Technical Exhibition Manual
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WELCOME...

Dear Exhibitors,

We are pleased to present you with the EANS 2015 Technical Exhibition Manual. This document covers important information and is designed to assist you in preparing your participation at the EANS 2015 Annual Meeting. We trust that you will find it helpful and suggest that you read all of the information presented, which will contribute to making your participation at the EANS 2015 Annual Meeting a resounding success.

The following pages will guide you through general useful information as well as ordering additional items as required.

Please do not hesitate to contact us for any further information or assistance.

Best regards,

EANS 2015 Organiser | AIM Group International, Vienna Office

Mariannengasse 32 | 1090 Vienna | Austria

Contact Person: Astrid Hödlmaier

Email: eans2015.sponsor@aimgroup.eu | Phone: +43 (0)1 402 77 55-0

www.eans2015.com
INTRODUCTION

Exhibition Dates & Opening Times

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Exhibition Area Patios</th>
<th>Exhibition Area Auditorium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, 17 October</td>
<td>16:00 - 20:30</td>
<td>Exhibition build for space only stands**</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20:30 - 23:59</td>
<td>Exhibition build for space only stands continued (silent set up)</td>
<td></td>
</tr>
<tr>
<td>Sunday, 18 October</td>
<td>07:00 – 19:00</td>
<td>Exhibition build for space only stands continued</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10:00 – 19:00</td>
<td>Exhibitor access to dress both Space Only and Shell scheme stands</td>
<td>Exhibitor access to dress both Shell scheme stands and Table Tops (Please note: Silent dressing of stands from 13:00 – 15:30 due to Sessions in proximity).</td>
</tr>
<tr>
<td></td>
<td>19:00 – 20:00</td>
<td>All Stands to be completed - final sign off of stands</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20:00</td>
<td>Exhibition Opens</td>
<td></td>
</tr>
<tr>
<td></td>
<td>21:00 – 22:30</td>
<td>Exhibition Opening Reception</td>
<td></td>
</tr>
<tr>
<td>Monday, 19 October</td>
<td>09:00* – 19:00</td>
<td>Exhibition open</td>
<td></td>
</tr>
<tr>
<td>Tuesday, 20 October</td>
<td>09:00* – 19:00</td>
<td>Exhibition open</td>
<td></td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>09:00* – 12:45</td>
<td>Exhibition open</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12:45</td>
<td>Exhibition Close</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13:00*** – 23:59</td>
<td>Exhibition breakdown</td>
<td></td>
</tr>
</tbody>
</table>

*Exhibitors will have access to the Exhibition Halls from 08:00

**IMPORTANT NOTE:** Please be advised that unloading slots will need to be arranged with the officially appointed lifting and freight forwarding contractor, Schenker DB. Further details to be found in the “Unloading Information – Deliveries, Storage and Parking” Section of this manual.

***Exhibitors are not allowed to break down before Exhibition Hall is fully clear of delegates.

The Exhibitor shall be obliged to keep his stand open and suitably staffed during the official opening hours of the exhibition.
Exhibitor Access During Build and Open Days

Exhibitors of the Exhibition Area Patios (both space only and shell scheme) will have access to the exhibition hall from 10:00 – 19:00 on Sunday 18 October to dress their stand (depending on completion of individual stand build for space only stands).

Exhibition Stand dressing in the Exhibition Area Auditorium will be available from 10:00 to 19:00 on Sunday 18 October. Please be aware that due to proximity of sessions, exhibitors located in this area are asked for a silent dressing of their stands between 13:00 – 15:30.

All exhibitors are required to collect their exhibitor badge from registration which will be open from 10:00 on Sunday 18 October. Exhibitors will gain access to the Exhibition Halls at 08:00 from Monday 19 to Wednesday 21 October 2015 with the exhibition opening to delegates at 09:00 each day. For information about access control and badging for stand builders during build and dismantling periods, please refer to the Badging and Access Control for Stand Builders section of this manual.

Contact Information

Exhibition Organiser

EANS 2015 Organiser | AIM Group International, Vienna Office
Mariannengasse 32 | 1090 Vienna | Austria
Contact Person : Astrid Hödlmaier
Email: eans2015.sponsor@aimgroup.eu | Phone: +43 (0)1 402 77 550
www.eans2015.com

Exhibition Venue

The exhibition will be held at:

Hotel Melia Castilla
Calle del Capitan Haya 43,
28020 Madrid
Spain
Definitions

In this document, the following terms are defined as:

- **Conference & Exhibition Handling, on behalf of EANS**: AIM Group International, Vienna Office.
- **Exhibition**: The Industry exhibition and Non-for-Profit exhibition being held at the Exhibition Area Patios and Exhibition Area Auditorium in conjunction with the EANS 2015 Annual Meeting.
- **Exhibitor**: Includes any person or company and its employees and agents to whom space has been allocated for the purpose of exhibiting at the exhibition.
- **Premises/Venue**: Hotel Melia Castilla
- **AIM Group Vienna**: The Organising Company for EANS 2015 Annual Meeting

Exhibitor Floor Plans

Please refer to the exhibition floor plans for the exact location of your stand. The Exhibition floor plans can be found in this manual. Please be aware that the latest version of the plans will always be available on the EANS 2015 Annual Meeting website www.eans2015.com

Special Events in the Exhibition

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, 18 October</td>
<td>21:00 – 22:30</td>
<td>Exhibition Opening Reception</td>
</tr>
<tr>
<td>Monday, 19 October</td>
<td>11:05 - 11:35</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>13:40 – 14:55</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>16:25 – 16:55</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Tuesday, 20 October</td>
<td>11:05 – 11:35</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>13:40 – 14:55</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>16:25 – 16:55</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>11:10 – 11:40</td>
<td>Coffee Break</td>
</tr>
</tbody>
</table>

The organiser reserves the right to change these timings if necessary.

The Exhibition Opening Reception will take place in the Exhibition Hall at the above mentioned time. The evening will allow delegates and exhibitors to relax and socialize and creates a great opportunity to network with one another. Therefore all exhibitors are expected to be present during this event.
## Dates and Timings at a glance

### Build-up, Open and Breakdown Times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUILD-UP</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday, 17 October</td>
<td>16:00 – 23:59</td>
<td>Exhibition build for space only stands in Exhibition Area Patios (from 20:30 the Exhibition set-up must be silent)</td>
</tr>
<tr>
<td>Sunday, 18 October</td>
<td>07:00 – 19:00</td>
<td>Exhibition build for space only stands (Exhibition Area Patios) continued</td>
</tr>
<tr>
<td></td>
<td>10:00 – 19:00</td>
<td>Exhibitor access to dress both Space Only and Shell scheme stands (Exhibition Area Patios)</td>
</tr>
<tr>
<td></td>
<td>10:00 – 19:00</td>
<td>Exhibitor access to dress Shell scheme stands and Table Tops (Exhibition Area Auditorium)</td>
</tr>
<tr>
<td></td>
<td>19:00 – 20:00</td>
<td>All Stands to be completed – final sign off of stands</td>
</tr>
<tr>
<td><strong>OPEN</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunday, 18 October</td>
<td>20:00 – 22:30</td>
<td>Exhibition Area Patios Opens to Delegates – Day 1 Opening Reception in Exhibition Area Patios</td>
</tr>
<tr>
<td></td>
<td>21:00 – 22:30</td>
<td></td>
</tr>
<tr>
<td>Monday, 19 October</td>
<td>08:00 – 19:00</td>
<td>Exhibitor Access to Exhibition Halls</td>
</tr>
<tr>
<td></td>
<td>09:00 – 19:00</td>
<td>Exhibition Open to Delegates – Day 2</td>
</tr>
<tr>
<td>Tuesday, 20 October</td>
<td>08:00 – 19:00</td>
<td>Exhibitor Access to Exhibition Halls</td>
</tr>
<tr>
<td></td>
<td>09:00 – 19:00</td>
<td>Exhibition Open to Delegates – Day 3</td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>08:00 – 12:45</td>
<td>Exhibitor Access to Exhibition Halls</td>
</tr>
<tr>
<td></td>
<td>09:00 – 12:45</td>
<td>Exhibition Open to Delegates – Day 4</td>
</tr>
<tr>
<td><strong>BREAK-DOWN</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>12:45</td>
<td>Official Close of Exhibition</td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>13:00 - 23:59</td>
<td>Exhibition Dismantling</td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>00:00</td>
<td>Exhibitors &amp; Stand Building Contractors to be clear of Exhibition Halls</td>
</tr>
</tbody>
</table>

### Daily Catering Times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, 18 October</td>
<td>21:00 – 22:30</td>
<td>Exhibition Opening Reception</td>
</tr>
<tr>
<td>Monday, 19 October</td>
<td>11:05 – 11:35</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>13:40 – 14:55</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>16:25 – 16:55</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Tuesday, 20 October</td>
<td>11:05 – 11:35</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>13:40 – 14:55</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>16:25 – 16:55</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Wednesday, 21 October</td>
<td>11:10 – 11:40</td>
<td>Coffee Break</td>
</tr>
</tbody>
</table>
Overview of the Congress Centre

EANS 2015 is taking place at the Hotel Melia Castilla in Madrid, Spain, one of the most advanced Convention and Congress Hotels in Europe. With more than 7000 m² of meeting space, 33 meeting rooms and 915 guest rooms to accommodate up to 1,830 guests, it makes one of the largest conference hotels in Europe. The spacious and innovative hotel is located in the heart of the ‘Golden Mile of Gastronomy’, next to the Paseo de la Castellana and the Santiago Bernabéu stadium and is only 15 minutes from IFEMA Exhibition Centre and Madrid Barajas airport.

There are two Exhibition areas: The Exhibition Area Patios, containing Industry Exhibition stands and the Exhibition Area Auditorium with some further stands such as Non-for-Profit stands, Publishers, as well as the Poster Area. Both areas are in good proximity of meeting rooms, please see the below floor plan for further indication of location:
Venue Facilities

- **ATM-Facilities:** The venue provides an ATM machine which is located in the lobby on the ground floor.

- **Cloakroom & Luggage drop off:** A cloakroom facility is available where delegates can deposit their coats. Luggage can be dropped off at the front desk of the hotel.

- **Internet / Wi-fi:** Free wi-fi for browsing is provided throughout the entire building to all delegates and exhibitors. For wired internet connections for your stand, please refer to the IT Order form to be found in the order form section of this manual. If you need the internet for demonstration purposes on your stand, it is recommended to order a wired internet connection which will be faster than the free wi-fi.

