

INFORMATION

ESSENTIAL INFORMATION

YOUR ORGANISING TEAM

| COMMERCIAL TEAM | Designation | Contact Email | Contact Telephone |
|------------------------|---|-------------------------|-------------------------|
| Goli Vossough | Director - Commercial | Goli.Vossough@dwtc.com | Tel: +971 (0)4 308 6062 |
| Salima Dadla | Director - Commercial | Salima.Dadla@dwtc.com | Tel: +971 (0)4 308 6746 |
| Nadya Khan | Senior Sales Manager | Nadya.Khan@dwtc.com | Tel: +971 (0)4 308 6499 |
| Andrew Burman | Senior Sales Manager | Andrew.Burman@dwtc.com | Tel: +971 (0)4 306 4191 |
| Nidhi Masson | Sales Manager | Nidhi.Masson@dwtc.com | Tel: +971 (0)4 308 6284 |
| Abishek Chopra | Sales Manager | Abishek.Chopra@dwtc.com | Tel: +971 (0)4 308 4648 |
| Kabir Ahmed | Project Manager | Kabir.Ahmed@dwtc.com | Tel: +971 (0)4 306 4517 |
| COMMERCIAL TEAM | Contact Email: gulfood@dwtc.com | | |

ADMIN, MARKETING & OPERATIONS TEAM:

| ADMIN TEAM | Designation | Contact Email | Contact Telephone |
|--------------------|---|-----------------------------|-------------------------|
| Nina Puyo | Project Administrator | Nina.Puyo@dwtc.com | Tel: +971 (0)4 306 4309 |
| Marbeth Ramos | Project Coordinator | Marbeth.Ramos@dwtc.com | Tel: +971 (0)4 308 4593 |
| Carla Castro | Project Administrator | Carla.Castro@dwtc.com | Tel: +971 (0)4 308 6253 |
| Dianne Hombrebueno | Project Coordinator | Dianne.Hombrebueno@dwtc.com | Tel: +971 (0)4 306 6813 |
| Marnile Morales | Project Coordinator | Marnile.Morales@dwtc.com | Tel: +971 (0)4 308 6043 |
| Caroline Cofreros | Project Coordinator | Caroline.Cofreros@dwtc.com | Tel: +971 (0)4 306 4833 |
| ADMIN TEAM | Contact Email: FoodClusterAdmin@dwtc.com | | |

| MARKETING TEAM | Designation / Event | Contact Email | Contact Telephone |
|-----------------------|---|---------------------------|-------------------------|
| Kelly O'Connor | Head of Marketing | Kelly.Oconnor@dwtc.com | Tel: +971 (0)4 308 4578 |
| Merlyn D'Silva | Head of Marketing | Merlyn.Dsilva@dwtc.com | Tel: +971 (0)4 308 6034 |
| Nadeen Abdelrazek | Marketing Manager | Nadeen.Abelrazek@dwtc.com | Tel: +971 (0)4 308 6424 |
| Aline El Rayes | Marketing Manager | Aline.ElRayes@dwtc.com | Tel: +971 (0)4 306 4585 |
| Corina Gabell | Marketing Coordinator | Corina.Gabell@dwtc.com | Tel: +971 (0)4 306 4591 |
| MARKETING TEAM | Contact Email: gulfoodmarketing@dwtc.com | | |

| OPERATIONS TEAM | Designation | Contact Email | Contact Telephone |
|-----------------|------------------------------|---------------------|-------------------------|
| Nelusha Rodrigo | Operations Manager | GulfoodOps@dwtc.com | Tel: +971 (0)4 308 6546 |
| Pratibha Menon | Operations Manager | | Tel: +971 (0)4 308 6047 |
| Warda AlFardan | Operations Manager | | Tel: +971 (0)4 308 6767 |
| Moza AlShamsi | Assistant Operations Manager | | Tel: +971 (0)4 308 6475 |
| Mark Lim | Operations Executive | | Tel: +971 (0)4 308 6297 |
| Micaela Pascual | Operations Assistant | OpsAdmin@dwtc.com | |
| Savio Mahajan | Operations Executive | | Tel: +971 (0)4 308 6051 |

OFFICIAL SERVICE CONTRACTORS LIST

| | |
|---|---|
| <p>Venue Services – AV, Internet, Power, Rigging, Catering, Cleaning, Water & Waste & Signage Event Plus P O Box 9292, Dubai, UAE Tel: 800 DWTC (3982) E-mail: support@eventplus.ae On Site: Event Plus – Concourse 1</p> | <p>Official Show Contractor DXB Live Tel: +971 4 389 3901 E-mail: Dxblivecc@dwtc.com Please mention the respective show name in the subject line</p> |
| <p>Florist Leena Mustafa Blooms P O Box 51980, Dubai, UAE Tel: +971 4 394 6094 / 3321255 Fax: +971 4 394 6093 Email: blooms@emirates.net.ae</p> | <p>On-site Handling , Shipping and Transportation William Lobo General Manager – Fairs, Exhibitions & Event Logistics Airlink International UAE Dubai World Trade Centre, Dubai, UAE. Tel : +971 433 25334 Mob : +971 55 2206547 Email : William@airlink.ae URL : www.airlinkuae.com</p> |
| <p>Show Guide / Preview / Catalogue Aneta Majewska Marketing Executive PO Box 9292, Dubai, UAE Tel: +971 4 306 4163 Fax: +971 4 3188607 E-mail: gulfoodmarketing@dwtc.com</p> | <p>Official Destination Management Company Mohamed Helal Business Travel Consultant Tel. : +971 4 282 1050 (Ext. 233) Mob. : +971 56 299 5326 Email : helal@airlink.ae Pinky Marie Mindo Travel Consultant Tel. : +971 4 282 1050 (Ext. 221) Mob. : +971 56 687 7467 E-Mail : pinky@airlink.ae</p> |

ADMISSION - VISITORS

Trade Invitations

Complimentary trade invitations will be sent to Exhibitors for mailing to key clients. Exhibitors can extend these invitations to their clients and prospects who will be visiting the exhibition. The number of trade invitations issued will correspond directly with the size of the stand. Trade visitors who do not present a complimentary invitation will be required to pay the applicable admission fee.

Trade Visitor Admission Fees

Pre-Registered and Pre-Paid: AED 345 per person

Onsite: AED595 per person

***Conditions Apply - Subject to proof of Industry credentials, which must be available upon request.**

General public

General Public and persons under that age of 21 are not allowed entry as it is a **STRICTLY** Trade Only event. Please note that there is a '**No Sale of Items**' policy in place for this event.

BADGES – EXHIBITORS

Exhibitors and their personnel who need to access the exhibition halls during the event must register for an EXHIBITOR BADGE.

- Exhibitor badges are strictly reserved for use by exhibitors and their stand staff and should not be transferred or “lent” to non-exhibiting personnel/visitors. Any visiting staff should register as a visitor.
- **No request for an exhibitor badge should be made for any person below the age of 21.**
- An Exhibitor Badge permits access to the exhibition halls during the build-up and open days of the show.
- Badges must be worn by exhibitors at all times, as strict security will be maintained on the exhibition site.
- If a badge is lost or misplaced, please report the loss to the organiser’s office. A duplicate badge will be issued on the expressed condition that the lost badge was issued in the first place

The number of badges available corresponds directly with space booked, as follows:

| Stand Size (sq m) | Less than 6 | 7 - 10 | 11 - 15 | 16 - 25 | 26 - 50 | 51 - 100 | 101 - 120 | 121 - 170 | 171 - 200 | 201 - 250 | 251 - 300 | 301 – upwards |
|----------------------|-------------|--------|---------|---------|---------|----------|-----------|-----------|-----------|-----------|-----------|---------------|
| Allocation of Badges | 3 | 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 50 | 60 | 70 |

The deadline to apply for exhibitor badges is 02 February 2024. No badges can be deleted, replaced or edited after the deadline.

PRINT@HOME BADGE

The Print@Home link will appear within the Exhibitor Badge section of the Online Manual, 1 week prior to the event and upon all payments having been cleared.

Make sure you:

- Print your badges before coming to the show venue.
- At the event, collect your sanitized lanyard and badge-holder from any of the Info Desks

Please note that AED245 will apply per additional exhibitor badge requested.

Badges are non-transferable. Badge-holders must present valid identifications. Anyone found to be in violation will be liable to pay a penalty of AED 3000 and denied entry into the event.

NOTE: The Print@Home Link will only be provided once all payments have been cleared with the show team.

Should you require assistance with regard to your exhibitor badge request/registration, please e-mail:

OpsAdmin@dwtc.com

EVENT TIME TABLE

BUILD UP

IMPORTANT NOTICE: IT IS MANDATORY THAT ALL CONTRANCTORS AND EXHIBITORS WEAR SAFETY SHOES AND HI-VIS VESTS TO ACCESS HALLS DURING BUILD UP DAYS

| | | | |
|----------|------------------|--|--|
| Thursday | 15 February 2024 | Commencing 00:01hrs with 24 HRS access | Access for Space Only Contractors and Exhibitors |
| Friday | 16 February 2024 | Build Continues | Access for Space Only Contractors and Exhibitors |
| Saturday | 17 February 2024 | From 2pm | Access for ALL Shell Scheme Exhibitors to set up their stand. |
| Sunday | 18 February 2024 | Till 19.00 | Space only Exhibitors – All stands, exhibits and displays need to be completed. Shell Scheme Exhibitors – All exhibits and displays need to be completed. All Exhibitors – All Standfitting materials and equipment need to be removed from halls. All packing materials to be stored on stand or removed from halls. |

SHOW DAYS

| | | | |
|-----------------------|----------------------|----------------------------------|--|
| Monday | 19 February 2024 | 08.00 10.00 10.00 18.00 | Access for all Exhibitors Official Opening Show Open to Trade Visitors Show Close |
| Tuesday – Thursday | 20 -22 February 2024 | 10.00 18.00 | Show Open Show Close |
| Friday | 23 February 2024 | 10.00 17.00 | Show Open SHOW ENDS |

BREAKDOWN

| | | | |
|----------|------------------|-------------------------|---|
| Friday | 23 February 2024 | 17.30 18.00 22.00 | Once Halls cleared of all visitors dismantling can begin. Stand power disconnected Shell Scheme Exhibitors to clear stand interiors Stands to be dismantled. |
| Saturday | 24 February 2024 | | Breakdown down continues, working hours will be around the clock (24 hours) |
| Sunday | 25 February 2024 | 16.00 | ALL HALLS to be cleared of all stand materials, packing cases, waste material and pallet trucks must be removed from the halls |

The Organisers Office will be operating from Hall 4 during the tenancy period.

***Important Notice: Personal Protective Equipment (PPE)**

Safety shoes are mandatory at all time to access the halls during build-up.

However; on the last day of build from 10:00am and based on an official notification from the organiser, exhibitors can be allowed to wear closed shoes at their own risks. Heels, open toe shoes and sandals are not allowed. For any acces before the above mentioned time, safety shoes remain compulsory.

High visibility jackets for all are mandatory throughout the build-up.

DELIVERY & REMOVAL OF EXHIBITS

Exhibitors will be able to take over their stands as follows:

- **'Space Only'** stands can start delivery as of the first day of tenancy.
- Exhibitors with **'Shell Scheme'** are prohibited from setting up exhibits, etc, before the times stated in the Timetable unless special permission has been obtained from DWTC.

Delivery

All exhibits must be positioned on the stand and every arrangement completed by **19.00hrs on Sunday, 18 February 2024**. The Exhibitor must provide all labour for delivery and removal of exhibits but, in default, DWTC may do whatever it considers necessary at the expense and risk of the Exhibitor. **Stands not completed by this time may have their Performance Bond withheld.**

Any goods that have not been properly placed or unpacked by **19.00hrs on Sunday, 18 February 2024** will be liable to be removed at the expense and risk of the Exhibitor. DWTC will take every precaution to ensure that goods are carefully handled, but under no circumstances will DWTC accept responsibility for any loss, shortage and/or damage to goods belonging to an Exhibitor, its agents or Contractors, however incurred.

Removal

- Exhibits cannot be removed from the building during the Show without the consent of the DWTC.
- Full breakdown arrangements will be issued to Exhibitors during the Show.

At the close of the Show exhibits can be removed as follows:

- All **"Shell Scheme"** exhibits must be removed between **18.00hrs and 22.00hrs on Friday, 23 February 2024**.
- **All Other Halls**, any goods remaining after **16.00 hrs on Sunday, 25 February 2024** will be removed by DWTC at the Exhibitor's expense and risk.

STAND HEIGHT REGULATIONS

The maximum height for Space Only stands is as follows, including name sign or trademark. All Space Only Exhibitors must follow the height grading system:

- Halls 1, 2, 3, 4, 5, 6, 7, 8, Sheikh Rashid Hall, Sheikh Saeed Halls and Trade Centre Arena Hall
The maximum height allowed is 6 metres
- Sheikh Maktoum Hall
The maximum height allowed is 5 metres
- Between Halls 2 and 3 and also between Sheikh Maktoum and Sheikh Rashid Hall (under bulkhead)
The maximum height allowed is 3 metres
- Za'abeel Hall 1
The maximum height allowed is 5 metres
- Za'abeel Halls 2, 3, 4, 5, 6
The maximum height allowed is 6 meters
- In the Link between Za'abeel Hall 3 & Hall 1
The maximum height allowed is 3 meters
- Concourse 1 & 2 and Za'abeel Concourse and Al Multaqua
The maximum height allowed is 4 meters. No Double Decker Structures.
- The Pavilion (behind halls 5 to 8)
The maximum height allowed is 4 meters in the central areas and 3 meters on the perimeter areas. No Double Decker Structures. There is no rigging allowed in these halls.
- Za'abeel Plaza & Al Mustaqbal Plaza
The maximum height allowed is 4 meters in the central area and 3 meters on the perimeter areas. No Double Decker Structures. There is no rigging allowed in these halls

Following a number of incidents with regards to taller stand structures at the venue, DWTC will incorporate a new process within its Health and Safety Strategy of mitigating the respective risks involved in the construction of such structures within the premises of DWTC, and as such all stand designs will have to be approved by the DWTC Health and Safety team before commencement of build by the respective contractors (with the exception of Shell Scheme units).

STAND REVIEW AND CHARGES

To enhance health and safety and to mitigate the risks involved in the construction of stands, all stand and all stand and feature designs (with the exception of Shell Scheme units) will have to be approved by the DWTC Venue Infrastructure team.

Every space only stands including single, double and triple decker stands will need to meet the minimum requirements stipulated in "Dubai Municipality Structural Codes and Guidelines" and international codes of practice such as AISC 360, BS 5950 and "Dubai Building Code 2021"






Any stand, built in outdoor areas where wind is prevalent, will need to comply with the "Dubai Building Code 2021" and international standards such as ASCE – 7 for wind loading calculation and application to structure.

The stand submission fees for space only stands/features will apply for all events starting from 1st January 2023.

| Booth Type | Review Fee |
|-----------------------------|----------------|
| System Stand ≤ 3 m (height) | AED 0 each |
| System Stand > 3 m (height) | AED 500 each |
| Space Only Stand | AED 500 each |
| Double Decker Stand | AED 1,000 each |
| Triple -Decker Stand | AED 2,000 each |

| | |
|--------------------------------------|-------------------|
| Country Pavilion Stand Block | AED 500 per block |
| Space Only Stand, Multi Blocks | AED 1,000 |
| Country Pavilion Stand, Multi Blocks | AED 1,000 |

All Space Only Exhibitors shall submit the Approved Contractor Details Submission Form listed within the Online Exhibitor Manual. Upon submission of this form an email will be sent with details of steps to follow to pay stand review fee and submit booth design.

| | |
|---|---|
| <p>AED 500</p> <p>SPACE ONLY</p>  | <p>AED 1,000</p> <p>DOUBLE DECKER</p>  |
| <p>AED 1,000</p> <p>SPACE ONLY - MULTIBLOCK</p>  | <p>AED 500</p> <p>COUNTRY PAVILION – SINGLE BLOCK</p>  |
| <p>AED 1,000</p> <p>COUNTRY PAVILION – MULTI BLOCK</p>  | |

CARPET

- All main aisle space will be fully carpeted by sector:
 - Fats & Oils: **Yellow**
 - Beverages: **Orange**
 - Pulses, Grains & Cereals: **Brown**
 - Dairy: **Blue**
 - Meat & Poultry: **Red**
 - Power Brands: **Green**
 - World Food: **Purple**

- Exhibitors with shell scheme contracts will have **Grey** carpet on their stand

BANNER ADVERTISING

All Exhibitors that have a banner suspended above their stand are subject to Banner Advertising Fee. This fee covers the whole size of the banner, not just the logo. Please take this into account when designing your stand.

