

MindBodySpirit

inspirational events since 1977

Wellbeing FESTIVAL



EXHIBITOR MANUAL

OLYMPIA LONDON
15 - 18 APRIL 2022

2022



Welcome back! It's fantastic to have you all with us for the Mind Body Spirit Wellbeing Festival as it celebrates its 45th anniversary.

In a post-covid world we are seeing a huge appetite from our established visitors and a huge awakening of the wider public to the benefits of living a mind, body, and spirit connected life.

We would like to wish you a successful show and if you have any questions, we are here each step of the way, to ensure the whole process of exhibiting is as easy, enjoyable and rewarding for you as possible.

Team MBS

MindBodySpirit
inspirational events since 1977

Wellbeing
FESTIVAL



Plastics and the Festival

The MBS Wellbeing Festival is respectfully asking our exhibitor family to work with us to reduce the festivals plastic footprint.

“There is currently a plastics patch twice the size of Texas floating in the Pacific”

“Plastic pollution is destroying marine life, entering the food chain and ultimately our bodies...”

“Almost 400 million tonnes of plastic are globally produced - equivalent to the weight of the entire human population - and only about 10% of that is recycled.”

Non-Recyclable single use plastic bags are the biggest problem that we can address together.

All it takes is the will and the intention to make change.

It's not going to happen overnight but we are committed to being part of the solution and not the problem.

Exhibitor Offer

Order official Tote Bags for your stand, only
£1.10 + VAT to retail at the festival for £2.50.*

*minimum order 75 bags.





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Event Policy Statement

We, Mind Body Spirit Festival Ltd, take our responsibilities as laid down in the Health & Safety at Work etc Act 1974 very seriously and it is vital that exhibitors and contractors do the same. The person with overall responsibility for health and safety at the event is Joshua Roberts, MD.

Current legislation applies throughout the build-up, open and breakdown periods of the event, as does the eGuide (Guidance for Working at UK Exhibition Venues).

As organisers, it is our policy to manage the Mind Body Spirit Festival in accordance with the above as far as is reasonably practicable and this section has been produced to provide exhibitors and contractors with clear, simple suggestions for understanding and complying with health and safety procedures on site.

Mind Body Spirit Festival Ltd has appointed a Health & Safety Consultant Julian Greenhalgh for the event. They reserve the right to impose any necessary measures to ensure safe build-up, open and breakdown periods and will be based on site in the organiser's office. In case of queries before the event, Julian can be contacted by emailing, info@mindbodyspirit.co.uk FAO Julian Greenhalgh. First aid and security facilities will also be provided on site. A multi-lingual floor safety booklet which aims to address the key issues encountered during build-up and breakdown has been produced by the venue. This will be available from the organiser's office on site and in advance of the event on request.

Some of the key risk areas are outlined overleaf, but it is vital that:

- 1) Every exhibitor undertakes their own risk assessment for their activities on site
- 2) Every exhibitor completes and returns the health & safety declaration form to the organisers by the due date and before arriving on site. This states that you have fulfilled your legal obligations. Failure to return this form could render your company directors liable to prosecution in event of an incident
- 3) Non shell scheme exhibitors obtain a separate, suitable and sufficient risk assessment and method statement from their principal contractor

IMPORTANT CHANGES TO H&S AT EXHIBITIONS: As of April 2015 the Health and Safety Executive have introduced CDM regulations (Construction (Design & Management)) Please see page 17 for the full breakdown.



Frequently Asked Questions

What comes with the stand, is furniture or electricity provided?

- The stand is a shell scheme fully carpeted construction.
- Furniture and electricity are not provided; you can either bring your own furnishings or hire them as you can do so with the electricity. Click here to order your electricity: www.xaveight.com
www.xaveight.com > Online ordering > Exhibition: Mind Body Spirit London > Password MBS2022

When can I breakdown the stand?

- You can build your stand on Thursday 14 April 2022 from 10.00 - 18.00 and breakdown your stand from 18.00 on Monday 18 April 2022.

Is there car parking provided?

- All car parking is chargeable at Olympia. Please visit www.olympia.london/visiting/parking/book-parking for more details and to pre-book.

I have an over height vehicle, where can I park?

- Vans and Lorries can book a parking space in the Motorail which has a height restriction of 4m. If this is changed we will advise closer to the show.

Do I need insurance cover for the event and if so where do I get it from?

- Yes, you will need £5,000,000 Public Liability Insurance to Exhibit at the Olympia. Firstly, check your existing insurance policy as it may already cover it. If not you will require insurance in order to take part in this event. Please see page 9 of the manual for guidance.

I have quite a lot of products/shelving on my stand is it ok to build into the aisles?

- All components and parts of your stand must be contained within your designated shell scheme stand area and you cannot build into the aisles due to health and safety regulations.
- We also ask all exhibitors to be mindful of each other and not obstruct/block neighbouring exhibitors by having too many staff in the aisle or encroach on fellow exhibitors' stand space.
- As per the eGuide Emergency Gangways must be kept clear.

Can you recommend any local hotels?

- There are various hotels in different price brackets around Olympia, and the surrounding area. We would recommend booking early to get the best prices and before all hotels are booked. Please find hotels here: <https://olympia.london/visiting/accommodation>

Where do I get my exhibitors passes from and how many can I have?

- Exhibitors will receive their exhibitor passes and guest tickets via email 2 weeks before the festival. The exhibitor passes will need to be exchanged for a wristband at the festival and the guest tickets will allow free entry to one day of the festival.
- All passes are given in relation to the size of the stand and staff needed to man them. This is calculated on a square meter-age system.
- All passes must be worn by staff working on the stand only.
- Four complimentary tickets are available for friends and family.

How do I secure my posters and banners?

- We supply, on build up day, strong double sided velcro free of charge on the exhibitor move in desk.

Where is the festival?

- It is situated at Olympia Grand, Olympia London. Please see a site map in the Venue Section on pages 23 and 24 for information on the venue.

Can I leave my products on my stand at night?

- Yes you can. However, your products are left at your own risk, hence we advise you to check with your insurance policy for suitable cover. We take all the measures we can in providing you with a safe and secure venue, with 24 hour security guards in place. If you would like a lockable cover, you can hire these through our contractors Xav8, please see page 9 for ordering.



Important Dates & Deadlines

Payment Dates:

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| 3 July 2021 | 30% Deposit |
| 13 September 2021 | 40% Payment (Any booking after this date will be required to pay a 70% Deposit) |
| 17 January 2022 | All stand payment should be paid |
| To make a payment, please pay via your invoice email, make a payment over the phone with us on 07547 240854 or make a payment to our account: | |
| Mind Body Spirit Festival Ltd | |
| SC: 30-94-65 Acc: 30693868 | |
| BIC/SWIFT: LOYDGB21025 IBAN: GB26LOYD30946530693868. | |

Pre Festival

| | |
|--------------|--------------------------------------------------------------------------------------|
| 4 March 2022 | Risk Assessment & Special Licenses |
| 1 April 2022 | Electricity & Furniture deadline (Discounted rate if booked before 18 March 2022) |

Exhibiting at Olympia Grand Hall, London

| | |
|-------------------|-------------------------------------------------------------------------------------------------|
| Thursday 14 April | Exhibitor Build Up Day; 10.00 - 18.00 |
| Friday 15 April | Exhibitor Opening Times 09.00-19.30 Public Opening Times 10.00-19.00 |
| Saturday 16 April | Exhibitor Opening Times 09.00-19.30 Public Opening Times 10.00-19.00 |
| Sunday 17 April | Exhibitor Opening Times 09.00-19.30 Public Opening Times 10.00-19.00 |
| Monday 18 April | Exhibitor Opening Times 09.00-22:00 Public Opening Times 10.00-17.00 Breakdown from 18.00 |

Exhibitors must be removed by 22.00 on Monday 18 April 2022. All stands must be staffed at least 15 minutes before public opening, and at all times during opening hours of the Festival.

If you have any queries about the contents of this manual, or questions about your stand, contact:

Mind Body Spirit Festival Ltd on 07547 240854 or events@mindbodyspirit.co.uk



Marketing & Advertising

Social Media and Online Promotions:

In 2022 we will be allocating a large percentage of our marketing budget towards our ever growing social media strategy and online communications. This continually progresses to be an important growth area of our marketing and communication activities attracting interest from a large new audience of first time visitors to the show. We will be sending our 75,000 strong databases a monthly e-newsletter filled with articles on presenters, competitions, and give-aways / exhibitor discount vouchers. We will also be advertising through Google Ads and targeted promotions to our 40,000+ social media following. This year we will be pushing exhibitors on our Instagram and Twitter accounts so please follow and tag to be included.