- **Business Centre:** The hotel offers a fully equipped self-service Business Centre open 24hrs a day. It comprises of 4 PC’s with internet access, scanning, printing & photocopying facility as well as a direct dial telephone, fax and secretarial services. It is situated in the lobby on the ground floor next to the ATM machine.

- **First Aid Provision:** If you require first aid provision during build up, open or breakdown periods, please approach your nearest venue security guard who will be able to help.

- **Disabled Access:** All levels of the Melia Castilla are accessible for wheelchair users and persons with impaired mobility.
GENERAL MEETING INFORMATION

Registration

Registration Provisional Opening Times

On-site registration will take place at the back of the main entrance area & lobby of the Hotel Melia Castilla. The registration desks will be open during the following times:

Sunday 18 October 2015 10:00 – 20:00
Monday 19 October 2015 07:30 – 20:00
Tuesday 20 October 2015 07:30 – 20:00
Wednesday 21 October 2015 07:30 – 12:45

Exhibitor Badges

Exhibitor badges will be distributed during the above indicated registration opening times. All exhibitors are required to register prior to the EANS 2015 Annual Meeting. Free exhibitor badges are available according to the below table. A company’s own badge or business card will NOT be accepted instead of the official Meeting badge. Individuals who do not have badges will NOT be admitted into the exhibition areas.

<table>
<thead>
<tr>
<th>Booth area (m²)</th>
<th>Exhibitor badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 6</td>
<td>2</td>
</tr>
<tr>
<td>7 – 15</td>
<td>3</td>
</tr>
<tr>
<td>16 – 24</td>
<td>4</td>
</tr>
<tr>
<td>25 – 33</td>
<td>5</td>
</tr>
<tr>
<td>34 – 42</td>
<td>6</td>
</tr>
</tbody>
</table>

Please note that Non-for-profit stand holders will receive 1 badge per stand.

Symposia Organisers will additionally receive the following badges:

<table>
<thead>
<tr>
<th>Symposium type</th>
<th>Exhibitor badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Parallel Symposium</td>
<td>1</td>
</tr>
<tr>
<td>Corporate Plenary Symposium</td>
<td>2</td>
</tr>
</tbody>
</table>

Additional badges can be purchased for €170 incl. VAT per badge.
To register your booth staff, please complete the Exhibitors Name Badge order form, to be found in the order form section of this manual. Exhibitor Name Badge order forms need to be returned by Friday 25 September 2015. For any questions about registration, please contact the registration team directly on eans2015.sponsor@aimgroup.eu.

**Exhibitor fee includes:**

- Access to the exhibition and to the ePoster area
- Access to the Welcome Reception on Sunday October 18, 2015

**Editorials**

Each exhibitor is entitled to have their company logo and a 100 word company profile in the final programme as well as their logo with hyperlink on the meeting website. Additionally, exhibiting companies will receive acknowledgement on the on-site Sponsorship Board. **Exhibitors are requested to email their editorial to eans2015.sponsor@aimgroup.eu at the latest by Saturday, August 1st 2015.**

For enhanced company description, please refer to the EANS 2015 Sponsorship & Exhibition Prospectus.

**Delegate Bag Inserts & Congress Documentation**

Delegate bags will be provided by the organiser and will be branded with the event branding and logo. Should you wish to include company inserts, please refer to the Sponsorship & Exhibition Prospectus for further information.

**Satellite Symposia**

Various satellite symposia will be taking place throughout the course of EANS 2015. Should you have any questions relating to the organisation of satellite symposia, please contact us on eans2015.sponsor@aimgroup.eu.
Scientific Sessions & Electronic Poster

All session halls are located within the Hotel Melia Castilla. Details of plenary and parallel sessions will be available online at the EANS 2015 Annual Meeting website and will also be available within the final programme. Posters will be presented electronically and can be viewed on touch screens in the poster area.

Accommodation

As part of EANS 2015 Annual Meeting, the Melia Castilla is offering special rates for attending delegates and exhibitors. For more information on booking, please visit www.eans2015.com (Accommodation & Registration Section). Group bookings (10 persons or more) are also available. For booking of group accommodation at the Melia Castilla, please contact the organiser on eans2015.hotel@aimgroup.eu

Kindly note that the hotel rooms are sold on a “first-come, first-served” basis so exhibitors are advised to book as soon as possible, and definitely in advance to receive preferential rates.

Directions to the Venue

FROM THE AIRPORT: The Hotel Melia Castilla is one of the best located hotels in Madrid in respect to public transport and therefore very easily accessible. A taxi from Barajas Airport should take approximately 20 minutes and is expected to cost around €30.00, depending on traffic. There are various metro lines going directly from the airport to Cuzco metro station, located nearby the Hotel. The fastest way is to take Line number 8 (Pink Line) which leaves from inside the airport between terminals 1 and 2. At Nuevos Ministerios, one needs to change to Line number 10 (Dark Blue Line) and head for Cuzco. There is no bus from the airport that goes directly to the area where the hotel is located.

BY RAIL: The nearest train station to the Hotel Melia Castilla is the so called ‘Estación de Chamartín’, which is located only 1.4 km away from the hotel. Exhibitors are advised to take a taxi from the train station to the hotel which is only a very short ride away.

BY CAR: When coming by car from Barajas airport, one needs to head towards the Exhibition centre (Recintos Feriales). Once reaching the Exhibition centre, one needs to keep on going towards the Paseo de la Castellana, past the Plaza Castilla and when getting to Plaza de Cuzco, one needs to go around the square and turn right onto Calle Sor Angela de la Cruz and take the first right again: Calle Capitán Haya. The hotel entrance is 50 metres away. When coming by car from the city centre, one needs to head towards the Paseo de la Castellana and from there to the Plaza de Cuzco. One needs to go around the square in order to turn left onto Calle Sor Angela de la Cruz and then take the first turning on the right.
BUILD UP & BREAK DOWN INFORMATION

Build Up Times

- **Space only stands in the Exhibition Area Patios can be built** from 16:00 to 23:59 (20:30 – 23:59 silent setup) on Saturday 17 October and from 07:00 to 19:00 on Sunday 18 October.

- **Space only & Shell scheme Exhibitors of the Exhibition Area Patios** will have access from 10:00 – 19:00 on Sunday 18 October to **dress their stands**.

- Shell scheme & table top exhibitors of the **Exhibition Area Auditorium** will have access from 10:00 – 19:00 on Sunday 18 October to **dress their stands**. (Please note silent stand dressing from 13:00 – 15:30 due to Sessions taking place in proximity.)

All Stands need to be fully built and dressed at the very latest by 19:00 on Sunday, 18 October 2015 for a final safety check and walk-round carried out by the organiser.

Exhibitors are kindly asked to refrain from commencing their build up until the designated times. The exhibition organisers will use their best endeavors to adhere to the nominated date and time for the commencement of exhibitor’s work but will accept no responsibility for any costs, claims or expenses arising from any variation to such date or time.

Exhibits which do not reasonably satisfy the exhibition organisers shall be modified by the exhibitor in such manner and within such time as the exhibition organisers may require and in default the exhibition organisers may remove such exhibits at the expense of the exhibitor who shall forfeit all sums paid by way of deposit, rental or otherwise. **All stands must be fully completed to the satisfaction of the organisers by 19:00 on Sunday, 18 October 2015.**

There should be no material left unattended at any time. The exhibitor is responsible for the safety of his products, displays, and stand. It is the responsibility of each exhibitor to leave his stand spaces clean and tidy during the exhibition and after break down. All exhibitors must remove their waste e.g. carpet, wood, pieces of unwanted stands or displays, stand fittings, and materials from the premises by the time and date stated by the exhibition organisers. All gangways should be cleared at the end of build up, and kept fully clear during the congress for health and safety reasons and to allow the venue’s cleaning contractor to sweep the gangways and general circulation areas within the exhibition hall.

Exhibitors are advised to also pay particular attention to the Unloading Information chapter of this manual to be found below.
Break Down Times

The exhibition will be officially closing at 12:45 on Wednesday 21 October 2015 with breakdown not commencing until 13:00. Due to Health & Safety Legislation, exhibitors and / or their subcontractors must not under any circumstances start breaking down their stands prior to the official closing time and before all delegates have vacated the exhibition halls.

Stand holders are required to entirely break down their stand before they are allowed to bring their van round to the loading doors as there is very limited access. Empties (crates etc.) will be brought in by Schenker at the earliest at 13:30.

The exhibition area must be cleared of all exhibits/stands/materials by 23:59 on Wednesday 21 October 2015. Exhibitors must leave the premises in the same condition they were found in and must adhere to the timings indicated in this document. Penalty charges will apply to exhibitors and their subcontractors should access be required past the indicated access times.

IMPORTANT: Any items remaining after break down has concluded will be removed and disposed of. Neither the organisers nor the venue will be held responsible for any losses incurred. Charges may apply.

Exhibitors and contractors must wait until the exhibition is officially closed and the exhibition hall is fully clear of delegates before breakdown can commence and exhibits can be removed.
Technical Exhibition Manual

Unloading Information - Deliveries, storage and parking

Unloading Information – HEAVY GOODS

Please note that the Melia Castilla is situated in the center of Madrid, with a challenging delivery access road. It is therefore vital to pay particular attention to the information below:

There is only very little & limited space for trucks to unload at the venue and for this reason, all van/truck deliveries must be pre-registered with the officially appointed freight & on-site forwarding company, Schenker & CO AG. Stand builders and exhibitors, who are planning on arriving with a van/truck to off-load, must book a time slot for off-loading with Schenker in advance of the event. Please email rainer.gschwandner@dbschenker.com at your earliest convenience.

IMPORTANT NOTE: Time slot bookings need to be made by 05.10.2015 at the latest. Please ensure time slots are arranged prior to this deadline date. Between 06.10.2015 – 07.10.2015, Schenker will confirm time slot details or advise of alternative time for loading slot if required. When arranging time slots, please provide shipping info and contact details also.

Furthermore, contractors and exhibitors are not allowed to send trucks of more than 7 meters length and 2.5m width / a 3,5 tonne truck. Should the shipment dictate a larger vehicle, exhibitors are advised to contact Schenker as soon as possible, but definitely prior to the event, who will endeavor to come up with a logistical solution. Arriving with a larger van without contacting Schenker in advance will result in the van having no access to offload and being turned away.

