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LOCATION AND CONTACT DETAILS

QEII CENTRE
Broad Sanctuary
Westminster
London
SW1P 3EE

Telephone: +44 (0)20 7798 4000
Email: info@qeiicentre.london
Web: www.qeiicc.london

FACE HEAD OFFICE DETAILS

FACE CONFERENCE & EXHIBITION
KNect House
30-32 Mortimer Street
London
W1W 7RE

Telephone: +44 (0)20 7551 9356
Email: kate.yurevich@informa.com
Web: www.faceconference.com

LOGISTICS CO-ORDINATOR

CONTACT: KATE YUREVICH
Tel: +44 (0)20 7551 9356
Email: kate.yurevich@informa.com

OFFICIAL BOOTH CONSTRUCTOR

DIMENSION 8 LTD
Contact: Simon Ridout
Tel: +44 (0)1633 270808
Email: simon@dimension8.com

OFFICIAL CATERER

QEII Taste
Contact: Karolina Lewandowska
Tel: +44 (0)20 7798 4644
Email: karolina.lewandowska@qeiicentre.london

OFFICIAL FREIGHT SHIPPING

EUROPA SHOWFREIGHT
Contact: Jeff Broom
Tel. +44 (0)7710588914
Email: jbroom@europa-worldwide.com
FLOORPLAN

Floorplan available on the following link: https://www.faceconference.com/en/exhibitors/floorplan.html

DEADLINE CHECK LIST

It is IMPORTANT that these deadlines are kept to. This will enable the smooth running and ability to return proofs where need be and for FACE to stick to their print deadlines. Should you have any issues with any of the deadlines, please contact your FACE representative immediately to discuss.

- COMPANY DESCRIPTION
Please log in to your Exhibitor/Sponsor Account online at http://exhibitor.euromedicom.com/event.html. Here you must upload your company logo and company or product description under the Company Description section by Friday 17 May. Please contact your FACE representative if you do not have your login details.

- BADGE MANAGEMENT
Please log in to your Exhibitor/Sponsor Account online at http://exhibitor.euromedicom.com/event.html. Here you must click on ‘Badge Management’ where you will be able to see how many badges you have been allocated and complete by Saturday 1 June. Your badge allocation has already been agreed in your FACE package. Should you wish to order more, this can also be done so from this portal. Please contact your FACE representative if you do not have your login details.

- FINAL PRE-PROGRAMME
Should your company have an advert included in your package to appear in the final Pre-Programme, please email your advert (A4 size with bleed marks) to kate.yurevich@informa.com by 29 April.

- ADVERTS AND ADVERTORIALS (SHOW GUIDE)
Should your company have any advertising and/or advertorial pieces in the Show Guide, please email kate.yurevich@informa.com the following by Friday 17 May.
- Full page advert (A4, 21x29.7mm size with bleed marks)
- Advertorial piece – please see attached pdf guide to advertorial submission

- WORKSHOP INFORMATION
Should your company be running an Exhibitor Workshop at FACE 2019, please email kate.yurevich@informa.com the following by Friday 17 May.
- Workshop Title
- Presenter name/s
Please note, the earlier you submit this, the earlier we can promote your Workshop online and through our marketing channels.

- ABSTRACTS
Should your company be running an Exhibitor Workshop during FACE 2019, please email kate.yurevich@informa.com a 750 word abstract on the Speaker/s and Workshop by Friday 17 May.

- DELEGATE PACK INSERTS
Should your company have a delegate pack insert included in your package, please send your insert (1,300 units) to:

FAO HARRIET NEWTON
Bag It Don’t Bin It Ltd
Saxon Works
167 Rutland Road
Sheffield
South Yorkshire
S3 9PT

by Friday 17 May 2019.
- NAMEBOARD ORDER FORM

- ELECTRICAL ORDER FORM

- STAND BUILD DESIGNS
Should your company be exhibiting with space only and having your stand built, please email kate.yurevich@informa.com your stand build designs, health and safety and risk assessment documents by Friday 17 May.

PAYMENT TERMS

a. All invoices are to be paid in full by 6 May 2019.
b. For those invoices sent after 7 May, full payment of your stand must be received prior to 4 June for you to be allowed to exhibit at FACE 2019. If your assigned space is not paid for by 4 June, it may be cancelled and/or reassigned without notification or refund of payments by FACE and IIR Exhibitions Ltd.

Notification of an exhibitor's decision to cancel or reduce space must be sent in writing to your FACE representative. The date of cancellation shall be the date FACE receives the written cancellation. If an exhibiting company does not occupy their booth space, the company will be liable for 100% of the stand fee. If written request of cancellation or booth reduction is received:

• Before February 7th, 2019: 30% of the total booking value is retained
• Between February 7th and April 6th, 2019: 50% of the booking value is retained
• After April 6th, 2019: there will be no refund.

Cancellation fees are non-transferable. An exhibitor's cancellation of technical exhibit space will result in the release by FACE and Euromedicom of convention centre public meeting space previously assigned to the exhibitor.

EXHIBITION DAYS AND HOURS

Friday 7 June – 08:30 – 18:00
Saturday 8 June – 08:30 – 17:00

COFFEE AND LUNCH BREAKS

Friday 7 June: Coffee break at 11:00 – 11:30 & 16:00 – 16:30, lunch at 13:00 – 14:30
Saturday 8 June: Coffee break at 11:00 – 11:30 & 16:00 – 16:30, lunch at 13:00 – 14:30
SET UP TIMES

a. The following stands are able to begin their set up on Wednesday 5 June between 18:30 – 00:00:

Stand Numbers: Stand No. 84 (Wigmore Medical), 87 (Syneron Candela), 83 (Colorscience), 86 (Glo), 85 (Invasix), 71 (Soft Medical).

Please note, that if you are not representing these companies, you will not be able to start setting up on the Wednesday evening.

All other Stands – From 08:00 until 22:00 on Thursday 6 June.