Public Relations:

All Public Relations activities are handled in-house, implementing a comprehensive campaign that spans all medias from national lifestyle magazines and daily newspapers to specialist publications.

Promotions:

Josh will be handling all promotions. If you have any giveaway products or promotional ideas, please speak to us directly. We are running ticket and workshops competitions both on-line and off the page, as well as working with our sponsors to promote and market the Festival through their own databases and customers.

Poster Advertising:

For the London festival we will be teaming up with third party advertising agents to run an advertising campaign, of poster points and digital 6 sheets around the country. We will be focusing the advertising London, particular health stores and high footfall stations, this campaign will be seen by over 100 million people, and run in the build up to the Festival.

Website:

During the run up to the Festival the Mind Body Spirit website www.mindbodyspirit.co.uk receives significant traffic and you can maximise on this by setting up a reciprocal web link taking visitors directly to your website. Festival banners are available on our website. Let's link together and widen our digital community!

Get involved:

Together we are stronger, so please email us at josh@mindbodyspirit.co.uk and let us know of any publicity stories, leads, journalists, or promotions you are doing.

Five Step Marketing guide

- 1) Contact us with PR Material
- 2) Set up a website link to mindbodyspirit.co.uk
- 3) Highlight your presence at the festival with our web banners
- 4) Promote your attendance at the festival via Social Media Platforms (eg. Facebook & Twitter) and customer competitions
- 5) Send out a free marketing email to your data base, with programmes such as mailchimp.

Remember to let us know any ideas you have for promotion or any way we can help.



Electricity & Furniture

If you require electricity or furniture please order from our official contractor XAV8 Please visit XAV8's website to view the brochure and order your electricity and furniture. Please use the below log in information:

www.xaveight.com

Online ordering > Exhibition: Mind Body Spirit London > Password MBS2022

Please note you are able to furnish your own stand if you do not wish to hire through Xav8, however all items will need to be appropriately fire treated. Power will go off 30 minutes after the show closes each day, so if you require for items such as a fridge, you need to ensure you order a 24 hour supply. Please ensure your order is completed by April 1 2022.

Extra fees for late orders are applicable. Mind Body Spirit has no control over pricing or products purchased from Xav8 .

Although there is general hall lighting, your stand could benefit from having its own lights. Well lit stands always attract more customers.

Unlike permanent electrical supplies, the requirements of an exhibition stand depend on exactly the type and amount of equipment you plan to use. Please discuss your electrical needs with Xav8 before ordering to ensure that your power supply meets the demands of your equipment. Failure to order the correct supply results in power failure for yourself and other exhibitors.

Here is a guide to the amount of watts/amps you need to power commonly used items:

500w socket outlet (2 amp) will power ONE of the following: phone charger, pop up stand lights, lap top computer or table lamp.

1000w (1kw) socket outlet (5 amp) will power ONE of the following: fridge, TV & Video, computer, plasma screen, microwave.

2000w (2kw) socket outlet (10 amp) will power: ONE small kettle.

3000w (3kw) socket outlet (13 amp) will power either one normal kettle OR a coffee machine.

Please complete your online order by April 9 2022. Late orders are subject to an extra charge.

Contractor: Xav8

Xav-Eight Ltd, Units 4 & 5, Ty Verlon, Barry, Vale of Glamorgan CF63 2BE

Tel: +44 (0)1446 509110 Email: info@xaveight.com

Order online here - www.xaveight.com

Insurance

Exhibitors are responsible for taking out their own general third party policy to cover their own legal liability to the public for negligence. Insurance of public liability with a limit of indemnity of £5,000,000 is a requirement of this exhibition. If you have an existing policy for your permanent business premises it may already cover this, or it may be possible to extend the cover. You should therefore contact your existing insurer in the first instance.

Exhibitors who do not currently have the required cover may wish to buy insurance from Event Insurance Services Ltd or Hiscox Event Assured. Exhibitors without cover are under no obligation to purchase the required cover in this way and we are not recommending you use Event Insurance Services Ltd or Hiscox.

Event Insurance Services Ltd,

Freepost, Ringwood, Hants. BH24 1AJ

Tel: 01425 470 360 Email: info@events-insurance.co.uk

www.events-insurance.co.uk

Hiscox Event Assured UK

Tel: +44 (0)141 339 7260 Email: eventinsurance@hiscox.com



Internet and telecoms

eForce is the provider of Internet and telecoms services at Olympia London. If you need an Internet connection, telephone or ISDN line, laptop or Internet kiosk, please book online at www.eforce.co.uk/view-prices and select Mind Body Spirit Festival 2022 to complete the booking form.

Mobile credit card machines

Mobile credit card machines can be hired from 123Hire by 20 March 2022:

123Hire Ltd, 120 Leman Street, London E1 8EU Tel: 0800 54 23 123 sales@123hire.net www.123hire.net

Alternatives to PDQ machines

Traditionally, PDQ machines are provided by the merchant's payment processing company, and use their own mobile data connection. Mobile card readers, on the other hand, pair with a smartphone or tablet via a Bluetooth connection to authorise the payment, effectively turning the device into a chip & PIN machine, that uses the device's 3G or 4G data connection to process the transaction.

This means that you can take the card reader wherever you want and move it on the go which is great for pop up stores and stalls. The main companies that provide these are:

iZettle

This works via a smartphone app which you can use anywhere. It functions as a pay-as-you-go model.

<https://www.izettle.com/gb/card-readers>

Advantages:

- iZettle takes chip, swipe and contactless payments from all major credit cards, as well as payments through Samsung Pay, Apple Pay and Android Pay.
- iZettle accepts the broadest range of credit and debit cards: Visa, MasterCard, Visa Electron, Maestro, and American Express.
- There are no monthly fees involved, and the set transaction fee decreases as usage goes up.

Disadvantages:

- There is an extra cost incurred if you also wanted a receipt printer.

Cost:

- Card reader is £29 as a one off fee
- Can get the Go deal (free) or GoPlus (£20 Per month)
- Fixed transaction fees
- 1.75% per card reader transaction and 2.5% per invoice



SumUp

This works via a smartphone app which you can use anywhere.

Enter the balance to pay, then it's just the same process as a PDQ.

<https://sumup.co.uk/?prc=UK29AIR&gclid=Cj0KEQIAuonGBRCaotXoycysvIMBEiQAcxV0nFgcmiuVVRf3Dcx5g0LEIJVwWI86gMjzdi0rw2t2IUaAo7K8P8HAQ>

Advantages:

- SumUp offers an additional online dashboard feature for accounting and business decision purposes. It enables users to access sales data and export the history for a particular day, week or month to an Excel file.
- There are no fixed monthly fees or minimum transaction volumes.
- Accepts all common payment types, contactless, magnetic strip, apple and android pay and chip and pin.

Disadvantages:

- For those who are wanting to offer paper receipts, compatible printers are only available at additional cost.

Cost:

- Card reader £29 + VAT
- Only have to pay for transaction fees
- 1.69% on all transactions

PayPal

All you need is a PayPal Here card reader and to download the free app. The card reader then needs to be connected to your mobile phone via Bluetooth.

<https://www.paypal.com/uk/webapps/mpp/credit-card-reader>

Advantages:

- You are able to track payments for both cheque and cash, and you are able to issue invoices and/or receipts through the app.
- PayPal payments can be integrated with eBay sales which would be ideal for small businesses who already operate through PayPal.
- Payments can be integrated from cards (Chip & PIN, NFC contactless, swipe and manual entry), cash, cheques, PayPal and eBay.

Disadvantages:

- PayPal Here is a little more expensive than its competitors. For instance, if your transaction volume hits a certain limit per month, you would not benefit from the sliding transaction fees like you can get with iZettle. Instead, PayPal Here charges 2.75% for Chip and PIN regardless of monthly sales.

Cost:

- £75 inc VAT for card reader
- 2.75% on all transactions
- This fee reduces to as little as 1.50% from £6000 onwards



Stand name and specifications

The name which will be displayed on the fascia on the front of your stand is the name you nominated on your application and contract for stand space.

The shell scheme is constructed of 2.5m white foamex walls with 30cm deep fascias and an open ceiling. The fascias will bear your stand name and stand number in black lettering on a white name board. All display panels; posters and literature must be attached by velcro tabs only. Velcro is supplied free of charge. Under no circumstances should anything be stuck, nailed, pinned or screwed to the walls; and for heavier items we suggest the use of the stand contractor's range of fixing clips.