The Load-in access is located at Calle Francisco Gervás, indicated below:
Once an unloading slot has been obtained, exhibitors will be allowed to temporary park their van in the delivery street to unload. Exhibitors / contractors who do not adhere to their allocated time slot (e.g. turn up too late), will effectively loose it. A maximum time slot of 30 minutes per truck will be available.

Any trucks arriving without a slot can only unload and load once the full schedule has been completed (all other vehicles have finished), bearing in mind that unloading may not be possible at all, depending on time frames. The organiser or venue does not take any responsibility for any vehicles (and consequently deliveries) that may not be able to offload, if no unloading slot has been obtained in advance by the exhibitor / contractor. Please note that there is no parking allowed in the delivery street out of the given unloading slot. Trucks and vans are not allowed to park around the venue and are advised to park at the grounds of IFEMA – please see map below. Trucks need to be removed from the unloading area as soon as unloading has been completed.
IMPORTANT NOTE:

Access to the venue is not on street level which means that a forklift truck or enough manpower will be required to load in big machines or parts of exhibition stands. Forklift requirements need to be communicated to Schenker & CO AG in advance. If no forklift truck is booked in advance, it will NOT be available on the day.

All onsite services need to be booked in advance and at the very latest by 05.10.2015. Alternatively, vehicles are required to be equipped with a tail lift – see information below.

The height from the ground to the bottom of the loading doors is 1,75m. Exhibitors / Contractors are required to arrive with a tail lift truck – for further details please get in touch with Schenker at the earliest opportunity.

Loading Door dimension:
Width: 1,75m    Height: 2,05m

This access door leads straight into the Exhibition Area Patios.
Parking for Vans

Vans and trucks are advised to park at **IFEMA Exhibition Ground** which is approximately 15 minute drive from the venue, Melia Castilla. The lorry parking area has been circled in red on the below map of IFEMA. Please note that it is chargeable. Costs can be obtained from IFEMA directly.

Furthermore, there is a small car park attached to the hotel which can also be used by smaller, standard sized vehicles. See below hotel car park information:

<table>
<thead>
<tr>
<th>Description</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total spaces:</td>
<td>250</td>
</tr>
<tr>
<td>Disabled spaces:</td>
<td>6</td>
</tr>
<tr>
<td>Maximum vehicle height:</td>
<td>1.9m</td>
</tr>
<tr>
<td>Costs:</td>
<td>€3.20 per hour (up to a maximum of 8 hrs)</td>
</tr>
<tr>
<td></td>
<td>€27 for 8hrs up to 24hrs</td>
</tr>
</tbody>
</table>

Additionally there are the following public parking areas nearby the hotel, however, these are, again, not suitable for larger trucks:

**Calle de Rosario Pino 12, 28020 Madrid**

**Calle Capitán Haya 45, 28020 Madrid**
IFEMA Exhibition Ground Parking Map:
Movement of Deliveries & Forklift trucks

Forklift services, offloading and empty case storage must be arranged through the exclusive appointed freight forwarder, Schenker & CO AG. No other agent/exhibitors or stand constructor can operatedrive their own forklift on-site. Please note, a forklift truck will not be available unless booked in advance of the event (latest booking: 05.10.2015). Should you require a forklift truck for unloading, you must order this in advance of the event with Schenker & CO AG.

Trolleys are not available at the venue. You are advised to bring your own trolley if you can’t hand-carry your items to maneuver them on site.

The entrances, roads and spaces used to deliver equipment and/or assembly it and installation from the unloading points to the stands must be protected by:

- Use of trolleys or other handling apparatus with rubber tyres
- Use of weight-spreading floors
- Protection of carpets and floors with a resistant covering to prevent holes being made is mandatory. Any damage to the existing floor is to be made good by the exhibitors or their stand builders with no cost to the organiser or venue.

No fixing likely to damage the supports (floors, walls, posts, ceilings) is allowed.

Unloading Information– NON HEAVY GOODS

Exhibitors who do not have heavy goods deliveries but choose to bring smaller items that can be hand carried, can park their car in the hotel car park which is directly connected to the hotel. There is no need to book an unloading slot in that case. By taking an elevator from the carpark one can get directly to the lobby floor. From there it is merely a few steps to get to the exhibition hall. Exhibitors need to bear in mind that the lift from the car park is a small passenger lift, hence only suitable to transport small items such as a pull-up banners etc. The maximum vehicle height to enter the car park is 1.9m.

Alternatively, exhibitors arriving by taxi directly from the airport can bring their small hand carried equipment in via the main hotel entrance (where taxis drop off) and carry their items through the lobby, leading them straight to the exhibition areas.

Note: Trolleys are not available at the venue. Exhibitors are advised to bring their own trolley if items are heavy and can not be hand carried.
Hotel Car Park Information

Total spaces: 250
Disabled spaces: 6
Maximum vehicle height: 1.9m
Costs:
- €3.20 per hour (up to a maximum of 8 hrs)
- €27 for 8hrs up to 24hrs

In addition to the hotel car park, there are the following public parking areas near by the hotel:

Calle de Rosario Pino 12, 28020 Madrid
Calle Capitán Haya 45, 28020 Madrid

Deliveries (prior to the build up days) and Collections at the end of the event

The organiser has appointed Schenker & CO AG Vienna as the official and exclusive freight and on-site forwarding company for the event. For Schenker to be able to send exhibitors the complete shipping manual, exhibitors are required to contact Schenker by email on: fairs.VIE@dbschenker.com

Services offered by Schenker for transport of exhibition goods & promotional material:

- Transport from your company up to Schenker’s warehouse Madrid
- Customs formalities
- On-site handling
- Storage of empty packaging material for the period of the congress
- On-site assistance

The venue is located in the Centre of Madrid and therefore there is only little space for trucks at the venue. For this reason, all deliveries must be pre-registered with the officially appointed freight & on-site forwarding company, Schenker & CO AG. The maximum vehicle size for load in is:

- 2.5m width and 7m length

Access to the venue is not on street level which means that a forklift truck will be required to load in big machines or parts of exhibition stands. Forklift requirements need to be communicated to Schenker & CO AG in advance. If no forklift truck is booked in advance, it will not be available on the day.

All services need to be booked in advance and at the very latest by 05.10.2015.

Alternatively, vehicles should be equipped with a tail lift. For more information on this, please refer to the section “Unloading Information – HEAVY GOODS”.

Errors and omissions excepted.
Schenker Contact details:

Schenker & CO AG
Fairs & Exhibitions
Contact Person: Rainer Gschwandner
Tel: +43 (0)5 7686 211520
Mobile: +43 (0)664 88 600 200
Email: rainer.gschwandner@dbschenker.com

Before shipments will arrive at Schenker’s warehouse Madrid, exhibitors / contractors are required to send their full pre-advice / order form to Schenker in Vienna at the above mentioned email address.

Important Information

Please note that the venue (Melia Castilla) will not accept any freight deliveries, including courier shipments prior to or during the build-up of the event. Neither the venue nor the organiser takes responsibility for any parcels being sent directly to the venue. All deliveries, except self-offload or hand carried, must be handled by the organisers appointed freight forwarder, Schenker, who will be able to gather EANS deliveries from Monday 5 October to Wednesday 14 October 2015. Please bear in mind that Monday 12th October is a bank holiday in Spain (National Day of Spain). This means that no deliveries are made on that day which exhibitors are advised to take into consideration. The forwarding agent, Schenker DB, needs to receive all necessary information from the exhibitor and should be well informed by the exhibiting company of all arrangements regarding transportation, storage of goods before and after the exhibition.

DB Schenker will charge the exhibitor for the receipt, handling, intermediate storage and delivery to the booth. These services / charges are NOT included in the original courier fee. Neither the venue nor the organiser takes responsibility for any parcels being sent directly to the venue. The forwarding agent will be solely in charge of all dealings with the Customs Authorities. For any questions regarding customs formalities, exhibitors must contact Schenker at rainer.gschwandner@dbschenker.com

It is the responsibility of each exhibitor to find suitable space for the storage of potential empty wrapping during the days of exhibiting. No storage space is available at the venue. Storage areas for goods should be incorporated into the stand design. Empties storage needs to be arranged with Schenker. Should exhibitors require to re-stock their stands, they need to do so prior to the exhibition is open to delegates. Please refer to the Exhibition Opening Times for further information. Forklift services, offloading, empty case storage must be arranged through the exclusive appointed freight forwarder, Schenker. No other agent/exhibitors or stand constructor can operate/drive their own forklift on-site. If exhibitors are having their equipment picked up from the venue after the exhibition breakdown has concluded, this needs to be done through Schenker. Pick up of items needs to be arranged by the exhibitors in advance and certainly before the end of the event. All items left in the hall by the end of the exhibition dismantling will be removed and disposed of by the cleaning services. Costs may apply for items left behind. After the event, items can be stored at Schenker up until Thursday 29 October 2015.
Forwarding Instructions

Warehouse Madrid, Spain

All cargo should be consigned (road / airfreight / courier) & labelled as follows:

Label/Marks:

Exhibitor Name: .................................................................
c/o Exhibition: EANS 2015 Madrid
Booth Nr:.................................

Shipping Address:

Consignee:
DB Schenker
Ref: EANS 2015
Att: Rocío Mifsut
Centro de Carga Aérea de Barajas
Parcela 2.4 Nave 2
E-28042 – Barajas – Madrid, Spain

Notify:
Exhibitor Name: .................
c/o Exhibition: EANS 2015 Madrid
Booth Nr:.................................
Hotel Melia Castilla-Madrid

Before your shipment will arrive at Schenker’s warehouse Madrid please send your full pre-advice/order form to Schenker in Vienna at the following email address: rainer.gschwandner@dbschenker.com

All exhibitors need to check in advance about required customs procedures with Schenker. Schenker is not in charge of exhibitors’ importation charges should this be missed by the exhibitors. Consequently, shipments may not get delivered / cleared at customs and may hence not arrive at the venue.

Shipments with insufficient delivery information or missing pre-advice cannot be accepted and will be returned to the carrier’s depot waiting for further instructions. This might cause a delay for the delivery to booth. Schenker will not accept shipments sent freight collect. All shipments must be sent freight pre-paid.