All exhibitors and contractors will need to access the building via the staff entrance on Storeys Gate first and sign in at Control Guard Point and collect a contractors badge before being able to move onto event floors.

b. Please be advised, that set up at both the loading bay on Storeys Gate and the Mews Lift by the side of the QEII Centre will work on a first come first served basis directed by our marshals. Due to the location of the QEII Centre and the limited space for vans and lorries, please be patient while you wait your turn to unload your vehicle.

BREAKDOWN TIMES

You are able to breakdown your stand from 17:00 – 22:00 on Saturday 8 June.

BOOTH CONSTRUCTION

a. All confirmed Exhibitors will know their stand numbers and their booth dimensions. For any further queries regarding height dimensions or other construction related issues, please contact your FACE representative.

b. Unless agreed prior to the event, all booths must adhere to their contracted size agreement.

c. If your stand size is designed to be taller than 2.5m in height, please inform your FACE representative.

d. Unless agreed prior to the event, all booths will come equipped with a shell scheme.

e. Back and side wall Height – Please see attached Click Panel Spec at the end of this Manual.

f. All stands come equipped with a 5ft trestle table and two chairs (except for 2x2m stands) per 6sqm of space. Should you wish to use the table, we recommend you bring your own table cloth. If the table and chairs are not needed, then the QEII Centre staff will happily take them away for you.

g. If you are planning to use electricity at your stand, you will need to order electricals from Dimension 8. To do so please click on the link https://www.dimension8.com/onlineordering2.php (password – FACE2019). Deadline – 17 May. Please ensure that all cables and leads are taped down securely.


i. Should you require any Furniture for your stand, this can be done through Dimension 8. To do so please click on the link https://www.dimension8.com/onlineordering2.php (password – FACE2019). Deadline – 17 May.


k. Please note, any exposed, unfinished sides or exhibit backgrounds must be draped to present an attractive appearance. The exhibits will be inspected during the set up time.

l. During the course of the installation and the exhibit days, all booths are subject to onsite review. FACE reserves the right to request modifications where necessary at the exhibitor’s expense to insure compliance with construction rules and regulations.

m. Complete booth construction plans and layout arrangements are requested for review by FACE by 17 May 2019. Neither FACE, the QEII Centre, nor the general service contractor bears responsibility for the exhibitor’s compliance with the FACE booth construction policy. It is the sole responsibility of the exhibiting company and/or their agents to ensure compliance with FACE and facility booth construction policy.
CATERING

Exhibitors will have lunch provided to them in the form of lunch bags. The number of the lunch bags per stand depends on the exhibitor's sponsorship level.

ALL Exhibitors will have access to the teas and coffees from the designated stations during the refreshment breaks. ALL Exhibitors have the option to change and upgrade their lunch package however, this must be actioned and paid directly through QEII Taste, the official caterer of the QEII Centre. Their details can be found on page 3 of this manual. Should any exhibiting company have any catering needs for their stand for example food or drink, then this can all be ordered through QEII Taste, the official caterer of the QEII Centre. Their details can be found on page 3 of this manual.

RULES AND REGULATIONS

As the exhibitor, the company agrees to adhere to all conditions and regulations outlined in this Exhibitor Manual. The following rules and regulations have been designed for the benefit of all exhibitors. FACE requests the full cooperation of the exhibitor in their observance of the rules. Please insure that all parties involved in the arrangements for your exhibit have a copy of these rules and regulations. It is the responsibility of the exhibitor to insure all booth staff are informed of and adhere to these rules, and conduct themselves in a professional manner throughout the convention.

a. ADVERTISING - Every Exhibitor has been allocated a certain space. It is strictly forbidden to erect any other banners or marketing materials around the QEII Centre unless agreed prior to the event between the Exhibitor and FACE. Any materials seen to be in breach of this rule will be taken down and returned to the Exhibitor. Any activities that interfere with normal traffic flow, infringe on other exhibitors, or interfere with any meeting activities as determined by FACE, are prohibited.

b. PHOTOGRAPHY/VIDEO TAPING - Videotaping and photographing within the exhibit hall is prohibited except by the official FACE photographer and cameramen unless agreed prior to the event with your FACE representative. Should this be seen during the event, the person/s will be asked to politely stop. Continuous violation of this rule will result in the person/s being asked to leave the venue.

c. Photographs and video taping are only permitted on your own exhibit booth, activities, and personnel. No exhibitor may photograph or video tape another company’s exhibit booth or demonstrations.

d. The FACE Conference 2019 is wholly owned by FACE and IIR Exhibitions Ltd and is not a public event. Programs presented at the FACE Conference 2019 are for the education of attendees and purchasers of recorded presentations as authorised by FACE. Any unauthorised use of program content, the name of a faculty speaker and/or program title is prohibited and will be grounds for termination of exhibitor privileges and prosecution for infringement of the copyright laws.

e. For purposes of the preceding sentence, ‘program content’ includes, but is not limited to, oral presentations, audio-visual materials used by speakers and program papers, outlines, other hand-outs, poster presentations and exhibition hall activities.

This rule applies to unauthorised uses of FACE program content before, after and/or during the meeting.

f. BOOTH ACTIVITIES – (i) Product and service demonstrations may be conducted by professional presenters or models; however, demonstrations are to be straightforward, professional and non-combative in nature and must avoid excessive crowds, noise, heat or light.

(ii) The use of live animals and live subject demonstrations for the purpose of demonstrating techniques that involve equipment, devices, or prescription pharmaceuticals is prohibited. Cosmetics and non-prescription skin care products may be demonstrated.

