



Exhibitor Manual

8-10 April 2024
SEC, Glasgow
www.uksg.org

CONNECTING THE
KNOWLEDGE COMMUNITY

On behalf of UKSG,
thank you for supporting
the 2024 Conference.

The information below
is provided to assist
with the delivery of a
successful event.

Tips for exhibition success

- As soon as you have booked your space, start promoting! The busiest stands at UKSG generally do lots of marketing in the months leading up to the conference. Use the conference hashtag #UKSG2024 so that we can help boost your social media activity.
- Think about how to attract people to your booth – make it stand out. Innovative competitions make for busy stands!
- Make sure your booth is staffed throughout the exhibit period! Have a rota so that there is always someone there to answer questions.
- Finally – please make sure the people staffing your booth are familiar with the content of this exhibitor manual.

Pre-event contacts

Prior to the event, Karina Hunt at KHEC is working on behalf of UKSG.

Our aim is to ensure strong communication links with all exhibitors and Karina will be able to assist with any pre-event enquiries not covered in this manual.



Karina Hunt
Event Consultancy

e. karina@khec.co.uk

t: +44 (0) 7900 165948



Witney Business and Innovation
Centre, Windrush House, Windrush
Industrial Park, Burford Road, Witney,
OX29 7DX, UK.

t: +44 (0)1993 848235

e. bev@uksg.org **w:** www.uksg.org

Build-Up Timetable

Saturday 6 and Sunday 7 April

Hall 1 will be open from 0900 to 2000 for stand building (space only booths) on Saturday, and open again on Sunday at 0800 for those with shell schemes. Please pay special attention to Section 4, Build-Up and Breakdown. Please note: all stands must be built by 2000 on Sunday 7 April 2024.

We would appreciate your making every effort to adhere to this policy in order to ensure a seamless build-up process for all exhibitors.

Breakdown Timetable

Wednesday 10 April

Stands can be broken down from 1315. Section 4, Build-Up and Breakdown again applies. We would appreciate your adhering to this policy to ensure a professional event image.

You must be clear of Hall 1 by 1800.

Exhibition Hours

Monday 8 April:0830 – 1830

Tuesday 9 April:0830 – 1800

Wednesday 10 April:0800 – 1315

Your Quick Contact Guide

Pre-Event Contact

Karina Hunt, KHEC | Tel: +44 (0)7900 165948 | karina@khec.co.uk

Accommodation

Glasgow Convention Bureau.

<https://book.passkey.com/go/UKSG2024>

Advertising

To place an advertisement in UKSG eNews or the conference programme, please contact Pär Rock, Content Online

Pär@contentonline.com

Venue

Tanya Oliver

Event Manager - Conferences & Exhibitions

SEC - Scottish Event Campus

Exhibition Way

Glasgow G3 8YW, UK

tanya.oliver@sec.co.uk

UKSG

Bev Acreman, Executive Director

Witney Business and Innovation Centre, Windrush House,

Windrush Industrial Park, Burford Road, Witney, OX29 7DX, UK

Tel: +44 (0)1993 848235

bev@uksg.org

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Exhibition Floor Plan

1. Accommodation

Our official accommodation service is provided by the Glasgow Convention bureau, visit the conference webpage for the link and further information.

accommodation@glasgowconventionbureau.com

Tel: +44 (0)141 566 0821. Bookings are available now at <https://book.passkey.com/go/UKSG2024>

2. Animals

No animals other than assistance dogs are permitted on site.

3. Badges

The SEC requires exhibitors and contractors to wear badges during build-up on Saturday 6 and Sunday 7 April. Badges will be available for collection from the registration desk in Hall 1. Any exhibitors arriving on Monday 8 April should collect their badges when general registration opens at 0800.

NB: Please remember that all exhibitors must book to attend the event as delegates, via the UKSG Conference web page, selecting your free exhibitor place (one per booth)

4. Build-Up and Breakdown

Please refer to the information on Page 3 for times. Stands must be designed so they can be completed within the time available.

Please ensure that all items are removed by the dates and times specified. Any items left at the venue after this time are at the exhibitor's risk. You may be charged for their removal.

Exhibitors and contractors should report to the Gate House. Please refer to Section 5 – Car Parking. They will then be directed to the Hall 2 vehicle doors to unload. Space in the loading bay area is limited and traffic will be staggered according to availability of parking. Once they have completed their business, they will be directed back to the Gate House or, if remaining on site, to the designated car park.