IMPORTANT INFO - Latest arrival deadlines:

Shipments from EUROPEAN UNION
full pre-advice / order: 05 October 2015
at warehouse Schenker Madrid ES: 09 October 2015
at Madrid Airport 09 October 2015
Shipments from NON EUROPEAN UNION

customs documents COPY for checking incl. full pre-advice: 28 September 2015
customs documents Original: 02 October 2015
at warehouse Schenker Madrid ES: 09 October 2015
at Madrid Airport 07 October 2015

Cargo originating from outside the EU should be accompanied by

- A proforma invoice (in English) with detailed cargo description & CIF value or ATA Carnet
- Packing list with individual content, weight & dimensions.
- Passport copy from person which will pre present at exhibition booth
  (customs clearance will be made in this name )
- Power of Attorney in Spanish language

Airfreight consign the MAWB to Schenker Madrid / ES and send a copy from MAWB with your pre-advice.

Courier send us the name from courier company and tracking no.

Should you have any questions about any of the above info, please contact rainer.gschwandner@dbschenker.com

IMPORTANT REMINDER: NO DIRECT DELIVERIES TO THE VENUE (MELIA CASTILLA)
Badging and Access Control for Stand Builders

Specific badging is required for contractors (stand builders etc.) to enter and work in the building (during build and breakdown days and times). Exhibitors are required to make sure to specify to the event organizers the contact details of each member of their stand building contractor team that will need access to the building during the build-up and the dismantling. Exhibitors need to provide the following details of their stand builders / contractors:

- Contractor First Name and Surname
- Company (Stand Building Company)
- Contact Number

PLEASE RETURN THESE DETAILS VIA EMAIL TO eans2015.sponsor@aimgroup.eu NO LATER THAN SEPTEMBER 18th 2015. BADGES WILL BE HANDED OUT AT THE CONTRACTOR REGISTRATION DESK. PLEASE ASK VENUE PERSONNEL FOR THE LOCATION ON THE DAY.

Exhibitors will receive their exhibitor badges at Registration and will gain access to the exhibition hall from 10:00 on Sunday 18 October. All stands need to be fully set up by 19:00 on Sunday 18 October. On open days, exhibitors will gain access to the Exhibition Halls from 08:00 on Monday 19 to Wednesday 21 October 2015 with the exhibition opening to delegates at 09:00 each day. (For Registration Opening times, see Registration Opening Time Section of this Manual).

Stand Construction and Dismantling Rules

IMPORTANT NOTE: The Exhibitors and their stand building contractors shall be bound to comply with the General Rules & Regulations and with the Venue’s Generic Terms & Conditions outlined in this manual. Additionally, exhibitors and their stand building contractors are strongly advised to pay particular attention to the Stand Construction and Dismantling Rules listed below:

FLOORING: Each and every exhibitor is fully responsible for ensuring that absolutely no damage is done to the existing floors of the venue during exhibition build up, open period and break down period, by themselves or their stand building contractor. Should any damage occur, the exhibitor takes full responsibility of making good the damage done and any associated costs of repair are to be covered by the exhibitor. Further, it is absolutely mandatory that exhibition stand floors are covered with fireproof carpet during the open period of the event. The officially appointed supplier for exhibition carpet for shell scheme stands is Mestalla. Exhibitors who have got a shell scheme structure are required to order their carpet through Mestalla (please refer to the order form section of this manual for link to Mestalla’s services). Exhibitors who bring a space only stand construction may use their own carpet, given that it is fire-resistant and a certificate may be asked for on site. Exhibitors are to be held liable for any damage caused as a result of the flooring that has been put into place by their stand building contractor.
CLEANING: During the build and dismantling periods, contractors are responsible for keeping their stand and corridors clear of any rubbish. Further, stand builders are responsible for their waste and they have to remove it after finalizing the stand. For anything left behind that needs removing, there will be a charge. Exhibitors are responsible for the cleanliness on their stand. Once the exhibition is open, exhibitors can order daily stand cleaning and this service can be found in the order form section of this Manual. It is the responsibility of each exhibitor and / or stand building contractor to remove all left over rubbish from site.

DAMAGES & SURFACE OF THE BUILDING: It is not permitted to nail or stick any material to walls, floors, pillars, doors, curtains, furniture, ceilings, nor to any of the Hotel’s decorative elements or installations in general, without previous written authorization from the Hotel Management. Furthermore, it is strictly forbidden to directly secure any equipment (rigging) to the ceiling or the walls of the building. Should any damage to the building or hotel property (incl. furniture) occur, the relevant exhibitor or stand contractor will be held responsible and will have to compensate financially for the cost to right the damage (repair or replacement or other). Further, it is prohibited to place any posters, flipcharts or other in the hotel lobby or any other spaces except within the boundaries of the exhibition stand.

KEEPING KEY AREAS CLEAR: By law, emergency exits, exhibition gangways, fire prevention elements, as well as all security systems and closed circuit TVs are to be kept clear, visible and accessible at all times. It is prohibited to obstruct or cover any vents of any spaces within the venue. Should these rules not be adhered to, the venue reserves the right to not authorize the set-up of the stand or decorative element/structure scheduled, and should the set-up be already mounted its dismantling will be demanded at the cost of the exhibitor.

CLEARING OF STANDS: The exhibitor assumes responsibility for leaving the hotel facilities in perfect condition after the event, removing any materials (i.e.: carpet, woods, etc.) left over from their stands. Should the exhibition hall not be cleared within the timeframe communicated to the exhibitors, the Hotel will recharge the costs which may arise from hotel staff clearing remaining items from the hall. Stands need to be fully dismantled within the timeframe stipulated within this manual or otherwise communicated to the exhibitor.

INSURANCE: Each exhibiting company and their stand contractors must have sufficient public and employers liability insurance covering any damages caused by their staff either to the Hotel’s installations, other exhibitors and delegates as well as hotel staff.

STORAGE: There are no storage areas available within the venue. Should exhibitors require to store any items, such as empties, this needs to be arranged through the appointed freight forwarder Schenker. Alternatively, exhibitors are required to incorporate storage areas into their stand design.

MOVEMENT OF ITEMS: The venue does not provide staff for loading and unloading of trucks free of charge. Furthermore, the venue doesn’t provide trolleys to maneuver items such as boxes etc. Should this be required, porters can be booked at a cost from Mestalla. Please refer to the order form section of this manual. Order of such staff should also be communicated to Schenker to coordinate logistics of loading in / out.
DELIVERY OF MATERIAL BY MEANS OF CUSTOMS AND THE ASSUMPTION OF RESPONSIBILITIES CLAUSE: All deliveries for EANS 2015 need to be sent to the official freight forwarding company who handle all deliveries. Please refer to the relevant section of this manual. Deliveries can not be made directly to the hotel and the hotel consequently does not assume responsibility for any packages or the content thereof. Consequently, the hotel does not assume responsibility for the goods deposited in Customs; all customs clearance issues are to be addressed with the official freight forwarder, Schenker DB.

MAXIMUM FLOORLOAD: The maximum floorload in the Exhibition Hall is 400kg / sqm.

FIRE SAFETY OF STAND MATERIALS / HAZARDOUS SUBSTANCES: No inflammable decorations or exposed flames may be used at any time. The storage of inflammable and hazardous materials on the event premises is prohibited. Packaging, waste or any other material or object that is not used during the event shall be stored outside the premises. Failure to abide by these regulations may result in the removal of offending materials. The use of fire, naked flames or heat sources (welding, gas cutting, soldering, defrosting) during operations to install or disassemble any structures is forbidden. The use of all gas & compressed air is strictly prohibited.

EXHIBITING DANGEROUS PRODUCTS – VEHICLES / BALOONS / OTHERS: It is not allowed to exhibit any vehicles in the venue. Inflatable balloons containing inflammable or toxic gases may not be exhibited or distributed. Only helium and air are authorised in this connection. The exhibition or use of candles lit by naked flame on a stand is not allowed. Functioning equipment that consumes fuel (fires, ovens, open fires, heaters, etc.) is prohibited within the exhibition. Any material or exhibit not approved by the appropriate authority or by the exhibition organisers / venue must be removed from the building at the request of the venue / organiser.

SPECIAL EFFECTS & PYROTECHNICAL DEVICES AND ITEMS: Fog effects / haze and pyrotechnics are not allowed to be displayed in the Exhibition. Use of lasers is generally not authorized. It is not allowed to bring any laser into the building without prior consent of organiser and venue.

WATER AND WASTE: There is no provision of water and waste as a standard in the venue. Should this be required, exhibitors are required to contact the organiser.

STORAGE & WASTE DURING BUILD UP AND OPEN PERIODS:

- Boxes and packages should not be stored behind the stands. Also empty packages should not be stored in the Exhibition area. If required, a storage area should be incorporated into the stand design.

- Exhibitors are responsible for the removal of their waste adhering to the local regulations. The waste produced during the exhibition, both solid waste such as paper, cardboard, plastic, etc. and liquid waste, must be removed from stands and their surroundings every day. Once the exhibition is finished each exhibitor should remove all waste of the stand.

During the dismantling times, waste bins will be available for waste. Waste or other liquid products must not under any circumstances be poured into the drains (or toilets). If the participant fails to observe these rules, the organiser or venue shall be entitled to have the waste removed. Consequently, a cleaning company appointed by the venue or organiser shall be used, at the risk and expense of the exhibitor responsible.
STORAGE AFTER THE EVENT: It is prohibited to leave items in the hotel once the event has finished. Should storage be required post event, exhibitors are required to contact the official freight forwarder, Schenker, who can organize temporary storage. This needs to be organized prior to the event ideally, and in any case prior to the end of the event. The venue or organiser does not assume any responsibility for the storage of any items.

Venue’s Generic Terms and Conditions

SMOKING, EATING AND DRINKING: It is absolutely forbidden to smoke anywhere in the venue. Furthermore, it is prohibited to eat or drink in any meeting rooms of the venue during the build, open and breakdown periods of the event, unless catering has been specifically ordered via the organiser / venue. Serving and ordering food and/or drinks is only allowed through the venue itself. If you wish to order any catering for your exhibition stand, please refer to the order form section of this manual.

SPECIAL EFFECTS AND POTENTIALLY HARMFUL SUBSTANCES: Smoke machines, helium tanks or any other items and substances potentially harmful to hotel facilities and personnel are not permitted on the premises.

SECURITY OF ITEMS: The venue does not assume any responsibility for any damage to or loss of any goods brought in to the venue unless stored at the hotel’s left-luggage area. Stand surveillance is available at a cost. Please refer to the order form section of this manual.