Please note that damage to the walls will be charged. If you require shelving please contact the stand contractors to make special arrangements for a ladderax system to be attached to your stand.

The hall will be carpeted and any leftover exhibition carpet is re-used or recycled for use in the construction of various plastic items such as packaging, flowerpots and car parts.

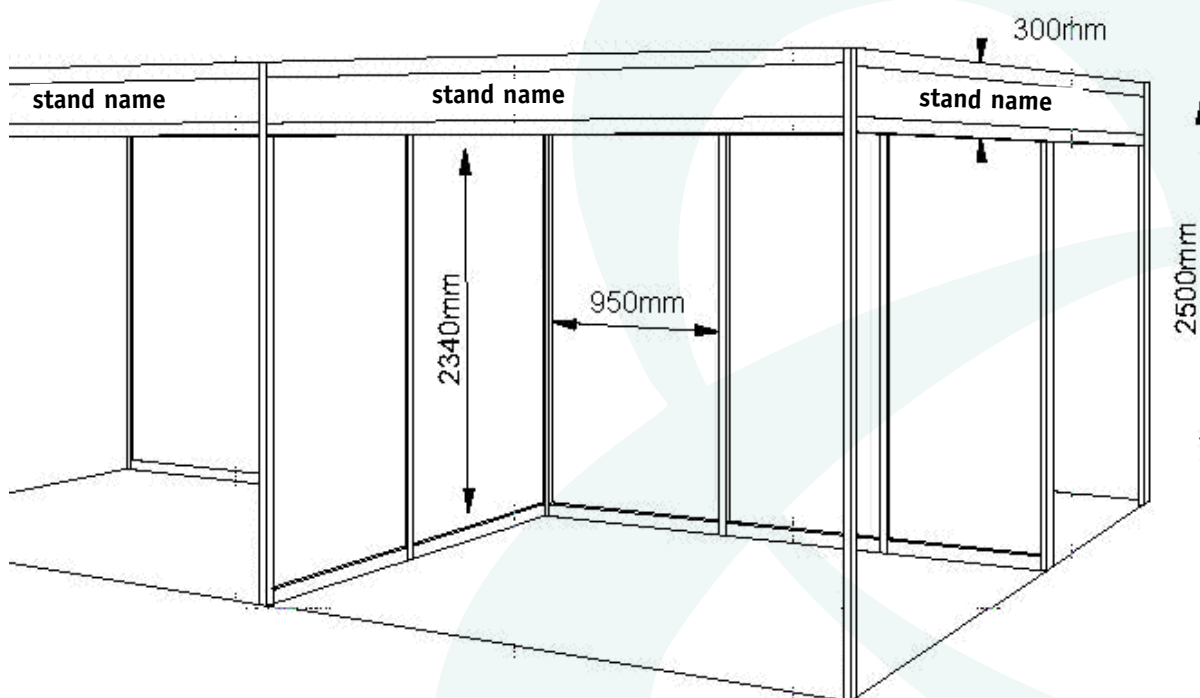
Contractor: Xav8

Xav-Eight Ltd

Units 4 & 5, Ty Verlon, Barry, Vale of Glamorgan CF63 2BE

Tel: +44 (0)1446 509110 Email: info@xaveight.com

Order online here - www.xaveight.com





Food & Drink Concessions & Sampling

All catering onsite is managed by Gather & Gather, the venues catering service partner. Hospitality supplies for onsite consumption must be obtained from Gather & Gather.

All exhibitors selling food or drink to be consumed onsite will be liable for a concession fee to be paid to the venue. Please inform us as soon as possible if you wish to sell food and drink onsite. Please note that any concession fees incurred are the sole responsibility of the exhibitor.

Exhibitors **retailing for On-site consumption**, generally fall into 4 categories:

1. Retailing of soft drinks/ice creams and/or smoothies, fresh fruit juices, etc. - a concession fee of £160 + VAT per event open day will be levied.
2. Retailing of foods (wrapped/prepared or otherwise), etc. - a concession fee of £360 + VAT per event open day will be levied.
3. Where an exhibitor/feature is, or can be deemed to be, operating a food-led no-alcohol 'catering outlet', i.e. café, a concession fee of £750 + VAT per event open day will be levied. If alcohol is included in the offer, the concession fee will increase to £1500 + VAT per event open day.
4. Where an exhibitor/feature is or can be deemed to be operating an alcohol-led 'catering outlet', i.e. bar, a contract buy-out fee of £1500 + VAT per event open day will be levied. If food is included in the offer, the contract buy-out/concession fee will remain at £1500 + VAT per event open day.
5. Concession fees for restaurants are negotiated on an event-by-event basis, as their requirements are specific to the event.

If you wish to sample onsite please complete the 'Application to Supply Food & Drink (Excluding Alcohol)' form from Mind Body Spirit.

Please note sample sizes must not be larger than: 50ml Soft Drink & Bite Size Portions for food.

Special Treatments

If you are planning to have any special treatments carried out on your stand, you must inform the organiser, as many of these activities must be licensed by the local authority. The venue will also require full documentation, including details of public liability insurance cover, qualifications and a risk assessment. Treatments include invasive treatments, such as skin piercing, acupuncture, tattooing, electrolysis, cosmetic piercing, micro-pigmentation, Botox and non-invasive, hands-on treatments, such as massage, reflexology, manicures and pedicures. If you are planning to perform Acupuncture on your stand you will be required to have a sink facility.

Please email events@mindbodyspirit.co.uk for the documentation immediately. Information must be submitted at least 45 days before the show.

Performing Rights

If you or your exhibitors intend to play pre-recorded music at your event, you will need to apply for Phonographic Performance Ltd (PPL) and Performing Rights Society (PRS) licences. Applications are not accepted from individual exhibitors. The AEO has negotiated special rates with PRS, based on the organiser submitting a list of stands requiring licences at their event.

For further information please contact:

Phonographic Performance Ltd Performing Rights Society

1 Upper James Street 29-33 Berners Street

London W1R 3HG London W1T 3AB

Tel: 020 7534 1000 Fax: 020 7534 1111 Tel: 0845 3093090/0800 068 4828 Fax: 01733 312912

Anyone who wishes to play music videos in the halls must also apply for the appropriate licence. For further information please contact:

Video Performance Ltd Tel: 020 7534 1400 Fax: 020 7534 1414



Decorative materials

Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical. Untreated wallpaper and similar thin surface finishes, not exceeding 1mm in thickness, may be accepted, provided they are firmly fixed. Artificial plants and flowers are combustible and give off toxic fumes. Therefore they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

Fabrics, drapes, curtains and hangings

Drapes, curtains, hangings, etc, must be inherently or durably flame-proofed. Otherwise they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used onsite. Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings. Curtains on exit routes should hang 75mm clear of the floor, are parted in the centre and not conceal any exit signs.

Fire Regulations

The following regulations must be complied with by all contractors and exhibitors. They do not apply to exhibits:

All materials used in the construction of stands, features and displays, including signs and fascia's, shall be:

- Of a suitable nature and quality for the purposes and conditions of their intended use
- Adequately prepared and fixed in order adequately to perform the functions for which they are designed
- Non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7
- Water-based, where applicable, e.g. adhesives and paint British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on site to ensure that they comply.

Floor covering

All floor coverings must be secured and maintained so that they do not cause a hazard. Other forms of fixing to the hall floor, such as cable clips, nails and bolts are prohibited.

This will incur a charge for any tape not removed by the end of the tenancy period, or any damage caused to the hall floor.

Site Rules & Key Risk Areas

This is by no means a comprehensive list, but includes the main areas, which normally give cause for concern. Please give the following your due consideration whilst on site and incorporate them into your risk assessment:

Vehicle access into the halls and or a CDM site has to be approved by the venue/Principal Contractor (organiser) for the event.

- Be safe and be seen - Hi-vis jackets must be worn at all times when off-loading and loading your vehicles within the loading bays (areas immediately outside the halls).
- All forklift and vehicle movement within the halls and outside the halls that is directly linked to an event must be co-ordinated and managed safely by the Principal Contractor (organiser) of the event. Please refer to the Olympia Site Safety Rule under Vehicle Movement.
- Comply with Olympia Traffic Rules at all times
- Emergency gangways should be maintained to allow cleaning tractors, forklift movement and emergency access/egress at all times.
- Emergency gangways must be clearly identified and communicated to all personnel working within the halls/CDM site. Please find on page 26
- Only authorised access to exhibition halls – all personnel working within a CDM site must be inducted and informed of the Olympia site rules.
- Appropriate management and safe methods of working at height is required at all times.