To place your order please submit the BANNER ADVERTISING FORM.

Banner installation needs to be ordered using the VENUE SERVICES FORM

A. Banner above the Stands

ANY Banner above an Exhibitors Stand is subject to Banner Advertising Fees.

- Please provide the Organisers with the proposed dimensions of the advertising above your stand for prior approval. All details are to be submitted through the [Banner advertising Form\[LINK\]](#) along with the [Stand Structure Form\[LINK\]](#) and the stand design
- This banner will be provided by the exhibitor
- The cost for Banner Advertising **AED 1900 per sq/m (+VAT)**
- Double sided, three sided and four sided (box or ring banner) will be charged as per number of sides and the total sqm shall be used to calculate the cost.
- The banner must be confined within the borders of the space contracted for by the exhibitors.
- The advertising must not overlook a neighbouring stand.
- Method of calculation total length x height x no. of sides x **AED 1900 per sq/m (+VAT)**. Entire printed or digital surface is taken into account.

B. Banner inside Exhibition Halls (Subject to availability of site)

- Banner sites are available within the halls for Exhibitors to purchase to give additional advertising opportunities.
- The banner should be provided by the exhibitor and be made of fabric.
- The cost per banner is **AED 1900 per sq/m (+VAT)** the **total sqm** shall be used to calculate the cost.

As per Management policy, please be advised that **all banners hung inside the halls must be done by DWTC Rigging Department at a cost.** Kindly note that all banners must be delivered to Dubai World Trade Centre (L.L.C) 10 days prior to the exhibition. All posters, banners, etc, will be discarded of immediately after the last day of tenancy unless prior collection arrangement has been made and mutually agreed upon. DWTC Rigging Department is not responsible for banners not collected within this period.

GENERAL INFORMATION

VENUE INFORMATION

Address of Venue

Dubai World Trade Centre
(off Sheikh Zayed Road)
PO Box 9292
Dubai
UAE
Tel : (+971) (0)4 332 1000
www.dwtc.com

See Venue Map in Useful Information

Please be advised that DWTC are not responsible for receiving goods or shipments prior to the event. Please contact the Official Freight Forwarder for any storage requirements. See the **OFFICIAL SERVICES CONTRACTORS** listing.

At the Venue

List of services and amenities detailed in the link below, including restaurants and retail and onsite accommodation:

<https://www.dwtc.com/en/facilities>

Metro & Parking Arrangements - With plenty of public transport and ample parking, getting to Dubai World Trade Centre is simple and stress-free. Dubai's public transport is both a safe and cost-effective way to reach Dubai World Trade Centre from key locations around the city.

The following car parks are available for organisers, exhibitors, sponsors and visitors and operate on a first-come, first-served basis:

- Al Mustaqbal Street Parking: This parking facility offers a total of 3,715 spaces including dedicated spots for Electric vehicles, People of Determination, and 140 bicycle storage racks. The car park uses a smart parking technology solution with bay availability indicators and floor counts detailing available spaces.
- Exhibition Street Parking: Behind Sheikh Rashid Hall (capacity: 1,160 cars)
- Sheikh Rashid Tower Parking: Next to Arena Hall (capacity: 863 cars)
- Za'abeel Plaza Parking: Front of Za'abeel Hall 6 (capacity: 300 cars)
- Exhibition Plaza Parking (capacity: 150 cars)
- Arena Plaza Parking: Valet service (capacity: 140 cars)

More details can be found in the link below:

<https://www.dwtc.com/en/getting-here>

Onsite Hotel Accommodation – Various options have been listed in the link below:

<https://www.dwtc.com/en/accommodation>

Dubai World Trade Centre (L.L.C) has appointed Airlink International UAE to manage all Exhibitor and visitor hotel, flight and tour enquiries and bookings. To benefit from the preferential travel packages and accommodation rates please contact:

Mohamed Helal
Business Travel Consultant
Tel: +971 4 282 1050 (Ext. 233)
Mob: +971 56 299 5326
Email: helal@airlink.ae

Pinky Marie Mindo
Travel Consultant
Tel: +971 4 282 1050 (Ext. 221)
Mob: +971 56 687 7467
Email: pinky@airlink.ae

Restaurants & Retail - From restaurants and retail to ATMs and printing services, here are all the amenities available onsite at Dubai World Trade Centre - <https://www.dwtc.com/en/facilities>

Disabled Facilities

DWTC has been built with disabled access in mind, but we do ask that Exhibitors and designers assist in maintaining reasonable access for disabled people during events. By disabled we refer to a variety of conditions, not simply wheelchair access; this could mean obstacles that physically challenged people visiting and working at the event may have to face.

- All exhibition halls, meeting rooms and public areas are accessible by wheelchair.
- Car park spaces are also reserved for the disabled.
- Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 also have disabled access.
- All lifts accommodate standard wheelchairs and have low-level buttons.
- Our doorways are wide enough to accommodate standard wheelchairs.
- Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Centre, located next to Exhibition Hall 5.

First Aid

DWTC provides an emergency service for persons who may become injured or ill whilst at the Exhibition Centre. In case of medical emergency, please call our First Aid clinic on +971 4 308 6541/ 3086199 giving the exact location of the incident and details if any injury is sustained.

The Emergency Medical Centre is located at the Exhibition Gate Reception next to Hall 5

Lost & Found

The Lost and Found Office is located on Level 1, above Hall 8, and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership.

The Lost and Found Office operates 24 hours, 7 days a week.

DWTC assumes no responsibility for the care and / or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance, including theft, vandalism, or malicious mischief of any such belonging.

Anybody losing property should report the details to the Lost and Found Office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found Office or in person, and must be followed up with an official report of loss, theft or disappearance.

Telephone: +971 (0)4 306 4600

Meeting Rooms

For your meeting room requirements and press conference facilities, please contact;

EventPlus

Dubai World Trade Centre

P.O. Box 9292 Dubai

United Arab Emirates

Office Hours: Mon – Fri, 8am – 5pm Cash Office: Mon – Fri, 8am – 5pm Timezone: Dubai Standard Time (GMT+4) Email:

support@eventplus.ae

Global contact number: +971 4 389 3999 UAE toll-free: 800DWTC (3982)

Prayer Rooms

The men's prayer room is located on level 2 opposite Exhibition Hall 5 and the ladies' prayer room is located on level 2 opposite Exhibition Hall 7. Prayer rooms are also available near Za'abeel Hall.

Public Telephones

Public phones are available in the foyers of the venue.

Travel to DWTC

Airport

The nearest airport to Dubai World Trade Centre is Dubai International Airport (DXB). Please visit the website for flight details, airport information, transits and information about the city.

www.dubaiairports.ae









VENUE MAP

- [ACCESS TO VENUE \[LINK\]](#)
- [VENUE MAP \[LINK\]](#)
- [VENUE EVACUATION MAP \[LINK\]](#)

GENERAL EVENT INFORMATION

Commercial Fraud & Trademark Infringement

The Organiser strictly prohibits the display, sale or promotion of counterfeit products. In line with this policy, you may be required to produce proof of authenticity for the products displayed on your stand. For more information contact the Dubai Department of Economic Development:

| Head Office | | Dubai Mall Branch | |
|---|----------------------|---|----------------------|
|  | 13223, Dubai, UAE |  | 13223, Dubai, UAE |
|  | +971 4 2229922 |  | +971 4 3827777 |
|  | info@dubaided.gov.ae |  | info@dubaided.gov.ae |
|  | +971 4 2225577 |  | +971 4 3827700 |

VoIP Policy from TRA

Please note that there are policies and regulations issued by the U.A.E. Telecommunications Regulatory Authority (the "TRA") pertaining to the sales of telecommunications apparatus and services including and not limited to SIM Cards, Telephone Calling Cards and Voice Over IP (VoIP) services and products at the Enterprise and B2B levels within the United Arab Emirates (U.A.E). If you are presenting any VoIP services on your stand or require a VoIP connection please contact us TRA in order to register your intent and to receive the Declaration Form before submitting your request to the TRA. The applicable laws and regulations governing the sale and use of telecommunications apparatus and services in the U.A.E can be viewed at the Telecommunications Regulatory Authority (TRA) website www.tra.gov.ae. For further information and clarification please contact TRA at +971 4 626 9999.

Complaints

If an Exhibitor wishes to complain about anything relating to the exhibition they should immediately consult the organisers in the Organiser's Office.

Customs Clearance

We recommend Exhibitors use the Official Freight Contractors as they have extensive experience in dealing with UAE Customs procedures. Please refer to contact details listed under OFFICIAL SERVICE CONTRACTORS LIST.

Deliveries

Maintenance of stands and delivery of stock, catalogues, etc., during the exhibition period should be carried out before the exhibition opens or after it is closed to visitors.

Entertainment / Stand Features

Demonstration and presentation may be performed as an integral part of the stand activity. However, Exhibitors should exercise discretion towards other Exhibitors.

Live Entertainment

Any live entertainment conducted by Exhibitors on stands, will have to be routed through Dubai World Trade Centre to obtain the necessary approval from the Department of Tourism and Commerce Marketing (DTCM).

Please provide a copy of the passport of each performer, together with a photograph, in JPEG format (not exceeding 200 KB per document) with the details of the proposed activity. This will be forwarded to the concerned department who will advise on the relevant costs. Kindly note that it takes a minimum of 15 days to receive the approval and all such requests by be submitted latest by 3 weeks prior to the show. Contact the Organiser for more information.

Features

Special features, exhibits and public entertainment programmes at any time throughout the Show may only be incorporated within Exhibitor's activities provided that they are notified to the Organiser no later than 3 weeks prior to the show.

Failure to register features may result in permission to proceed being withdrawn

Noise Level

Strict enforcement of the following noise level regulations will be observed. Exhibitors are requested to keep the noise levels of videos, music systems, etc., down. As a rule of thumb to volume levels, they should not interfere with normal conversation on neighbouring stands.

A maximum of 70db will be permitted. If this rule is broken then the Organiser reserves the right to disconnect the power supply. Meters will be used to check the sound levels.

Flowers & Plants

Flowers & Plants are available for hire from our Official Floral Contractor and will be available from the exhibition halls on the eve of the opening day. Flowers may also be purchased. **See the OFFICIAL SERVICES CONTRACTORS listing.**

Furniture

The Official Show Contractor offer a range of furniture items such as counters, shelf units, display panels, plinths etc on a rental basis for the duration of Exhibition. Full details, specifications, prices and order forms are available in their service manual. Only the Official Contractor is permitted to supply additional stand fittings & furniture. Please refer to the Official Show Contractor Service Manual.

See the OFFICIAL SERVICES CONTRACTORS listing.

Indemnity & Waiver

The Organisers may be held responsible by the Authorities in Dubai for the payment of any customs levy, tax, fine or other monies due from an Exhibitor. Accordingly, Exhibitors must undertake to indemnify the Organisers from any payment, which they are called upon to make to the Authorities on the Exhibitor's behalf.

The Exhibitors also waive any and all claims that they may have against Dubai World Trade Centre (L.L.C.) of any kind whatsoever, in anyway related to the storage and display of exhibits/equipment during the show whether during, before or after regular show hours.

For more information see your Exhibition Contract Regulations.

Labour & Gratuities

It will not be possible for Exhibitors to obtain on-site services or labour for the erection of their stands and displays unless prior arrangements have been made. If on-site service or labour is required, please contact the Official Standfitting Contractor for the rates. **Advance notice of at least one month must be given.**

Night Sheets

Night sheets shall be made of inherently non-flammable material or of a material satisfactorily treated or rendered non-inflammable. These must be to Class 1 spread of flame or the appropriate textile or plastic standard.

- While stands are in use during the open period of the show, arrangements must be made for the storage of the night sheets within the area of the stand. They may not be left, although rolled, in any position where they will cause an obstruction or interrupt line of sight.
- For those companies using shell scheme, night sheets are available for hire from the Official Contractors. Please give one month's notice.

Opening Ceremony

On the opening morning of the show the halls will be closed to ALL persons until 3 hours prior to the show opening for a security check. Once the security check is complete then Exhibitors, displaying their Exhibitor badge will be allowed admission through the appointed entrance. This entrance(s) will be advised during the build-up. Please note that Exhibitors will be subject a security search before being allowed admission. All access times prior to opening ceremony are at the discretion of Dubai Police.

Raffle/ Draw Policy

Prize Draws & Promotions for giveaways BELOW AED 1,000

If a prize draw or promotion giveaway is less than AED 1000 kindly fill in the below letter template and email it to gulfoodops@dwtc.com

Draw Application Form [LINK]

Prize Draws & Promotions for giveaways ABOVE AED 1,000

If an exhibitor has a DED (Dubai Economic Department) licence they will need to obtain an NOC from DWTC addressed to DED, which is available in the Exhibitor Order Forms section under Optional Forms.

Below are the details on the process exhibitor need to follow to apply for raffles or draws when prize items are superior to AED 1,000 each. The raffle permit is issued by the DED Branch Office located in the Dubai Mall (Counter Nr 6 - Business Registration and Licensing Section). The opening times are from 7:30 am to 2:30 pm.

<https://thedubaimall.com/en/shop/department-of-economic-development>

The following documents must be presented:

1. DED Licence Copy
2. NOC from DWTC (available under Exhibitor Order Forms-Optional Forms-Dubai Economic Department Letter)
3. Letter from the Exhibitor indicating the draw process, the draw date(s), the number of winners, the numbers of draws and the total value of the prizes

If an exhibitor does not have a DED licence, they must authorize their counterpart in the region or any agency (not based in a free zone) they work with to apply on their behalf.

Product Launches

As part of the pre-Show promotion, press releases and regular updates will be circulated by our dedicated PR agency. Therefore, if an Exhibitor intends to launch any new products at the show, whether as a World, UAE or GCC debut, please advise our PR agency, in the first instance.

Public Address System

The Public Address System will be used for limited show related messages during build-up and break-down. During the exhibition, its use is restricted to emergencies only.

Raffle Draw Policy

Any raffle draw organised during and event is now subject to a raffle draw policy as per rules and regulations of the Dubai Department of Economic Development (DED). It is very important that you are aware of the revised procedure. If a raffle draw is organised without prior approval or the delivery of the awards(s) to the winner(s) is not in line with the policy detailed below, the draw organiser will be fined.

- The permission must be obtained directly from DED, and the applicable charges settled with DED. The value of the prize should be based on the UAE market value at the time of the draw.
- If you are a non-UAE based company and require permission from DED, you should apply through one of Dubai licensed PR/Advertising agency, or through the main organiser if based in UAE.
- The winner must receive his/her award(s) from the draw organiser within 10 days from the date of the draw. If the draw organiser leaves the UAE before handing over all the awards to the winner within the day 10 day period, the prizes must remain with the event organizer till the 10 day period expires, the prizes must be consigned to the DED. For more information please contact DED on 04-6069888 or 04- 2853161.
- If the draw prizes have not been collected or delivered within the 10 day- period, the draw organiser (or in in his/her absence the event organiser will consign with the DED.
- Raffle draw organiser's employees and their family members are not entitled to participate in the raffle draws(s) in any way.

Draw Application Form [LINK]

Rubbish Removal

Any packing material or other similar materials brought into the premises and all debris arising from the construction or dismantling of standfittings, etc, must be removed from the premises by the Exhibitor or its Contractor.

The organiser reserves the right to pass on any charges for the removal of any rubbish not removed direct to the Exhibitor or its Contractor. DWTC skips for catering refuse are not for Exhibitors or Contractors use under any circumstances. Quotations for skip hire, collection and removal of waste material, standfittings, etc, at the Exhibitor's or Contractor's expense, can be obtained from the DWTC as follows:-

Event Plus

Dubai World Trade Centre

P.O. Box 9292

Dubai

United Arab Emirates

Office Hours: Mon - Fri, 8am - 5pm

Cash Office: Mon - Fri, 8am - 5pm

Timezone: Dubai Standard Time (GMT+4)

Email: support@eventplus.ae

Global contact number: +971 4 389 3999

UAE toll-free: 800DWTC (3982)

In line with DWTC's strategy towards the environment and sustainability and to comply with Dubai Municipality technical guideline (WTS-TG No. 8 - June 2021), there is a need to drastically reduce waste and in particular hazardous waste such as paint cans and AC gas cylinders.

Although DWTC has taken the following steps with regard to waste disposal:

-Advising contractors not to leave the waste in the hall or in the yard

-Displaying digital signage on all entrances during build-up and break-down

-The contractor's awareness of the implication of not disposing of waste as per Dubai Municipality guidelines needs to be increased

-Non-compliance with the above will result in potential disposal fees and fines levied by Dubai Municipality.



Rule Enforcement

DWTC is committed to ensuring that the Show regulations are enforced consistently.

Due notice/warning will be issued in writing ONCE ONLY and if an Exhibitor continues to be in breach of a regulation after issue of a warning, DWTC may take all and any actions necessary.

Standards

Each Exhibitor must undertake to erect a stand that is in keeping with the high reputation of the Show. Upon inspection, should an Exhibitor's stand, in the opinion of the Organiser, whose decision is final, fail to be of a quality that reflects the event as a whole, the Organiser has the authority to carry out any actions applicable, of which any costs or expenses are to be borne by the Exhibitor.

Storage of Material

Cavities and spaces around stands shall **NOT** be used for storage of empty crates, cartons, boxes or packaging material.

Exhibitors bringing material into the halls for display purposes must consider the storage arrangements for any spare materials or packaging.

- The rears of the stands are designated utility areas and do not form part of the exhibition or sold space. It is a requirement from Dubai Civil Defence to keep a 1 meter clear gap between stands and the walls.
- Direct arrangements for storage of empties and show consumables should be made with the Official Freight Forwarder, (***See the OFFICIAL SERVICES CONTRACTORS listing***). Otherwise, Exhibitors must arrange for their cartons and cases to be transported back to their own premises.

DWTC reserves the right to remove/dispose of any cartons, cases and / or packing material left in the exhibition halls/behind stands. Any cost incurred will be borne by the Exhibitor.

Temporary Stand Staff

To comply with Dubai Authorities regulations, you are required to complete **Temporary Staff Form [LINK]** with the details of all temporary staff who will be working for you at the event (this includes ushers, hosts and hostesses, promoters). This policy is also applicable to exhibitors or agencies involved in the event.

This information is requested by Dubai Police. Applicable for exhibitors who are hiring hostesses and promoters to work in their stand only. Please note that you will have to order Exhibitor Badges for them also.

Vehicle Exhibits

Exhibitors are required to complete **Vehicle Delivery Form [LINK]** and return to the Organiser at least 2 weeks before the vehicle is being delivered.

All vehicles and other exhibits must comply with the following, prior to being left unattended on the stand:-

- The fuel tank should contain the minimum amount of fuel which, as a guide, should be just above the reserve.
- The fuel tank must be sealed with a locked cap.
- All batteries within vehicles must either be removed or permanently isolated and made safe during the period of the Show. If there is a requirement to charge a battery it must be done so with an electric charger and not by running the vehicle engine. ***See Batteries – Electrical Information.***
- Electrical devices such as windows, lights, radios and other electronic equipment must be powered by a means other than the vehicle battery, confirmation of which must be identified in safety management documentation.

- All vehicles must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter and allow adequate maneuvering space between the cars and the stand edge for visitors and stand staff to prevent the possibility of tripping.
- Apart from delivery and departure during the build-up and breakdown periods, the running of internal combustion engines is strictly prohibited, especially when the public are in the halls during the opening hours of the Show and is particularly relevant on the last day.
- Filling or emptying of fuel tanks on site is strictly prohibited at any time.
- Vehicle exhibits with raising/tipping capacity, be they manual, hydraulic or electric must, at all times, where applicable, have the correct working safety collars, catches and mechanisms.

Video and Photography (including Time-lapse)

Private photography/video is permissible but prior notification must be given. All approval for time lapse, photo shoot and video shoot within DWTC will require a formal permission from Dubai Police. DWTC Security department requires the following details for any time-lapse, photoshoot or video shoots scheduled at the venue:

- Visa Copy
- Passport Copy
- Emirates ID Copy
- Mobile Number
- Shoot Date, Time and Location
- Shoot Purpose

The above documents must be submitted to the organiser 15 working days prior to the intended shoot for review and approval by DWTC Security department. Kindly fill in details as per the format (in excel document) below and submit along with the above documents – [click here \[LINK\]](#)

Please note that this is not applicable for photographers and videographers present during the official opening ceremonies since they are already registered to obtain their media vest. This is not applicable to video crews from an A/V contractor working on a conference / award ceremonies etc. since the crews are getting contractor badges.

Any requests for time-lapse/ photography or videography needs to be made 15 days prior to the date of requirement. CID approval is required and is not within the control of the Organiser or the Venue.

Visa Assistance

Please note: Visas will not be processed without hotel accommodation.

The following Nationalities do not need to apply for a visa in advance to enter Dubai and can obtain the entry permit on arrival: GCC residents, Andorra, Australia, Austria, Belgium, Brunei, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Malaysia, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, United Kingdom, United States, Vatican City. For all other nationalities a visa must be obtained prior to arrival in the UAE

The visa requirements, the relevant forms and the visa rates will be sent to you by the hotel along with the room confirmation number. Upon receipt of the relevant forms, please complete and return them to the email address specified on the form along with scanned, clear copies of all the requested documents.

- The weekend in the UAE is Saturday and Sunday.
- The immigration office is closed on these days.
- Please note that some airlines may need the visa to be produced prior to boarding the aircraft. If this is the case please notify us as soon as possible to initiate the visa application process with the hotel.
- Please ensure that your passport is valid for at least 6 months beyond your intended period of stay.
- As per the UAE regulations all hotels charge a visa security deposit of AED 5,000/- for each visa request.
- An additional charge of AED 2,000/- is needed for the following nationalities: Algeria, Libya, Mauritania, Morocco & Tunisia (subject to change by immigration without notice).
- The visa fees and visa security deposit are charged prior to processing the visa. The visa fees are non-refundable if the visa application is unsuccessful or rejected by immigration. The visa security deposit will be refunded once the delegate has left the UAE and the exit stamp page has been emailed or faxed to the hotel. After the receipt of the exit stamp page please allow 3 to 4 weeks time for completion of the refund process.

CATERING

Due to Health and Safety regulations of Dubai Municipality and as per Dubai World Trade Centre (L.L.C.) policy, all food & beverage items that are consumed within the exhibition must be supplied by the Dubai World Trade Centre's Food & Beverage Department ONLY. Any food or beverage that is brought in from outside will not be allowed into the venue. For all your onsite stand catering requirements please refer to the [VENUE SERVICES FORM \[LINK\]](#) or contact:

Dubai World Trade Centre

P.O. Box 9292 Dubai

United Arab Emirates

Office Hours: Mon - Fri, 8am - 5pm

Cash Office: Mon - Fri, 8am - 5pm

Timezone: Dubai Standard Time (GMT+4)

Email: support@eventplus.ae

Global contact number: +971 4 389 3999 UAE toll-free: 800DWTC (3982)

For your convenience the following facilities are available within the Dubai International Convention and Exhibition Centre:

Exhibition Halls

The Cafes are located at the rear of Halls 4, 6, 7, 8 & Zabeel Hall 3. They serve wide varieties of light snacks, sandwiches, salads and beverages.

Trolley Service

Trolley service with a selection of hot & cold beverages and light snacks is available inside the exhibition halls for your convenience. The trolley comes to you at your stand for service.

Refreshment Carts

Refreshment Carts serving a variety of snacks and beverages are available in the concourse. You can enjoy a hot dog or sandwich or sweet corn etc while moving in the concourse.

Stand Catering

Stand Catering is available in the exhibition halls. You can refer to <https://www.eventplus.ae/gulfood> and place your order online and we shall make sure that the order is delivered to you at your stand.

This is recommended for your lunch orders and special menus can be provided upon request.

Catering Service

Catering service for your stands is also available. You can hire a waiter/waitress to serve you and your guests at your stand. For further enquiries please contact Customer Contact Centre – Helpline + 971 4 389 3999 or support@eventplus.ae

COMPULSORY INSURANCE

Events of the type, size, and attendance numbers are exposed to wide range of damaging incidents. Even the smallest incident that occurs within a single stand can affect the entire Event. It is not just about replacement or repair of damaged items, but it is about delivering a world class, successful event while knowing that the required safety net is in place.

DWTC has designed an insurance programme to cover liability towards third parties during the Event. The programme also includes additional cover that we think is appropriate and indispensable for the Event, such as cover for liability arising out of erection and dismantling exhibition stands, cover for the Exhibitor's assets and personal accident cover for the Exhibitor's employees. A schedule showing the cover at a glance, the original certificate of insurance, a copy of the policy, the claim form to be used in the unfortunate event of an accident and the procedure for lodging the claim are all included within this pack. A copy of the Insurance Policy can be obtained from the Organisers office when you are on site.

This insurance cover is compulsory under the Space Contract Regulations and DWTC has taken out the cover in line with the provision of the applicable law and the stipulations of the Space Contract Regulations. The cost of this cover will be charged to the Exhibitor under a separate invoice and shall be payable in accordance with the Space Contract.

If this invoice is not paid, then regrettably we will be constrained to restrict the Exhibitor's access to the venue and Exhibitor Badges will not be issued till payment is made. Unfortunately, we cannot accept any other specific or event-related or global policy you may already have in place or propose to take in satisfaction of the insurance requirement mandated in the Space Contract Regulations, even if such policy contains matching cover.

However, should you wish to include any additional risks, benefits or cover within the policy, please email your particular requirements to:

Contact: Marsh Emirates Insurance Brokerage & Consultancy L.L.C
Email: kashyap.bhagat@marsh.com or Tanveer.Bondre@marsh.com
Tel: +971 4 212 9198

SECURITY

General security arrangements for the exhibition will be controlled by the organisers in conjunction with the local authorities in Dubai. Security personnel will patrol the exhibition halls in general, but their duties **will not include special attention to individual stands**. Exhibitors should exercise due care and attention with regards to safety of their exhibits. Valuable items and smaller exhibits, which may be easily stolen, should be kept in a secure place. If your displays are valuable and sensitive and you wish to hire security personnel to attend to your stand exclusively, whether for the open period and/or overnight then please contact our Security Department for security services please refer to <https://www.eventplus.ae/gulfood>

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It is recommended that a member of staff man the stand at least half an hour before the exhibition opens and until all visitors have left the hall. Under no circumstances should a stand be unmanned during the open periods of the exhibition.

While the Organisers will make all reasonable arrangements for security coverage, they are not responsible for any loss or damage, which may occur, and it will be the Exhibitor's responsibility for the security of their stand, its exhibits and contents including personal property.

Appropriate insurance coverage should be arranged. **See Compulsory Insurance.**

STAND CLEANING

Dubai World Trade Centre (L.L.C.) has the exclusive rights for housekeeping services inside the halls. **Stand Cleaning is not part of the stand rental cost.** Stand cleaning services will have to be ordered separately from our House Keeping Department. Please refer to <https://www.eventplus.ae/gulfoodmanufacturing> for more details

IMPORTANT NOTICE

In order to main highest level of hygiene and safety, DWTC emphasises on deep cleaning and maintenance of all front-of-house area as well as on increased air circulation in the halls

To keep the same standards of care with the halls and to ensure that all stand touch points are included, ALL SPACE ONLY stand exhibitors will be required to place a nightly stand cleaning order. Below are the 2 stand cleaning packages that are available:

- **Nightly Standard Cleaning – AED8.00 per sqm per day**
 - Vacuuming or wet mopping
 - Dusting of countertops and furniture
 - Emptying of bins
 - Glass, walls and partitions cleaning (except clear acrylic partitions)Double Decker stand is charged on the total floor space area per sqm
To order, please visit Event Plus

- **Nightly Hygiene + Cleaning – AED10.00 per sqm per day**
 - Daily cleaning of all the areas using the BIOTAB7 solution
 - Using disinfectant to do a deep wipe on all surfaces and high-risk area
 - Sanitize all touchpoints
 - Vacuuming or wet mopping
 - Dusting of countertops and furniture
 - Emptying of bins
 - Glass, walls and partitions cleaning (except clear acrylic partitions)Double Decker stand is charged on the total floor space area per sqm
To order, please visit Event Plus

The Dubai World Trade Centre offers cleaning and waste disposal services for all areas of the exhibition and convention industry. Our fully trained staff are here to advice on all requirements from carpet cleaning, glass cleaning to special waste removal. We offer a one stop shop for all your cleaning requirements with our years of experience in this very challenging industry. We have a commitment to superior service and an eye for details.

- In order to provide the best service we require a minimum of two business days' notice prior to the tenancy. Cancellation of service can be done 24 hours prior to service.
- DWTC shall not provide any cleaning material to be used by the Exhibitor.
- All housekeeping service ordered must be paid in full prior to any service commencing. DWTC will accept Visa, Master & American Express cards or cash.
- All service orders during the show must be guaranteed by credit card; any balance of charges due will be billed to this credit card unless payment is received at the end of the show.
- DWTC cannot be held responsible for any loss, claim or damage related to cleaning of exhibits or for items claimed as lost after the event is over.
- Dubai World Trade Centre Housekeeping Department holds exclusive rights to all housekeeping services within the DWTC complex.

Please contact:

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TECHNICAL MANUAL

Contractors are advised to read the whole of the Exhibitor Manual and the Technical Manual so that they are full conversant with all elements of working at the Venue. From a Contractor perspective please pay particular attention to Contractor Information, Electrical Information, Standfitting Information, Health & Safety Information as well as the Technical Manual.

BADGES – CONTRACTOR

The following regulation has been introduced by DWTC Protocol and Security Department as required by the Dubai Naturalisation and Residency Department.

Temporary Contractor Badges - Local Contractors (UAE Based)

Individual Application

All contractor staff must report to the cashier's cabin at the EO Land Main Contractor Badge Collection Point (Map available on request) to collect a temporary contractor badge in exchange of a valid proof of identity which can be either a UAE labour card or a UAE national ID card or a UAE driving license or a UAE government organisation ID card.

This proof of identity will be kept at the cashier's cabin at the EO Land Main Contractor Badge Collection Point until the contractor badge is returned. Each of these contractor badges will be charged AED 20.00 and is valid for a day (from 00:01 to 24:00). A fee of AED 100.00 will be payable at the cashier's cabin at the Za'abeel service yard for any lost contractor badge.

Group Application

A contractor may also apply for DWTC contractor badges for the company's entire team any time before the build-up starts. A representative of the company should submit the application at the cashier's cabin at the EO Land Main Contractor Badge Collection Point along with each staff's original proof of identity (a UAE labour card or a UAE national ID card or a UAE driving license or a UAE government organisation ID card) that will be kept at the cashier's cabin at the EO Land Main Contractor Badge Collection Point until the contractor badges are returned. Each of these contractor badges will be charged AED 20.00 and is valid for a day (from 00:01 to 24:00). A fee of AED 100.00 will be payable at the cashier's cabin at the Za'abeel service yard for any lost contractor badge.

Temporary Contractor Badges - International Contractor Badges (non-UAE based)

All contractor staff must report to either the cashier's cabin at the EO Land Main Contractor Badge Collection Point or at Al Wasl reception to avail of a temporary contractor badge in exchange of a passport copy. The badge will be valid for a maximum of 15 days. AED 200.00 will be charged per badge; this AED 200.00 represents an entrance fee of AED100.00 and a refundable deposit of AED100.00. The refundable deposit can be claimed upon returning the badge within 15 days from the date of payment. In the event of the badge not being returned to the cashier's cabin at the EO Land Main Contractor Badge Collection Point or at Al Wasl reception, the deposit will not be refunded.

Annual Contractor Badges

Annual contractor badges can be issued for regular contractors working at DWTC. The validity of these badges is 12 months from the time of purchase.

The price of each badge depends on the total number of badges issued for the same company.