ELECTRICITY Exhibitors must personally provide the installation with current stabilisers, no-break devices, overvoltage protection for all applications requiring a pure electrical network, such as, for example, computer equipment. The use of generator sets inside the Melia Castilla is strictly prohibited. Please contact the electrical contractor, Mestalla, for details.

ELECTRICAL INSTALLATIONS: All electrical installations will be installed and tested prior to being live, by the appointed electrical contractor, Mestalla. This is to eliminate the risks of any accidents and electrical fire. All temporary electrical installations shall be installed in accordance with the relevant rules of good practice, by qualified, competent electricians. The creation of a connection, the installation of a distribution cabinet and the provision of electric current to the stands as well as making power live shall be carried out exclusively by the approved personnel. Daisy chaining is not allowed under any circumstances. Electrical connections and power can be acquired through the electrical order form section of this manual.

CLEANING: During the exhibition open period, corridors between stands will be cleaned on a daily basis at the end of each day. Exhibitors are responsible for the cleanliness on their stand. Exhibitors can order daily stand cleaning and this service can be found in the order form section of this manual.
STAND DESIGN RULES & REGULATIONS

Maximum Build Heights for Stands within the Exhibition Area Patios

The maximum height stands can be built to in the Exhibition Area Patios is 2.5 meters. Due to the relatively low ceiling height there is no provision for any rigging points. Exhibitors sharing walls with other exhibitors must ensure that their walls have a neat finish on both sides without any trailing cables etc. It is mandatory that all stands are equipped with fire proof carpeting which must be ordered from our appointed carpet provider, Mestalla. The link for all of Mestalla’s services, such as shell scheme, electrics, furniture and other ancillary services can be found in the order form section of this manual.

Exhibitors located in the Hall Comendador need to note the following room access door dimensions:
Height: 2,25m; Width: 3m. Please note the maximum ceiling height is 2,5m.
Maximum Build Heights for Stands within the Exhibition Area Auditorium

The maximum height stands can be built to in the Exhibition Area Auditorium is **2.3 meters**. Due to the low ceiling height there is no provision for any rigging points. Exhibitors sharing walls with other exhibitors, must ensure that their walls have a neat finish on both sides.

According to Spanish law, it is not allowed to display any names or pictures of prescription drugs in this area. The reason for this is that (non-prescribing) nurses are not allowed to see these products, the product names or even a picture of them. This regulation regards nurses as non-prescribing persons and thus as “general public” who are not allowed to receive this information. Therefore, before giving a delegate information on prescription drugs, please make sure the person in question is not a nurse.
Stand Drawing Submission

Exhibitors building a space only stand, are reminded that detailed stand drawings and plans must be submitted to the organiser for approval at the earliest opportunity. However, this must be no later than August 1st, 2015. All plans must be sent to eans2015.sponsor@aimgroup.eu

Space only exhibitors are reminded of the following points:

- Exhibitors are advised that the procedure for obtaining approval can take a considerable amount of time. Working drawings should therefore be submitted as soon as they are available.

- Stand designs with a raised platform should endeavor to have a wheelchair access ramp incorporated on at least one of its open sides.

- Any stand incorporating closed rooms/theatres with covered ceilings must include a vision panel or window and will be subject to approval on emergency lighting and exit width. Please submit copies of the drawings as mentioned above.

- All structures, materials, special designs, unusual constructions, and all signs shall conform to Spanish safety standards and codes of practice and comply with all relevant statutory authority regulations. Any display work or materials contravening this clause must be modified to meet requirements.

- No exhibitor will be permitted to span an aisle by ceiling or floor covering.

- Please contact the exhibition organisers if you require a copy of the exhibition layout plans.

Failure to comply with any of the afore-mentioned could result in approval of your stand being withdrawn or delayed.
GENERAL RULES & REGULATIONS

In addition to any Rules and Regulations outlined in any other chapters of this Technical Exhibition Manual, exhibitors are obliged to adhere to the rules and regulations below. By having received this Manual, Exhibitors are obliged to also ensure their subcontractors and partners receive this document and consequently adhere to the stipulated rules and regulations within it.

PAYMENT OF STAND SPACE: Any booked exhibition space has to be paid in full as per the following arrangements:

Total fee due with contract raised after application.

VAT: All companies (excl. reverse charges) are required to pay VAT at the prevailing rate.

OCCUPATION OF STAND SPACE: The exhibitor, his appointed staff, agents, employees, and contractors may enter the building at a time which has been communicated to them for the purpose of stand fitting and dressing. Unless otherwise agreed in writing by the exhibition organisers, exhibitors are not authorised to sublet, share, or transfer their stand space.

DEFINITIONS: The term “exhibition” in all cases refers to the Exhibition in Exhibition Area Patios as well as the Exhibition in Exhibition Area Auditorium being held in conjunction with the EANS 2015 Annual Meeting. The term “exhibitor” includes any person, firm, company, corporation or association and its employees and agents to whom space has been allocated for the purpose of exhibiting at the exhibition. The term „organisers” means AIM Group International, Vienna Office, on behalf of the EANS Organising Committee. The term „premises” refers to those portions of the stated venue licensed to the Organisers.

APPLICATION: The organisers reserve the right to refuse any application or prohibit any exhibit without assigning any reason for such refusal or prohibition.

EXHIBITION DATES & CANCELLATION: The Organising Committee reserves the right to change the venue, time and date of reservations up to six months before the start of the congress. The organisers reserve the right to postpone the exhibition from the set dates, and to hold the exhibition on other dates as near to the original dates as possible, utilising the right only when circumstances necessitate such action and without any liability to the organisers and exhibitors. The organisers accept no responsibility for any damages if the event is not performed due to any obstacle or hindrance outside the control of the organisers, which the organisers could not reasonably have foreseen and which the organisers could not have avoided at a reasonable effort of cost. Such obstacles and hindrances include, but are not limited to, the outbreak of war, civil riots, governmental or other obstacles for the freedom of travel, union actions, natural disasters, fire, flooding and any other circumstances that fall within the meaning of the above.

EXHIBITION LAYOUT: The organisers reserve the right to change the exhibition floor layout if necessary as well as to amend or alter- in unforeseen circumstances - the exact site of the location of the stand and the exhibitor undertakes to agree to any alteration to the site or the space re-allocated by the organisers.

CONTRACT CANCELLATION: In exceptional circumstances the organisers will be prepared to consider cancellation of their contract with exhibitors, but only if the following conditions are complied with:

- Cancellation received in writing up until 8 months before the exhibition: 10% cancellation fee of total amount.
- Cancellation received in writing up until 6 months before the exhibition: 50% cancellation fee of total amount.
- Cancellation received in writing later than 3 months before the exhibition: the exhibitor will be liable for the total charge.

BANKRUPTCY OR LIQUIDATION: In the event of an exhibitor becoming bankrupt or entering into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction) or having the receiver appointed, the contract with such an
obstruct the light or impede or project over gangways or affect the displays of neighboring exhibitors. Gangways must at all times be kept clear and free for passage. All emergency exits and access to service areas are to be kept clear at all times and must not be restricted or rendered unrecognizable. Public gangways shall remain the means of escape even during build up and break down periods. Any exhibitor who continues to cause obstruction or nuisance after notice has been given will be liable to have his stand closed by the exhibition organisers at the exhibitor’s expense and risk. No exhibitor shall erect any sign, stand, wall, or obstruction which in the opinion of the exhibition organisers interferes with an adjoining exhibitor.

**PROMOTIONAL GIVE-AWAYS:** Brochures, catalogues, give-aways are to be distributed only by exhibitors on their own stand. Exhibitors cannot distribute their give-aways from the aisles nor outside the exhibition halls or venue.

**POSTERS, BANNERS AND ADVERTISING:** Any posters must be approved by the venue and the organiser and can not just be put into place on the premises without prior written consent of both, organiser and venue. No unauthorized means of advertising may be put up on walls, windows, doors, in lifts and in the vicinity of the venue, in public spaces etc.

**PHOTOGRAPHY:** Photographs can only be taken prior to the opening of the exhibition, and during the Congress only at your exhibition stand. If you are planning any filming or photography within the hall, please inform the organiser on eans2015.sponsor@aimgroup.eu. During the congress, only hand held and battery operated equipment may be used within the hall and all gangways, particularly the exhibition area must be clear of tripods and cables. There is the opportunity to book a professional photographer via the organiser. Please contact us for further information on eans2015.sponsor@aimgroup.eu.

**CHILDREN AND ANIMALS:** There are strict policies on bringing children to the event. If you need further information on this, please contact the organiser prior to the event on eans2015.sponsor@aimgroup.eu. Animals, apart from guide-dogs, are not allowed in the exhibition or the EANS 2015 Annual Meeting overall.

**DAMAGE TO THE VENUE PREMISES:** Exhibitors must take care to avoid damage to any part of the building. At the end of the hire period, the venue event manager will prepare a list of dilapidations which have occurred within the premises during the hire period and will report this back to the organisers. If there are any necessary repairs, this will result in additional charges being made to the exhibitor. The exhibitor is therefore requested to notify the exhibition organisers in writing when a potentially dangerous exhibit (e.g. x-ray machine) is being considered and if the exhibitor notices any damage that they have caused to the premises. No nails, screws or other fixtures may be driven into any part of the premises, including floors. Furthermore, it is not allowed to disfigure any part of the premises in any way, including the use of sellotape, velcro, gaffa tape, etc. Should any damage occur, the exhibitor responsible will be invoiced for any repair charges incurred. Exhibits, displays, stand fittings, and materials must not be stored against the exhibition hall walls, any damages caused from such action will be charged.

**LIABILITY:** The exhibition organisers will endeavour to protect exhibition property while on display at the exhibition. However, it must be clearly understood that neither the venue nor the exhibition organisers can and will accept liability for any loss or damage to any exhibition property. Exhibitors will be responsible for all damage to property and for any loss or injury caused by them or their agents or employees and will indemnify the exhibition organisers against all claims and expenses arising there from. In the event of it being necessary for any reason whatsoever for the exhibition to be abandoned, postponed, or altered in any way in whole or in part, or if the exhibition organisers find it necessary to change the dates of the exhibition, or vary the hours the exhibition is open, the exhibition organisers shall not be liable for any expenditure, damage, or loss incurred in connection with the exhibition. The exhibition organisers shall further not be liable for any loss that the exhibitor or exhibition contractors may incur owing to the intervention of any authority which prevents or restricts the use of the premises or any part thereof in any manner whatsoever.

