conference will be held at the Melbourne Convention & Exhibition Centre from 22-24 February 2023.

We wish you every success with your exhibition and hope to see you again in 2023.

For all enquiries and feedback, please contact Natalie Walker on 02 9410 5902 or nwalker@fia.org.au