(iii) If there is any question/concern whether a booth activity fits within the FACE guidelines, it is recommended that the company submit the activity for approval by 17 May 2019.

g. AV EQUIPMENT - The use of sound systems is permitted provided they do not interfere with the ability of neighbouring exhibitors to conduct business activities. Any exhibit may be closed if deemed by FACE, in its sole discretion, to have an excessive noise level. Exhibitors are responsible for obtaining appropriate licenses for any copyrighted music used in connection with their exhibit.

h. LASER PRECAUTIONS - In keeping with the recommended safety precautions for lasers, FACE has adopted the following policies for laser exhibitors in the exhibit area:

- Lasers must be operated in a manner that is consistent with accepted industry safety standards. Under no circumstances may lasers be operated in a manner that poses a safety risk to persons standing or walking in the vicinity of the exhibitor’s booth. FACE reserves the right to determine whether a laser poses such a safety risk.
Lasers must be operated only within a suitable enclosed space with eye protection for those viewing and operating the lasers.
- All demonstrations of CO2 lasers must be conducted in clear plastic boxes with all sides enclosed, including the top. Smoke evacuators must be used.
- Appropriate eye and electrical protection must also be required for non-laser light source and radiofrequency devices. Failure to comply with these policies will result in the denial of the use of lasers in connection with the exhibit.

i. SELLING AND ORDER TAKING - Sales are permitted, provided that transactions are conducted in an appropriate professional and business-like manner.

j. EXHIBITOR MEETINGS & EVENTS – FACE approval, which may be granted or denied at the sole discretion of FACE, is required for all exhibitor sponsored meetings and events during the FACE Conference 2019. Exhibitor-sponsored CPD activities or subsequently produced CPD activities are not permitted. Exhibitors planning to hold a meeting or event must submit a written request to FACE.

k. SUBLETTING OF SPACE - Exhibitors may not let, sublet, transfer or share the exhibit privilege or space in whole or in part with any other party.

GENERAL PROMOTIONAL GUIDELINES

a. RIGHT OF REFUSAL – FACE reserves the right to reject requests for promotions, or not to renew previously approved promotions, at any time, for any reason, or no reason at all. Promotions that conflict, or have the appearance of conflicting with the FACE policy are prohibited.

b. PRESCRIPTION-ONLY MEDICINES
Any exhibitor promoting prescription drugs must refer to Clause 3 of the ABPL Code of Practice for Pharmaceutical Industry. It states: “A medicine must not be promoted prior to the grant of the marketing authorization which permits its sale or supply. The legitimate exchange of medical and scientific information during the development of a medicine is not prohibited provided that any such information or activity does not constitute promotion which is prohibited under this or any other clause».

c. MEDICAL DEVICES
Under the Regulations, all medical devices advertised and sold at the conference must be CE marked. It is forbidden to sell any non-CE marked device.

d. FOOD SUPPLEMENT
Food supplements containing the ingredients forbidden in the European Union (porcine or bovine extract, human placenta extract, etc.), cannot be sold nor displayed at the FACE Conference. Exhibitors must ensure that any product forbidden in the EU is neither sold nor displayed. Any food supplements containing forbidden ingredient(s) found will be immediately confiscated and destroyed.

e. COSMETIC PRODUCTS
According to the EU Regulation, all cosmetic products advertised and sold at the conference must be correctly labelled. The labelling requirements include the name and address of the manufacturer / importer, the ingredients, durability marking, function and precautions. It is forbidden to sell cosmetic products that contain specific restricted or prohibited substances.

f. ENDORSEMENT – FACE acceptance of promotion is not intended to convey FACE approval, endorsement, certification, acceptance, or referral of any particular organisation, or any product or service manufactured or distributed by that organisation. Promotion permitted in FACE communication vehicles is not to be construed or publicised as an endorsement or approval by FACE, nor may the promoter state that its claims are approved or endorsed by FACE. The fact that a promotion for an organisation, a product, or a service has appeared in a FACE-sponsored communications vehicle, shall not be referred to in collateral advertising or literature by that organisation.

g. COMPARISONS - Comparison to FACE products or services is prohibited.

h. INTERPRETATION AND APPLICATION OF GUIDELINES - All matters and questions not specifically covered by these Guidelines, or other specific FACE guidelines, are subject to the final decision of FACE.

i. TERMINATION – FACE reserves the right to terminate any promotion that could reasonably be determined to affect adversely the goodwill or reputation of FACE or its affiliates.
EXHIBITOR BADGES

a. All Exhibitors have a set allocation of badges for their representatives over the FACE weekend. Exhibitor Passes give access to the whole Exhibition Area and ALL Exhibitor Workshops.

b. All exhibitor badges should be filled out online. Go to http://exhibitor.euromedicom.com/event.html. Enter your login and password which we have sent you via email.

c. Extra exhibitor badges can be purchased online at http://exhibitor.euromedicom.com/event.html

d. Badges must be worn at all time for admission to the exhibit hall and Workshop areas and to receive your refreshments.

e. Company badges will not be accepted in lieu of the official badge.

f. Individuals who do not have badges will not be admitted into the exhibition area.

g. Companies who do not register their representatives before the event will be able to do so on the day. Payment MUST be taken on the day at the Registration Desk otherwise the representative will not be allowed access into the Conference. Invoicing post event is not permitted under any circumstance.

h. Badges may not be altered or covered in any manner.

i. Individuals found in violation may be asked to relinquish their badge and escorted from the venue.

HOTELS

You can find our Accommodation service by visiting https://www.miceconcierge.com/events/face2019. Here you will find a selection of hotels where our Agency have agreed some discounted rates.

LEAD RETRIEVAL – BADGE SCANNING

Hiring of Scanners is an option for all Exhibitors at FACE 2019.

A barcode is printed on the badges of all registered participants. The barcode contains a unique number which relates to the participant record in the registration database. This record holds all contacts and information, as provided by the participant on the registration form.

Simply scan the barcode on the participant's badge and all the data will be stored in the scanner. Lead retrieval is a perfect marketing means for capturing and follow-up of sales leads generated at FACE 2019. For further information, please contact your FACE representative.

WORKSHOPS/SYMPOSIUMS

Workshop/Symposium sessions of 1.5 hours allow practitioners or company representatives, chosen by your company, to develop the results of studies and/or to perform live demonstrations in front of an audience. The Workshops/Symposiums take place in a fully equipped room. Please get in touch with your FACE representative for further information regarding availability.
WORKSHOP/SYMPOSIUM FILMING AND PROJECTING

Should you have a Workshop/Symposium slot, please note that the following options are available to you however, you will need to pre-book with your FACE representative.