**RISK ASSESSMENT:** All exhibitors are required to carry out a risk assessment. Please refer to the relevant section of this Exhibition Manual where template risk assessment forms can be found for shell scheme and space only stands.

**WORKS:** No exhibitor shall object to the construction, demolition, repair, or replacement of any buildings or plant, or the carrying out of any other activity or undertaking of any vibration, noise, or other nuisance arising there from or in relation thereto, whether under or over or (in the case of emergency only) within the premises or any other adjoining or neighbouring premises and whether by the premises or any other owner or occupier.
CONDUCT OF EXHIBITORS AND REPRESENTATIVES:

- **Annoyance**: The exhibition organisers reserve the right to stop any activity on the part of any exhibitor that may cause annoyance to other exhibitors or visitors. Business must be conducted only from the exhibitor’s own stand and under no circumstances may this be carried out from a gangway or elsewhere within the exhibition.

- **Microphones/Audio Visual Equipment**: The use of microphones/audio visual equipment is permitted, but the volume must not be such as to cause annoyance to other exhibitors; the exhibition organisers reserve the right to prohibit such use if, in the exhibition organisers’ opinion, this is the case.

- **Publicity Material**: Publicity material shall be displayed and/or given away only from the exhibitor’s own stand. Leaflets displayed at any other point throughout the premises will be removed or destroyed by the exhibition organisers.

- **Projected Images**: Projected images, however generated, may not play on to aisles or on to other stands.

- **An exhibitor may not, except by express written permission of the exhibition organisers, display directly or indirectly, advertise or give credits to any products other than his own or his named principal’s. The display of acknowledgement or credit indicating membership of organisations or trade associations is not allowed except by the express written permission of the exhibition organisers. The exhibition organisers reserve the right to have masked or removed from the premises any product or sign violating this regulation.**

COMPLIANCE WITH RULES AND REGULATIONS: If the exhibitor fails to comply in any substantial respect with the terms of these Rules and Regulations, the exhibition organisers have the right to sell the stand space. The exhibitor, however, will be liable for any loss suffered by the exhibition organisers thereby, and all monies paid by the exhibitor shall be absolutely forfeited to the exhibition organisers.

The exhibition organisers are responsible for the control of the exhibition area. Exhibitors are responsible for the control and supervision of their own stands. The decision of the exhibition organisers is final and decisive on any question or aspect not covered in the foregoing Rules and Regulations.

The exhibition organisers may from time to time add to or vary these Rules and Regulations and do anything at their sole discretion they deem desirable for the proper conduct of the exhibition, provided that such amendments or additions do not operate to diminish the rights reserved to the exhibitor under these Rules and Regulations and shall not operate to increase the liabilities of the exhibition organisers.

All exhibitors should note that participation at the exhibition implies acceptance of these Rules and Regulations.
Health & Safety

Introduction

All exhibitors are obliged to adhere to Directive 89/391/EEC – OSH “Framework Directive” of June 1989, which is of fundamental importance as it is the basic Health & Safety Legal Act which outlines measures of prevention and protection of Health & Safety of workers against occupational accidents and diseases.

Exhibitors are obliged to adhere to all Health & Safety rules and regulations outlined in this Directive and it is their obligation to ensure the Health & Safety of their appointed employees and contractors involved in the EANS 2015 Exhibition.

Risks should be avoided as far as reasonably practicable and with this in mind, exhibitors are required to carry out a suitable and sufficient Risk Assessment. This means that the risk assessment must identify all significant risk. Significant risks are those which are reasonably foreseeable in terms of probability and severe enough in outcome to warrant consideration. Risk assessments should be carried out by competent staff who are knowledgeable about the activity on the exhibition stand, detailing the hazards and controls.

Examples of common risks associated with an exhibition are as follows:

✓ Fall from working at heights and working on a live edge
✓ Slips, trips and falls
✓ Manual handling – lifting or moving of heavy loads
✓ Injury from electric shock
✓ Objects falling from height or loads falling from vehicles
✓ Injury from use of work equipment such as saws etc.
✓ Structural collapse of an exhibition stand
✓ Fire and fire related incidents
✓ Excessive working hours resulting in tiredness and therefore making people prone to accidents

Risk Assessment Info

Every exhibition stand is a miniature workplace and therefore, exhibitors are required by law to complete a sufficient risk assessment, covering set-up-, open-, and breakdown period of their stand within the exhibition. There is no need however, to over-complicate things. The build of shell scheme will be covered by the shell scheme contractor’s assessment. If the activity on the stand is clearly without significant risk, then there is only need for the exhibitor to confirm that this is the case. Or if any risky activities are planned to happen on the stand, then there is need to indicate these and indicate how these risks are intended to be controlled. For space only stand constructions, it is a little more complex. Exhibitors of a space only stand will have to produce a risk assessment for the safe set-up and dismantling of their stands, including
risk of fire. Should any other activities take place on the stand, such as medical demonstrations etc., this will also have to be covered in the risk assessment.

Insurance Info

Exhibitors are reminded of the need to consult their insurance company or brokers to cover themselves fully against all risks at the exhibition. Insurance protection will NOT be given to the exhibitors by the organiser. Particular attention is drawn to the need for the following:

Public & Employers Liability Insurance: All exhibitors must have Public and Employers Liability Insurance. The organisers will have the right to ask you for this onsite. Please consult your insurance company to cover you fully against all risks at the exhibition.

Abandonment Insurance: Exhibition organisers are not obliged to return any monies paid for space in the event of cancellation or restriction of the exhibition.

Stand, Fixtures and Similar Insurance: All risks on loss or damage to exhibitor’s property, fixtures, fittings and all other property of a similar nature whilst on the premises and transit risks from the exhibitor’s premises to the exhibition and return should be covered.

Exhibitors must not use or permit or bring into the premises or any part thereof any act or thing which may render any extra or increased premium payable for any of the exhibition organisers and/or the exhibition area’s insurance policies, including but not limited to material damage, consequential loss or public liability insurance.

5 Steps to a Risk Assessment

There are two key definitions which are an important part of the risk assessment vocabulary:

A ‘hazard’: something with the potential to cause harm (such as injury, loss or damage)

A ‘risk’: something with the potential for harm to be realized.

Step 1: Identify the Hazard and who could be harmed

Please consider types of Hazards such as:

✓ Physical e.g. a vehicle
✓ Chemical e.g. substances such as cleaning products
✓ Biological e.g. food poisoning
✓ Psychosocial e.g. violence
✓ Common hazards can be: Exhibits or displays, stand designs, alcohol consumption, works on overhead-height etc.

Step 2: Assess the risk

For simple processes it is often sufficient to award a straightforward:

✓ Low
✓ Medium
✓ High
But you should try and look at likelihood as well as severity of the risk.

**Step 3: Develop Controls**

Having determined what the hazards are, and to what extent they pose a risk we now need to do something about it and the below control measures are recommended:

- Eliminate risk at source (There is a point at which any operation is simply too risky)
- Substitute for a safer method or product.
- Reduce the risk in a quantifiable way.
- Isolate from the hazard. (This is a common form of control at event build ups. Workers are isolated from the risk of falling objects when raising a lighting rig by taping off the area under the rig to prevent access for example.)
- Control the risk. The most common form of control on the event floor is the use of security and floor management.
- Personal Protective Equipment (items such as hard hats and safety shoes.)

**Step 4: Implement Controls**

This is the business of implementing controls on the event floor itself. It is worthwhile considering all the practical implications of control measures before they are put into place.

**Step 5: Monitor and Review**

It is important to monitor the event floor to ensure that prescribed controls are actually in place. Other times when risk assessments need to be reviewed are:

- When there has been an accident or incident
- When there is a significant change in personnel or process
- When monitoring reveals problems.

Risk assessment templates can be found below for shell scheme and space only stands. All exhibitors must complete EITHER a shell scheme OR a space only Risk Assessment Form depending on the type of stand that will be built, which should be returned to the exhibition organisers by 15th September 2015. Assessment forms can be found below.
RISK ASSESSMENT TEMPLATE FOR COMPLEX SPACE ONLY STANDS

Exhibitor’s Responsibility:

As an exhibitor you are required to carry out a risk assessment and are obliged to complete this form even if you consider your stand as low risk. Failure to complete a **sufficient** risk assessment could ultimately lead to the closure of your stand.

This template is for a **complex space only exhibition stand** which will require a more detailed risk assessment than a simple shell scheme stand. Please study the activities on your stand during set-up-, open- and breakdown-period of the exhibition.

Common hazards:

- Complex structures such as a multi-storey stand
- Working electrical appliances other than simple display lighting
- Working machinery of any kind even if static
- Display of sharp objects
- Demonstration of any kind (incl. demos on “test patients”)
- Heat source of any kind incl. naked flame, gel burners etc.
- Any hazards which could be a risk

The above list of common hazards is not exhaustive and you are responsible for identifying any aspects of your stand that could present a hazard. This form serves as guidance only and does not exempt you from your legal responsibilities or transfer them to EANS 2015. For ease of completion, please refer to the 5 Steps of a Risk Assessment outlined in the Technical Exhibitor Manual and complete the Risk Assessment Form below.
RISK ASSESSMENT TEMPLATE FOR COMPLEX SPACE ONLY STANDS

Please complete this form and return it to eans2015.sponsor@aimgroup.eu at the latest by 15th September 2015.

Event Name and Date: 

Stand Name: Stand Number: 

Name of Person responsible for Health & Safety: 

Contact Telephone Number: 

Contact E-Mail address: Risk Assessment undertaken by: 

Please tick who this risk assessment has been distributed to. Ideally it should be distributed to the following:

- Contractors
- Exhibition Organiser
- Exhibitors On Site (on your stand)

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Consequences</th>
<th>Who might be harmed?</th>
<th>P x S=R</th>
<th>Controls</th>
<th>P x S=R Action Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify Hazards</td>
<td>What could result from the hazard?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor Injury</td>
<td>Minor cuts, sprains, bruises etc.</td>
<td>Organiser’s staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serious Injury</td>
<td>Head injury, loss of consciousness, broken bones, respiratory problems etc. (Usually an injury from which full recovery is possible).</td>
<td>Venue staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Death or very serious injury</td>
<td>Loss of limb, paralysis (Any life changing injury from which full recovery is unlikely).</td>
<td>Exhibitors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Delegates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contractors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Elderly visitors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New and expectant mothers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Who is at Risk: 
P x S = R

Risk

P = Probability
S = Severity
R = Risk level

Is the risk adequately controlled?
Consider the hierarchy of controls:
- Eliminate
- Substitute
- Reduce
- Isolate
- Control
- PPE
- Discipline

Do the controls reduce the risk as far as reasonably practicable?