Exhibitors and contractors must wait until the Halls are officially closed before commencing breakdown. The Guards on the vehicle doors will not allow exhibitors to utilise these exits prior to the official close of the exhibition.

Please ensure that all contractors are aware of these arrangements.

Please refer to Section 15 for arrangements for the delivery and collection of items.

5. Car Parking

For information on parking at the SEC please refer to <https://www.sec.co.uk/visitor-information/how-to-get-here/car-parking>

6. Catering

The sole rights to catering are held in-house at the SEC. All daytime catering for delegates will be in Hall 1. If exhibitors wish to organise catering from their stand they should use the online order form at Scottish Event Campus <http://uksg.standcatering.co.uk> and return this by **Monday 25 March** at the very latest. There are vending machines in the foyer nearest Hall 1 where hot drinks and snacks can be purchased during set-up and throughout the period.

Clydebuilt Bar & Kitchen in the main concourse will be open on **Sunday 7 April** from 09.00 to 17.00.

Note 1: Exhibitors are requested to refrain from placing promotional flyers on the refreshment tables and seats in Halls 1 and 2.

Note 2: No exhibitors shall distribute or give away any item of food or drink unless authorised by the official caterers at the SEC.

7. Children

Please note that there are specific laws appertaining to children under the Health and Safety at Work regulations. No one under the age of 16 is allowed on site during build up or break down.

8. Cleaning

Each exhibitor is responsible for keeping their stand area clean and tidy. The exhibit areas are carpeted. At the end of each conference day, any items left outside an exhibitor's stand area will be disposed of.

9. Cloakroom

There are cloakroom facilities on the Main Concourse.

10. Code of Practice

Please ensure that all exhibits remain displayed during the hours the conference is open. *Breaking down before 1315 on Wednesday 10 April is strictly forbidden* – your neighbouring exhibitors could still be trading. Please be considerate!

11. Completion of Stands and Exhibits

All stands must be dressed and completed by 2000 on Sunday 7 April – strictly no access to Halls 1 and 2 after this time. Exhibitors should be familiar with the content and implications of the Disability Discrimination Act 1996 (DDA) and stands should be designed accordingly.

12. Conference Plenary/Breakout Sessions

All exhibitors are required to register as delegates and can attend sessions of their choice. Plenary sessions will take place in the Lomond Auditorium. Location of breakout session rooms will be advised.

13. Damage

Any damage which has been caused by your company will be charged to your company.

14. Delegate List

A list of delegates (names and affiliations only) will be emailed to you two weeks before the event.

15. Delivery and Collection of Items

All deliveries to the SEC should be clearly marked with the following details and delivery:

Exhibitor Name:

Stand No:

UKSG Exhibition 8-10 April 2024

Scottish Event Campus, Hall 2

Glasgow G3 8YW

UK

Couriers delivering and collecting should report to Gate Security for direction. Deliveries will only be accepted from Saturday 6 April from 0800.

Exhibitors should ensure that arrangements are made for the collection of all items from the SEC at the end of the event. All items for collection should be clearly labelled with full contact details. Collections on Wednesday 10 April

should be made between 1330 and 1800. All items MUST be collected by Wednesday 10 April (between 0800 and 1315). Items not collected by this time will be put into temporary storage (you may be charged by Cameron Logistics for this) but there is no guarantee that they will not be disposed of after the stated collection time cut-off.

UKSG and the venue cannot take responsibility for any goods delivered by courier or postal services that are received by the organisers or their on-site representatives.

The SEC work with Stevie Cameron Event Logistics as their venue logistics partner for deliveries prior to the conference (and post-conference if needed) Exhibitors are welcome to use any courier or they can discuss their requirements with Camerons. Visit <http://www.cameronlogistics.co.uk>

If your material requires customs clearance, you may want to consider using Cameron Event Logistics international customs team to ensure the shipment is not held up in customs. Contact Cameron Event Logistics Ltd and they can supply a registered EORI number. international@cameronlogistics.co.uk / Tel +44 (0) 1355 202497

16. Disability Access and Parking

Information on disabled access and facilities is available on the SEC website at <https://www.sec.co.uk/visitor-information/accessibility>

17. Disputes

Should any questions arise that are not covered by the venue/event rules and regulations, the exhibitor agrees to accept the decision of the organisers as final.

18. Electrics and Lighting

UKSG has appointed Full Circle Events as the official electrical contractor for the event and they are responsible for carrying out all the electrical installations on site. All electrical work must comply with the Association of Exhibition Venues 'eGuide August 2016 Common Regulative Guidance for Events in UK Venues'.

Full Circle Events & Exhibitions (the official event contractor) have now moved on to an online platform and orders can be placed for Electrics, Floorcovering / Carpet, Shell Scheme Nameboard and Additional Shell Scheme Accessories at: <https://uksg24.exhibitconnect.co.uk>

Please note that each exhibitor will receive a unique username and password from Full Circle to be able to log onto the portal. Please check your junk/spam folder. If you are experiencing any technical issues with this service or need help with your orders, please contact Full Circle on 0161 393 3949 or email them at exhibitors@exhibitconnect.co.uk If you are using a Contractor, to avoid any delay, please ensure you pass on your log in details to them..

Cables and Wiring

- The maximum length of the flexible cord on an appliance or 4-way trailing lead is 2m.
- Multi-way plug-in type and bayonet adaptors are not permitted.
- Plug tops must comply with British Standard BS1363 and be suitably fused.
- Not more than one flexible cord shall be connected to one plug top.

4-Way Trailing Leads

- Only one 4-way unit can be used per socket and is subject to a maximum loading of 500w.

Clients' Own Lights

- Due to the recently introduced testing procedures please order either a 500w or 1000w socket outlet for clients' own lights.
- Spare lamps should be supplied as maintenance is not included with clients' own lights.
- Lamps and appliances with high surface temperatures should be guarded and used away from combustible materials.

Testing

- From 1 July 2012 new 'Testing of Electrical Installations' rules came into force in line with current Exhibition Industry Alliance (AEO, AVE & ESSA), e-guide rules and regulations. The charges to undertake the required testing are

incorporated into the individual fitting prices listed on our Electrical Order Form.

Low Voltage Lighting

- Transformers must be fused on both the primary and secondary sides.
- Consideration should be given to the siting of your transformers in order to avoid volt drop and they must be well ventilated and easily accessible.

Sockets

- Sockets used for clients' own lights must not exceed 1000w.
- Ensure that you order the correct socket by checking the reference tag fitted to all appliances. Specifying incorrect sockets will result in additional costs and delays on site.
- All sockets are single conventional British metalclad outlets.

Mains Boards

- Each stand will have its own 30ma RCD consumer unit or distribution board, which must be easily and readily available at all times in the event of an emergency.
- We will position the consumer board on the back of the shell scheme fascia board unless otherwise instructed.
- Space only sites must indicate where they would like their distribution board installed.

24-Hour Power

- If power is required overnight for a fridge or computer then 24-hour power must be requested at the time of the order being placed.

Plans

- Please submit a plan outlining both the height and position of the fittings ordered, together with the desired position of the mains board.
- Failure to submit a plan will result in the fittings being placed at our discretion; site alterations will result in a surcharge and possible delays.

Socket Outlets

When ordering socket outlets it should be noted that all appliances have varying power requirements. Therefore, we recommend that you check the reference tag, fitted to each appliance by law, to assess its power requirements and to enable you to order the correct socket. Failure to do so can lead to blowing the fuse not only on your stand, but also on the block mains, leaving you and your neighbouring exhibitors without lights or power. This may result in additional charges and delays on site. Current venue regulations state that sockets which are to be used for lighting must not exceed 1000w. The use of 4-way units is permitted, provided that only one 4-way unit is used per socket and is subject to a maximum loading of 500w. Linking one 4-way unit to another ('Daisy chaining') is strictly prohibited under eGuide July 2014 regulations. If you have any queries then please do not hesitate to discuss your requirements with Full Circle Events, who will be happy to help. Listed below are examples of the socket ratings required for regularly used appliances.

Sockets or Connections to Your Own Light Fittings

You can use your own light fitting systems on your stands. It is your responsibility to ensure that the system, or any prefabricated wiring, complies with the eGuide August 2016 regulations and has been installed or inspected by a competent electrician prior to use on site. All clients' own lighting must be supplied with a plug top so that it can be simply plugged into a socket outlet on site and must have a current Portable Appliance Test (PAT) label. You should carry a quantity of spare lamps, as maintenance to clients own lights is not included. Before ordering the socket for your own lights, please consider the following to ensure that you order the correct socket:

- eGuide August 2016 regulations state that sockets for clients own lighting must not exceed 1000w.
- When using lights on a track, add the total wattage of all the lamps together to give you the correct rated socket.
- Individual light fittings can be pre-wired together prior to arriving at the exhibition hall, provided that it is wired with a plug top by a qualified electrician and that it is PAT tested. However, you should give careful consideration as to how you fix your fittings to your stand once they have been pre-wired. Again add the total wattage of all the lamps together to give you the correct rated socket.
- If your light fittings cannot be pre-wired you will need to order an individual socket outlet for each fitting:
 - 500w Socket Outlet: Mobile phone charger, PC/Laptop, Television, DVD player, Oscillating fan, Clients' own lighting.

- 1000w Socket Outlet: Small domestic coffee machine, Vacuum cleaner, Microwave, Large plasma TV screen, Clients' own lighting.
- 2000w Socket Outlet: Not permitted for lighting purposes: Domestic coffee machine, Small kettle, Steam iron.
- 3000w Socket Outlet: Not permitted for lighting purposes: Standard kettle, Commercial coffee machine, Water boiler, Clothes steamer.
- 500w 24 hour Socket Outlet: Fridge, Computer requiring 24-hour power.

Please check the terms and conditions before booking - Full Circle Events are an external contractor and UKSG is not responsible for contracts made with them.

19. Emergency Procedures

If the alarm is activated the building will be evacuated. Stewards will direct everyone to the nearest emergency exits and towards the congregation points.

20. Exhibition Guide

Your logo and up to 100 words about your company will be included in the guide if you have supplied these to Karina at KHEC. Karina has requested this information directly from you following your stand booking.

21. First Aid

A qualified first-aider will be on site at all times but in the first instance please report any first aid incident to a staff member who will then contact the first-aider.

22. Furniture

No furniture is included in the stand fee. Furniture can be ordered via the Full Circle Events forms at the website below. Please check the terms and conditions before booking - Full Circle Events are an external contractor and UKSG is not responsible for contracts made with them.

Please book your furniture requirements online at: <https://UKSG24.exhibitconnect.co.uk>
Your username and password will be emailed to your booking contact by exhibitors@exhibitconnect.co.uk

23. Gangways/Aisles

Please ensure all products, display items, etc. are kept within the confines of your stand. You will be asked to remove items that protrude into any aisle or gangway.

24. Health and Safety

Construction (Design & Management) Regulations (CDM) came into effect in April 2015. The regulations changed how construction businesses manage their health and safety.

You should be aware of your responsibilities under the 1974 Health and Safety At Work Act, and all of the ensuing regulations and codes of practice. An exhibition site is also a place of work and you are advised that you should carry out risk assessments as part of your normal health and safety duties. Please refer to Section 32 on risk assessment.

25. Insurance

The SEC insures its premises and own property against all risks. Whilst the venue takes every precaution to protect property during the event, it is not responsible for any loss of or damage to exhibitors' property. Please ensure that you have adequate insurance cover. Make sure that you have considered all eventualities including cancellation. You must have public liability insurance to exhibit.

26. Internet

Free WiFi connectivity will be available to all delegates. The public hotspot provides a free-to-use, unsupported wireless system which is of limited bandwidth and intended for use by delegates to check e-mails, etc. Exhibitors are advised that, in order to guarantee sufficient bandwidth to support their stand activities, they should order a high-speed hard-wired internet connection.

NB: Exhibitors must not purchase a wired connection with a view to deploying their own wireless network as this can cause interference.

Please use the SEC form in [Appendix A](#) to order internet connections. Forms should be returned by Friday 10 March.

Internet security and the security of your machine and your data are your responsibility and the SEC accepts no liability for losses either actual or consequential as a result of your using their internet access services.

There will be IT support available during set-up on Sunday 7 April.

Fax, photocopying and other office services can be obtained from the Business Centre on the main concourse.

27. Noise Levels

If any noise levels are raised to an unacceptable level for neighbouring exhibitors and visitors during the Conference, the organisers reserve the right to curtail the noise.

28. Notice Board

There will be an exhibitor notice board where announcements about stand-based events, prize draws, etc. can be displayed.

29. Painting or Spraying

Under no circumstances is painting or spraying permitted in the halls.

30. Photography

Simon Williams Photography will be on site for the duration of the event. Please do go ahead and contact Simon if you would like any stand/event photography.

Tel: +44 (0) 131 510 1212 www.simonwilliamsphotography.co.uk

31. Risk Assessment

All parties, including exhibitors and contractors, have responsibilities as laid out in accordance with the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and any mandatory Acts/Regulations relevant to their activities. It is the responsibility of exhibitors and contractors to ensure that a safe working environment is achieved throughout the build-up, open and breakdown periods of the event.

Exhibitors building their own stands should submit a risk assessment to Bev Acreman, Executive Director, UKSG (bev@uksg.org) by no later than Monday 26 February, where there is deemed to be a risk associated with their stand.

Exhibitors occupying a shell stand do not need to submit a risk assessment for the build process but should ensure that their stand and their fittings are safe. No documents are required from shell scheme users. Exhibitors using simple pop-up stands are not required to provide any documents.

The risk assessments submitted to UKSG will be available to SEC staff on site for reference. All contractors, sub-contractors, agents, etc. appointed by an exhibitor must have in their possession an appropriate risk assessment and method statement and relevant liability insurance for the tasks/activities they are performing, which should be available for inspection at any time.

32. Security

The venue has on-site security and all doors to Hall 2 will be locked at the end of each conference day. We do, however, recommend that you remove all personal valuables, including laptops, from your stand when unstaffed. Please ensure all electrics are switched off when you leave your stand at the end of each day. Please refer to [Section 25 - Insurance](#).

During the open period the SEC will staff emergency exits. Stewards will be on duty for each area in use.

33. Sharers

Remember to pass on any relevant information to any companies sharing your stand with you.

34. Smoking

In accordance with legislation, the venue operates a No Smoking policy in ALL enclosed areas.

35. Stand Construction Details

Stand Layout

The exhibition hall (Hall 2) layout is a pre-determined layout as approved by the SEC Halls Manager. All shell stands and floor space stands are 2.5m x 1.5m. Please refer to the [Exhibition Floorplan](#).

Height Restrictions

The Height restriction in the hall is **5m**.

Floor Space Only Stands

Stands must be designed so they can be completed and dismantled within the time available (Wednesday only). Please refer to [Section 31](#) on Risk Assessment. Each Floor Space Only stand will be allocated 1 x 500W single socket outlet.

Shell Scheme Stands

Shell scheme stands will be constructed with the **Click modular system** to a height of 2.5m, using white melamine panels and blue 300mm deep fascia to all open sides. Please refer to the Full Circle Events website: <https://uksg24.exhibitconnect.co.uk> for more details of the stand specification.

One standard fascia nameboard will be provided to each open side of a shell stand, detailing company name and stand number. Please confirm these details by completing the form online.

Each Shell stand will be allocated 1 x 500W single socket outlet and 2 LED spotlights. Optional extras can be ordered for shell stands. Please refer to the Full Circle Events website for more details: <https://uksg24.exhibitconnect.co.uk>

If a double stand has been ordered, the dividing wall will be automatically removed unless otherwise requested by the exhibitor.

Carpet

The gangways in Hall 2 will be carpeted in Royal Blue and all stand areas (floor space and shell) and seating areas will be carpeted in Light Grey.

Exhibitors wishing to change or remove the carpeting on their stands should contact Karina Hunt at KHEC: karina@khec.co.uk

No tape is to be used on floor areas without prior approval of the venue. Any damage caused will be charged at a level appropriate to cover costs for complete renovation of the damaged area.

Stand Graphics

Exhibition graphics can be ordered from Full Circle Events website. Please use the order form online.

Walls/Doors/Windows

No posters or other materials are to be pinned, taped or attached in any other way to walls, doors or windows. Any damage caused will be charged at a level appropriate to cover costs for complete renovation of the damaged area.

36. Storage

There is no space available at the SEC for storage after the event. Cameron Logistics will remove any item left at the end of the conference and exhibitors can contact them direct arrange collection of items. You will be charged for this service.

Stevie Cameron Event Logistics info@cameronlogistics.co.uk

37. Toilets

Toilets are located throughout the SEC.

38. Travel Information

Information on how to get to Glasgow and the SEC can be found at <https://www.sec.co.uk/visitor-information/how-to-get-here>

39. Trolleys

Trolleys are not available at the SEC.

40. Venue

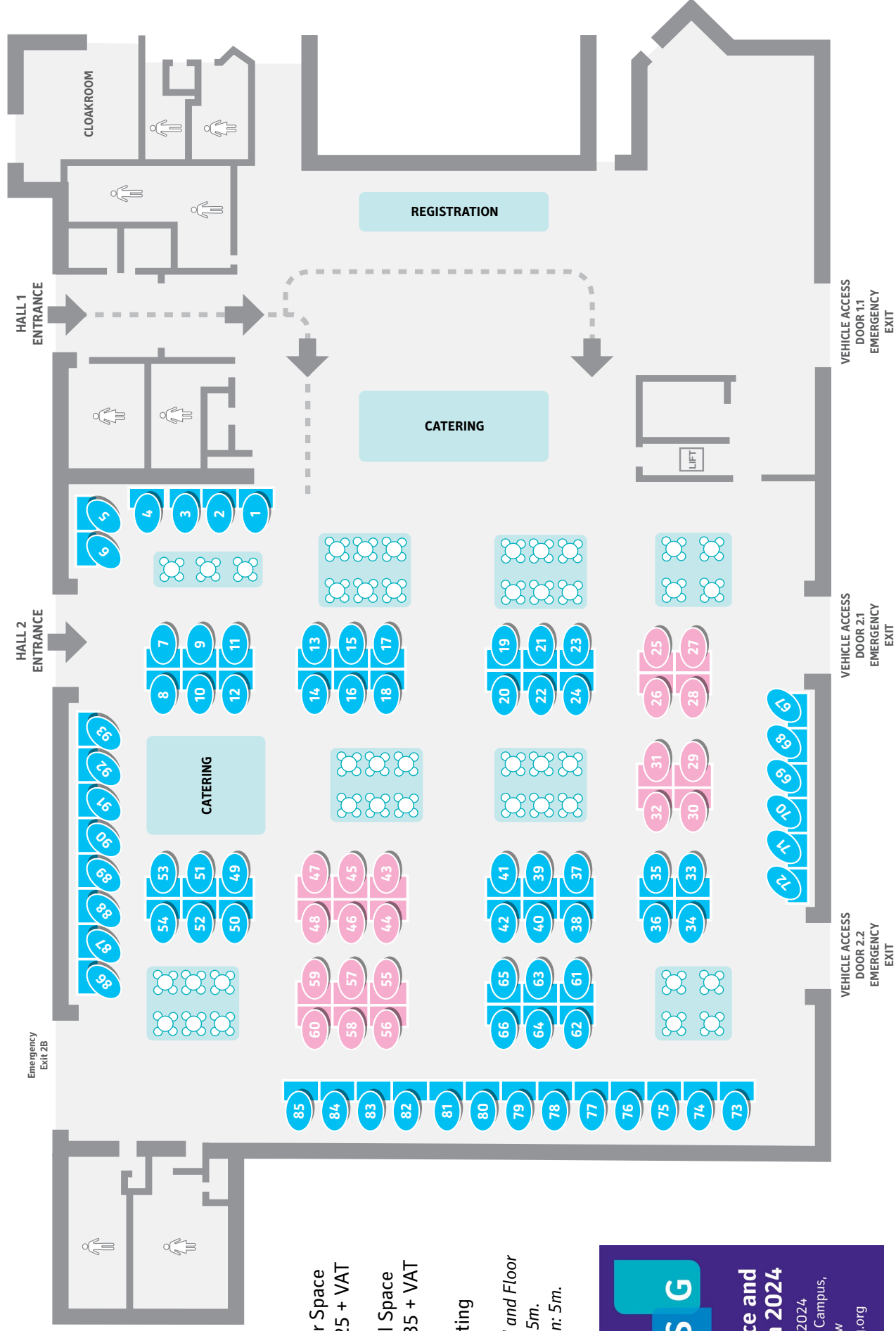
The full address of the venue is: Scottish Event Campus (SEC), Glasgow, G3 8YW, UK.

Main switchboard: +44 (0)141 248 3000

<https://www.sec.co.uk/>

UKSG 2024 Exhibition Floor Plan

SEC, Hall 2



F Floor Space
£1725 + VAT

S Shell Space
£1935 + VAT

 Seating

All stands (Shell and Floor Space) 2.5m x 1.5m.
Height restriction: 5m.



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