- Hot Work requires a hot work permit from the venue.
- All accidents, incidents & near misses within the halls must be reported immediately to the organiser and any outside the halls to the venue Health & Safety or Event Management teams.
- Work tidy – Maintain good housekeeping at all times and dispose of all waste in an appropriate manner.
- Smoking (including e-cigarettes/Vapes) is only permitted in designated smoking areas.
- The venue Event Management and Health & Safety teams have access to all CDM sites at all times.
- Only commercial equipment appropriate for the task must be used, including tools and ladders.
- Lifting operations must only be carried out by the appointed contractors who have fully trained and qualified personnel.
- Craning operations must be cordoned off.
- Hard hats must be worn at all times when in the vicinity of overhead working.
- Where possible, use only 110v or battery operated power tools. All portable tools are to be PAT tested prior to coming on site.
- Only use machinery, especially bench saws, with the correct guards fitted.
- Portable power tools and equipment must have the minimum length of trailing lead, if fitted, which must be protected from damage and not left so as to cause a trip hazard.
- Children under the age of 16, the general public and animals, except assistance animals, (including inside cabs of vehicles) are not allowed on site during build-up and breakdown.
- Contractors must wear suitable personal protective clothing relevant to the task; this includes head, eye, hearing, and foot and hand protection.
- Understand the fire and emergency procedures. Notify your staff of the location of the first aid facility, fire exits and emergency assembly points.
- Use and storage of flammable liquids and substances: Take note of the precautions (read the Safety Data Sheet) required for certain chemicals prior to use. Isolating them from waste and other risk areas is important. Chemicals and flammable liquids must be safely removed after use by the user and not placed in general rubbish bins or skips.
- The work area must be maintained free from general waste materials which could present a hazard to operatives. All waste should be disposed of in the proper manner.
- Fire equipment will be supplied for stands by the venue. All extinguishers should remain in the position in which they are placed and free from obstruction throughout the event. They are for use by venue and other trained staff only.

Please see the section Working at Olympia for more information on page 33

Water Features

Water features of any kind are required to be treated due to the regulations relating to Legionnaires.

Covid19 measures

Due to the ever-changing guidance from Government and Health officials, Mind Body Spirit will be releasing a Covid19 Safety Guide closer to the event. This is to ensure we can provide the most up to date and clear guidance for all onsite. Any measures brought in for the event will be designed to put safety first and be in line with the Industry, Government and Venue guidelines. The core values of the Festival are built on freedom of choice and we will endeavour to ensure any safety measures stay true to this, whilst also ensuring the safety of all attending the event.



Risk Assessment and Fire Risk Assessment

It is a legal requirement that each exhibitor undertakes their own risk assessment prior to the event, listing the tasks to be undertaken, identifying any significant hazards they present on site, then listing ways to minimise and control those hazards. Exhibitors are otherwise liable to prosecutions and heavy fines.

If your stand is shell scheme and no significant risks are found in relation to the displays or activities taking place on the stand, you must confirm this to the organiser using the hazard identification form in this manual.

The construction of shell scheme stands will be assessed by the appointed contractor. Each space only exhibitor must also obtain a separate risk assessment and method statement from their principle contractor regarding their activities. To help you, we've included a sample risk assessment form and method statement.

Exhibitors must also complete a fire risk assessment in order to comply with current legislation. For simple, shell scheme stands, this may be included as part of the stand risk assessment. Any stand which is a complex structure or space only stand on which large numbers of people could gather will need a separate fire risk assessment.

By law, a risk assessment must be 'suitable and sufficient', but it must also be simple to understand and implement.

Please note: Children under the age of 16 are not permitted to be in the hall during the build-up and breakdown periods, this will be strictly monitored. A young person's risk assessment and licence would be required for any person under 16 'working' at the show.

Suitable Footwear should be worn during build-up and breakdown periods i.e. No open toe shoes.

Step 1: Identify the task/hazard.

What equipment, materials and chemicals will be used? How much noise and dust will there be? What is the weight-loading limit? What vehicle movements and lifting operations have to be considered? Do you need to schedule a 'late working rota' to avoid tiredness and mistakes? How are you disposing of waste? Do you have any electrical installations? What are the emergency procedures?

Step 2: Decide who could be harmed and how.

Who will be affected by your work and be most at risk? Think of your employees, contractors, exhibitors and visitors on or near your stand. Safe working depends on co-operation between all the companies on site. Take this into account and consider necessary precautions on every aspect of the work being carried out, which include training and the provision of information to all the different parties who are at risk.

Step 3: Evaluate the risks.

Once you have done this adequately, you can then decide on the appropriate action. Ask yourself (a) Can the hazard be removed completely or the work done in a different way? (b) If the hazard cannot be eliminated, can it be isolated, controlled, or reduced? (c) Can protective measures be taken that will protect the entire workforce on site? Protective clothing should be the last resort and is often not the only solution.

Step 4: Record the findings.

Write down the findings of your risk assessment. Pass on information about significant risks to those people identified in Step 2 and record the measures you have taken to control those risks for future reference.

Step 5: Review your findings.

This allows you to learn by experience and take account of any unusual conditions or changes that occurred on site. Where stand building is involved (especially steelwork erection and lifting), the principal contractor should draw up a specific method statement and discuss it with the exhibitor in advance of the exhibition.

Hazard Identification and Health and Safety Declaration

Please complete and find in Resources page 27-29



Car Parking

All parking in the Olympia car parks is chargeable. Discounted rates are available for bookings made in advance. Please visit www.olympia.london/visiting/parking/book-parking for further details and pre-booking.

Disabled parking is in the multi-storey car park at Olympia.

The car parks are open from 07:00 until one hour after the building closes (or one hour after the event closes on open days).

CDM regulations (Construction (Design & Management))

The Construction, Design & Management (CDM) Regulations do not replace any existing law but are intended to provide a framework to help you ensure that your stand is constructed safely and help you understand your obligations.

Space Only Exhibitors: Please read and take note of these guidelines, as they do apply to you.

Shell Scheme Exhibitors: These guidelines only apply to you if you intend to carry out any construction within your shell scheme stand (i.e. build within your shell scheme). Stand dressing, posters, placing display cases, freestanding furniture etc. do not constitute construction.

Understand your responsibilities:

Under CDM you are defined as the CLIENT and your duties are:

- a. Make arrangements for managing a project. You do not need a specialised CDM co-ordinator. You do need to ensure that someone is named as responsible for ensuring all of the required roles are fulfilled. The majority of your responsibilities can be delegated to your space only stand builder/designer if you use one.
- b. Ensure construction work is carried out safely and that welfare requirements are complied with. This can usually be delegated to your Designer/Contractor.
- c. Ensure a Construction Phase Plan is drawn up. The responsibility here is to ensure that there is one. Your Designer/Contractor will do this for you and will run alongside existing Risk Assessments and Method Statements that they should be doing as part of their obligations under other legislation.
- d. Notify the project if above threshold. You will be required to notify the HSE if the construction phase exceeds 500 person days or in the more unlikely event that the construction phase exceeds 30 working days and has more than 20 workers working simultaneously at any point in the project-<https://www.hse.gov.uk/forms/notification/f10.htm>

Appoint a Principal Designer, Principal Contractor & Contractors:

- a. The Principal Designer would be the person or company who is in control of the 'designs' of your stand.
- b. The Principal Contractor would be the person or company who is in control of the 'build' of your stand.
- c. The role of Contractor is often provided by the same company who fulfill the Principle Contractor role. However, should the Principal Contractor employ a third party to actually deliver on-site, the third party would take this responsibility on.
- d. The above roles may be carried out within your own business, by one external party or by 2 separate parties. They can also be carried out by the same person – the important thing to remember here is that you appoint parties to fulfill the below elements and the parties you appoint are competent, understand their responsibilities and liaise with each other.

The Principal Designer must:

- Ensure that all planning and design, pre-construction, is carried out in compliance with the law.
- Ensure that risks are identified, eliminated and controlled at the design stage.
- Ensure that a Construction Phase plan is drawn up and a Health & Safety file is prepared and revised where necessary.
- Ensure that pre-construction information is provided to contractors.



The Principal Contractor must:

- Plan, manage and co-ordinate the construction phase (build-up & breakdown).
- Ensure work is carried out without risks to Health & Safety.
- Draw up site rules for the stand area (these will often mirror the Event's rules, but should not be limited to this), ensure suitable inductions and welfare facilities.
- Restrict access to your site as and when required by the work being carried out at the time.

The Contractor must:

- Plan, manage and monitor the way construction work is carried out. This includes ensuring it is safe to construct and remove within an event environment.
- Plan construction in such a way that it has little or no impact on the neighbouring constructions or contractors.
- Provide information, instruction and training.
- Liaise onsite with Event Operations team.

Site Rules and Site Information:

This is a key part of your induction process so it is essential that anyone coming onsite – this includes your staff, temporary staff, contractors etc. – has a copy of these and has read them. Your Principal Contractor should consider these rules when formulating their Construction Phase Plan and your own site rules. It is the exhibitors responsibility to ensure all of their team have been made aware of the Site Rules and Venue Site rules (page 13, 30).

Construction Phase Plan:

A Construction Phase Plan is similar to a Risk Assessment but with the following additions:

- a. Who are the duty holders? (Particularly Principal Contractor)
 - What training/experience do they have?
 - What do they need?
 - How will they be monitoring progress & safety?
- b. How will site rules, changes of information, Construction Phase Plan, Method Statement, Risk Assessment, Accidents and Incidents be communicated?
- c. What consultation process is in place with your contractors?
- d. Who is responsible for what?
- e. What are the site rules?
- f. What are your Welfare Arrangements?
- g. What are the main dangers in your construction process and what controls are in place?

Please find a CPP Template within the resources section page 26.



Deliveries & Collections

Deliveries and collections can be booked at the same time. Exhibitors can either book on behalf of their stand contractors, or email the link to the contractor for them to book their own time slot. The contractor will need the stand name and number when they make their booking. This again is all through Voyage Control.

Any deliveries to your stand on show open days must be completed and your vehicle removed from the loading areas no later than half an hour before the show opening time. The venue will not allow the show to open if vehicles are blocking fire exit routes and trolleys are not permitted on the exhibition floor during open hours in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure that they are aware of the dates of the show and hall opening times. Deliveries made before the show is in tenancy will not be accepted by the venue.

The venue address for couriers is:

Stand number
Mind Body Spirit
Grand Hall
Gate B
Olympia Exhibition Centre
London W14 8UX

Exhibitor Passes

Exhibitors will receive their exhibitor passes and guest tickets via email 2 weeks before the festival. The exhibitor passes will need to be exchanged for a wristband at the festival and the guest tickets will allow free entry to one day of the festival.

Loading & Unloading

All vehicles unloading, whether cars or lorries, need to register on the book system by visiting www.olympia.london/traffic. Approximately 30 days before the event, you will receive an email advising you to book your time slot.

This is a quick and easy process:

- The event and type of vehicle must be selected
- the system will automatically allocate the best available time slot for the specified vehicle type. The time slot can be changed if inconvenient.
- A vehicle pass can be printed directly from the system.



Accommodation

There are various hotels in different price brackets around Olympia, and the surrounding area. We would recommend booking early to get the best prices and before all hotels are booked. Please find hotels here:

<http://olympia.london/visiting/accommodation>

Cleaning, waste and recycling

Cleaning: Your stand will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned.

Please leave bags of rubbish in the gangway after the show has closed each day for collection.

If you have a night sheet or locked areas on your stand you wish to have cleaned, please leave a key at the organiser's office.

Waste: All waste, except small quantities of litter, produced by your stand must be removed from the venue at the end of the event. A charge will be made for disposal of any large items, such as boxes of literature, carpet (except scraps) and stand fitting materials.

Recycling: Olympia London recycles or reuses all waste. Certain items are separated on site: large quantities of paper, glass, plastics, wood (without nails) and flat-packed cardboard. Please separate these items from your general stand waste for collection. If food waste is to be produced, advice arrangements in advance by emailing Josh or Alison.

Cloakroom

There is a cloakroom facility inside the hall next to the main entrance, the cloakroom will open half an hour before show open and close half an hour after (chargeable facility).

Lost Property

All lost property is taken to the security office. The lost property office can be emailed at: lostproperty@olympia.london.



Emergency Procedures

Exhibitors are asked to check for suspicious objects, that their personal bags and possessions are kept safely and away to prevent causing unnecessary concern or theft. Please ensure you and your members of staff are aware of the nearest fire extinguisher and nearest emergency exits. Please ensure you are familiar with the procedures to be followed in the event of an emergency at the venue, see below.

Medical Emergencies

All medical emergencies, including requests for ambulances should be reported to the venue's Control Room immediately on 020 7598 2666 (internal 2666). Please do not call the emergency services directly, as this could waste vital time and result in inaccurate location and medical information being communicated to ambulance crews.

Olympia London provides first aid assistance. Security personnel or the organiser should be contacted for help in the first instance. Alternatively, there is an emergency telephone outside the venue's first aid room, located in Olympia Grand adjacent to L gate in the Grand, with a direct link to the Control Room.

Threat ("Staff Call 100")

In the event of a bomb threat, you will hear the announcement (or receive the telephone call) as follows:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"

Do not leave the building. Inform your colleagues, and then assist in searching for suspicious objects in your work area. If you find a suspicious object, do NOT touch or move it. Clear the area of people calmly. Report to Control on 020 7598 2666 (internal 2666) giving the exact location of the object. Please do not cause undue concern to visitors at this stage.

If you receive a bomb threat directly on the stand, please obtain as many details as possible and then inform Control on 020 7598 2666 (internal 2666).

Fire

If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point FIRST, then inform Control on 020 7598 2666 (internal 2666).

Evacuation

If evacuation is necessary, you will hear the following announcement:

"ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT."

Stand Down

The signal for a return to work is made by the cancellation of emergency procedures. The search procedure is cancelled by the announcement :

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED."



Security

Security is provided for the show from 08:00 Thursday 14 April 2022. Please do not arrange for goods to be delivered to the hall before this time. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Make contact with the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- Take home any valuable items each night if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build-up, the open period or the get-out of the show. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember that the hall is open from 0900 hours.
- Use a lockable cabinet to store your personal possessions during the show open hours. You should be able to hire one from Xav8.
- Use a night sheet. If you have a shell scheme stand, you should be able to hire one from the stand fitting company.
- If you are a victim of theft please report it immediately to the show security company.

Stand Boundaries

The boundaries of the stand are delineated by the shell scheme construction and do not include any aisle space whatsoever. Displays must not be placed anywhere other than within the perimeter of the stand. Canvassing of visitors is not permitted beyond the perimeter of each exhibitor's stand such as in the aisles or entrance hall. Exhibitors must not block the front of a neighbouring stand with their displays nor arrange their stand in such a manner as to cause the public to block the aisle in front of it, or any adjacent stand.

Storage

Storage is available to hire from the organisers. Please contact Alison for more information.

Subletting

No subletting or transferring of stands is allowed. The contract is specific to the exhibitor and not to be assigned, sublet or shared in any way. No material can be distributed that is not related to the exhibitor and listed on the booking form.



OLYMPIA LONDON
15 - 18 APRIL 2022

MBS's tips for successful exhibiting!

Exhibiting at the Mind Body Spirit Festival is one of the best ways to ensure your business reaches its true potential. The power of this medium, compared to any other, is that your efforts are concentrated to the most active and interested buyers in your market at any one time.

These top seven tips will help you on the way to a happy and successful show:

Set your goals:

Clarify what you want to achieve, ie direct sales, building contact database, generating follow up sales and interest. Results are much more measurable when there are fixed objectives at the start.

Market your participation at event:

Ensure your current customers know you are attending the Festival.

Create a reciprocal web link to our site using web banners supplied by us.

Include copies of the free programme with orders in the run up to show, (please contact MBS at the office for more info - events@mindbodyspirit.co.uk).

Planning Stock:

Consider which products and services to offer.

Produce business cards, flyers, catalogues so customers can contact you, (these need not be expensive, use a low cost flyer to establish interest).

Visuals on Stand:

Bright and colourful stands with happy staff attract customers.

Apply promotional material to stand walls to create a professional profile.

Keep the stand uncluttered and create a focal point to attract attention.

Staff:

Brief staff on the company goals and provide training if necessary.

Plan a staff break rota ensuring sufficient rest away from the stand.

Remember to smile and be ready to inform your customers.

At the Festival:

Upsell and cross sell to new customers as well as re-selling to old customers.

Educate through visual demonstrations.

Test market awareness and perception of your product.

Collect testimonials.

Build relationships with journalists and media, (please contact MBS at the office for more info - events@mindbodyspirit.co.uk)

Build your reputation as a brand and service.

Follow Up:

Track all leads and follow up contacts generated.