Do the controls comply with industry standards?

What is the residual Risk?

Action Level:
HIGH = High, Immediate action Required
MED = Medium, Justify and review each event day
LOW = Low, no further action needed’

See table below.
Use the following calculation table:

<table>
<thead>
<tr>
<th>Probability (P)</th>
<th>Severity (S)</th>
<th>Calculation of Risk (R) (P x S = Risk)</th>
<th>Rating</th>
<th>Action Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Almost inevitable</td>
<td>3 Death or very serious injury</td>
<td>SEVERITY 1 2 3</td>
<td>LOW = 1 - 4</td>
<td>MED - no action required</td>
</tr>
<tr>
<td>4 Very likely</td>
<td>2 Serious injury</td>
<td>1 2 3</td>
<td>MEDIUM = 5 - 7</td>
<td>MED - justify / review for each event day</td>
</tr>
<tr>
<td>3 Likely</td>
<td>1 Minor injury</td>
<td>1 2 3</td>
<td>HIGH = 8 - 15</td>
<td>HIGH - immediate action / further controls needed</td>
</tr>
<tr>
<td>2 Unlikely</td>
<td>1 Low injury</td>
<td>1 2 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Very unlikely</td>
<td>1 Very unlikely</td>
<td>1 2 3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please now complete the Risk Assessment below:

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Consequences</th>
<th>Who is at Risk</th>
<th>P</th>
<th>S</th>
<th>R (P x S)</th>
<th>Controls</th>
<th>P</th>
<th>S</th>
<th>R</th>
<th>Action Level</th>
</tr>
</thead>
</table>

Errors and omissions excepted.
You must return this form to eans2015.sponsor@aimgroup.eu at the latest by September 15, 2015.

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

**Signature:** ..........................................................  **Name:** ..........................................................

**Date:** ..........................................................
RISK ASSESSMENT TEMPLATE FOR SIMPLE SHELL SCHEME STANDS

Please complete this form and return it to eans2015.sponsor@aimgroup.eu at the latest by September 15, 2015.

Event Name & Date: ..............................................................................................................................................

Stand Name: .......................................................... Stand Number: ..........................................................

Name of Person responsible for Health & Safety: ..................................................................................................

Contact Telephone Number: .........................................................................................................................

Contact E-Mail address: ................................................................................................................................

Risk Assessment undertaken by: ....................................................................................................................

Exhibitor’s Responsibility:

As an exhibitor you are required to carry out a risk assessment and are obliged to complete this form even if you consider your stand as low risk. Failure to complete a sufficient risk assessment could ultimately lead to 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 doubt you should contact the organiser. Please study the activities on your stand during set-up-, open- and breakdown-period of the exhibition.

Common hazards:

✓ Working electrical appliances other than simple display lighting
✓ Working machinery of any kind even if static
✓ Display of sharp objects
✓ Demonstration of any kind (incl. demos on „test patients“)
✓ Heat source of any kind incl. naked flame, gel burners etc.
✓ Any hazards which could be a risk

The above list of common hazards is not exhaustive and you are responsible for identifying any aspects of your stand that could present a hazard. This form serves as guidance only and does not exempt you from your legal responsibilities or transfer them to EANS 2015. For ease of completion, please refer to the 5 Steps of a Risk Assessment outlined in the Technical Exhibitor Manual or to the notes below (1) – (5).

Please complete the Risk Assessment:

<table>
<thead>
<tr>
<th>Identify Hazards(1):</th>
<th>Identify persons who could be harmed(2):</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) ……………………………………………………………………………………</td>
<td>From Hazard 1): ..........................................................</td>
</tr>
<tr>
<td>2) ……………………………………………………………………………………</td>
<td>From Hazard 2): ..........................................................</td>
</tr>
<tr>
<td>3) ……………………………………………………………………………………</td>
<td>From Hazard 3): ..........................................................</td>
</tr>
<tr>
<td>4) ……………………………………………………………………………………</td>
<td>From Hazard 4): ..........................................................</td>
</tr>
<tr>
<td>5) ……………………………………………………………………………………</td>
<td>From Hazard 5): ..........................................................</td>
</tr>
</tbody>
</table>
### Consequences (3):

- Of Hazard 1:
- Of Hazard 2:
- Of Hazard 3:
- Of Hazard 4:
- Of Hazard 5:

### Assess the Severity of your risk level by ticking the relevant box and circling which hazard it applies to (4):

- High - Hazard 1) 2) 3) 4) 5)
- Medium - Hazard 1) 2) 3) 4) 5)
- Low - Hazard 1) 2) 3) 4) 5)

### Assess likelihood of it happening by ticking the relevant box and circling which hazard it applies to (4):

- Highly Possible – Hazard 1) 2) 3) 4) 5)
- Possible – Hazard 1) 2) 3) 4) 5)
- Unlikely – Hazard 1) 2) 3) 4) 5)

### Control Measures in Place (5):

- For Hazard 1:
- For Hazard 2:
- For Hazard 3:
- For Hazard 4:
- For Hazard 5:

### Contractor Control (6):

1. A hazard is anything that has the potential to cause harm
2. Anybody who could be injured, suffer ill-health, as a result of the hazard causing harm (e.g. people working on the stand, delegates, other exhibitors etc.).
3. What could be the harmful consequences (e.g. cuts, bruises, major injury etc.)
4. This is your own assessment of the risk. A risk constitutes itself of likelihood of hazard to cause harm and the expected severity of the harm. Tick the appropriate boxes.
5. Identify the control measures you put into place to eliminate or control the risk adequately.
6. You carry legal responsibility for any person or company working on your behalf. You must ensure they are competent and will work in a safe manner. We suggest you request a copy of their Health & Safety policy. Please detail your safety checks you have carried out with your contractors in this box.

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

**Signature:**

**Name:**

**Date:**
ORDER FORMS FOR ON SITE SERVICES

Order of Goods and Services for Exhibition stands

For insurance and security reasons, and to adhere to regulations stipulated by the venue, the exhibition organisers have appointed Mestalla Interiorismo as the official and sole contractor for the below services:

✓ Shell Scheme Stand Construction
✓ Exhibition Electrical Services
✓ Shell Scheme Exhibition Stand Carpet
✓ Shell Scheme Stand Lighting
✓ Hostesses for Exhibition Stands

Mestalla can additionally provide the following services, but exhibitors are allowed to use other suppliers also:

✓ Exhibition Furniture
✓ Exhibition AV
✓ Exhibition Stand Branding/Graphics & Design of space only stands
✓ Labour (Porters etc.)

Please refer to the info sheet below which also includes a link to order services directly with Mestalla.

Other suppliers:

IT (Internet): AIM Group International, Vienna Office on behalf of Melia Castilla (venue)

Catering: AIM Group International, Vienna Office on behalf of Melia Castilla (venue)

Lifting services & freight forwarding: Schenker DB

Due to the necessity of co-ordinating all such activities during build up and break down periods, and for security purposes, no other contractors will be permitted to undertake any of these works without the prior consent of the exhibition organisers.

To order any of the above services plus many more, please refer to the order forms section of this manual starting below.
Shell Scheme Stand Construction & Exhibition Electrical Services – INFO SHEET

INDUSTRY EXHIBITION BOOTHs:

The following can be ordered at a cost by clicking on the following online ordering catalogue link: http://events.mestalla.com.es/eanscongress

You need to register by creating a username, password and adding your email address.

Shell Scheme structure:

✓ Aluminium structure, (2.5m high in Exhibition Area Patios, 2.3m high in Exhibition Area Auditorium)
✓ 8mm boards in white
✓ 0.42cm straight façade in white

Fascia Board

✓ Standard: 1 sign per each façade in typography
✓ Upgraded fascia board available

Exhibition Stand carpet (available in different colours, all at the cost of €4.50 per m²) FIREPROOF CARPET IS MANDATORY AND NEEDS TO BE PUT DOWN ON EACH EXHIBITION STAND.

Lighting & Electricity

✓ (50 w / m² with lamps of 100w each) in form of halogen spot lights
✓ The electrical system according IP-55, comprising:
  ▪ Control circuit
  ▪ Protection circuit (30mA)
  ▪ Switch & 1 x 500w socket, additional sockets available

Furniture

PLEASE NOTE - Order Deadlines:

✓ For Shopping Online (NO SURCHARGE): September 27, 2015
✓ For orders after the 27th of September, an additional 50% of the listed price will apply.
✓ Shopping Online Closure: October 13, 2015
✓ For orders after 13th of October, please contact Mestalla directly on: Tel. : + (34) 674 206 923 or by mail: eans@mestalla.com.es

ANCILLARY SERVICES FOR ALL EXHIBITORS CAN ALSO BE ORDERED FROM MESTALLA by clicking on the following online ordering catalogue link: http://events.mestalla.com.es/eanscongress

✓ Exhibition AV
✓ Stand Branding / Graphics (like printed vinyl, foam etc.)
✓ Design of space only stands
✓ Labour
Catering Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

Orders to be received by September 18, 2015. Any orders received after this deadline are subject to a 20% surcharge and are subject to availability.

STAND NAME: ………………………………………………………..     STAND Nr: ………………………………………........
VAT Nr: ……………………………………………     COMPANY NAME: ………………………………………………………
BILLING ADDRESS: …………………………………………………………………………………………………………………….
…………………………………………………………………………………………………………………………………………………
ZIP: ………………………….     CITY: ……………………………………     COUNTRY: ………………………………............
TEL: …………………………………………….....................     FAX: …………………………………………………………………….
MOBILE: …………………………………………………..     CONTACT: ………………………………………………………….
E-MAIL: …………………………………………………………………………………………………………………………….