1- Projection of procedure onto the main screen in Workshop room - £300.00
2- Footage of your Workshop/Symposium including whole session, live demonstrations, presentations and the Q&A. - £500.00 (Supplied to you as a digital file after the Conference).

We remind you that FACE holds the copyright to all educational materials presented or derived from its meetings, such as:
Video recordings of live demonstrations, video recordings of symposia, handouts, posters, abstracts and presentation synopsis.

WORKSHOP/SYMPOSIUM LIVE DEMONSTRATIONS

a. Please note, we cannot allow any invasive procedures to take place in ANY of the Workshops/Symposiums throughout the FACE Conference weekend.

b. Please note, it is the responsibility of the company hosting the Workshop/Symposium to bring their own model/s and provide your FACE representative with their details.

c. Please note, it is the responsibility of the company hosting the Workshop/Symposium to provide their own consent form for any demonstrations taking place within their event.

FACE and the QEII Centre hold no responsibility for any models attending the FACE Conference 2019.

DELEGATE INVITES

a. Admission for delegates to attend FACE 2019 is by badge only. A precise Badge Policy has been implemented, specifying the rules related to the admittance to the different areas of the FACE Conference 2019. FACE Badge Policy is mandatory for all the participants. Its violation will authorise FACE staff to take measures in order to restore the order, and may lead to the withdrawal of the badge and the prohibition of access to the Conference. According to each participant’s status, a corresponding badge is issued.

b. As an exhibitor, you are entitled to purchase Delegate tickets for your staff and/or customers. For prices please contact your FACE representative. You are entitled to purchase a Delegate Pass on the day of the event however payment MUST be taken on the day at the Registration Desk otherwise the delegate will not be allowed access into the Conference. Invoicing post event is not permitted under any circumstance.

c. Discounted rates apply for Exhibitors who wish to invite delegates as Full Delegates.

SECURITY OF BOOTHS & MATERIALS

Exhibitors are responsible for safeguarding their goods, materials, equipment and exhibits at all times. General guard service will be provided by FACE for the exhibition period to monitor exhibit hall access points, but neither the guard service, the QEII Centre or FACE will be responsible for the loss of or damage to any property. FACE strongly encourages exhibitors to provide their own booth security.

TRAVEL

For transport information to the QEII Centre, please visit http://www.qeiiicc.co.uk/contact-us/how-to-find-us. Should you require any further information, please contact your FACE Representative.
PARKING

There is no on-site parking however there are a number of car parks nearby. For further information on receiving a discount with a parking partner of the QEII Centre, please visit [http://www.qeiicc.co.uk/contact-us/how-to-find-us](http://www.qeiicc.co.uk/contact-us/how-to-find-us)

SHOW GUIDE DEADLINES

If you have agreed to take space within the FACE 2019 Show Guide, please be advised that the deadline for advertorial text, images and advert copy is 17 May. If you still want to take some space within the Show Guide, the rates are as follows:
- Full Page Advertorial + Full Page Advert - £1,500 + VAT
- Half Page Advertorial + Half Page Advert - £800 + VAT

DELEGATE PACK INSERTS

If you have agreed to have an item of literature or a gift inserted within the Delegate Packs, please have these sent to:

FAO HARRIET NEWTON
Bag It Don’t Bin It Ltd
Saxon Works
167 Rutland Road
Sheffield
South Yorkshire
S3 9PT

The deadline for Inserts is Friday 17 May 2019. Any items received later than this date risk being excluded from the packs. If you would like to request a Delegate Pack Insert, please get in touch with your FACE representative. Inserts must be no larger than A4 in size and if literature based, no more than 12 pages. Anything larger will incur an additional fee.

WI-FI

An open Wi-Fi code will be available to all exhibitors over the FACE Conference at no additional cost. Your Wi-Fi connection details will be found at your stand.

DELIVERY & COLLECTION NOTES

a. Please see attached delivery and collection notes which can be used on all boxes and materials being sent to the centre prior to the FACE Conference. The QEII Centre will allow delivery two days before the event (Wednesday 5 June 2019). However, if you are sending an International delivery the QEII Centre are happy to accept delivery from Monday 3 June 2019. Or alternatively items can also be brought in with you on the day. The collection note can be used after the event for any items that you wish to have stored in the loading bay/Event managers store room for a collection the following day. All items stored in the Centre will need to be collected within 48hrs. No items can be left on the event floor. Should this occur then these items will be disposed of. We ask all exhibitors to ensure that all international collections have the correct completed shipping labels on them as this is not something the centre can do after the event.

b. DELIVERIES (EXHIBITOR GOODS) – Package deliveries to the centre must be made carriage paid to the Loading Bay and the QEII Centre must be advised on the quantity of items, destination and appropriate contact names. Please note that your company name, the event name and stand number must feature on all deliveries. [Please request a Delivery Note]
The loading bay area is situated on Storey's Gate in Westminster and is located within the Transport for London Congestion Zone. [http://www.qeiicc.co.uk/contact-us/location-map](http://www.qeiicc.co.uk/contact-us/location-map).
The Loading Bay is a shared facility for all Deliveries and Collections at the QEII Centre and therefore vehicles are permitted access on a first come, first served basis.

c. MOVEMENT OF DELIVERIES – There is no facility to move palletized products from Lifts to Exhibition Stands. Everything needs to be in boxes and moved on trolleys only. Fork Lift Trucks are not available on-site and are not suitable for use internally in the Centre.

Due to the dimensions of the Loading Bay and the fact that only one vehicle is permitted at any one time, during exhibition set-up and breakdown the following conditions must be:
The Loading Bay is left clear at all times unless loading/unloading is in progress;
The vehicle is not left unattended when transferring items to and from Exhibition areas.
During large build-ups we suggest that there are enough personnel to unload and then supervise the transfer of materials to the areas, whilst the vehicle is removed from the Loading Bay.
All corridors and Fire Exits are left clear to ensure access is maintained at all times.
Please note the QEII Centre do have flat bed trolleys/pump truck for your use to move your boxes from the loading bay to your floors/registration desk. These can be found in the loading bay and are based on first come first served.

FREIGHT & SHIPPING

FACE 2019 are using Europa Showfreight as the official Freight and Shipping company. Should your company be interested in using a Freight and Shipping company, please contact Europa Showfreight for the Shipping and Lifting Charges. Contact details for Europa Showfreight can be found on page 3 of this manual.

PORTERAGE COST

If you wish, you can hire a porter to move your materials for you. Please contact the QEII Centre to arrange.

LIFT DIMENSION

Please see attachment. You will have access to the Goods Lift 11 (ground to all floors up to 5th floors) for exhibitors and also Mews Lift (exterior lift to 3rd floor only).
We will require registration details for vehicles wishing to access the Mews Lift Only Public lifts cannot be used during event periods in the centre.

EXHIBITOR STORAGE

Exhibitors can use the West & East Long rooms for any additional storage on the 3rd floor. Please be advised that FACE and The QEII Centre hold now responsibility for the loss or damage of any items stored throughout the event. Please note both rooms are fire exit routes and thus the aisle will need to be kept clear in both rooms.

WASTE MATERIALS

Please note that exhibitors are responsible for the clearance of their own rubbish and other waste materials from the Centre at the end of their event. In the event that this needs to be undertaken by the Centre a charge of £25.00 per cubic metre will apply for rubbish and waste materials exceeding two cubic metres.
EMERGENCY PROCEDURES

The QEII Centre is committed to the safety of all its staff, clients and visitors. There is a 24 hour manned emergency number in the building, which is 4444. This can be dialed from the house phones, located throughout the building, or any phone provided to you by the Centre. This number should be used for emergencies ONLY, such as to report a fire, a first aid situation or a security incident. DO NOT dial 999 on a mobile phone, as this will cause confusion to the emergency services that have approved our system, and will therefore also cause a delay.

FIRE

Familiarise yourself with the FIRE EXITS and FIRE ESCAPE ROUTES from the floors you will be using, and brief any staff/stewards to do so also. There are four fire exit staircases in the building.

FIRE ALARM

To raise the alarm, either operate the nearest alarm by breaking the glass, or dial 4444 and report verbally.

Once an alarm is raised, a two-tone general alert will sound briefly, followed by an automated PA announcement stating that the alarm is being investigated. During this time, Floor Wardens who are trained members of QEII staff will make their way to their designated floors to reassure people that the situation is under control. Unless there is obvious evidence of a fire no immediate action is necessary.

Once the cause of the alarm has been established, this may take a while, an announcement will be made stating whether the alarm is false, no action need be taken, or a real emergency, in which case further instructions will be given. All instructions will be repeated, and the designated Floor Wardens will control any evacuation, which may be necessary. The assembly point in an evacuation is normally the column opposite the Centre’s main entrance (by Westminster Abbey); any alternative will be announced by Security Control.

AUTOMATIC ACTIONS

When the alarm sounds, the following automatic actions will occur:

1- All electronically locked doors will be freed; this includes any doors, including Fire Exit doors, which may have been secured to restrict access. Doors, which are magnetically retained in the open position, will close automatically and it is for this reason that no door should be wedged open.

2- All lifts will be grounded automatically, and cannot be used once an alarm sounds.

3- The emergency lighting will come on, but other lights may go out. The emergency lighting lights the way to your nearest fire escape route.

4- DISABLED PERSONNEL – Please inform your FACE Ltd Representative of any visitor that may need assistance in an emergency situation. Preferably prior to the actual event day in order that a Personal Evacuation Plan (PEP) can be made. A copy of PEP proforma is included with these notes.
MEDICAL

Qualified First Aiders are on site during all events. Should you have a medical emergency notify Security Control on 4444, and a First Aider will be despatched. There is a First Aid Room on the ground floor to which First Aiders have access. The First Aider will arrange for an ambulance should this become necessary.

GENERAL SECURITY

Other incidents, such as a terrorist attack or structural disaster will be acted upon following an assessment of the specific occurrence. For example, the evacuation of delegates from the building following an assessment that there may be a car bomb in an adjacent street may be counter-productive. It may be more appropriate to move delegates to a safe area within the building. Similarly, to remain within the building following an assessment that explosive devices are likely to be on site could be catastrophic.

When possible Centre Management will make assessments with the cooperation of the police and where time permits event organisers will be included in the process.

An announcement to evacuate will be made via the PA system stating staircases to be used and the designated assembly point. Centre staff will act as floor wardens to assist the process.

Event organisers, their delegates and staff are encouraged to notify Security Control on extension 4444 should they become suspicious of any activity, bag or package.

Centre security staff would appreciate assistance from event organisers, exhibitors and their staff in establishing a cordon around any suspect item and beginning initial enquiries into the identity of the possible owner.

If you have any queries regarding these instructions, please telephone the Security Section:

Dan Blyghton Security Inspector on 020 7798 4053
- PERSONAL EVACUATION PLAN -

Fire Safety Legislation requires that the managers of this building assess all foreseeable risks from fire and make adequate evacuation arrangements for all persons, including those who may have any physical impairment that may delay them or others from evacuating the building when the fire alarm sounds. This might be because of age or infirmity; pregnancy; hearing or sight impairment or some other physical immobility.

- LIFTS -

Our building has six floors above ground and if the fire alarm activates most of the passenger lifts will remain on the ground floor and you will not be able to use most of them. If an evacuation is required, you would normally be expected to descend the fire escape stairs to ground level. We do have one “Fire Protected” Lift and some Evacuation Chairs”. In the unlikely event that you become trapped in a lift please press the alarm button for at least three seconds and carefully follow any instructions you are given.

- Step One - HELP US TO HELP YOU -

If you are aware of any physical condition that may delay you or other people from evacuating this building in an emergency, please tell your own Event Organiser and our Event Manager in the first instance. They will make arrangements to assist you but if you are accompanied by a friend or carer introduce them to us when you arrive. Please read or ask for the Fire Evacuation Instructions displayed around the building to be read to you.

- Step Two - CONTACTING US -

You can call our security control room 24 hours every day on 020 7798 4040

You can call our Business Centre at Main Reception (8am–6pm Mon-Fri) on 020 7798 4077

You can write to us at the address below at least 48 hours before you are attending.

We will need to know the Date & Name of the Event you are attending.

- Step Three – UPON ARRIVAL -

We need to assess your condition and using our knowledge of the building and where you may be within it at any time we will consider the impact this may have upon your ability to safely evacuate.

We will listen to your needs and try to accommodate them safely.

We will introduce you to one of our trained Fire Wardens and discuss with you some options

We will show you some Fire Refuge Points where you can wait safely with a Fire Warden

We will show you the nearest Fire Exit Routes to where you will be within the building

We will show you the location of the Fire Evacuation Lift & Evacuation Chairs

We will invite you to share with us your personal mobile telephone number if you have one

We will agree a safe method of evacuation with you. (Please see Page 2)
1. Definitions. In the context of these terms, the following terms have the following meanings:

1.1. EuroMediCom: EuroMediCom SASU, a company registered in France with a capital of 100,000 Euros, located at 2 rue des Lisbonne, 75008 Paris France. For the purposes of these terms, "EuroMediCom" shall mean EuroMediCom and its board of directors, officers, employees and agents.

1.2. Client: The corporation, company, association, or other legal entity to whom EuroMediCom supplies exhibition services under the agreement.

1.3. Contract: The entirety of these terms and the conditions that apply to the exhibition services provided by EuroMediCom to the Client.

1.4. Event: Any event, exhibition, or activity organized by EuroMediCom for which the Client has contracted to exhibit.

1.5. EuroMediCom: EuroMediCom SASU, a company registered in France with a capital of 100,000 Euros, located at 2 rue des Lisbonne, 75008 Paris France.

1.6. Exhibition: The exhibition organized by EuroMediCom set out in the booking form.

1.7. Performance: The act of exhibiting at the exhibition.

1.8.市集 area and on booths.

2. Construction, Branding, and Dressing.


2.2. Branding: The Client's branding elements displayed during the exhibition.

2.3. Dressing: The Client's exhibition design, including decoration and layout.

3. Responsibilities of EuroMediCom.

3.1. EuroMediCom shall be responsible for the construction, branding, and dressing of the Client's exhibition space.

3.2. EuroMediCom shall be responsible for setting up a shell scheme for the Client's exhibition materials.

3.3. EuroMediCom shall also be responsible for any other advertising and marketing activities associated with the exhibition.

4. Responsibilities of the Client.

4.1. The Client shall provide all necessary and qualified personnel to operate the exhibition.

4.2. The Client shall ensure that all materials are accurately and completely supplied and that no advertising can cause offense or defame to EuroMediCom, its employees or its representatives.

4.3. The Client shall not refuse to provide any element of the package.

4.4. The Client shall be responsible for all fees not attributable to any applicable laws, fees, service, or advertising tax, including, without limitation, VAT and other taxes.

5. Governing Law and Jurisdiction.

5.1. This agreement shall be governed by and construed in accordance with the laws of France.

5.2. Any dispute arising out of or in connection with this agreement shall be subject to the exclusive jurisdiction of the courts of Paris, France.


6.1. If the exhibition is cancelled as a result of a force majeure event, this contract shall be considered null and void.

6.2. The opening authorization could be refused to any stands that would not observe the rules.

7. Termination.

7.1. Each party acknowledges that this contract constitutes the entire agreement between the parties.

7.2. The Client does not have the right to refuse the payment of fees.

8. venue at which the exhibition is to be staged.


9.1. The Client shall not permit the display of any exhibits that do not exclusively relate to the Client's business.


10.1. Any disputes arising out of or in connection with the exhibition and/or the package shall be limited to the total amount of the fees paid by the Client.

11. Force Majeure.

11.1. In the event of force majeure, the Client shall be relieved of its obligations to EuroMediCom.


12.1. This agreement shall be governed by and construed in accordance with the laws of France.


13.1. All notices shall be in writing and delivered by hand, first-class mail, registered mail, or facsimile.


14.1. This agreement shall be governed by and construed in accordance with the laws of France.

15. Governing Law and Jurisdiction.

15.1. This agreement shall be governed by and construed in accordance with the laws of France.


16.1. EuroMediCom may terminate this contract without liability at any time by written notice to the Client in case of breach of any condition.

17. Termination.

17.1. The Client shall not be liable to client for any loss or damage, other than for breach of the agreement or for any other actions or omissions of the Client, its employees, or its representatives.

18. Amendment.

18.1. Upon any termination of this contract, without prejudice to any other right or remedy it may have, the Client shall not be entitled to receive any refund of fees paid by the Client.

19. Attribution of Jurisdiction.

19.1. The Client shall not be liable for any loss or damage sustained or incurred by the Client in relation to the exhibition and/or the package, including, without limitation, any damage to client's exhibition materials, other than that caused by gross negligence, willful misconduct or any other breach of contract by the Client.


20.1. These conditions shall be deemed to be incorporated into any future agreement between the parties.

21. Interpretation.

21.1. Any modification of these terms shall not prejudice any other right or remedy it may have, the Client shall not be entitled to receive any refund of fees paid by the Client.

22. General.

22.1. EuroMediCom reserves the right not to refuse any person entry to the exhibition or to remove any person from the exhibition at any time.

23. Termination.

23.1. In the event of force majeure, the Client shall be relieved of its obligations to EuroMediCom.


24.1. This agreement shall be governed by and construed in accordance with the laws of France.

25. Governing Law and Jurisdiction.

25.1. This agreement shall be governed by and construed in accordance with the laws of France.


26.1. This agreement shall be governed by and construed in accordance with the laws of France.

27. Governing Law and Jurisdiction.

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CONFIDENTIAL PERSONAL DETAILS

We invite you to supply your Personal Details so that we can contact you. This is entirely voluntary and any information you supply will only be used for the purposes of arranging a Personal Evacuation Plan within the provisions of the Data Protection Acts. The information will not be passed to any third party and will be destroyed as soon as your attendance at the Centre has finished.

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REASON FOR YOUR ATTENDANCE AT QEII CONFERENCE CENTRE

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DESCRIBE THE CONDITION THAT MIGHT DELAY YOUR EVACUATION

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| COMMENTS                      |
3x2 Shell Scheme

Panel Specification
Visible panel size: 950mm x 2340mm
Actual panel size: 970mm x 2352mm
please note that the edges will be hidden inside the framework, please set up graphic artwork to Actual size and allow for loss (Bleed) 10mm each side and 5mm top and bottom

Material Specification
White power coated aluminium Octanorm system.
White foamex infill panels.

Typical Plan
Internal 3x2 stand dimensions:
2930mm x 1940mm
PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

DELIVERY ADDRESS: QEII Centre
Storey’s Gate Loading Bay
Westminster
London SW1P 3EE

EVENT MANAGER: Emile Bolt

EVENT TITLE: FACE 2019

EVENT DATE: 5 – 8 June 2019

EVENT ROOM(S): 3rd floor

STAND NO. / NAME:

NUMBER OF ITEMS:
PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

ITEMS NOT COLLECTED FROM THE STOREY’S GATE LOADING BAY WITHIN 48 HOURS OF THE EVENT WILL BE DISPOSED OF WITHOUT FURTHER NOTIFICATION

EVENT MANAGER: Emile Bolt

EVENT TITLE: FACE 2019

EVENT DATE: 5 – 8 June 2019

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COMPANY NAME
STAND NO.
Tel.
Email.
Web.
**Mews Goods Lift:**

Width and Door Opening: 5 metres
Depth: 2.5 metres
Height/Door Opening: 2 metres
Height: 2.5 metres
Loading: 2,500 kilos

**AVAILABLE FLOORS:**
Entry via the East Side of the building on the Ground Floor (exterior) and Services 3rd Floor rooms ONLY

**Core 2 (x6) Passenger Lifts – 16 Person Capacity:**

Width/Door Opening: 1.09 metres
Lift to -2: Width 1.35 metres
Others: Width: 1.9 metres
Lift to –2: Depth: 1.95 metres
Others depth: 1.4 metres
Height/Door opening: 2.06 metres
Height: 2.2 metres
Loading: 1,250 kilos

**AVAILABLE FLOORS:**
Ground to 5th floors (x 1 also to -1 & -2 levels)

**Storey’s Gate Lift 10:**

Width and Door Opening: 1.32 metres
Depth with doors shut: 1.46 metres
Height/Door Opening: 2.05 metres
Height: 2.05 metres
Loading: 1,000 kilos

**AVAILABLE FLOORS:**
Ground to 3rd floor ONLY

**Storey’s Gate Lift 11:**

Width: 2.15 metres
Width at door opening: 1.6 metres
Depth: 1.7 metres
**Height:** 2.2 metres
Height at door opening: 2.05 metres
Loading: 2,000 kilos

**AVAILABLE FLOORS:**
Ground to 5th floors ONLY

**Core 1 (x 3) Passenger Lifts – 10 Person Capacity:**

Width/Door Opening: 0.79 metres
Width: 1.3 metres
Depth: 1.35 metres
Height/Door opening: 1.97 metres
Height: 2.1 metres
Loading: 1,250 kilos

**AVAILABLE FLOORS:**
Ground to 5th floors (x 1 also to -1 & -2 levels)

**Passenger Lift 12**

Width/Door Opening: 1.09 metres
Width: 1.5 metres
Depth: 1.4 metres
Height/Door opening: 2.2 metres
Height: 2.2 metres

**AVAILABLE FLOORS:**
Passenger Lift between the 4th & 6th Floors ONLY
EMERGENCY PROCEDURES

The QEII Centre is committed to the safety of all its staff, clients and visitors.

FIRE

The Centre’s Fire Alarm notification is in the form a spoken voice announcement (female) repeating the following:

“A fire has been detected in the building. Please make your way out of the building by the nearest fire exit, please do not use the lifts”.

Familiarise yourself with the FIRE EXITS and FIRE ESCAPE ROUTES from the floors you will be using, and brief any staff/stewards to do so also.

On discovering a fire:

• Raise the alarm immediately. Operate the nearest break glass call point.
• Make sure others nearby are aware and that you all evacuate immediately.
• Close doors behind you. Fire extinguishers and other firefighting equipment are to aid exit only. Do not put yourself at any personal risk fighting a fire.
• Do not stop to collect personal belongings.
• Do not use the lifts.
• Once out of the building, make your way to the assembly point.
• Do not re-enter the building until given clearance by the QEII security team.

On being instructed to evacuate via the voice alarm:

• The Voice Alarm will direct you when to evacuate.
• Make sure others nearby are aware and that you all evacuate as directed. Lead nearby building users who may be unfamiliar with the building to the nearest escape route.
• Close any doors behind you. Fire extinguishers and other firefighting equipment are to aid exit only. Do not put yourself at any personal risk fighting a fire.
• Do not stop to collect personal belongings.
• Do not use the lifts.
• Once out of the building, make your way to the assembly point.
• Do not re-enter the building until given clearance by the QEII Incident Control Officer and Security team.
QEII Centre Assembly Points:

Client & Delegates: QEII Lawn  
Staff, Tenants & Contractors: Forecourt East

Automatic Actions

When the alarm sounds, the following automatic actions will occur:

1. All electronically locked doors will be freed; this includes any doors, including Fire Exit doors, which may have been secured to restrict access. Doors, which are magnetically retained in the open position, will close automatically and it is for this reason that no door should be wedged open.

2. All lifts will be grounded automatically, and cannot be used once an alarm sounds.
Disabled Personnel

Please inform your Centre Event Manager of any visitor that may need assistance in an emergency situation. Preferably prior to the actual event day in order that a Personal Evacuation Plan (PEP) can be made. A copy of PEP proforma is included with these notes.

MEDICAL

Qualified First Aiders are on site during all events. Should you have a medical emergency notify Security Control on 020 7798 4444 and a First Aider will be despatched. There is a First Aid Room on the ground floor to which First Aiders have access. The First Aider will arrange for an ambulance should this become necessary.

SECURITY

Other incidents, such as a terrorist attack or structural disaster will be acted upon following an assessment of the specific occurrence. For example, the evacuation of delegates from the building following an assessment that there may be a car bomb in an adjacent street may be counter productive. It may be more appropriate to move delegates to a safe area within the building.

Similarly to remain within the building following an assessment that explosive devices are likely to be on site could be catastrophic.

When possible Centre management will make assessments with the cooperation of the police and where time permits event organisers will be included in the process.

An announcement to evacuate will be made via the PA system stating staircases to be used and the designated assembly point. Centre staff will act as floor wardens to assist the process.

Event organisers their delegates and staff are encouraged to notify Security Control on extension 020 7798 4444 should they become suspicious of any activity, bag or package.

Centre security staff would appreciate assistance from event organisers and their staff in establishing a cordon around any suspect item and beginning initial enquires into the identity of the possible owner.

If you have any queries regarding these instructions, please telephone the Security Section: Dan Blyghton Security Inspector on 020 7798 4053.
EMERGENCY LOCKDOWN PROCEDURE

What is a lockdown?
A lockdown is implemented when there is serious security risk (e.g. violent or armed intruder) to building occupants. The initiating threat can be either internal or external to the building.

How will I know a lockdown is occurring?
You will be notified of a lockdown procedure through one or more of the following:
- Public Announcement (PA) broadcast
- In person notification by police or staff member

Lockdown Steps
For a building lockdown (Inc. multi occupancy):
1) Secure entry and exit points;
2) Communicate the threat to tenants and staff;
3) Move immediately to the nearest room you feel is safe with as many people as possible
4) Lock and barricade the door and consider covering windows;
5) Turn off the lights or maintain minimal lighting;
6) Move away from windows and doors;
7) Lie flat on the floor or take cover out of sight;
8) Turn mobile phones off or to silent;
9) Keep calm and quiet; and
10) Stay in the room until police arrive.

Remember it may be several hours before you can be safely evacuated.

What if someone is injured?
Follow these steps when safe to do so:
Call 999. If using a mobile please switch it to silent mode.

NB: Do not expose yourself to additional danger in the process of helping others.

Who to call?
Call 999.

What to report?
When contacting authorities, report the following:
1. Your specific location, building name and office/room number;
2. The number of people at your specific location;
3. If there are injuries; the number and types of injuries;
4. If you have seen an assailant or identified a threat:
   - location and number of suspects;
   - direction of travel;
   - their clothing and description;
   - their identity if known;
   - any weapons or accessories (e.g. backpack); and any unusual or threatening sounds (e.g. gunfire or explosion)

What if fire alarm sounds?
- DO NOT respond normally as a fire alarm during a lockdown may be a ploy by an armed intruder.
- Remain calm in your lockdown secure area, if safe to do so and attempt to verify fire alarm activation with on-site contact or emergency services.
- If fire is verified, follow Fire/Evacuation procedures.
# PERSONAL EVACUATION PLAN

Fire Safety Legislation requires that the managers of this building assess all foreseeable risks from fire and make adequate evacuation arrangements for all persons, including those who may have any physical impairment that may delay them or others from evacuating the building when the fire alarm sounds. This might be because of age or infirmity; pregnancy; hearing or sight impairment or some other physical immobility.

## LIFTS

Our building has six floors above ground and if the fire alarm activates most of the passenger lifts will remain on the ground floor and **you will not be able to use most of them.** If an evacuation is required, you would normally be expected to descend the fire escape stairs to ground level. We have **Fire Protected Refuges** and **Evacuation Chairs**. In the unlikely event that you become trapped in a lift please press the alarm button for at least three seconds and carefully follow any instructions you are given.

## Step One - HELP US TO HELP YOU

If you are aware of any physical condition that may delay you or other people from evacuating this building in an emergency please tell your own Event Organiser and our Event Manager in the first instance. They will make arrangements to assist you but if you are accompanied by a friend or carer introduce them to us when you arrive. Please read or ask for the Fire Evacuation Instructions displayed around the building to be read to you.

## Step Two - CONTACTING US

You can call our security control room 24 hours every day on 020 7798 4040

You can call our Main Reception (8am–7pm Mon-Fri) on 020 7798 4077

You can write to us at the address below at least 48 hours before you are attending.

*We will need to know the Date & Name of the Event you are attending.*

## Step Three – UPON ARRIVAL

We need to assess your condition and using our knowledge of the building and where you may be within it at any time we will consider the impact this may have upon your ability to safely evacuate.

- We will listen to your needs and try to accommodate them safely.
- We will introduce you to one of our trained Fire Wardens and discuss with you some options
- We will show you Fire Refuge Points where you can wait safely with a Fire Warden
- We will show you the nearest Fire Exit Routes to where you will be within the building
- We will show you the location of the Fire Evacuation Lift & Evacuation Chairs
- We will invite you to share with us your personal mobile telephone number if you have one
- We will agree a safe method of evacuation with you. (Please see Page below)
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**CONFIDENTIAL PERSONAL DETAILS**

**REASON FOR YOUR ATTENDANCE AT QEII CONFERENCE CENTRE**

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**DESCRIBE THE CONDITION THAT MIGHT DELAY YOUR EVACUATION**

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**FOR CONFERENCE CENTRE USE ONLY**

<table>
<thead>
<tr>
<th>Event Manager Aware</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Security Supervisor Aware</td>
<td></td>
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<tr>
<td>Business Centre Aware</td>
<td></td>
</tr>
<tr>
<td>Fire Meet &amp; Greet by;</td>
<td></td>
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</tbody>
</table>

**COMMENTS**

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