As of 1 September 2011, the prices are as follows:

- 0 – 99 badges AED 500.00 per badge
- 100 – 149 badges AED 450.00 per badge
- 150 – 199 badges AED 400.00 per badge
- 200 – 249 badges AED 350.00 per badge
- 250 and above AED 300.00 per badge

In order to apply for annual contractor badges, the contractor's company should provide a soft copy of the following documents:

- A request letter on company letterhead
- A copy of the company trade licence
- A copy of the valid visa and passport (on one page) of each applicant
- A photo (JPEG format) of each applicant
- A staff list using the format shown below

A company representative should submit all the applications to the FM Protocol and Security Department located on level 1 of DWTC Management Offices. Once the badges are issued, the representative should make the payment in advance to DWTC Finance Department Cashier's Office located at Al Wasl Building, level 1 and collect the badges.

The company is responsible for returning the badge to DWTC when the applicant is no longer under their sponsorship. The individual or the company will have to pay a fee of AED 500.00 against a lost badge.

Collection Points

DWTC contractor badges can be collected at:

- Cashier's cabin at the EO Land Main Contractor Badge Collection Point for temporary and international contractor badges
- Al Wasl reception for international contractor badges (this facility will be in operation upon prior approval)
- Loading docks of Sheikh Maktoum, Sheikh Rashid and Sheikh Saeed Halls for pick-up drivers delivering goods (this facility will be in operation upon prior approval)

Notes

- DWTC contractor badge is the property of DWTC and must be used in accordance with the agreed terms and conditions
- Under no circumstances can a contractor be admitted into the halls without showing a valid DWTC contractor badge
- DWTC contractor badge bearers enter the complex at their own risk and DWTC holds no responsibility for any injury to persons or damage to a vehicle or property
- Access by contractors will be restricted to the specific halls wherein build-up and tear-down are required.
- Contractor Badges are valid for build up and tear down period only.

Special Contractor Badges – Valid For the Open Period of the Show

Special Contractor Badges are available to Contractors by paying AED 150 per badge and can be ordered on site. However, these badges will be issued at the discretion of the Organiser and are only for the purpose of essential services to be carried out on the stands. Access will be permitted for one hour prior to the show open & one hour after the show has closed.



CONTRACTOR INFORMATION

The Organisers must be informed by at least less than 4 weeks to the show, to give their written approval, where any of the following is proposed:

- Any material, exhibit or substances that are of a hazardous, dangerous, noxious, explosive or objectionable nature.
- Exhibits that produce fumes, exhaust and smoke
- Operating machinery and apparatus
- Use or display of radioactive materials
- Use or display of pyrotechnics and lasers
- Use or display of firearms, weapons and ammunition whether replica or fully functional
- Use or display of flammable liquids, oils and gases
- Welding or similar processes where acetylene or compressed gas is being used
- Any use of compressed air
- Any recording, broadcasting or use of radios (two way or for microphones), film sound, music or video or any other presentation likely to generate excessive noise.
- The use of balloons
- Public entertainment including fairground, amusements, displays and live performances

All Contractors to note:

All work must be carried out in accordance with the Rules and Regulations, which form part of the Operating Manual issued by DWTC as part of the Exhibition Licence Agreement and are shown in short-form below.

All Contractors carrying out work shall observe the 'Safe Working Practices' as follows:

Licensee's staff and Contractors shall be vigilant regarding health and safety of themselves and others in the Halls, and they shall observe the following practices, which will be monitored and enforced, as necessary by the Company:

- The understanding of the Fire, Emergency and Accidents Procedures.
- The need to maintain emergency gangways, through the Centre and the Halls in build-up and breakdown situation.
- The use of hard hats when working beneath or near overhead working or if this be impracticable, restricting access in such areas.
- The need of operatives to wear suitable protective clothing relevant to their job which includes eye, hearing, foot and hand protection.
- The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- Ensuring that portable power equipment is used for the purpose for which it was designed and those safety guards are correctly fitted and used.
- Ensuring that portable electric tools are used with the minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it.
- That stacker trucks are not used by other than fully trained personnel.
- That chemicals and flammable liquids are, after use, removed from the Exhibition Halls by the user for safe and proper disposal. Such products must not be placed in general rubbish bins or skips.
- That any work area is maintained free from general waste materials which could hazard operatives.
- That proper scaffolding is used during the construction of any building within the Halls, safety features of the scaffolding are provided, in acceptance with established standards and that any tower scaffold in use is properly established and propped.
- Use of 3-pin adaptors with earth clips to connect European sockets to British sockets and never to use a 2-pin plug in a 3-pin socket or vice versa.

Unforeseen Occurrences:

In the event of any occurrences not foreseen in these Rules and Regulations, the decision of the Organiser shall be final.

Contractor Access to Venue

Please note that all Contractor Vehicles need to proceed to Al Warsan Marshalling Yard. No vehicles will be allowed direct access to the Halls without collecting a pass from Al Warsan.

Map to Al Warsan [LINK](#)

Al Warsan Holding Area Process (English & Arabic) [LINK](#)

Al Warsan Holding Area Process (English & Urdu) [LINK](#)

Al Warsan Holding Area Process (English & Hindi) [LINK](#)

LETTER OF UNDERTAKING / PERFORMANCE BOND

The Letter of Undertaking is a compulsory document that is required from the Contractor. It is required before any work may start at the build of the show. It is also important that the Contractor fully understands and reads all sections of the Exhibitor and Technical Manual before completing the letter.

This is compulsory for all stand Contractors working in the exhibition halls or any off-site venues to complete the Performance document.

A copy of the Performance Bond is downloadable under **EXHIBITOR SERVICE FORMS section**. Once completed the Performance Bond is to be returned to the leading Operations Manager – DWTC Exhibitions; along with the required Managers Cheque or Bank Guarantee.

There are 2 types of Letters of Undertaking:

- LETTER OF UNDERTAKING - FOR INTERNATIONAL CONTRACTORS ONLY AND EXHIBITORS BUILDING THEIR OWN STAND [LINK](#)
- LETTER OF UNDERTAKING - APPLICABLE TO LOCAL CONTRACTORS ONLY [LINK](#)

STANDFITTING INFORMATION - 'SHELL SCHEME / ALL IN PACKAGE'

Shell Scheme /All in Package Contractor

DXB Live is the Official Shell Scheme/All in Package Contractor for the show. They are responsible for stand servicing and maintenance of Shell Scheme stands throughout the whole period of the exhibition.

Please find below their contact details under Official Service Contractors List.

Please refer to **DXB Live – Shell Scheme Manual** [LINK](#) listed under **OFFICIAL CONTRACTOR MANUALS & FORMS**

Shell Scheme Electrics

The cost for providing single-phase mains supply and connection, including energy consumed to Shell Scheme stands is covered by the stand rental charges.

Shell Scheme Name Panel (Fascia)

Those Exhibitors taking a Shell Scheme stand have a Name Board provided. It is 300mm wide set at 2.2mtrs to the underside, to each open elevation comprising aluminium frame with infill panel fitted between dividing walls with additional supports at corners and where fascias exceed 4m in length.

The Exhibitors Name and Stand Number will be in standard 50mm white Helvetica Medium Capital lettering and fixed directly to fascia panel. The fascia panels will be blue with white lettering. The Exhibitor must complete and return **Shell Scheme Name Panel Form** [LINK](#) before the deadline to ensure that the Name Board is installed before the show opens.

Shell Scheme Services & Regulations

For complete details and specifications on Shell Scheme stands, please refer to the Official Contractor Service Manual. All additional standfitting and display must be contained within the Shell Scheme structure and may not exceed 2.4m in height. No projections into gangways will be permitted; neither may additional display materials be fitted to the Shell Scheme Fascia.

Those Exhibitors who booked Shell Scheme stands and then get their own contractor to build a special stand, kindly ensure that you advise the contractor that the total height of the stand must not be more than 2.5 meters. Proposed stand designs must be submitted to the Senior Operations Manager - Exhibitions for approval less than 4 weeks to the show. All such special stands will be treated as Space Only and bare floor space will be provided. No Shell Scheme options will be made available and power supply will have to be ordered separately.

If the Exhibitor does not inform the organiser they are building a special stand and the shell scheme stand is built on site by the organiser; there will be a charge made to have the shell scheme stand removed before the Exhibitor can build their special stand.

The stand will only be removed after the completion of the build of the rest of the shell scheme stands at the event.

STANDFITTING INFORMATION - 'SPACE ONLY'

Important Information :

All Space Only Exhibitors shall submit the **Stand Structure Details Form** [LINK](#). Where a stand edge faces directly or in part onto another stand, all construction must be arranged so that no more than 30% of the stand edge is enclosed with walling.

In order to ensure that our visitors make the most of the event and are able to navigate their way around, it is a strict condition of exhibiting, that each "Space Only" Stand design incorporates the Stand Number assigned by the Organiser.

Strictly no back wall for all space only stands at Concourse, all construction must be arranged so that there is clear visibility from all 4 sides of stand.

Adjoining Walls

Any Exhibitor whose stand area joins another on any side may agree with any such adjoining Exhibitor not to build a dividing wall, or agree to share the cost of any division required. Failure to agree will result in both Exhibitors being responsible for erecting, within the boundaries of their stands, a form of division.

Exhibitors are responsible for erecting and decorating side and back walls facing onto their stand areas to a height of 2.5m. Any such division that exceeds the height of the wall of an adjoining stand must be decorated in a plain, single, neutral colour finish with no branding or graphics. All walls on a stand must be of one level only.

Graphics, branding and logos are not to be placed on towers or other structures at the rear of the stand so as to blatantly overshadow an adjoining stand and must be shown on all drawings submitted for approval. The Senior Operations Manager reserves the right to arbitrate in any dispute and their decision is final.

In the interest of the Exhibition as a whole, it may be necessary to remove or alter part of a stand. If we feel this action must be taken, this will be at the expense of the Exhibitor concerned.

Columns/Light Poles/Pillars/Totems

These are allowed to be positioned on stands.

- The dimensions of any one side of such structures should not exceed 1.5 mtrs in width.
- Multiple structures should have a minimum distance of five linear meters between them.

Emergency Access Gangways

Clear access is required through each hall during build-up and breakdown to ensure that in the event of an emergency, fire and ambulance service personnel are not restricted in any way. This is achieved with the allocation of emergency access gangways which will be clearly defined on all floor plans. Exhibitors must therefore ensure that all gangways adjoining the stand are not blocked during build-up and breakdown to an extent which inhibits the movement of other Exhibitors and freight. The Exhibitor is also responsible for ensuring that no obstruction is placed in the aisle adjacent to his stand throughout the open hours of the exhibition.

It is the Exhibitor's responsibility to ensure that all Contractors, delivery drivers and other staff involved in the build-up and breakdown of his stand are aware of the existence and importance of the emergency gangways and ensure that they do not obstruct the gangways in any way whatsoever.

DWTC reserves the right to enforce these gangways in such ways as it sees fit; including the right to restrict the area of scaffolding or plant and limit the times during which it shall remain in the Halls or on the stand.

Emergency Lighting

The illumination provided by normal lighting and by the emergency lighting should each be sufficient to enable the public, performers and staff to see their way out of the premises, stands, seminar rooms and theatres at all times. The horizontal luminance at floor level provided from either source along the centre line of defined escape routes should nowhere be less than 1 lux. This need not apply to seatways leading directly to gangways.

- Care should be exercised so that the failure of a single lamp on either supply will not cause a hazard.
- Any battery used for emergency lighting should be capable of maintaining the full load connected to it for a minimum of three hours after the failure of the normal supply.
- All rooms beneath multi-storey stands and any other rooms with solid ceilings must have emergency lighting incorporated.
- Rooms with fabric or muslin type ceilings must allow adequate light through should the hall lights dim in the event of an emergency and all exits must have a battery operated emergency exit sign.

Floor Coverings

- The entire space of all allocated Space Only stands must be covered with a suitable floor covering.
- Floor coverings may only be fixed to the floor using an industry recommended type of carpet tape, we recommend Euro tape, Eurocel and Advance tape.
- Areas of stands on the perimeter that are not sufficiently covered will be carpeted in the gangway carpet and this area will be charged to the Exhibitor.
- Exhibitors wishing to incorporate flooring with a metal finish must arrange with the appointed electrical Contractor to have the area adequately bonded to earth if necessary.

Stand Structure Form – Space Only Stands

All Space Only Exhibitors shall submit the **Stand Structure Details Form** [LINK](#). Details of work to be carried out including dimensional drawings showing the front, side and back perspectives, elevation and floor layout of the stand must accompany this form. This form is to be submitted with all required information by the deadline.

See *Stand Design Submission & Approval*

Stairways & Ramps to Stands

- 1) Any stairway having a total rise of more than 600mm shall comply with the following requirements:
 - a) there shall be clear headroom of not less than 2m over the whole width of the stairway;
 - b) the width shall be not less than 1m;
 - c) there shall not be fewer than three nor more than sixteen risers per flight;
 - d) the height of the riser shall be not be less than 75mm nor more than 180mm;
 - e) the going shall be not less than 280mm and the aggregate of the going and twice the riser shall be not less than 550mm nor more than 700mm;
 - f) the going of the landing shall be not less than the width of the stairway;
 - g) where tapered steps are constructed, the angle formed by the nosing of the tread and the nosing of the tread or landing immediately above it shall be not more than 15 degrees;
 - h) a handrail shall be -
 - i. provided on each side of a flight of the stairway and where the stairway exceeds 1.9m in width
 - ii. a handrail shall be provided so as to divide the flight equally
 - iii. designed as to afford adequate means of support to persons using the flight, continuous for the length of the flight, and
 - iv. securely fixed at a height of not less than 840mm or more than 1m (measured vertically above the line of pitch of the flight).
 - i) the treads and landings shall not be constructed of slats or perforated material.
 - j) each tread shall be level and the nosing of each tread shall overlap the back edge of the tread below it by not less than 15mm.
 - k) consecutive tapered treads shall each have the same going and rate of taper.
- 2) Cupboards formed beneath stairways and ramps shall be lined throughout with non-combustible material.
- 3) Any stairway to a Multi-storey Stand shall discharge directly to a Gangway or to the ground floor of a stand, which provides unobstructed access to a Gangway.
- 4) Any ramp having a total rise of more than 600mm shall comply with the following requirements:
 - a) the requirements of paragraphs (1) (a), (b) and (h) above.
 - b) the slope of the ramp shall not exceed 1:12 gradient.

Spiral Staircases

Please note that Spiral Staircases will not be allowed.

Stand Area

The Organiser will issue full details of the space to be allocated to an Exhibitor indicating the stand size, area and boundaries, see **Fig 1**:

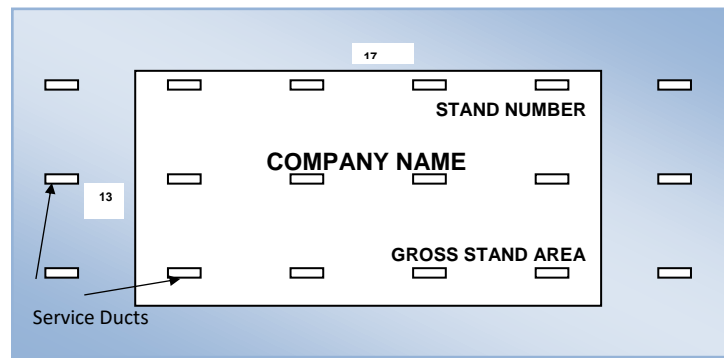


Fig 1

An Exhibitor must keep its design and construction of any standfittings, features, exhibits or lighting rigs within the boundaries of its allocated stand area. Under no circumstances may any element, at any height, infringe the gangways or adjacent stands or obscure any fire or exit signs, or be suspended from the roof or facility structure.

Every effort will be made to ensure that all details contained within the floor plan are accurate. The Exhibitor, however, is responsible for inspecting the hall for restrictions prior to designing any stand.

Exhibitors must not use any area behind rear walls for storage under any circumstances.

An Exhibitor is not allowed to paste or otherwise to affix or exhibit advertisements anywhere in the exhibition Halls except on his own stand. The Exhibitor may not distribute handbills, advertisements, photographs or other printed matter from the gangways and outside areas of the exhibition. They must remain within the stand area allocated to the Exhibitor only as must stand personnel including demonstrators/hostesses.