<table>
<thead>
<tr>
<th>Description</th>
<th>Price*</th>
<th>Date Qty (PIE/PRS)</th>
<th>Date Qty (PIE/PRS)</th>
<th>Date Qty (PIE/PRS)</th>
<th>Date Qty (PIE/PRS)</th>
<th>From (h)</th>
<th>Total €</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drinks</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coffee Nespresso – (incl. Nespresso machine, cups, sugar, milk)</td>
<td>4,50€/per capsule</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Drinks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft drinks (selection of coke, diet coke and fanta available)</td>
<td>4,00€/per 0,5l bottle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water still/ sparkling</td>
<td>3,00€/per 0,5l bottle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White wine (Bellori)</td>
<td>17,50 €/per bottle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red wine (Solar Samaniego)</td>
<td>18,50 €/per bottle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bottled beer (Mahou)</td>
<td>6,50 €/per bottle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Snacks</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sandwich Platter – Vegetarian (14 small pieces)</td>
<td>24,50 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sandwich Platter – Non-vegetarian (14 small pieces)</td>
<td>24,50 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Homemade Cookies**  
(35 pieces)  
18,00 €

<table>
<thead>
<tr>
<th>Acronyms:</th>
<th>SUB- TOTAL € (food)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRS = persons</td>
<td>VAT 10% (food)</td>
</tr>
<tr>
<td>PIE = Piece</td>
<td>SUB- TOTAL € (drinks)</td>
</tr>
<tr>
<td>From (h) = from what time the catering service should start</td>
<td>VAT 10% (drinks)</td>
</tr>
<tr>
<td>IMPORTANT:</td>
<td>TOTAL €</td>
</tr>
<tr>
<td>Please fill out your valid VAT number or tax ID</td>
<td></td>
</tr>
</tbody>
</table>

*All prices are exclusive VAT*

**Payment upon receipt of the invoice:**

- **Bank transfer references:**  
  Bank für Trient und Bozen AG | Banca di Trento e Bolzano  
  Wilhelm-Greil-Straße 4, 6010 Innsbruck, Austria  
  IBAN: AT44 1928 0000 0001 4100  
  BIC: RZKTAT2KBTB

- **Credit card (+ 2% administration costs):**  
  Cardholder’s name: ..............................................  
  Type of payment: VISA / MASTERCARD / AMEX  
  Card number: ..........................................................  
  Security Code: .......... Amount: ........... Exp. Date: ............

**IMPORTANT**

- No claims will be accepted after the exhibition. Please contact AIM Group, Vienna Office in writing before the end.  
- All changes of invoice due to wrong information will cost 25 €.  
- All orders received after September 18, 2015 will incur:  
  - 20% surcharge  
  - Immediate payment will be required  
  - Products are subject to availability and feasibility or might be substituted

Date: ..............................................................  
Company’s stamp: .................................................

Name: ..............................................................

Signature: ..............................................................
Exhibitor Name Badge Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

This order form need to be returned by Friday September 25, 2015.

STAND NAME: ……………………………………………………….. STAND Nr: ………………………………………........
VAT Nr: …………………………………………… COMPANY NAME: ……………………………………………………….
BILLING ADDRESS: …………………………………………………………………………………………………………………….
…………………………………………………………………………………………………………………………………………………
ZIP: …………………………. CITY: …………………………………… COUNTRY: ………………………………............
TEL: …………………………………………...... FAX: …………………………………………………………………….
MOBILE: ………………………………………………….. CONTACT: …………………………………………………..
E-MAIL: ……………………………………………………….........................

All exhibitors are required to register prior to the EANS 2015 Annual Meeting. Free exhibitor badges are available according to the below table. Individuals who do not have badges will NOT be admitted into the exhibition areas. This order form needs to be returned before Friday September 25, 2015. Additional badges can be purchased for €170 incl. VAT per badge.

<table>
<thead>
<tr>
<th>Booth area (m²)</th>
<th>Exhibitor badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 - 5</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>7 – 15</td>
<td>3</td>
</tr>
<tr>
<td>16 – 24</td>
<td>4</td>
</tr>
<tr>
<td>25 – 33</td>
<td>5</td>
</tr>
<tr>
<td>34 – 42</td>
<td>6</td>
</tr>
</tbody>
</table>

Please note that Non-for-profit stand holders will receive 1 badge per stand.

Symposia Organisers will additionally receive the following badges:

<table>
<thead>
<tr>
<th>Symposium type</th>
<th>Exhibitor badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Parallel Symposium</td>
<td>1</td>
</tr>
<tr>
<td>Corporate Plenary Symposium</td>
<td>2</td>
</tr>
</tbody>
</table>

Badge Details – please complete:

Surname       First Name       Email address
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------
Floral Decoration Order Form – Info Sheet

Option 1
Flower center piece with mirror base

Option 2
Tall center piece with flower base

Flower composition with glass vase

Option 4
Other compositions

Option 5
Flower piece

Please note a further array of plants can be found on the Mestalla site. Please click on link for details.
Floral Decoration Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

Orders to be received by September 18, 2015. Any orders received after this deadline are subject to a 20% surcharge and are subject to availability.

STAND NAME: ............................................................  STAND Nr: .........................................................
VAT Nr: .............................................................. COMPANY NAME: ............................................................
BILLING ADDRESS: .................................................................................................................................
...............................................................................................................................................................
ZIP: ........................ CITY: ................................. COUNTRY: .........................................................
TEL: ................................................................. FAX: .................................................................
MOBILE: .................................................. CONTACT: ..............................................................
E-MAIL: ...............................................................  

<table>
<thead>
<tr>
<th>Description</th>
<th>Price*</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>From (h)</th>
<th>Total €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>45,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 2 with flower base</td>
<td>45,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 2 without flower base</td>
<td>40,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 3</td>
<td>45,00/55,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 4</td>
<td>From 83,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 5 (price depends on a type of flower)</td>
<td>From 7,00 €</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Acronyms:

PCS = pieces
From (h) = from what time the floral service should start

IMPORTANT:

Please fill out your valid VAT number or tax ID

*All prices are exclusive VAT

SUB- TOTAL €  
VAT 10%

TOTAL €
Payment upon receipt of the invoice:

- **Bank transfer references:**
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  Wilhelm-Greil-Straße 4, 6010 Innsbruck, Austria
  IBAN: AT44 1928 0000 0001 4100
  BIC: RZKTAT2KBTB

- **Credit card (+ 2% administration costs):**
  Cardholder’s name: ............................................................
  Type of payment: VISA / MASTERCARD / AMEX
  Card number: .................................................................
  Security Code: ...........  Amount: ............  Exp. Date: ..............

**IMPORTANT**

- No claims will be accepted after the exhibition. Please contact AIM Group, Vienna Office in writing before the end.
- All changes of invoice due to wrong information will cost 25 €.
- All orders received after September 18, 2015 will incur:
  - 20% surcharge
  - Immediate payment will be required
  - Products are subject to availability and feasibility or might be substituted

Date: .................................................................

Name: .................................................................

Signature: .............................................................

Company´s stamp:
Security for Stand Surveillance Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

Orders to be received by September 18, 2015. Any orders received after this deadline are subject to a 20% surcharge and are subject to availability.

<table>
<thead>
<tr>
<th>Description</th>
<th>Price*</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Total number of hours</th>
<th>Total €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security for stand surveillance (minimum of 4 hours)</td>
<td>38,50 €/hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SUB- TOTAL €</td>
<td></td>
</tr>
</tbody>
</table>

Acronyms:
From (h) – Until (h) = from what time until what time the security surveillance service should be provided

IMPORTANT:
Please fill out your valid VAT number or tax ID

*All prices are exclusive VAT

Payment upon receipt of the invoice:

Bank transfer references:
Bank für Trient und Bozen AG | Banca di Trento e Bolzano
Wilhelm-Greil-Straße 4, 6010 Innsbruck, Austria
IBAN: AT44 1928 0000 0001 4100
BIC: RZKTAT2KBTB

Credit card (+ 2% administration costs):
Cardholder’s name: 
Type of payment: VISA / MASTERCARD / AMEX
Card number: 
Security Code: 
Exp. Date: 

TOTAL €
IMPORTANT

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Date: ..................................................  Name: ..................................................

Signature: ..........................................  Company’s stamp:
Stand Cleaning Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

Orders to be received by September 18, 2015. Any orders received after this deadline are subject to a 20% surcharge and are subject to availability.

STAND NAME: .......................................................... STAND Nr: ......................................................
VAT Nr: .................................................. COMPANY NAME: ..............................................................
BILLING ADDRESS: .......................................................... ...............................................................
........................................................................................................................................................................
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TEL: .......................................................... FAX: ..............................................................
MOBILE: .......................................................... CONTACT: ..............................................................
E-MAIL: ..............................................................

<table>
<thead>
<tr>
<th>Description</th>
<th>Price*</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Date From (h) – Until (h)</th>
<th>Total number of hours</th>
<th>Total €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand cleaning after set-up</td>
<td>11,00</td>
<td>€/hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stand cleaning during the day (maintenance)</td>
<td>88,00</td>
<td>€/8 hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Acronyms:
From (h) – Until (h) = from what time until what time the porter service should be provided

IMPORTANT:
Please fill out your valid VAT number or tax ID

*All prices are exclusive VAT

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Credit card (+ 2% administration costs):
Cardholder’s name: ..........................................................
Type of payment: VISA / MASTERCARD / AMEX
Card number: ..........................................................
Security Code: .......... Amount: ...........
Exp. Date: .................................
IMPORTANT

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Date: ..................................................  Name: ..................................................

Signature: ............................................  Company’s stamp:
Exhibitor IT Order Form

Please fill in this document in capital letters, sign it and return it to eans2015.sponsor@aimgroup.eu (Tel. + 43 1 402 77 55-0) in order to confirm your order.

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STAND NAME: ..........................................................     STAND Nr: .....................................................
VAT Nr: ......................................................     COMPANY NAME: ..........................................................
BILLING ADDRESS: ...........................................................................................................................
.............................................................................................................................................................................
ZIP: .......................................     CITY: .........................................     COUNTRY: .............................................
TEL: ..........................................................     FAX: ..............................................................
MOBILE: ..................................................     CONTACT: ............................................................
E-MAIL: ...........................................................

Free wi-fi for browsing is provided throughout the entire building to all delegates and exhibitors. If you wish to order a dedicated wired internet connection for your stand, the following prices apply (costs are for duration of the event).

<table>
<thead>
<tr>
<th>Dedicated Line</th>
<th>Cost (for event duration)</th>
<th>Qty</th>
<th>Total €</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 MB</td>
<td>€ 795</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 MB</td>
<td>€ 995</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50 MB</td>
<td>€ 1325</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUB-TOTAL €</th>
<th>VAT 21%</th>
<th>TOTAL €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
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Date: .................................................................

Name: .................................................................

Signature:.................................................................

Company’s stamp: