



voice10

The UK's landmark event for social enterprise

Cardiff International Arena, Cardiff, Wales

1 – 2 February 2010



**SOCIAL
ENTERPRISE
COALITION**

THE VOICE OF SOCIAL ENTERPRISE

Voice10

**Cardiff International Arena,
Cardiff, Wales**

1 - 2 February 2010

Exhibitor Manual

For all enquiries, please contact:

Voice10 Conference Office
Lismore House, 14 Lismore Road
Eastbourne, Sussex, BN21 3AT

Tel: 01323 637714, **Fax:** 01323 637777,

Email: voice@confpeople.co.uk

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Introduction

On behalf of the Social Enterprise Coalition we would like to thank you for exhibiting at Voice10. We want to make Voice10 the most educational, innovative and inspiring exhibition experience for all attendees, with something for everyone.

This exhibition manual contains everything you need to know to ensure you enjoy a smooth and successful event.

Exhibitor Checklist

Please submit all online forms by Friday 8th January 2010. If you have any queries email: voice@confpeople.co.uk or telephone 01323 637714 unless otherwise stated. All forms are available on the event website or by clicking on the links below.

Items and forms to be submitted by Friday 8th January 2010.

- Contractor Passes (if applicable)
http://www.tcp-events.co.uk/voice10/exhib_contractor_reg.html
- Vehicle Pass (if required)
http://www.tcp-events.co.uk/voice10/exhib_vehiclepass_reg.html
- Health & Safety Form
http://www.tcp-events.co.uk/voice10/exhib_hands_reg.html
- Risk Assessment
http://www.tcp-events.co.uk/voice10/exhib_risk_assessment_reg.html
- Additional furniture/equipment
http://www.tcp-events.co.uk/voice10/exhib_furniture.html

Please ensure you and your colleagues are aware of the following:

-  Delivery details
-  Access times
-  Loading and offloading
-  Build up procedures
-  Breakdown procedures
-  Emergency procedures

Conference and Exhibition Venue

Cardiff International Arena
Mary Ann Street
Cardiff
CF10 2EQ

Tel: 029 2023 4998

Registration

Exhibitor registration will be located by the loading bay doors in the Main Arena where the exhibition is taking place. Exhibitor registration opening times are:

Monday 1st February, 08:00hrs onwards (Stands must be ready at 13:00 for the Health and Safety check)

Voice 10 Conference staff will be available to answer any queries during the event.

Catering

Catering is included as part of the exhibitor package for your two attendees. Catering will be available at the designated catering points as shown on the floor plan at times specified in the programme. Please check the event website for regular programme updates.

Banking

A cash machine is located in main CIA reception.

Transport to the venue

By Rail

Cardiff International Arena is 4 minutes walk from Cardiff Central Bus and Rail Stations. Paddington, London to Cardiff is just two hours via Intercity, with trains departing hourly. Direct rail and coach services available from Liverpool, Manchester, Nottingham, Birmingham and the South East.

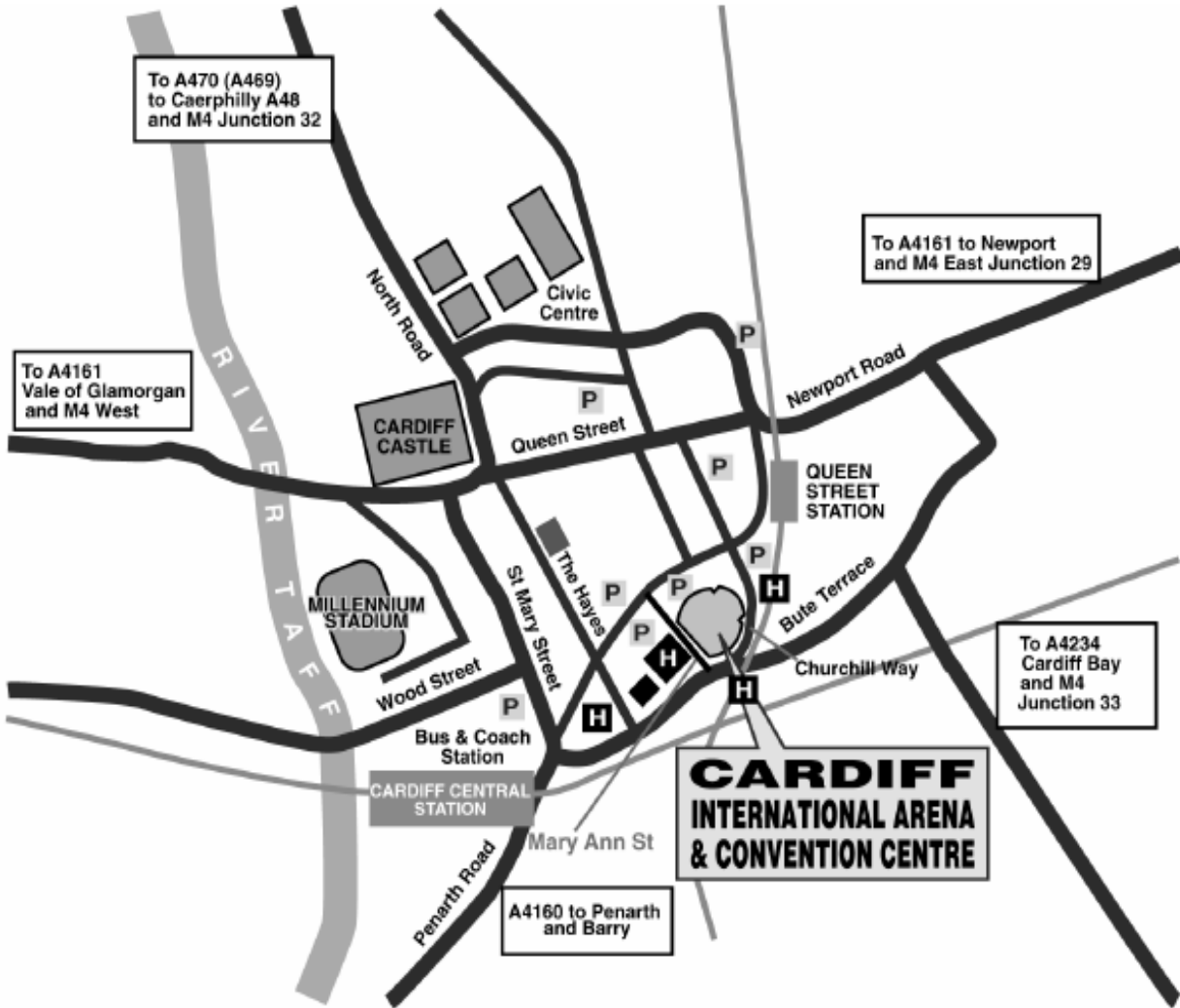
By car

Approach Cardiff on the M4, leave at Junction 29 follow signs for A48(M) Cardiff. Continue on A48(M) until exit signed Docks Cardiff East A4161 take this and stay in the left hand lane. At the next roundabout turn right for City Centre along A4161 Newport Road. For approximately 3-4 miles, travel straight on. Under the railway bridge, turn left at this set of lights, past Queen Street Railway Station on the left to next set of traffic lights.

By air

Cardiff International Airport is only 20mins drive from the city centre, with scheduled flights available from the UK and many European cities

Location Map



What's included in your exhibition package?

Shell-scheme stands

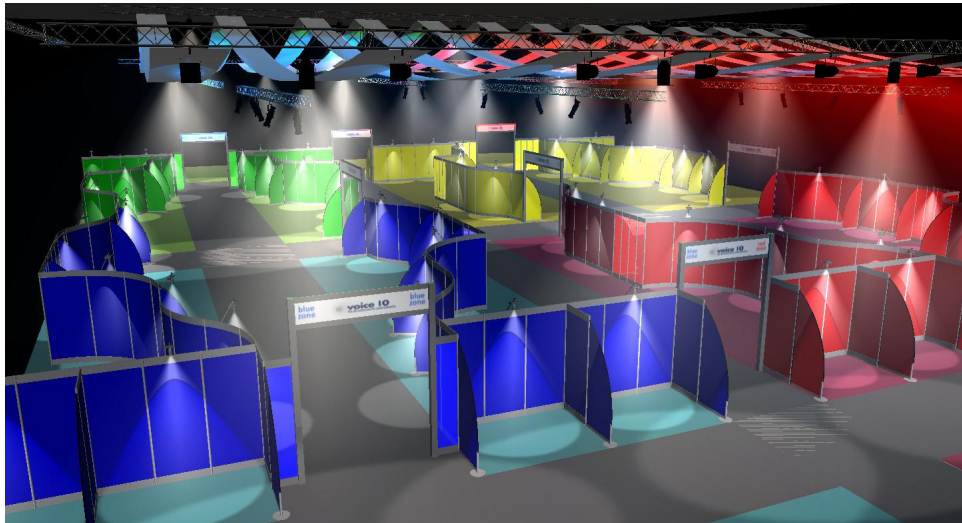
Each stand is formed as part of a shell scheme unit with some stands built with a curved side – please see the floor plan which will detail the shape of your chosen stand. Each side is separated in the middle by a divider to produce two 3m x 2m sized stands. Each stand is 2.4m high.

The pod walls are made up of interlocking shell scheme frame with blue infill panels. The panels are 3mm Foamex.

Each stand is supplied with a name board attached as an integral part of the pod side divider, a 13 amp socket rated at 4amps, a 150w halogen down light and a trestle table and two chairs

Please contact the Voice Conference Office should you wish to customise your stand in the following ways;

- insertion of own graphics into the shell scheme
- addition of fixings for graphics other than Velcro/Blue Tac (pins prohibited)
- addition of extra lighting/power
- If you do not require the table and chairs as part of your stand.



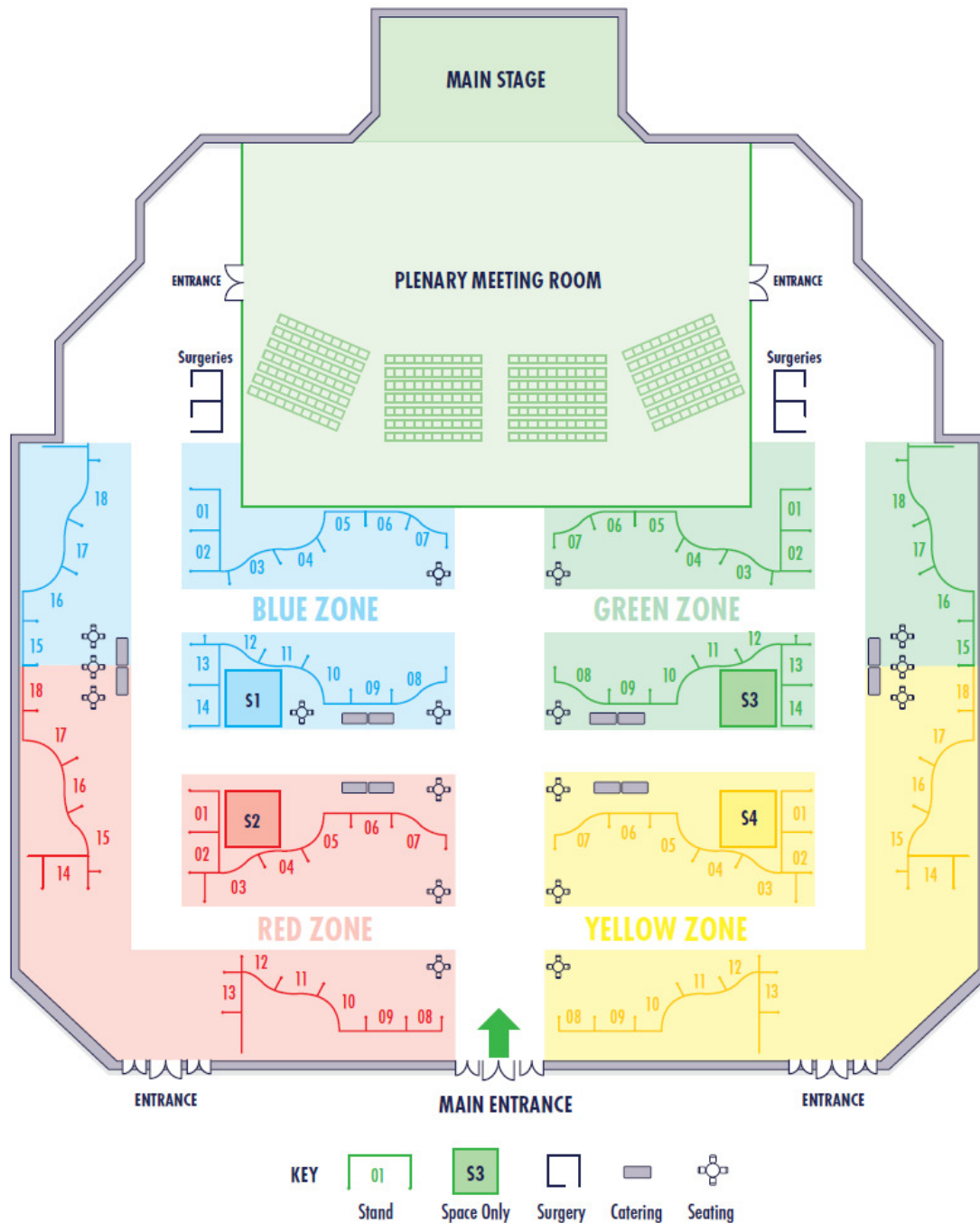
Space-only stands

Space only stands consist of a space 4m x 3m. Power sockets are **not included in your package and are chargeable**. They should be requested using the equipment order form, available via the following link:

NOTE TO ALL EXHIBITORS

- **The maximum stand height is 3.3m**
- **All stand and event structures, signs, notices, etc must be confined within the area allocated and not project into or over gangways.**
- **Your exhibition package also includes 2 stand attendees with catering and access to the sessions.**

Exhibition Floor Plan



The organiser reserves the right to alter the layout of the exhibition at any time in any respect.

Please note: The exhibition organisers reserve the right to amend the exhibition floor plan at short notice, based on logistical requirements. The organisers will notify each exhibitor directly affected as soon as a change becomes apparent. Every endeavour will be made to ensure that none of the exhibitors are unnecessarily inconvenienced.

Event Schedule

Monday 1 February: Exhibition setup

Exhibition set-up is from 08:00 until 13:00 on Monday 1 February 2010. There will be dedicated Voice10 staff on site to assist you with any queries you may have.

To ensure vehicles arrive at staggered times you are required to complete the arrival of vehicle registration form http://www.tcp-events.co.uk/voice10/exhib_vehiclepass_reg.html You must advise the time that you wish to assemble, type of vehicle and driver contact details. These forms are only valid for unloading; vehicles cannot remain parked whilst the stand is being constructed or during the event.

The exhibition is being held in the **Main Arena**. Access to the loading bays is via the main road at the rear of the building. Vehicles failing to display the required unloading pass or abusing the system will result in that vehicle being clamped.

Please note that it is the Exhibitors' responsibility to move stand materials to the loading bay area and to your stands – the CIA has no provision for trolleys.

Please note that all stand preparation must be completed by 13:00 in time for the venue's health and safety inspection. Any non compliance with health and safety requirements as outlined in the health and safety form http://www.tcp-events.co.uk/voice10/exhib_hands_reg.html and the exhibition terms and conditions http://www.tcp-events.co.uk/voice10/exhib_tandc.html may result in delays in opening of the event and in extreme cases exhibitor expulsion from the event.

Deliveries

If you are arranging for your stand materials to be sent to the CIA then items should arrive **on (not before)** Monday 1st February. Please use the delivery address labels at the rear of this manual in order to ensure your items are delivered and received correctly.

Drinks Reception

At **18.00hrs** in the **exhibition hall** the drinks reception is an ideal opportunity for you to meet delegates in a relaxed atmosphere. We strongly advise that you attend the drinks reception and look forward to seeing you there.

Monday 1 & Tuesday 2 February 2009: Conference and Exhibition

For full programme details please see conference website <http://www.voice10.org/pages/programme.html>

Tuesday 2 February: Exhibition Breakdown period

The conference closes at 16:30 on Tuesday 2nd February. Exhibitors can commence breakdown once delegates go into the final plenary session. Exhibitors are kindly reminded that for health and safety reasons stands must not be dismantled or removed until after this time.

Please note that exhibitors are restricted to having only one delivery vehicle on site at any given time. Access to the loading bay for breakdown is on a 'first come, first served' basis.

It is the Exhibitors responsibility to move stand materials from your stands to the loading bay area – the CIA has no provision for trolleys. Exhibitors are kindly asked to vacate the CIA, with all equipment by 17:30.

Courier Collection

Any packages for courier collection should be labelled with the courier collection label at the back of this manual. There is no overnight storage and packages are to be collected on Tuesday 2 February.

What we need from you

All forms are available on the event website or can be accessed by clicking on the links below.

- 1. Contractor Passes**
http://www.tcp-events.co.uk/voice10/exhib_contractor_reg.html
If you are having a contractor come in and set up/dismantle your stand, please complete this form. All exhibitors and contractors must wear badges in order to gain access into the venue.
- 2. Delivery Vehicle Pass**
http://www.tcp-events.co.uk/voice10/exhib_vehiclepass_reg.html
All vehicles using the loading areas will need to display a Delivery & Collection Vehicle pass in their windscreen. Exhibitors and contractors are asked to choose their preferred times to off-load. Passes will be sent to you in advance of the event.
- 3. Health & Safety Form**
http://www.tcp-events.co.uk/voice10/exhib_hands_reg.html
All exhibitors MUST complete and return their Health & Safety declaration in order to participate in the exhibition. Stand construction or dressing will not be allowed to commence until this form has been returned.
- 4. Risk Assessment**
http://www.tcp-events.co.uk/voice10/exhib_risk_assessment_reg.html
Each Exhibitor MUST undertake a risk assessment prior to the exhibition, identifying the hazards present onsite and ways in which you will then minimise and control those hazards. All furniture and items brought with you on the day should be included within the risk assessment.
- 5. Additional Furniture/ Equipment Order Form**
http://www.tcp-events.co.uk/voice10/exhib_furniture.html
Details of additional equipment available and costs can be found on this form.

ALL FORMS MUST BE SUBMITTED BY FRIDAY 8TH JANUARY 2010

Appendix

DELIVERY FORM

NAME OF PERSON COLLECTING PARCEL ON SITE	COMPANY NAME	CONTACT NO
NAME OF THE EVENT VOICE 10		DATE OF THE EVENT 1 - 2 February 2010
EVENT MANAGER NAME LAURA HARRISON		
DELIVERY ADDRESS Cardiff International Arena Mary Ann Street Cardiff CF10 2EQ		
SPECIAL INSTRUCTIONS		

COLLECTION FORM

NAME/ COMPANY/ ADDRESS OF WHERE PARCEL IS GOING	
CONTACT TELEPHONE NUMBER	EVENT & DATE ATTENDED AT CIA VOICE 10 1 - 2 FEBRUARY 2010
DATE & TIME OF COLLECTION	COURIER DETAILS

EMERGENCY PROCEDURES

EMERGENCY PROCEDURES THIS IS AN URGENT AND MOST IMPORTANT NOTICE

1. FIRE PROCEDURES

IF YOU DISCOVER A FIRE:

- 1) Activate the nearest Break Glass Point
- 2) Inform a member of the Arena Staff
- 3) If there is any immediate danger to yourself or to others:
 - **DO NOT** attempt to put out the Fire.
 - **DO NOT** remain in the vicinity.

All areas are fitted with heat / smoke sensors linked to the Security Lodge. Any activation will trigger a number of Pagers linked to the Fire Panel. Most activations allow a 3 Minute period when Duty Managers carrying pagers can respond-verify-advise security if a situation exists.

If a situation arises that warrants the evacuation of the Arena the following announcement is made:-

"ATTENTION PLEASE ATTENTION PLEASE. DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, IT IS NECESSARY TO EVACUATE THE BUILDING. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST EXIT."

THIS MESSAGE WILL REPEAT

Please leave the building and assemble yourselves away from the building in a safe area and wait for the Duty Manager.

DO NOT re-enter the building unless told to do so by Duty Manager.

3. HEALTH AND SAFETY

Under the Health and Safety at Work Act of 1974, you are responsible for the Health and Safety of yourselves and others while you are in the building. This means that if you see or create a Hazard for others and do not remove it, you could be liable if this Hazard subsequently causes an accident. So always remove hazards or report them if you are unable to remove them yourselves.

All doors which allow access into the Main Arena are also Self Closing Fire Doors. On NO ACCOUNT must any of these doors be wedged open at any time.

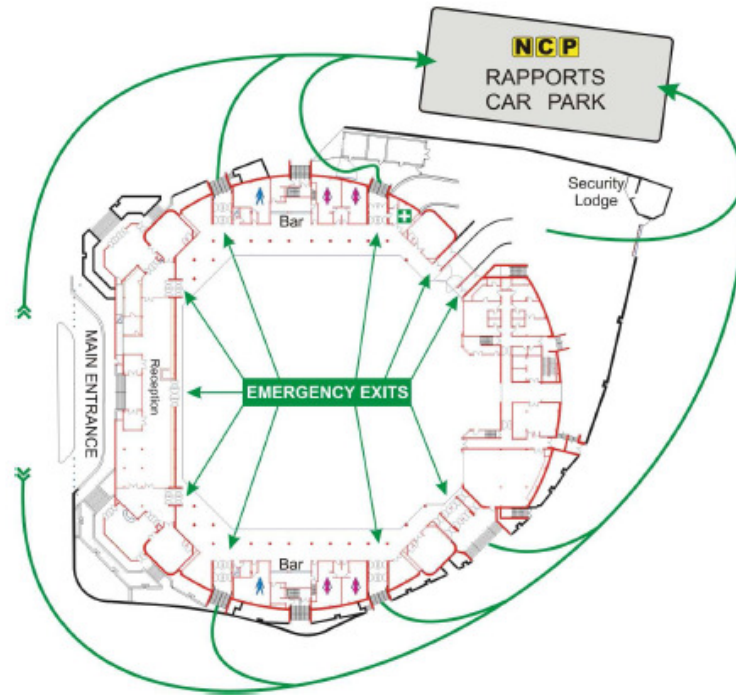
You will find Fire Hose Reels situated at each corner of the Arena, and in addition there are CO2 Extinguishers at each side of the stage. You will also find Fire Fighting equipment situated behind stage left and right.

It is the responsibility of all staff to take responsibility for their own safety, and to ensure that any items used are not positioned in such a way as to present a hazard to guests or other staff.

If you identify any potential hazards with any aspects of the event, please report the problem to a member of the Arena staff. Please do not assume that someone else will report the problem.

The First Aid Room is situated at the North East corner of the Arena. In the event of urgent medical assistance being required, inform Arena personnel without delay, giving exact location of the casualty and details of injuries sustained e.g. obvious bleeding, unconsciousness. First Aid assistance will be sent to the scene with the necessary medical equipment.

As per UK Law, smoking is **NOT ALLOWED** inside the Cardiff International Arena. Anyone wishing to smoke must use the ashtrays outside the main reception area.



EXHIBITOR SECURITY ADVICE

ENSURE YOUR STAND IS ADEQUATELY STAFFED

To decrease the risk of theft you should ensure your stand is manned at all times. Do not ask a neighbouring exhibitor to watch over your stand while you go for a break – they may become busy and not be able to keep an eye on your stand.

DESIRABLE ITEMS

Do not place desirable items at the front of your stand, you may not always be able to keep an eye on them, and they could be easily removed.

LEAVING YOUR STAND EACH EVENING

Avoid leaving your stand each evening before visitors are clear of the Exhibition. Likewise, ensure your stand is fully manned by the show opening times – remember, however, the exhibition hall is usually open an hour earlier for exhibitors and maintenance staff.

REPORT ANYTHING OF A SUSPICIOUS NATURE.

Please inform the CIA Reception Desk in the Foyer of any suspicious incidents. Leads can be followed up to avoid thefts.

Terms and conditions

Definitions

in these terms and conditions:

ORGANISER means the Social Enterprise Coalition

EXHIBITOR means any person, company or organisation and the staff or agents of any such company or organisation to take stand space

THE PREMISES means for Voice10, CIA Cardiff

AUTHORITIES means the local authority, fire authority or any other relevant body or person having jurisdiction over the premises.

Security and insurance

Each exhibitor is responsible for the security and insurance of his/her own stand and exhibits and for his/her own employees' insurance cover. In no circumstances will the organisers or the premises accept responsibility or be liable for loss or damage whatsoever or howsoever arising. Whilst the exhibition hall will be locked overnight, it is not recommended that you leave expensive items unattended where possible.

Exhibition layout

The organiser reserves the right to alter the layout of the exhibition at any time in any respect.

Trading rights

Exhibitors are not authorised to trade or perform sales transactions at Voice10. Likewise under no circumstances may the Exhibitor bring any food or beverages of any nature whatsoever into the Premises other than those supplied by the Premises authorised caterers.

Insurance

Exhibitors shall be responsible for arranging their own insurance and shall keep the organiser indemnified in respect of:

- (a) any loss or damage to any property of the organiser;
- (b) all claims and demands by third parties (including servants and agents of the organiser and the premises, other exhibitors and their servants and agents and members of the public) in respect of personal injuries or loss of or damage to property, caused by or occasioned by the exhibitor, or any of his/her employees or servants or agents or property, arising out of or in consequence of his/her occupation of the stand or exhibition of an article or process or thing or otherwise howsoever. The exhibitor will respect all risks of every kind whatsoever in respect of personal injuries to him/herself, his/her servants or agents, or of loss or damage to any of his/her property or property in his/her custody and the organiser shall be under no liability in respect of any such risks. The exhibitor shall make good any damage done by him/her, his/her servants or agents to the premises or any furniture or fixtures therein damaged by fire caused upon his/her site. The organiser reserves the right to request the sight of any insurance policy prior to the exhibition.

Exhibitors undertake that if any of the participants are under 16 years of age, they shall comply with statutory requirements in respect of the participation of children in an event.

Exhibitor's nameplates

Exhibitor's nameplates, signposts or notice boards will not be allowed outside the stand area allocated, without permission.

Opening hours

Stands must be open for business during the published daily opening hours of the exhibition and remain open continuously until half an hour after the closing times.

Clearance of exhibits

- (a) No stand, exhibits or materials may be removed before the official closing time of the exhibition. Exhibitors attempting to break down before close of conference will be fined £250.
- (b) In the event of the exhibitor failing to clear his/her exhibits and fittings by the prescribed times, a charge shall be made by the organiser. If the exhibitor has failed to do such work, the organiser may arrange for the work to be done and apply a charge thereafter.

Shell scheme and stand fitting

- (a) Any exhibitors bringing an exhibit/stand fitting higher than 3.3m should check with the organiser that there will be sufficient ceiling clearance. Exhibitors will be held responsible for any damage to the covering of their stands, and will be re-charged at replacement value. Any exhibits likely to be heavier than average should be checked with the organiser.
- (b) Any additional work an exhibitor may require on interior decoration and fitting out may be carried out by a contractor of the exhibitor's choice and at the exhibitor's expense.
- (c) No part of any stand may overhang any gangway or exceed the allocated boundaries of the stand space. Exhibitors must not display their goods so that, in the opinion of the organiser, they distract the light or impede the view along open spaces or gangways, or inconvenience other exhibitors.
- (d) No petrol, spirit or other hazardous spirit, liquid or vapour is to be brought into the exhibition premises unless previously approved in writing by the organiser.
- (e) All materials used for building, decorating, draping or covering stands must be non-inflammable or impregnated with fire-proofing solution in a way as to comply with the requirements of the authorities.
- (f) Empty cases, cartons and packing must be removed from the premises for storage or stored within the exhibition stand; the CIA makes no provision for storage. Any waste to be disposed of should be taken to the designated waste disposal points
- (g) Any changes to shell/space package options on site will be charged for at the shell package rate.

Conduct of exhibitors

Any exhibitor displaying equipment operating a sound system of any type will demonstrate only at low volume and will, if required by the organiser, cease from playing. Likewise if it is considered that they are continually hindering or annoying other exhibitors.

Dangerous Exhibits

Any exhibitor proposing to display dangerous items must apply in writing to CIA Cardiff at least 12 weeks prior to the event. Once permission has been granted the exhibitor must complete a risk assessment 4 weeks prior to the event. Please contact the Voice10 conference office for further details.

General

- (a) Each exhibitor is bound in all respects by these terms and conditions and, in addition, shall be bound by and comply with and be deemed to have full knowledge of the rules, conditions and regulations of the premises.
- (b) Each exhibitor must bring to the notice of all agents or contractors employed by him/her such of the provisions of these terms and conditions, and any claim arising from failure of the exhibitor to give such notice shall be the sole responsibility of the exhibitor concerned.
- (c) Any complaint must be submitted in writing to the exhibition organiser or representative of the organiser within seven days of the exhibition. A complaint made or addressed in any other manner will not be considered.
- (d) The organiser reserves the right to waive, add to or alter any of these terms and conditions in the interest of the exhibition either generally or in any particular case.

Shell scheme stands

Exhibitors must not occupy space outside their stand area. Any exhibitor wishing to build within the stand must submit a detailed plan, including height requirements, list of contractors and materials to be used, Health and Safety declaration and Insurance Certificate not less than six weeks before the event.

Services

The exhibition organiser will officially appoint persons, firms or companies to be advertising agents, public relations consultants, photographers, stand fitters, suppliers of lighting and any other services in connection with the exhibition and no person other than these so appointed will be allowed to canvass the exhibitors or execute work or business in connection with the exhibition without specific permission in writing from the exhibition organiser.

Regulations

Exhibitors shall observe and conform to all rules, regulations, orders and bye-laws affecting the use of the ICC and with all requirements of the authorities.

Exhibition cancellation

Whilst the Organisers shall endeavour to protect the Exhibitor's property at the Exhibition, it must be understood that the management of the Premises, the Organisers and the Exhibition Contractor cannot accept liability for loss or damage sustained, occasioned by any cause whatsoever.

Exhibitors shall be responsible for all damage to property and for any loss or injury to persons caused by them or their agents, contractors or employers and shall indemnify the Organisers against all claims and expenses arising there from. In the event of it being found necessary for whatever reason that the Exhibition shall be postponed, abandoned or altered in any way in whole or in part, or if the Organisers find it necessary to change the dates of the Event, the Organisers shall not be liable for any expenditure, damage or loss incurred by the Exhibitor. In the event of cancellation the Exhibitor will be refunded any monies paid. If the Event is postponed the Exhibitor will have the option of withdrawing their application and their total monies will be refunded.