Send a mailing to all show visitors.

Update customers with new products/services through the year.

Book your stand during our rebook campaign, with a 21 day cooling off period!



How to find us

By Train & Tube

Olympia London is the only venue in London with a dedicated Rail Station – Kensington (Olympia). It's served by the London Underground and national rail networks. A further five Underground lines are connected; only a short walk away, so everyone can arrive together. You can arrive to Olympia London easily via:

- London Overground
- Central Line
- Circle Line
- District Line
- Piccadilly Line
- Hammersmith & City Line

For a more comprehensive guide and detailed direction please visit www.olympia.london/visiting/getting-here

By Bus/Coach

Regular local buses all stop within very short walking distance of the venue.

Bus Services: 9, 23, N23, 27, N27, 28, N28, 49, 391, N9

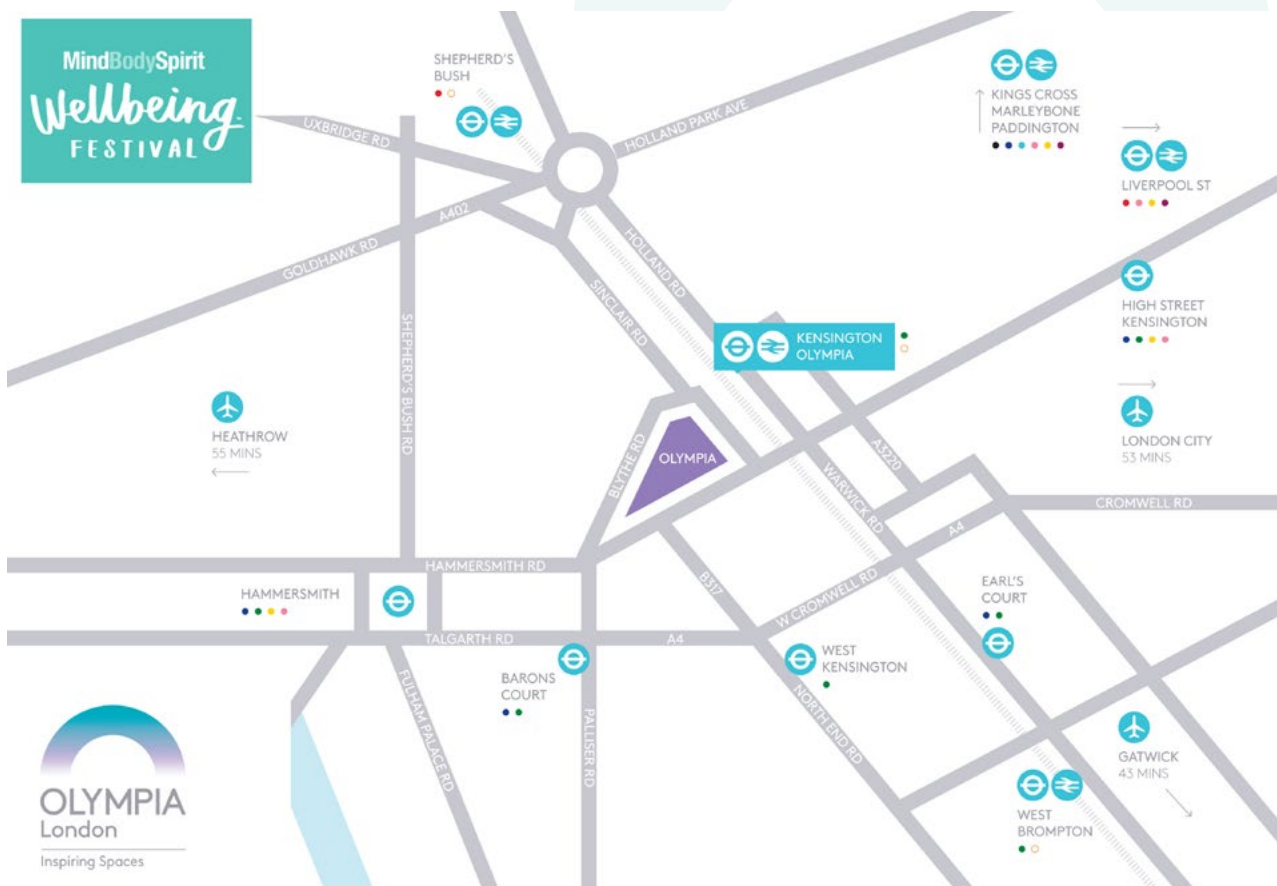
National Express Coaches offer round the clock services into the centre of London. There are over 1,000 departure points in the UK. You will arrive at London Victoria Coach station. Then simply hop on the District Line to West Brompton and Kensington Olympia is one stop away on the London Overground. For more information call 08750 80 80 80.

By Car

Postcode | W14 8UX

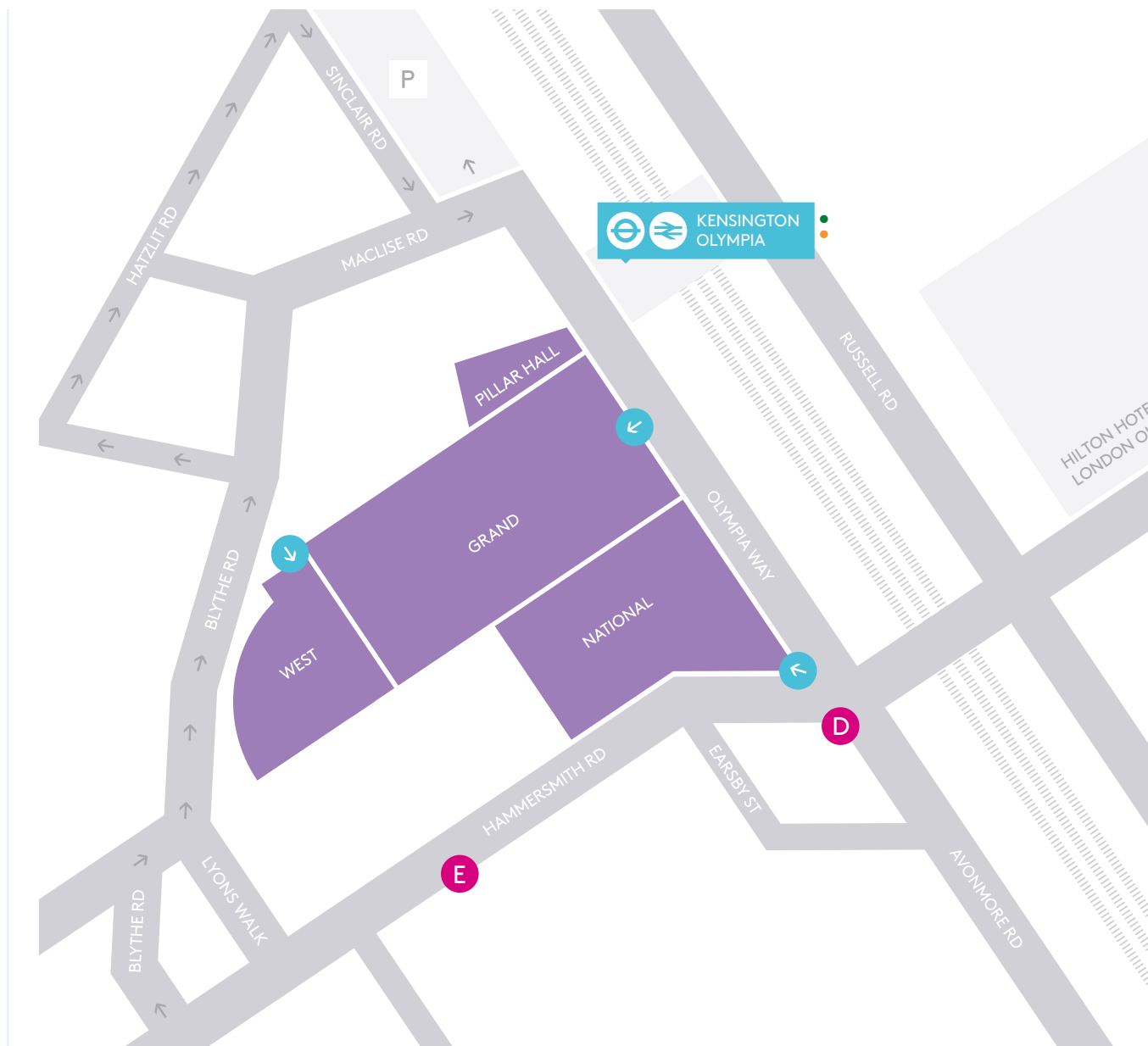
To book parking please visit: <http://www.olympia.london/visiting/parking/book-parking>