Stand Design Submission & Approval

It is a strict condition of exhibiting that each "Space Only" Exhibitor submits the **Stand Structure Details Form** [LINK](#). This must be accompanied by details of work to be carried out including dimensional drawings showing the front, side and back perspectives, elevation and floor layout of the stand. This is not only essential to ascertain compliance with the Organisers and Venue regulations, but also ensure that no errors have been made in the interpretation of stand area, size and position. This form is to be submitted with all required information before the deadline

All drawings **must** be in English and clearly state:-

- Exhibiting Company Name
- Stand Number
- Designer's details and contact name
- The scale used - at least 1:200

Non-Complex "Space Only" Stands

- Detailed copies of a plan view, clearly showing the overall dimensions of the stand, position of major exhibits, all walling and audio visual equipment.
- Detailed copies of each open elevation, clearly showing the dimensions of all heights, graphics, logos, etc.

Complex "Space Only" Stands

Inspection and approval of this type of stand is a long and involved process. With the need for each design and element of the stand to be inspected by the Organiser, as well as copies lodged with DWTC, structural engineers and if required the Local Authorities, it is essential that the following is adhered to:-

- Detailed copies of the initial design showing the basic principles of the stand and any feature elements should be submitted as soon as available.
- **FULLY DETAILED SETS** of the proposed stand design as detailed below must be submitted by the deadline
 - i. dimensional plan views of each floor, clearly showing planned construction, the position of major exhibits and audio visual equipment;
 - ii. detailed elevation drawings taken from each open side and any appropriate sections;
 - iii. plan and elevation drawings of each stairwell, ramp, balustrade and infill showing compliance to rules and regulations;
 - iv. copies of a simple plan view of the upper deck showing dimensional walkways, public access areas and means of escape, all with less than 15m travel distance to the top of any stairwells;
 - v. structural drawings and calculations (in English) including any design certificates, load tests to comply with good design practice and will only be accepted where provided by competent, qualified experienced structural engineers.
 - vi. the materials to be used in the construction of the Stand,
 - vii. the width and position of any fire or emergency exit and escape routes within the Stand, and
 - viii. the provision made in the structure of the Stand for protection against fire and spread of flame
 - ix. copies of the Method Statement and Risk Assessment. **See Health & Safety Information** [LINK](#).

Failure to meet any of the deadlines stipulated could result in the stand not being approved and therefore not built. Hereto no work is to commence in the Halls until written approval is obtained from the Senior Operations Manager - Dubai World Trade Centre (L.L.C)

Stand Numbers on Space only stands

In order to ensure that our visitors make the most of the event and are able to navigate their way around, it is a strict condition of exhibiting, that each "Space Only" Stand design incorporates Stand Number assigned by Organiser.

The organiser will provide a template that you need to use to display your stand number in a prominent and visible part of the stand. It is the duty of the exhibitor to produce this and install on the stand at the dimensions supplied on the template.

Failure to do so will mean that DWTC will install a sticker on the stand during the master clean that may not be in a position of your choosing.

Walling Regulations

Perimeter Walling

Where a stand edge faces directly or in part onto another stand, all construction must be arranged so that:-

- a) no more than 30% of the stand edge is enclosed with walling;
- b) walling in excess of 6 linear metres in length must be broken up with transparent glazing, openings or other such features so as to create an open feel to the stand
- c) all external walling must be finished in a decorative and attractive manner and may utilise the side/back walls for branding purposes

Where stand edges face directly onto a DWTC wall, or officially designated catering/seating area, no walling restrictions apply other than Clause c) above. See Restricted Access to Stands..

Other walling/Rooms on stand

Solid running walls on stands should be confined to the central area of the stand. The total length of walling should not be more than 30% of the corresponding side (width or depth) of the stand. Any meeting / store rooms should be confined to the central area of the back / side walls and should in no way, obstruct the view of the immediate neighbouring stands.

Stands in Concourse

Space Only stands built in the Concourse can be seen from the balcony therefore exposed top surfaces of the stand – ceilings, walls, pillars, totems to be finished in same decorative fashion and neatly covered.

All electrical points, DB boards, cabling and electrical need to be tidy, safely secured and covered.

Strictly no back wall for all space only stands at Concourse, all construction must be arranged so that there is clear visibility from all 4 sides of stand.

Drywall sanding in DWTC concourses can only take place with vacuum bags and with correct PPE. Failure to comply with this regulation may result in the company being issued a violation and their personnel being removed from site. In addition, the following regulations apply for the concourses

- Only prefabricated stands or system build stands are permitted in the concourses
- Only limited construction may take place
- Sawing will only be permitted for minor alterations and cutting of flooring
- PPE: please use dust masks, safety goggles, gloves and long-sleeved clothing when cutting or sanding

STANDFITTING INFORMATION - 'COMPLEX STANDS'

This section is **ONLY** for Exhibitors who intend to construct a "Complex" stand which is defined as one that falls into one or more of the following categories:-

- any item that requires cross-bracing
- standfitting over 4m in height;
- staging or platforms over 600mm and viewing/service platforms
- tiered seating;
- a double storey or multi-level stand;
- purpose built or fixed step/stairs of any height
- any stand over 100 m²
- Sound/lighting towers
- Provide for a "Closely Seated Audience" of 15 or more chairs "theatre style"
- The travel distance from any part of a Stand to an open side or exit or to a Gangway is greater than 10m

Following a number of incidents with regards to taller stand structures at the venue, DWTC will incorporate a new process within its Health and Safety Strategy of mitigating the respective risks involved in the construction of such structures within the premises of DWTC, and as such all stand designs will have to be approved by the DWTC Health and Safety team before commencement of build by the respective contractors.

A mandatory structural review and approval process will be implemented for every Single-Storey stand structure of height 4 meters and above for all exhibitions starting from 1st January 2018.

The correlating charge for this process will be AED 500.00 (exclusive of any applicable VAT charges) per stand or blocks of stands under a pavilion (each block separated by aisles will be charged as one stand).

Auditoria & Seminar Areas

Requirements where Provision is made for a Closely Seated Audience

- (1) This Regulation shall apply where provision is made for a Closely Seated Audience of more than fifteen persons, theatre style within a Stand.
- (2) The maximum number of persons, which may be accommodated, shall be displayed and calculated in relation to the area, utilised by such audience at the rate of 0.5m² per person; this number should be prominently displayed.
- (3) Emergency lighting from a source other than that supplying the normal lighting in the Centre.
- (4) The number of exits shall not be less than the number shown in the second column of Table A in this regulation and the minimum width of exit shall be not less than the width shown in the third column of that table in each case having regard to the number of persons shown in the first column of that Table, provided that each exit shall be remote from any other.
- (5) Each exit shall deliver to a Gangway terminating at one or both ends at an exit door on the perimeter of a Hall and the Gangway shall not be less width than the combined minimum widths of each exit discharging to that Gangway.
- (6) Any notices regarding means of escape shall;
 - a) Be sited in a conspicuous position above or adjacent to all exits,
 - b) Where necessary be positioned to indicate the route of escape
 - c) Have no other markings except means of escape in Arabic and English
 - d) Have all lettering and markings in Arabic and English
 - (i) Clearly distinctive against their background
 - (ii) At least 125mm in size
 - (iii) Clearly visible when either normal or emergency lighting is in use.
- (7) Where a stage is provided:
 - a) Not less than half the exits for the audience shall be sited remote from the stage;
 - b) Two exits one of which must be other than by way of any stage, shall be provided from each dressing room in either of the following cases -
 - (i) Where the travel distance from any point in such room to the exit doorway there from exceeds 7.5m,
 - (ii) Where there is direct access to a stage or platform or stage basement.
 - c) It is now a mandatory requirement to have accessibility ramps on all stages
- (8) Seats and Gangways in the auditorium shall be so arranged that:
 - Free and ready access is direct to each exit;
 - No portion of any Gangway shall be more than 18m from an exit from the auditorium measured along the line of the Gangway;
 - The seating area assigned to each person shall not be less than : -
 - (i) 750mm in depth where backs are provided or 600mm in any other case;
 - (ii) 500mm in width where arms are provided or 450mm in any other case;
 - A clear seatway of at least 300mm measured perpendicularly from the back of one unit to the front of the unit immediately behind shall be provided;
 - The number of seats in a row shall not exceed twelve if there is a Gangway at one end of the row and twenty-four, where there is a Gangway at each row end;
 - All chairs or other single seats shall be secured together in lengths of not fewer than four seats;

- Provision shall be made for fixing to the floor the rows of seating flanking the front, back and cross Gangways and seats near exits, but if all the seats in each row or length are secured together, only the end seats of such row or length shall be fixed to the floor;
- (9) Notwithstanding the provisions of paragraph (8) (g) of this Regulation where it is impracticable to fix such seating and the seating is not of a permanent nature, floor bars may be used. Such bars shall have a cambered top surface and shall extend from the row to be fixed to at least two adjacent rows but shall not extend across Gangways.
- (10) No area beneath a stage, tiered seating, or a stairway to such stage or tiered seating shall be used for storage purposes.

TABLE A TO REGULATION (4)

| Number of persons | Minimum number of exits | Minimum width of exits (m) |
|-------------------|-------------------------|----------------------------|
| Up to 200 | 2 | 1.0 |
| 200 -300 | 2 | 1.2 |
| 300 – 400 | 2 | 1.4 |
| 400 -500 | 2 | 1.6 |
| Over 500 | 2 | |

Plus 1 additional exit of minimum width 1.6m for every additional 250 persons or part of 250 persons.

Balustrades & Handrails

Handrails -Design Considerations

People who have physical difficulty in negotiating changes of level need the help of a handrail that can be gripped easily, is comfortable to touch and, preferably, provides good forearm support.

Handrails should be spaced away from the wall and rigidly supported in a way that avoids impeding finger grip.

Handrails should be set at heights that are convenient for all users and should extend safely beyond the top and bottom of flights of steps, or a ramp, to give both stability and warning of presence of a change of level.

- A continuous handrail must be provided across the flights and landings of ramped or stepped access.
- The vertical height to the top of the upper handrail from the pitch line of the surface of a ramp, or a flight of steps, must be between 900 and 1000mm. From the surface of a landing it must be between 900 and 1100mm.
- Where there is a full height structural guarding, the vertical height to the top of a second lower handrail from the pitch line of the surface of a ramp, or a flight of steps, is 600mm, where provided.
- Handrails shall be non-climbable, i.e. with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals.
- Handrails must extend at least 300mm horizontally beyond the top and bottom of a ramped access, or the top and bottom nosing of a flight or flights of steps, while not projecting into an access route.
- Handrails should contrast visually with the background against which it is seen, without being highly reflective.
- The surface of a handrail should be slip resistant and not cold to touch
- A handrail must terminate in a way that reduces the risk of clothing being caught.
- If the profile is circular its diameter must be between 40 and 45mm. If it is oval the width should preferably be 50mm.
- There must be a clearance of between 60 and 75mm between the handrail and any adjacent wall surface.
- There must be a clearance of at least 50mm between a cranked support and the underside of the handrail.
- The inner rail of a handrail must be located no more than 50mm beyond the surface width of the width of the ramped or stepped access.

Barriers (Balustrades)

Barriers shall be provided to protect exposed edges of landings, balconies and any other changes of levels exceeding 320mm.

Barriers shall be non-climbable, i.e. with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals.

Base Plates

The floor loading capacity is 5000kgs/sqm on all main floor areas in the Halls, except The Pavilion where the capacity is 2000kgs/sqm and Shk Rashid is 1500kgs/sqm. Exhibitors with heavier exhibits should provide the Organisers with details of the exhibits together with their exact position so that they can ascertain whether special weight spreading facilities are necessary.

Any structures in DWTC that are lying over the Service Ducts must have base plates of a minimum area of 1m² (i.e. must have a length of 1m and a width of 1m x 12mm thick Grade 43a steel). **See Service Ducts.**

Building paper must be provided between the base plate and the floor.

The position of all base plates must be clearly shown on all drawings. No fixings whatsoever may be made to the Hall Floors.

Lighting Adjustment/Focusing

Adjustment/focusing of lighting fittings in situ is permitted, provided that:-

- The persons involved on the operation are experienced and competent to do so.

- All appropriate health and safety equipment required for the safe execution of the operation is not only available and in good working order BUT IT IS ALSO USED (this includes PPE such as safety harnesses, bump caps, stabilising legs for access towers and hoists, etc).
- The area underneath and in the immediate vicinity is kept free of personnel by appropriate barriers, warning tape or stewarding.

Suspended Lighting Equipment

Suspended lighting fittings (other than single lamp pendants) shall be provided with adequate means of suspension independent of the electrical conductors. Heavy lighting fittings shall be provided with a secondary means of suspension.

All equipment attached to trusses is subject to the conditions of the Electrical Regulations Section. The electrical mains supply for suspended lighting systems shall be separate from the stand mains supply, but must be located within the allocated stand area to which it relates.

If the suspended system is to be raised and/or lowered by the use of electric motors a separate electrical mains supply must be used. This supply will be connected to raise the rig, disconnected once the rig is installed, and then re-connected at the close of the Show to allow for lowering of the rig. (**NOTE:** the use of the lighting or stand mains power supply for this purpose is NOT permitted.)

Lights, lasers and reflectors must be directed in such a manner as to ensure that the light beam projected is contained within the allocated stand area boundaries to which they relate.

See Specialised Lighting & Laser Displays.

Lighting Trusses

Lighting trusses are to be of a tubular metal construction, finished in a single neutral colour or natural metal finish.

A structural report, certified by a competent, independent structural engineer, must be available for inspection for all suspended truss systems.

At all times, all suspended truss systems must be used within the confines of the structural report relevant to such systems.

Truss Infills

Truss infills are permitted. Full proposals, taking into consideration information below, must be submitted by the deadline

The following should be noted:-

- Infills must be of a single thickness muslin, casement or other such material that will allow egress of water from the permanent sprinkler system installed throughout the Premises.
- All materials used for infills must be flame retardant treated to BS5867 Part 2 minimum and a certificate of flame retardant treatment must be available for inspection.
- Installation of infills is subject to any restrictions from CCTV, ventilation systems or other applicable restrictions from any permanent services within the Premises and must, in all circumstances, be clearly indicated on any design plans.

The colour of the truss infill must be white/neutral

STANDFITTING INFORMATION - 'SPACE ONLY – DOUBLE-STOREY STANDS'

The minimum size for all double storey stands is 36 sq/m and subject to design approval by the Organisers. No double storey stands are allowed in the Concourse and Pavilion Tent

Double-decker stand designs will only be accepted if there is a valid double-decker stand booking made by the Exhibitor. Stand approval and/or construction will be stopped immediately should there be no valid booking.

Exhibitors building double-storey stands will have to ensure an open ground floor plan so as to not obstruct the view, in any way, of the neighbouring stands.

Double storey stands must be constructed of materials as specified in Materials – Technical Information and arranged as follows:-

- Ceilings, other than to the topmost storey, must be of solid construction or of inherently non-flammable fabric. Treated fabric may be permitted to single storey portions of stands if not exposed to the risk of fire from lighted articles dropped from above.
- Cupboards, enclosed offices, storerooms, etc, formed beneath the upper floor of a two storey stand must be lined throughout with non-combustible fire resisting material.
- The maximum distance to the nearest exit from the upper area or to a point from which escape is available in separate directions to alternative exits must not exceed 12m. Include 50 person rule (More than 50 people will not occupy the level served by the staircase at any one time public, performers and staff inclusive)
- Each level must have minimum headroom of at least 2.3m.
- All enclosed areas must incorporate suitable, independently powered emergency lighting and exit signage.
- Exhibitors must make arrangements for a fire extinguisher to be prominently positioned on each floor.

RIGGING

The DWTC Events Services Department is the sole provider of all top and primary rigging at the venue. All rigging operations at the venues are subject to approval by the engineering team responsible for technical services. Any steel wires, shackles, web slings, chains or lifting appliances are classed as rigging accessories.

Adjustment to Permanent Hall Lighting

Where adjustment to the permanent hall lighting is required by means of the removal or isolation of house lighting, this may only be undertaken at the sole discretion of DWTC. Such adjustment may only be considered for areas within the allocated stand area boundaries and must be notified to the Senior Operations Manager at the time of placing confirmation orders for rigging services at least two week prior to build.

Wherever such adjustment is made to the hall lighting, temporary measures must be made to provide adequate temporary lighting for build-up and breakdown periods.

Area Boundaries

All suspended systems must be totally self-contained within the boundaries of the allocated stand area to which they relate and must either be totally suspended or totally ground supported.

Enquiries and Orders

Any Contractor intending to carry out installation of suspended fittings must contact:

Dubai World Trade Centre

P.O. Box 9292 Dubai

United Arab Emirates

Office Hours: Mon - Fri, 8am - 5pm

Cash Office: Mon - Fri, 8am - 5pm

Timezone: Dubai Standard Time (GMT+4)

Email: support@eventplus.ae

Global contact number: +971 4 389 3999

UAE toll-free: 800DWTC (3982)

And adhere to the implemented <https://www.eventplus.ae/gulfood> to place their orders and a review of the guidelines.

General Rigging Regulations

To comply with Dubai Municipality lifting regulations as from 1st September 2016 any company using manual or electric chain hoist within the venue will be required to supply a valid test certificate.

To ensure a smooth transition for any company whom may not be aware of these regulations we have attached the following:

1. A list of accredited inspection bodies whom carry out inspection, testing and certification.
2. Dubai Municipality regulations for the frequency of testing lifting accessories and lifting equipment.
3. A valid test certificate for reference.

For exhibitors: Test certificates should be scanned and sent by email to Joshi.Das@dwtc.com and Prajith.Bhaskaran@dwtc.com at least 2 days prior to build-up.

Installation of overhead suspended lighting rigs, are subject to limitations on weight loading. To ensure complete safety, it is imperative that we are provided with, a detailed drawing specifying the amount, dimension, load, proposed suspension points and positioning of the banks which require to be suspended. This drawing along with the stand design needs to be submitted to us by the deadline, for checking prior to issuing final approval.

The proper installation and removal of these lighting systems will be the Exhibitors responsibility. However, it would be done under the supervision of the concerned Dubai World Trade Centre personnel. Any cost, if incurred, for the installation of these systems will be borne by the Exhibitor.

Rigging in the Pavilion

Primary and Secondary Rigging has to be done by DWTC Rigging

GENERAL TECHNICAL INFORMATION

Adhesive tapes

Adhesive tapes used to fix carpets or other materials to floor areas must be removed after use without damage to the floor. Plastic packing tape, gaffer tape, masking tape or drafting tape, which are the most difficult tapes to remove from floors, is not to be used. DWTC recommend that the following tapes are used – Euro tape, Eurocel and Advance tape. DWTC will examine the hall floors after the removal of tapes and if the floor surface is found to be damaged a charge will be made for repairs. Any tapes not removed by the Contractor will be removed by DWTC and a charge of AED 50.00 per metre will be made.

Audio Visual Equipment

The use of PA systems, video monitors and walls etc, is ONLY permitted provided the following is observed:-
All speakers are to be positioned within the boundaries of the stand and angled so that they face inwards towards the centre point of the stand.
Video equipment must be placed so as not to blatantly face other stands, or so as to cause restrictions in the flow of visitors down any gangways. Sufficient space must be allocated within the boundaries of the stand for the viewing of any such video features.
The use of super high intensity bass systems, strobe lighting or any other such type of audio visual equipment, is prohibited without the written permission of the Senior Operations Manager
All lights, projectors and reflectors etc, must be positioned to ensure that the beam projected is contained within the boundaries of an Exhibitor's allotted stand area at all times.
All such equipment must be clearly indicated on the submitted stand design.

Dilapidations

The Exhibitor is responsible for any damage to the fabric of the Premises caused by it, its agents or its Contractors. This includes incorrect use of carpet tape on the hall floor; we recommend Euro tape, Eurocel and Advance tape.

See Adhesive Tapes.

On arrival at the Venue, the Exhibitor or its appointed Contractor is required to report to the Organiser who will inspect the stand area for dilapidations.

During breakdown, and once the stand area has been cleared of all standfittings, exhibits and waste materials, the Exhibitor or its appointed Contractor will be required to sign a clearance form (confirming any dilapidations) issued by the Organiser.

Failure to obtain a clearance form will result in the loss of right of appeal against any dilapidation charges made.

Before the end of the tenancy, the Premises will be inspected by DWTC and, in accordance with the Licence, any damage to the building structure occasioned by an Exhibitor or its Contractor will be notified to the Organiser who will invoice the Exhibitor for the cost of any repairs.

Disabled Access

Exhibitors should ensure that they have considered all features that may make it unreasonably difficult for a disabled person to access their stand.

Any Exhibitor incorporating a platform that exceeds 38mm in height or a part platform that exceeds 20m² AND 38mm in height, MUST ensure that it is accessible to the disabled visitor and should contain clear and specified access and constructed in such a way as to conform to the following:-

- Bevelled with a ramp of no more than 5° (1:12 gradient)
- A minimum of 1000mm wide
- Fitted with a handrail on each side or other such division to avoid any trip hazard resulting from the change of floor levels.

See Balustrades & Handrails –Complex Stands.

Early Access for Suspended Lighting and/or steelwork Erection and Power

Early entry for suspended lighting rigging purposes and/or steelwork erection is not always available.

Application for this facility must be made to exhibitors@dwtc.com at least 6 weeks prior to the show. If Early Access is available Exhibitor Services will notify the Exhibitor/Contractor of the dates available and the associated cost.

If any electrical power is required then this will have to be ordered from the Electrical Contractor. Charges may be made for this extra facility and will be invoiced directly by the Electrical Contractor.

Fixing to Building Structures

It is strictly prohibited to affix nails, hooks, tacks, screws, adhesives, paint or similar items to the floor, walls, ceilings or other parts of the premises. This shall include the fixing of holding down bolts, attachments to the structural steel work, and the anchorage of guy ropes, wires, cramps or tackle for any purpose to any part of the building fabric and structure, whether to the interior or exterior. ***See Rigging.***

Suspended stand fittings will not be permitted. However the Company may permit suspension from the Hall roof of banners or other decorative materials provided that:

- They form part of an overall scheme of decoration approved by the organiser.
- Application is made to the Senior Manager – Exhibitions Operations
- The proposed suspended units do not overstress the roof structure.
- Full details are submitted at the time of application.

- Work is carried out by the Exhibitor's Contractor.
- Sufficient time is available during the tenancy to install and remove.

Fixings to Floors

Fixings to the surface of the hall floor to secure margin boards, cable clips and similar items of Stand fittings will not be permitted. Any damage to the floor will be repaired by DWTC and charged to the Exhibitor accordingly.

Floor Loadings

The floor loading capacity is 5000kgs/sqm on all main floor areas in the Halls, except The Pavilion where the capacity is 2000kgs/sqm and Shk Rashid is 1500kgs/sqm. **See Base Plates – Complex Stands.**

Gas and Compressed Air

PLEASE NOTE THAT FLAMABLE GAS IS NOT PERMITTED AT DWTC

- Exhibitor requiring the use of Compressed Gas, such as Helium or Nitrogen, need to contact the organiser and request the Compressed Gas Form (Forms for High Risk Equipment and Substance Approvals) The form must be returned to the organiser at least 2 weeks prior to the start of the build-up for approval by DWTC Venue Health & Safety Division.
- Exhibitors requiring compressed air should contact Exhibitor Services and complete the **Venue Services Form [LINK]**. To avoid surcharges this form needs to be submitted at least 4 weeks prior to the start of the build-up
- The required compressed air service will then be supplied direct to the stand. All compressor pipe installation will be inside the floor trenches.
- Exhibitors are not permitted to have compressors on their stands.

IT & Communication Services

Telephone and facsimile services are provided by Dubai World Trade (L.L.C.). The telecommunication facility will flow from state of the art technology provided by a highly sophisticated PABX system. Any network connections (to any hosts within or outside UAE or Internet) made using the PABX extension is entirely your decision.

- The system can provide telephone and facsimile connections at local, national (UAE) and international levels as required. Please indicate your choice on the order form. Each telephone can be code locked to prevent un-authorized use.
- Orders through PABX - Charges are payable 100% in advance and cover installation, connection, line rental, equipment rental and purchase of units against line usage. Should your line usage exceed your deposit during the exhibition, the option to purchase additional units is available. (A statement, including a printout of line usage and any refund will be sent to you following the exhibition). Service will not be provided without payment.
- Orders received 14 days or less before the start of the exhibition will be subject to a 100% surcharge and may not be processed.
- Devices attached to an Etisalat line require to be 'type approved' by Etisalat. Devices which are not 'type approved' cannot be guaranteed to operate. Installation of Exhibitor-provided equipment is entirely at the Exhibitor's risk and DWTC is unable to take any responsibility for malfunction or failure to operate.
- If at any time during the exhibition a virus has infected one or more of the Exhibitors' computers, the DWTC will not be held responsible.
- DWTC will only provide telecommunication lines to Exhibitor stands. DWTC is unable to provide any modem or set-up support. An ISDN Modem is must for ISDN Line.
- All line and equipment usage during the period of hire is the responsibility of the person/company applying on relevant Form Numbers. Once handed over, the equipment becomes the responsibility of the hirer and must be returned to the organizers office within 1 hour of the close of the last day of the show.
- It is advisable that the Exhibitor insures the equipment hired.
- Remember to order a power point for the fax machine.
- Tell your stand Contractor that you have ordered telecommunications.
- Missing or lost telecommunication instruments will be charged for as follows:

| | |
|----------------|---------------------|
| Telephone sets | - AED 120.00 each |
| Fax machines | - AED 1,100.00 each |

Please refer to the following form for more information and to place your order.

- **Venue Services Form [LINK]**

Wi-Fi Clean Air Policy

Purpose

As the Wi-Fi wireless networking uses the shared resource of the unlicensed radio frequencies, it is necessary to regulate the usage of such devices within the Dubai World Trade Centre (DWTC) venues.

By applying this policy, reliable and secure Wi-Fi based services can be provided at DWTC.

This policy applies to all wireless networking devices and users on DWTC premises.

Policy - Ownership and Management of Radio Airspace

Due to the variability of wireless network signals within the exhibition environment, Dubai World Trade Centre operates the following; Wireless internet networks installed by exhibitors and their contractors can only function on 2.4GHz, however DWTC does not recommend this for product demonstration due to interference from multiple networks and is unable to offer any technical support on this frequency.

Dubai World Trade Centre operates a “Clean Air” policy on wireless internet networks functioning on 5GHz and will reserve the right to switch off any unauthorised 5GHz wireless networks.

The “5GHz Wireless Internet Access” product only operates on the 5GHz wireless band. To know if your device supports 5GHz radio you can search www.gsmarena.com to see the specifications of your smartphone or tablet under DATA _ WLAN. If it has “Wi-Fi 802.11 b/g/n” then it only supports 2.4GHz, if it has “Wi-Fi 802.11 a/b/g/n” then it supports 5GHz.

Any orders for internet access must have the required information detailed in full before the order will be processed.

See [Venue Services Form \[LINK\]](#) for more information

Wireless Service Considerations

Wireless networking has bandwidth limitations compared to the wired network. The wireless network should be viewed as augmenting the wired network, to provide more flexible network use. Applications that require large amounts of bandwidth, or are sensitive to changes in signal quality and strength may not be appropriate for wireless access.

Lifting, Handling & Transportation of Goods

The Official Freight Forwarder and On-site Handling Agents are Airlink International UAE and they will take care of the shipping and transportation requests of our Exhibitors. They have total responsibility for the movement of all exhibits on the exhibition site. Please find Airlink International UAE contact details under **OFFICIAL SERVICE CONTRACTORS**

LIST.

Video Tapes, CD & DVD

Please note that the import of videocassettes, CD & DVD is subject to censorship by the Ministry of Information. Exhibitors proposing to use videotapes at Exhibition are recommended to obtain necessary clearance through Airlink International UAE.

Materials

Fitness of Materials

All materials used in the construction of stands, features and displays, including signs and fascias, shall be;

- Non-combustible, inherently non-flammable or durably flameproofed. Advice can be obtained from the Venue’s Health and Safety department.
- Of a suitable nature and quality in relation to the purposes for and conditions in which they are used
- Adequately mixed or prepared before being brought to the Centre
- Applied, used or fixed so are adequate to perform the functions for which they are designed.

Means of Escape

Each and all stands must be designed in such a way as to ensure that the maximum travel distance from any part of the stand (offices, hospitality, auditoria, etc) to a gangway or unobstructed access to a gangway does not exceed 15m

Minimum Standfittings

All Space Only stands MUST, at the Exhibitor’s expense, have a minimum standfitting requirement of floor covering to occupy the **whole** of the stand area and suitable dividing walls between stands including back walls, both to be a minimum height that relates to the height regulations.

All Space Only stands on the perimeter of the hall MUST have back walls and suitable dividing walls between stands to a minimum height that relates to the height regulations.

See Height Limits.

Platforms

It is the responsibility of Exhibitors taking Space Only to make their own arrangements for the provision of platform for their stand area, which would facilitate the passage of cables.

An Exhibitor may incorporate platforms as part of its overall stand design provided they are constructed in such a way as to conform to the following:-

- Sharp metal edging must not be used. The platform should have timber finished edging and all corners should be rounded
- Corners of stand platforms must be fixed securely and flush with the floor, where practical, to prevent a trip hazard.
- If a Platform abuts an adjoining stand Exhibitors must agree with the adjacent Exhibitor/s on adjustments to be made to the height of the platform.
- Provision for a special ramp for handicapped visitors on stands with platform is a MUST, with sides clearly defined at not more than 1:12 gradient as described in **Disabled Access.**
- Platforms in excess of 600mm must conform to: **See Structural Stability.**
- Platforms and stages for public use over 320mm high shall require a suitable handrail. **See Balustrades & Handrails – Complex Stands.**

Exhibitors occupying two or more stands as part of their corporate group strategy are allowed to platform the gangways between their stands subject to the following:-

- Written permission must be granted from the Organiser,
- The stands must be adjacent to each other, or
- The gangway must be clearly highlighted with studs or other means of identification.

Restricted Access to Stands

An Exhibitor may barrier the whole or part of its stand to control access to visitors provided it is constructed in compliance with the following:-

- a) Any barrier exceeding 1500mm in height must conform to **See Balustrades & Handrails – Complex Stands**.
- b) Any barrier must be designed for a horizontal load of 1.5kN calculated at a height of 1.1m from floor level unless prior dispensation has been given by the Technical Consultants.
- c) Barriers must be positioned at a minimum height of 500mm to ensure that they are not a trip hazard to visitors.
- d) Emergency exits must be incorporated at intervals at no less than every 20m of the perimeter of the barred area, with a minimum of 2 such exits on any enclosed area irrespective of size.
- e) Clear and specified access and exit points, including provision for disabled visitors, must be incorporated. They must be a minimum of 1000mm wide and must be able to be opened immediately in an emergency.
- f) Unless an Exhibitor wishes to restrict access to invited guests only and not allow the general public access to the stand, then 5% or 10m² (whichever is the greater) of the available enclosed area must be incorporated within the stand area for the queuing of visitors.
- g) If access is to be limited to invited guests as detailed in **Clause (f)** this must be clearly indicated on the stand design submitted for approval.
- h) All exits including gates must not open into the gangway.

Safety of Working Exhibits

In order to offer some guidance to those Exhibitors planning to demonstrate equipment, the following should be noted:-

- All running machinery and other working apparatus must be efficiently guarded to the satisfaction of the relevant Authorities to prevent injury to persons.
- Exhibits must be positioned so that, at no time, do they intrude into the gangway or cause a hazard to visitors.
- Starting devices on machines should be isolated to prevent visitors operating unattended exhibits.
- Proper consideration should be given to the conditions under which the equipment is being demonstrated which may well differ considerably from the conditions under which it is normally installed and for which the normal safeguards will no longer be appropriate.
- Any exhibit or process that generates noxious or toxic fumes, exhausts or smoke of any kind is not permitted.
- The use of compressors, sprayers and similar plant powered by internal combustion engines is prohibited.
- All supplies of fuel are to be kept outside the Show in a controlled store for flammable items.
- The Organiser reserves the right to terminate an equipment demonstration at any time.

Service Ducts

- Exclusion - Access to and use of the Service Ducts (floor trenches) is limited to employees of DWTC, or Contractors employed by DWTC, for the purpose of installing main supply cables, piped services and telephone equipment.
- Limited Use - DWTC will consider limited use of the Service Ducts, for purposes other than those specified above provided that the installation in the duct is carried out by or under the supervision of DWTC and that such use has been agreed in writing prior to the commencement of tenancy. **See also Floor Loadings**

Smoke Alarms

All enclosed rooms beneath multi-storey stand and any other rooms with solid ceilings must have smoke alarms incorporated.

Smoke Machines

Smoke machines should not be used without the prior approval of DWTC H&S Dept.

Details of the type of smoke generator to be used must be submitted to the Organiser along with the stand design for submission to DWTC H&S Dept. Measures must also be taken to ensure that CO₂ levels do not adversely affect public safety. This must be accompanied by a risk assessment.

Specialised Lighting & Laser Displays

Specialised Lighting

All forms of Specialised Lighting (such as neons, to include visible fireman's switch, rotographics, interactive and laser imaging) must be produced in such a way as to be contained within the boundaries of the Exhibitor's allotted stand area at all times.

The bouncing of any projected images off or on to the fabric of the Premises or other adjoining stands is strictly prohibited.

Any use of specialist graphic equipment must be done in accordance with the Organisers Regulations.

Laserlight Shows

See Pyrotechnics, Smoke Machines and Specialist Equipment – Health & Safety Information

It is the Exhibitor's responsibility to ensure that all laser installations are fully inspected and approved by a competent person on site prior to the first open day. The Organisers are authorised to suspend any such installations regarded as dangerous or not complying with the Regulations.

Final approval will be given by the Organiser and DWTC Venue Health & Safety Division subject to the above regulations.

Standards

Each Exhibitor must undertake to erect a stand that is in keeping with the high reputation of the Show. Upon inspection, should an Exhibitor's stand, in the opinion of the Organiser, whose decision is final, fail to be of a quality that reflects the event as a whole, the Organiser has the authority to carry out any actions applicable, of which any costs or expenses are to be borne by the Exhibitor.

Structural Stability

Interpretation

"Dead load" means the force due to the static mass of all walls, partitions, floors, roofs and finishes and "imposed load" means the load assumed to be produced by the intended occupancy or use, including distributed, concentrated, impact, dynamic and inertia loads.

Calculation of Loading

In determining for the purpose of this part the loads to which any Stand will be subjected:

- "dead loads" shall be calculated from the actual known weights of the materials used. Any beams and/or flooring that are for the purpose of lateral distribution shall be designed to carry a uniformly distributed load per square metre of not less than 1 kN/m²
- "imposed loads" shall be calculated as being equivalent to a uniformly distributed load per square metre of area measured on plan of not less than 5 kN/m²

Structure of Stands

The structure of a Stand shall safely sustain and transmit to the floor of the Hall the combined "dead load" and "imposed load" without any deflection or deformation as will impair the stability of the Stand.

Use of Mortar

Persons proposing to erect brick, stone or block walls, etc., shall lay heavy duty building paper or similar material on the floors under the walls, etc., to protect the floor surfaces from mortar damage. The cost of repairing any damage caused to floors by the erection or dismantling of this work will be re-charged.

Water & Waste

All exhibits and ancillary equipment containing water shall be carefully drained down at the end of an exhibition, in such a way that water is not discharged onto the floor of the Halls. Any costs involved in dealing with water discharge onto the floors of the Halls, or into the service ducts, or any damage caused to mains services in the service ducts or tunnels under the Halls by the discharge of water, will be charged to the Licensee.

All pipework used in the installations shall be suitable for the operating pressure of the mains service for which it is to be used.

No paint, oils, fats, waste food, spirits, chemicals or other noxious substances shall be discharged into the drainage system. These materials shall be discharged into closed containers manufactured of material suitable for this purpose. Full details of wastes of these types are to be submitted to the Company who will make arrangements for their disposal at the cost of the Exhibitor.

The cost of clearing or repairing the drainage system or making good any other damage caused by the stand effluent shall be the responsibility of the Exhibitor.

The Official Water & Waste Contractor for the event is as follows:

Dubai World Trade Centre

P.O. Box 9292

Dubai

United Arab Emirates

Customer Contact Centre

Telephone: +971 43086333

Fax: +971 4 3188741

E-mail: support@eventplus.ae

This service is only available for 'Space Only' Exhibitors. Please refer to <https://www.eventplus.ae/gulfood> to place your Water & Waste Order.

Water Features

Full details of all vessels containing 250 litres or more of water or other liquids are to be submitted to DWTC for approval at least six weeks before the first day of the Licence Period.

All vessels of this type containing water are to be fitted with either a connection in the base to a waste pipe ordered from DWTC Event Services or a suitable connection incorporating a pump connected to a waste pipe ordered from DWTC Event Services. This is to ensure that means are always available to easily drain down the vessel in case of emergency and at the end of the exhibition.

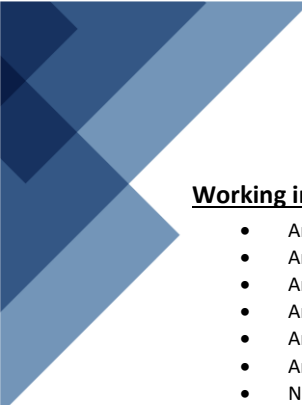
DWTC Event Services will undertake to fill and empty vessels by means other than piped water supply and drain where the construction of the vessels will not permit the fitting of pipework. The cost of such work will be charged to the Exhibitor.

Enquiries regarding the supply of water and draining down of vessels of any type must be made to DWTC Event Services at least six weeks before the start of the Licence Period. DWTC Event Services will charge the applicant for the provision of this service, who will be advised of the cost before the work is put in hand.

If any Exhibitor intends to have a water feature on its stand, full details must be included when submitting a stand design.

An outbreak of Legionella is a risk associated with water features and an Exhibitor's Risk Assessment should also cover all the reasonable measures that will be taken to prevent an outbreak.

See Water Butts, Water Systems and Legionellosis - Health & Safety Information.



Working in the Venue

- Any grinding, cutting, welding machines are not allowed to be used in the exhibition halls.
- Any electrically operated wood cutting machines are not allowed to be used in the exhibition halls.
- Any type of spray paint (compressed paint) is not allowed to be used in the exhibition halls.
- Any type of air conditioning units are not allowed to be installed on stands inside the exhibition halls.
- Any erecting of scaffolding should be inspected by a Third Party inspector, appointed by DWTC Engineering.
- Any access equipment, used inside the exhibition halls, has to be electrically operated only.
- No boom lifts or scissor lifts are allowed to be used within the DWTC premises without approval.

All Contractors must advise the Organiser well in advance on the use of any Boom lift / Cranes etc, in the halls. Without prior approval access will be denied. Please advise on the type, duration and contact mobile no. of the responsible person.

ELECTRICAL INFORMATION

Batteries

- (a) **General**
Charged batteries may only be exhibited as part of electric lighting, small demonstration, house lighting, plants or other small working devices. No Stand lighting shall be connected thereto. The use of approved purpose made self-contained secondary lighting fittings both of a maintained and non-maintained pattern will be permitted provided they are connected to a 24-hour supply.
- (b) **Terminals**
All terminals of charged batteries, whether in use or not, shall be fitted with a cover of non-conducting incombustible material.
- (c) **Switches and Fuses**
A double pole metal clad switch with suitable fuses shall be fitted and shall control all connections serving such appliances.
- (d) **Charging**
- 1) **Current Regulation**
The battery charging unit shall be fitted with an automatic current regulator which cuts off the mains supply to the rectifier when the battery is fully charged and is otherwise of an approved type.
 - (2) **Times for Charging**
The battery may only be charged on the Stand at times when the Public is not in the Hall.
 - (3) **Charger Isolation**
The circuit to the charger unit shall be directly connected to DWTC's supply with its own isolator, separate from all other circuits, to permit the isolation of these other circuits without affecting the charging circuit.
 - (4) **Enclosure**
The equipment and its charger must stand in a free and enclosed space, the battery box cover shall be removed and the gas vents of the cells shall be cleared and inspected daily.
 - (5) **No Smoking Signs**
"No Smoking" signs shall be displayed in the vicinity of the charging operation.
- (e) **Batteries Not in Use**
Charged batteries on exhibit vehicle or other exhibits shall be disconnected at both terminals.

Chokes and Capacitors

- (a) **Location**
Choke and capacitor for fluorescent lighting shall be fixed in accessible and well ventilated positions away from combustible material and shall be spaced at least 10mm there from by an air gap or by non-combustible material.
- (b) **Connecting Wiring**
Where choke and capacitor equipment for fluorescent lighting is not contained within the lighting fitting, any connecting wiring exceeding 1m in length shall be of PVC sheathed. PVC insulated flexible construction, placed well away from readily flammable articles and shall not be installed under flooring or in spaces enclosed by Stand construction.

Electric Cookers/Kettles/Irons etc

- (a) **General**
The use of exhibits with exposed elements is not permitted. Any apparatus which has a hot surface and all electrical appliances such as electric kettles, irons etc., shall be guarded where necessary and stood or mounted on incombustible material. All appliances under this heading which are liable to exceed a surface temperature of 70° C shall be supplied from a socket outlet having a pilot lamp indicating whether the appliance is switched on or not. Kettles, irons and similar appliances shall not be connected to the lighting circuit; they shall be separately connected to the electrical supply.
- (b) **Electric Kettles**
Electric kettles shall be fitted with an automatic safety device whereby in the event of boiling dry, the kettle will be automatically disconnected.
- (c) **Adjacent Construction**
Walls adjacent to all electrical cookers, irons, kettles, hot plates, etc., shall be protected with non-combustible material. Shelves are not allowed immediately above any of the appliances and adequate ventilation shall be provided.

Electric Discharge Lamp Installations

Installations of any type of high voltage luminous tube sign or lamp as an illuminated unit on a Stand, or as an exhibit, shall conform to the following conditions:

- (a) **Location**
The sign or lamp exhibit shall be installed out of reach of or shall be adequately protected from the Public.
- (b) **Installation**
- (1) **Signs**
The fascia or stand fitting material behind luminous signs of this nature shall be incombustible material and protected as required by BS 7671 (IEC364)
 - (2) **High Voltage Gear**
High voltage gear shall be mounted on incombustible material and protected as required by BS7671 (IEC364)
- (c) **Fireman's Switch**
A separate electric circuit must be used to supply such signs or lamp exhibits and shall be controlled by an approved pattern Fireman's emergency switch located in an accessible and visible position and labelled "Fireman's Switch" in accordance with the Authority's requirements.
- (d) **Approval**
DWTC shall be advised by persons responsible for installing this type of apparatus of their proposals prior to installation on site. No installation of this type will be permitted unless approved by DWTC's Engineering in writing.

Electric Motors

(a) Isolators

Every motor shall be provided with an effective means of isolation on all poles and such isolators shall be adjacent to the motor which they control.

(b) Starting

Motors in excess of 7.5 kW (10 hp) shall be fitted with current limiting devices for starting, i.e. shall not be started "direct-on-line". Where, however, the "direct-on-line" starting of a motor is essential to the satisfactory operation of the machine, details of such requirements shall be submitted in advance to DWTC for dispensation.

(c) Overload and No Volt Release

Every motor in excess of 0.375 kW (1/2 hp) shall be fitted with a starter having an overload release in each phase line.

Every motor shall be provided with means to prevent automatic restarting after a stoppage, to a drop in voltage or a failure of supply, where the unexpected restarting of the motor might cause danger.

Electrical Contractor

The Official Electrical Contractor for the event is as follows:

Dubai World Trade Centre

P.O. Box 9292 Dubai

United Arab Emirates

Office Hours: Mon - Fri, 8am - 5pm

Cash Office: Mon - Fri, 8am - 5pm

Timezone: Dubai Standard Time (GMT+4)

Email: support@eventplus.ae

Global contact number: +971 4 389 3999

UAE toll-free: 800DWTC (3982)

Orders for electrical installations should be returned to the Official Electrical Contractor (<https://www.eventplus.ae/gulfood>). ORDERS PLACED ONSITE WILL BE SUBJECT TO A SURCHARGE. It is essential that this date is strictly adhered to, not only for the stand installation, but to enable the necessary mains to be ordered from DWTC in sufficient time for them to be laid in the hall before general construction commences.

Electrical Wiring

Earthing

Earth Leakage

Each Exhibitor shall provide exact details of earth leakage to prevent tripping and shall have provided by the Contractors, earth leakage (RCD/ELCB) protection (30 mA for lighting and 100mA for exhibit power) suitably positioned beyond the termination point of the supplied mains cable.

Regulations and Codes of Practice

Metal conduit, metal casing of apparatus, frames of motors, etc., shall be efficiently bonded to earth using the earthing system provided within DWTC's permanent electrical distribution system. This Regulation shall apply to all matters covered by BS 7671. Where separate special Regulations and codes of practice have been prepared and approved by the Authorities (i.e. electrical installations and electro-medical equipment, "all insulated" apparatus, and appliances, which conform to the Standards of double insulation,) the current edition of these special Regulations shall apply.

Lighting Fittings

At every lighting point an earth terminal shall be provided and connected to the earth continuity conductor of the final sub-circuit.

Metal Framework, etc.

Where the electrical bonding to earth of metal framed Stands, metal water pipes, sinks and other items is necessary, this shall be to an earth conductor, which terminates at DWTC's electrical supply. The bonding conductor shall have a minimum cross-section area of 6mm². Under no circumstances shall any of these items be used as the sole means of earthing an electrical installation. Where block mains are employed on metal framed Stands, the Stand framework shall be bonded at the incoming main position and also at the termination point of every submain. The bonding conductor shall have a minimum cross section area of 6mm².

Insulation Sleeving

Every earth continuity conductor shall, wherever exposed, including within all termination enclosures, be totally insulated using green and yellow PVC sleeving.

Residual Current Devices/ ELCB

Where a residual current device ELCB is installed this shall only be considered a secondary means of protection.

Wiring

Material Specification

Stand wiring may be PVC, elastomeric or other plastic sheathed cable, not less than 1.5mm² cross sectional area and 300/500 volt grade.

Joints

Joints shall not be made in cables except where necessary as a connection into the circuit. In such cases insulated screwed connectors shall be used, and shall be totally enclosed in insulated enclosures.

Excess Current Protection

All circuits must be separately protected for excess current with fuses or other means of excess current protection.

Lighting Circuits

- (a) **Maximum Capacity**
Lighting circuits, serving more than one fitting, shall not carry more than 1200 VA and all sections of the wiring system shall be capable of carrying its circuit full load current. Where discharge lighting is connected then the appropriate reduction shall be made (normally to 800 VA). All apparatus over 1000 VA shall be individually fused.
- (b) **Main Load**
Where the lighting load of any Stand or feature is in excess of 14000 VA, the circuit shall be arranged to be suitable for connection to a 3 phase supply with neutral and phase conductors being of equal size.

Flexible Cords

- (a) **Limitations**
The use of flexible cords for Stand wiring is generally prohibited other than where forming part of a manufactured system, and then fully in accordance with Special Lighting Systems Section below.
- (b) **Construction**
Flexible cords shall be of circular section, fully insulated and sheathed, and the only form of jointing shall be purpose made non-reversible flex connectors, being shrouded and having an earth terminal.
- (c) **Length**
For static appliances, flexible cords shall not exceed 2m in length.
- (d) **Position**
They shall be installed remote from textile fabrics.

Lamp holders

Lamp holders in lighting systems must have screw clamp or screw terminal connections between the conductors and the plungers of the lamp holders. Lamp holders using spikes for connections shall not be used.

Special Lighting Systems

Must comply with all Regulations and are subject to testing and spot checks.

- (a) **Track Lighting Systems**
These may be used provided the track and all the accessories are of the same make, and also provided the loading on the system is compatible with the rating of the sub-circuit wiring and fuse, and complies with the requirements of Earthing section and Protection of Wiring section.
- (b) **Other Lighting Systems**
Only systems designed and manufactured to suit their intended use shall be permitted and these must comply with all other relevant aspects of these Regulations.
- (c) **Client's Own Equipment**
Where "client's own" equipment is used this must comply with all Regulations and is subject to testing and spot checks.