For a more comprehensive guide and detailed direction please visit www.olympia.london/visiting/getting-here





Venue site map

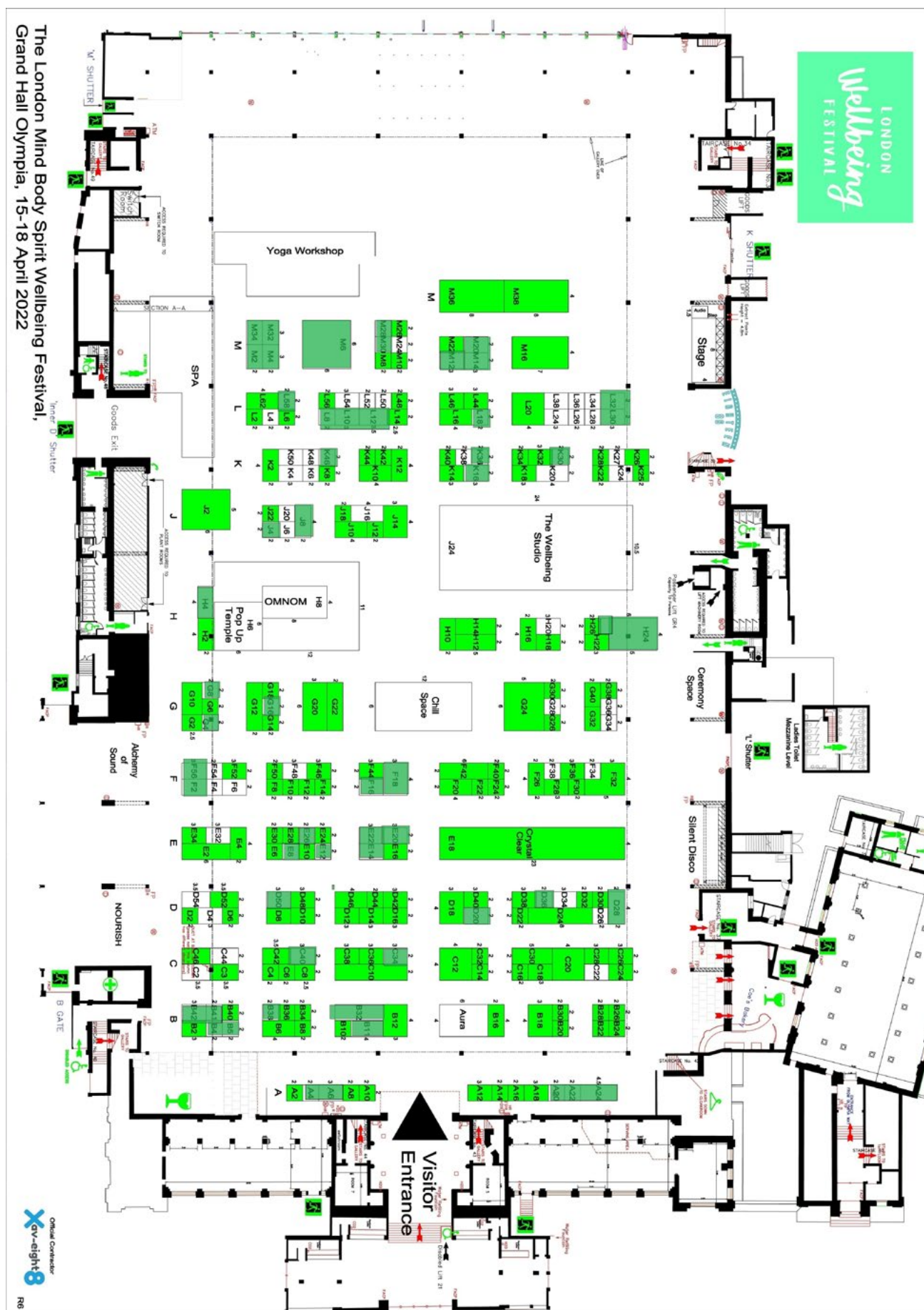




CPP Form

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Name | |
| Company | |
| Stand (Give a Description) | |
| Are you aware of the Site Rules & Schedule | |
| Who else is working on the job with you? What is the structure and who is responsible for what? | |
| Who is the Principal Contractor? How have you chosen your contractors? What training have they had? What do they need? Are they experienced? | |
| Does the HSE need to be notified? | |
| How will you communicate? Site Rules, Changes to Information, Method Statement, Accidents & Incidents. | |
| What are your welfare arrangements? Minimum Welfare Requirements: Toilets, Washing Facilities, Drinking Water, Seating. | |
| Please list the major Risks or Hazards For example falls from height, collapse of structure, supervising members of public who may be at risk, waste, mechanical equipment, electric/gas/water, noise and vibration, stability, control of lifting operations, etc. | |
| PLEASE SUBMIT WITH A RISK ASSESSMENT & A SIGNED HEALTH AND SAFETY DECLARATION. | |

27





Hazard Identification and Health and Safety Declaration

This form is for simple, shell scheme stands only

| | |
|-------------------------------------------------|----------------------------------|
| Event: | Stand name & number: |
| Name of person responsible for health & safety: | Work no: Mobile no: Email: |

Exhibitor's Responsibilities

An exhibition stand is a workplace covered by health and safety legislation. As the exhibitor it is your responsibility to ensure that a suitable and sufficient risk assessment is completed. Failure to do so could lead to delays or ultimately the closure of your stand.

This template is for a simple shell scheme exhibition stand which does not require any structural approval from the organiser or the venue. More complex stands will require a more detailed risk assessment and if you are in any doubt you should contact the organiser.

Does your stand include any of the following? If so you must complete the attached risk assessment for simple stands:

| | Yes/No |
|-------------------------------------------------------------------------------------------------------|--------|
| Beauty treatments such as massage or ear piercing | |
| Display of anything containing liquid fuel, eg a motor vehicle | |
| Display of sharp objects, weapons (even replica weapons) | |
| Demonstrations of any kind | |
| Working electrical appliances other than simple display lighting | |
| Food service/preparation of any kind other than sweets, snacks and soft drinks | |
| Heat source of any kind including cooking demonstrations, naked flame, such as candles or gel burners | |
| Live animals | |
| Pressurised gases | |
| Working machinery of any kind, even if static | |
| Any other hazard not identified above which could be a risk | |

This is not an exhaustive list. You are responsible for identifying any aspect of your stand which could present a hazard.

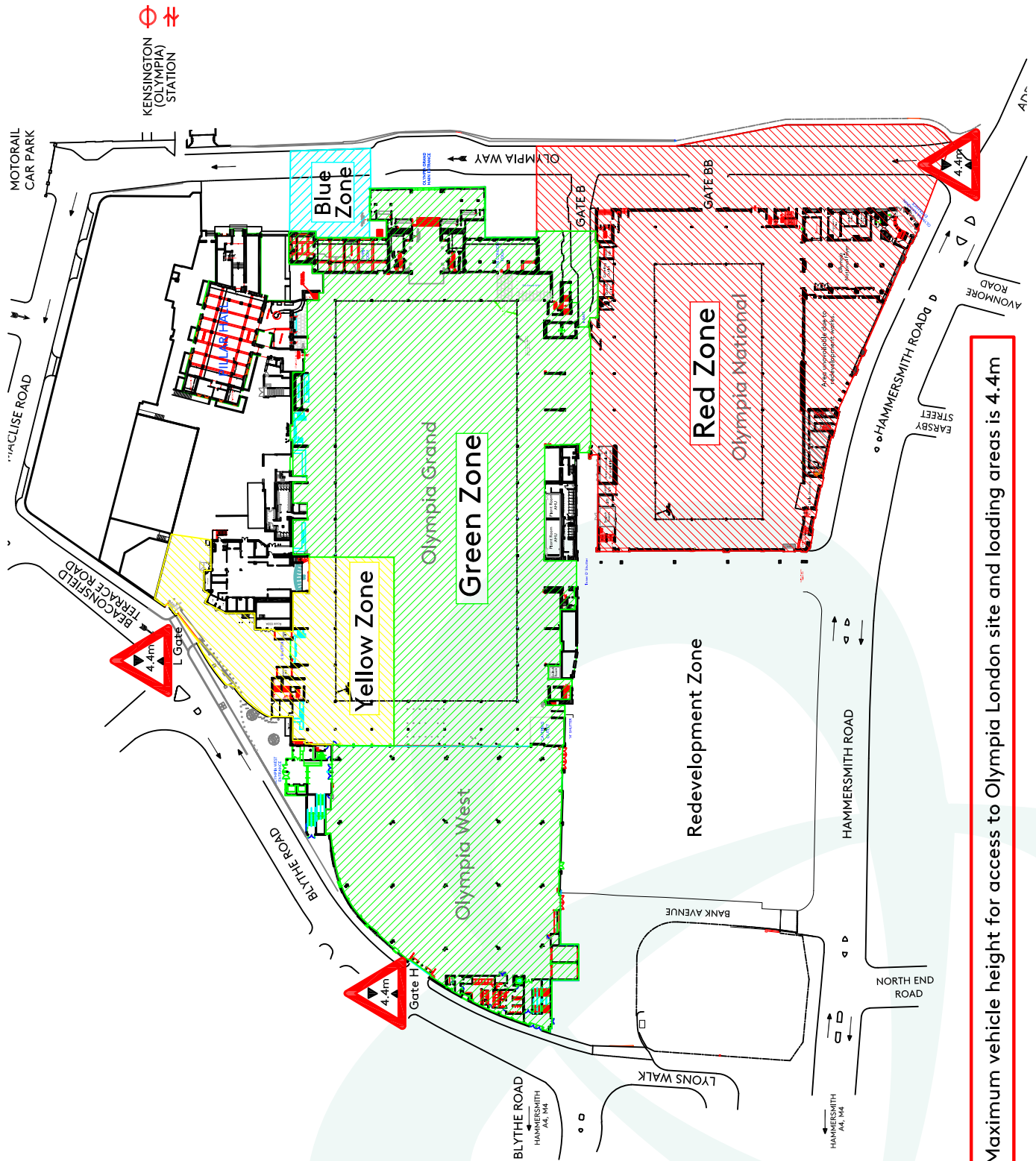
If you have answered NO to all of the above, complete and sign below. If you have answered YES to any of the above, complete the risk assessment for simple stands.

I declare that to the best of my knowledge there are no significant risks relating to this stand. I have read and understood the health and safety information in this manual.

| | | |
|---------|-------|-------|
| Signed: | Name: | Date: |
|---------|-------|-------|

Please return to Mind Body Spirit by post or email (events@mindbodyspirit.co.uk) by the 4 March 2022.

Loading and unloading zones



Note: Maximum vehicle height for access to Olympia London site and loading areas is 4.4m



Sample Risk Assessment Form for Simple Stands

| | |
|--------|----------------------|
| Event: | Stand name & number: |
|--------|----------------------|

| |
|-------|
| Risk: |
|-------|

| |
|----------------------|
| Who could be harmed: |
|----------------------|

| |
|----------------------------|
| Control measures in place: |
|----------------------------|

To the best of my knowledge the information provided is correct. The control measures in place control the risk to an acceptable degree

| | | |
|---------|-------|-------|
| Signed: | Name: | Date: |
|---------|-------|-------|

PLEASE NOTE:

This is a very basic risk assessment format for simple risks only. Multiple or complex risks will require a more detailed risk assessment.

Please return to Mind Body Spirit by post or email (events@mindbodyspirit.co.uk) by the 4 March 2022.

Site Safety Rules

Introduction

The aim of this document is to act as a guide to the site-specific rules which are mandatory whilst any work is being carried out at Olympia London.

They are not intended to be a complete statement of law or other regulations. All current regulations and the eGuide must be adhered to. Further advice can be obtained from Olympia London's Health and Safety Manager, via your Event Manager.

Working at Olympia London

All accidents, 'near misses' and dangerous occurrences should be reported directly to your Event Manager, as well as any shortcomings in health and safety that you feel need attention.

Where any unsafe or dangerous work is observed, this work will be stopped with immediately effect, until such time as the situation has been resolved to Olympia London's satisfaction.

Access to Olympia London's Premises

Controlled access into the event hall is the responsibility of the event organisers. Contractor passes must be issued by the event organiser and all passes must be clearly visible at all times. This will help the venue to account for all personnel on the premises in the event of an emergency evacuation.

Induction

All Olympia London staff in possession of a venue ID pass have received a full event health and safety induction, which, under the CDM regulations, will conform to the event organiser's event safety induction policy.

Olympia's Health and Safety Enforcement Procedures

Olympia London operates an Improvement and Prohibition Notice system to ensure compliance with health and safety and other legislation. These are only normally served where there is a clear breach of regulations and persons are being put at risk. The company's first option will normally be to issue a verbal warning and give advice on how to remedy the contravention; we expect that advice to be followed.

Permits to Work

Olympia operates a Permit to Work scheme for all hot works. The Permit to Work will be issued by the venue's duty Fire and Safety Officer. No one is authorised to issue a Permit to Work to themselves.

When the work has been completed, the Permit must be returned to the Fire and Safety Officer, so that the work site can be inspected and declared safe. The Permit will be effective for the duration of the day of issue and is not transferable to other individuals or dates.

Fire Precautions

All gangways must be maintained as adequate escape routes of a suitable width (2m minimum at Olympia London) and be kept free from obstruction at all times.

All fires, no matter how small, must be reported to the Control Room immediately on extension 2666. All necessary precautions to prevent fires must be taken and advice on fire prevention can be obtained from Olympia London's Fire and Safety Officer.

The event organiser's staff will be briefed on Olympia London's emergency procedures by the venue's duty Fire and Safety Officer. This information must be passed on by the event organisers to all personnel working within the event hall.

All personnel must ensure, upon commencing work, that they are aware of the location of the nearest:

- Fire alarm (evacuation signal)
- Escape route
- Fire extinguisher and its correct use

No firefighting equipment should be interfered with or moved without permission from Olympia London's Fire and Safety Officers.

Compressed Gases (e.g. LPG, Acetylene)

All compressed gas cylinders, prior to being brought on to the premises, must be identified and recorded by Olympia London's Fire and Safety Officers who will 'tag' them to aid identification. It is important that you co-operate with this procedure to prevent cylinders arriving on site without ownership being identified.

A designated storage area for compressed gases is located in the Motorail car park. All cylinder valves must be fully closed when the cylinder is not in use and cylinders **must not be stored within the buildings when open to the public**. A charge will be levied on cylinders left on site at the end of tenancy.

Olympia London's 'Safe Working Practice for the Use and Handling of LPG' must be complied with.

Rigging

Where a contractor is carrying out their own hoist and fix operation, they must comply with Olympia London's hoist and fix procedure, set out in the eGuide. A form, provided by Olympia's rigging service provider, must be completed, providing details of a competent person, and the work, once completed, must be signed off by them.

Unauthorised Areas

All contractors must work within their authorised areas. Contractors requiring access to any unauthorised areas (eg roof areas), must first gain authority via the venue's Event Manager and, once authorised, they must comply with Olympia London's access/induction procedures.

Cranes, Hoists and Pallet Trucks

Within Olympia London there are specific height and floor weight loading restrictions. These restrictions vary between the halls. Organisers must ensure that these height and weight limits are adhered to when planning the use of cranes and hoists.

Manual pallet trucks can be used in all areas within the halls within the capacity of the SWL. The use of electric pallet trucks within the venue is restricted to authorised areas only. Please confirm this with the venue event manager prior to this type of pallet truck being used.

Vehicle Movement

Olympia London's traffic staff controls all of the traffic marshalling areas in and around the venue. Caution is required at all times, as pedestrians may be walking around the venue.

In all vehicle manoeuvring areas (outside the event halls), pedestrians must give priority to all moving vehicles; designated pedestrian walkways must be used whenever possible. Inside the venue's halls, vehicles must give priority to pedestrians.

All vehicles must observe the speed restrictions on display within the venue. All vehicles left unattended must be rendered inoperable with the ignition keys removed.

Identification tags must be attached to all fork lift trucks.

Accident Reporting and First Aid

Olympia London investigates all accidents and 'near misses' that occur on our premises; event organisers must ensure that they report all accident/incidents to Olympia London via their Event Manager.

First Aid facilities are available at the venue's first aid room, located in Olympia Grand. First aid assistance should be requested via the Control Room on 020 7598 2411 or, for emergencies, 020 7598 2666. There are also telephones connecting directly to the Control Room outside the first aid room and in Olympia National at the shutter adjacent to Olympia Grand.

Outside normal working hours, the Control Room staff will provide first aid.

All emergency calls must be made to **Olympia London's emergency phone number: extension 2666, or 020 7598 2666.**