Safety Extra Low Voltage Lighting Systems

- (a) **Transformers**
Multiple connections Safety Extra Low Voltage (SELV) Transformers shall be of an isolating type providing a high degree of safety and having a fused primary connection. Every secondary connection shall be individually fused to its appropriate rating or shall be fitted with a manual re-set protective device approved by DWTC's Engineering. Transformers shall be clearly labelled indicating the precise details of any integral secondary circuit protective device: that they are manual re-set and shall include the rated transformer power output in VA.
- (b) **Positioning**
Care shall be taken when installing SELV transformers, which shall be fixed at high level, allowing adequate ventilation and access for testing/fuse replacement.
- (c) **Cable Sizing**
Selection of cabling for SELV circuits shall take into consideration both volt drop and current carrying restraints subject to a maximum volt drop on 12v supplies of 0.6 volts. Cabling from a SELV transformer supplying extra low voltage track shall be of sufficient size for the full current rating of the transformer.
- (d) **Catenary/Uninsulated Pole Low Voltage Systems**
The use of uninsulated catenary or uninsulated pole low voltage systems is prohibited.
- (e) **Earthing of SELV Equipment**
Secondary windings of SELV transformers, fittings and lighting track connected to it shall not be earthed.

Power Circuits

Circuits feeding 13 amp socket outlets shall be radials. Where there is more than one socket per circuit, maximum rating of overcurrent protective device shall be 15 amps. Total load shall not exceed 3000 watts and not more than 3 sockets shall be permitted on that circuit.

Coils/Reels of Flexible Cord/Cable

Coils of flexible cord or cable loose or on reels and forming part of the circuit shall not be permitted.

Electricity Supply

A separate mains cable will be supplied to each stand and each stand should have separate circuits for lighting and mains. It is the responsibility of the stand electrical Contractor to supply a distribution board, fused isolator or circuit breaker, fitted with an earth leakage protector of not more than 30mA for power and 100mA for lighting, suitably positioned in an accessible position and clearly labelled.

Single Phase 240V:

50 cycles per second AC supply, earthed neutral between 2 and 30 amps with 100 mA RCD/ELCB protection any one supply.

Three Phase 380V:

50 cycles per second AC supply, earthed neutral between 10 and 60 amps with 100 mA RCD/ELCB protection any one supply. Neutrals are earthed by DWTC.

DWTC's standard supplies are normally acceptable as "clean" and suitable for use for computers and data processing equipment. However, it is recommended that the Exhibitor arranges a suitable UPS or line conditioner as protection for all electrical systems requiring clean supplies. DWTC (LLC) will not be held responsible for any damage to Exhibitors equipment.

24 Hour Supplies

Where continuity of supply is required this should be indicated by ordering a 24-hour supply. The continuous supply will be from the opening morning until the close of the Exhibition. During the build-up period the supply will normally be switched on and off as for Standard supplies. All 24-hour supplies must be clearly identified and a drawing provided showing the routing of cabling and wiring.

Electro Magnetic Compatibility

Any electrical equipment radiating a magnetic field could cause problems for DWTC and other Exhibitors in the halls. This equipment may only be used if adequate precautions and suitable screens are provided. Any extra costs involved to overcome the magnetic problems will be the responsibility of the installer and liability for any costs/damage DWTC's electrical supply and/or others equipment lies with the installer. DWTC reserves the right to refuse to connect up any suspect equipment and disconnect any equipment known to cause a problem.

Guarding of Electrical Equipment

(a) Electrical Equipment and Exhibits

Electrical equipment and exhibits shall be guarded as necessary to prevent accidental contact with live metal, moving parts, live terminals, etc., and accidental short circuiting.

(b) Conditions of Operation

Proper consideration shall be given to the conditions under which the equipment is being demonstrated, which may well differ from the conditions under which it is normally installed and for which the normal safeguards may not be appropriate.

(c) Lighting Fittings

Lighting fittings mounted below 2m from floor level or otherwise accessible to accidental contact shall be firmly and adequately fixed and so sited or guarded as to prevent risk of injury to persons or materials.

(d) Heat Generation

Incandescent lamps and other apparatus or appliances with high temperature surfaces shall, in addition to being suitably guarded, be arranged well away from combustible exhibits and in such a manner as would prevent contact therewith. Stands containing a concentration of electrical apparatus, lighting fittings or lamps liable to generate abnormal heat shall be well ventilated.

Harmonic Distortion

DWTC electrical mains normally provide an acceptably "clean" supply. No protection is incorporated in the mains to counteract interference produced by other Exhibitor's equipment connected to the same source of supply. All sensitive/vulnerable equipment should be protected by filters, etc.

Electrical equipment which produces harmonic distortion can cause problems for the local area supply board, DWTC and other Exhibitors in the halls. This equipment may only be used if adequate precautions and harmonic filters are used. Any costs involved to overcome the harmonic problems will be the responsibility of the installer and liability for any costs/damage to DWTC's supply equipment and/or others equipment lies with the installer.

DWTC reserves the right to refuse to connect up any suspect equipment and disconnect any equipment known to cause a problem.

Lighting & Machinery Mains

Separate mains will be supplied for Exhibitors' machinery and equipment from those used for the provision of lighting.

(a) Connection of machinery to lighting mains

Connection of machinery to lighting mains will NOT be permitted.

(b) Connection of lighting or small power to machinery mains

Connection of lighting or small power to machinery mains is prohibited. If any such connections are made, then the party responsible for placing the order for electrical supplies to that Stand will be required to order and have installed an appropriate lighting main. Where this is not practical the Stand will be subject to a surcharge equivalent to the late order cost of the lighting main which would otherwise have been installed.

Mains will not be connected until this is rectified

Lighting of Showcases

(a) Externally

Unless the exhibits are of an incombustible nature, showcases shall be illuminated from the outside only.

(b) Internally

Internally illuminated showcases shall be constructed of approved materials and wired in approved type cables (not flexible cords) and adequately ventilated.

Lighting of Signs

- (a) **Fixing**
Electrically operated or illuminated signs shall not be fixed on woodwork or cloth unless effectively protected by non-combustible material.
- (b) **Construction and Wiring**
Internally illuminated signs shall be constructed of approved materials and wired in approved type cables (not flexible cords) which are related to the expected internal ambient temperature and adequately ventilated.
- (c) **Location**
Illuminated signs, which in any way resemble exit notices and similar mandatory signs shall not be positioned in such a way as to cause confusion to the Public.

Load Limitation (Electrical)

DWTC at its own discretion will limit the electrical supply or supplies where, in its opinion, the load or combination of loads requested may have an adverse effect on the supplies to Exhibitors.

Local Switches & Socket Outlets

- (a) **Local Switches**
Local switches shall be fixed out of reach of the Public and shall be mounted and protected in a similar way to distribution fuse boards.
- (b) **Socket Outlets** - It is recommended that double socket outlets be installed.
 - (1) **Construction**
Socket outlets shall be to BS 1363 (1984) industrial type for mechanical protection and be suitable so that in normal use their performance is reliable and without danger.
 - (2) **Location**
Socket outlet enclosures shall be securely fixed to Stand floors, walls or partitioning in such a way that they shall not be subject to mechanical damage and shall be located not less than 2m (measured horizontally) from any sink unit, unless where this is unavoidable, 100 mA RCD protection is installed. Wall sockets shall be a minimum of 300mm above floor or work surface level.
 - (3) **Water Heaters**
Water heaters shall be connected via fused spur outlets - not socket outlets.
 - (4) **Floor Sockets**
Where a floor mounted socket outlet is essential it shall be securely fixed, not in a gangway and shall be adequately protected from the accidental ingress of water, and be of surface mounted pattern.
- (c) **Plugs**
 - (1) **Multiple Connections**
Not more than one flexible cord shall be connected to one plug.
 - (2) **Fuses**
The rating of fuses in fused plugs shall be appropriate for both the equipment and flexible cord connected thereto. Non-flexible cords shall not be connected into plugs.
- (d) **Adaptors**
 - (1) Multi-way plug-in type and bayonet adaptors shall not be used.
 - (2) The use of Trailing-Block type, 4 way fused sockets shall not be used.
 - (3) Extension cables shall not be used.

Location of Boards

Distribution boards and similar equipment shall be installed adjacent to the fused isolators. Switch and fuse gear, motor controls, starters, etc., shall be readily accessible, suitably connected and out of reach of Public Gangways. The electrical Contractor responsible for the Stand installation shall supply suitable service mains to connect his/her installation to the main supply cables supplied by DWTC.

Mains Supply Cables & Distribution

Every Stand shall be supplied by a separate mains cable except where, by approval of DWTC, a single mains cable may be installed to supply a block of up to six adjoining Stands. This approval will only be given where the electrical installation on all Stands within the block is the responsibility of a single Contractor.

Note: The crossing of Gangways with mains cables via fascias and floors is prohibited.

Termination

Mains cables supplied to stands will not be terminated. A distribution board, fused isolator or circuit breaker shall be supplied by the Contractor building the Stand and shall be situated in an accessible position on the Stand and be clearly labelled.

Isolation

- (a) Each of the Stands on a block fed from a single supply shall have its own means of isolation situated in an accessible position on the Stand and be clearly labelled.
- (b) Where a Stand is to be sub-divided into sections then this shall constitute a block of Stands and shall have a separate means of isolation for each individual section.

Minimum Cable Size (Sub-Mains)

The minimum acceptable cable size should be sufficient for the proposed loading, where sub-mains are required on a block of Stands.

Proliferation of Mains supplies

Where installation of a number of small supplies would, in the opinion of DWTC, lead to an unacceptable proliferation of supplies, then DWTC may, at its discretion, either itself install a larger supply and provide the supply ordered by sub-distribution within the block, or instruct the nominated Contractor that only a single main will be installed to the group of Stands.

Access for Installation

The mains supply to Stands or exhibits will be installed the day before build up, provided that the supply has been ordered before the deadline. Before occupying the Stand, Exhibitors and their Contractors must check that the supply has been installed and, if not, shall only occupy areas of the Stand site permitted by DWTC until such time as the supply is installed.

Ordering of Electrical Supplies

Placing of Orders

Orders will only be accepted when made via <https://www.eventplus.ae/gulfood>

Supply will be a cable only to the stand. The position of the cable on the stand will depend on the position of the Service Duct serving the stand. Any other termination required should be ordered.

Payment

The Official Standfitting and Electrical Contractor reserve the right to refuse to connect a supply until payment has been received.

Routing and Termination Positions

The mains electrical supply shall be brought onto the Stand from the Service Duct within the area of the Stand. Connections from a Duct on an adjacent Stand shall not be permitted unless there is no trench on the Stand, or the organisers and adjacent Stand holder have given their prior permission.

Only authorised personnel are allowed to enter the Service Ducts or remove Duct covers.

The crossing of Gangways with mains electrical supplies via fascias and floors is prohibited.

Note: Persons responsible for designing the layout of Stands should acquaint themselves with the location of the under floor Service Ducts in the Halls used for installing Stand services to ensure that Stand layouts can, or are designed to, permit the termination of main cables over the Service Duct.

Alterations to Orders

(a) Termination Position

Where the termination position of a mains supply is altered after the deadline date for placing orders, this will be treated by DWTC as a late order and will be subject to a 50% surcharge.

(b) Rating

Where the rating of a mains supply is changed after the deadline date for placing orders, the new mains supply will be treated as a late order and will be subject to a surcharge.

Protection of Wiring

Platform floors must be provided in cases of the extraordinary amount of cabling that an exhibition of this type necessitates.

However, any cable laid across the floor of a Stand shall be effectively protected and fixed to such floor in such a manner as to prevent risk of injury and where liable to mechanical damage or interference, shall be tough overall sheathed or armoured or enclosed in protective conduit, trunking or cladding. Conductive materials used to provide mechanical protection should be efficiently bonded to earth. Where tough overall sheathed cables are used without further protection, i.e. without armour or protective conduit trunking or cladding, such cables shall have stranded conductors and shall have a degree of flexibility. In circumstances where full mechanical protection is impracticable a supply will only be provided if the circuit has a 100mA RCD/ELCB installed.

Cables should not be placed under carpets.

Space for Working

Electrical apparatus (other than exhibits and portable equipment) shall be fixed in position with adequate space for operation and maintenance.

Supply & Use of Electricity

Electrical supply

DWTC will not supply electricity to any Stand, feature, display or exhibit, which does not comply with these Regulations or its reasonable requirements.

Electrical installations

The electrical installation including any temporary installations in connection with the provision of electricity to Stands and other parts of the Centre shall be of such a nature as to ensure safety in the utilisation of electricity. Installations within Stands shall be carried out in a competent manner and any installation found to be unsatisfactory would not be connected to the mains supply until DWTC is satisfied. Where a connection is made and a fault becomes apparent the equipment shall not be used until the fault has been rectified.

Testing of Stand Installations

- (a) To verify compliance, DWTC and its representatives will inspect and test all installations. The person responsible for the installation, only when it is complete and ready for inspection and testing, must complete and hand Form "Request for Connection and Energising of Utility Supply to Stand". Wherefound to be satisfactory, power will be supplied. Where the installation is found to be unsatisfactory the power will not be supplied and the person responsible must rectify any faults and

advise when the installation is ready for re-inspecting and re-testing by re-submission of the test form. It is the responsibility of the person undertaking an installation to carry out the appropriate testing to ensure compliance with Regulations prior to the submission of Form "Request for Connection and Energising of Utility Supply to Stand".

(b) Modification or Addition to Stand Installations

If, after initial inspection and supplying of mains utility supplies, modifications or additions are made to the Stand installations, these must be notified to DWTC's Engineering for inspection or re-testing.

(c) Appliances

A competent person must have tested any electrical appliance connected to a socket before it is plugged in and energised. The responsibility for ensuring this testing is carried out is that of the person, or persons, responsible for bringing the equipment into the Hall.

(d) Responsibility

DWTC will not accept responsibility for:

(1) Delays

Delays in supplying power to installations found to be unsatisfactory or where insufficient time has been allowed for testing.

(2) Faults

Any faults discovered in installations after testing by DWTC. No approval, after testing or otherwise, shall absolve the Exhibitor of its obligation to comply in all respects with these Regulations.

Time of Operation of Electrical Supplies

(a) During Build-Up

During the build-up period for the Exhibition, supplies which have been tested and connected will normally be switched on within half an hour after the official opening times of the Hall and off within half an hour before the official closing time of the Hall each day. Additionally, there may be interruptions to the supply to allow DWTC to make extra connections.

(b) During Exhibition Open Days

Electrical supplies to Stands will normally be switched on, one hour before opening and off half an hour after the close of the Exhibition each day. All Stands not requiring continuous supplies should be switched off using the Stand isolator as soon as possible after the close of each Exhibition open period.

(c) During Breakdown

All electrical supplies will be switched off 30 minutes after the closing time of the Exhibition on the last day. Where an Exhibitor requires a supply after the close of the Exhibition, a request for such supply should be made through the organiser 24 hours before the final closing of the Exhibition. The supply may be reinstated after the close of the Exhibition once essential safety work has been completed.

For details on 24 hour Electrical Supply, *see Electricity Supply*.

Transformers and Frequency Converters

(a) Step-Up Transformers

Step-up transformers shall not be installed without the written permission of DWTC's Engineering. Where such permission is required, drawings and full details shall be submitted at the time of application. Where, however, step-up transformers are used as an integral part of any electronic or similar apparatus, appliance or equipment, and providing the use of such step-up transformers conforms to the customary practice within a particular industry, no such permission will be required.

(b) Step-Down Transformers

Step-down transformers shall have separately wound primary and secondary windings. The iron core and frame shall be connected to earth. In addition to the normal fuse protection on the phase line(s) of the primary circuit, the secondary circuit shall be fitted with fuse protection in the phase line(s) and with three phase transformers, the neutral connected to earth.

(c) Auto-Transformers

Auto-transformers shall not be used, except as an integral part of motor starters, unless the written permission of DWTC has been obtained.

(d) Location

Transformers shall be placed in positions out of reach of the Public and shall be adequately ventilated.

(e) Oil Filled Transformers

Oil filled transformers containing more than 20 litres of oil shall be mounted in a suitable catch-pit or tray capable of containing the entire quantity of oil plus a margin of 10%.

(f) Frequency Converters

DWTC shall be notified in advance of the intention to provide apparatus to convert the frequency of the electrical supply to any machine or exhibit.

HEALTH & SAFETY RULES AND REGULATIONS

- DWTC Emergency Procedures Booklet [\[LINK\]](#)
- DWTC Evacuation Map [\[LINK\]](#)
- DWTC H&S Rules & Regulations [\[LINK\]](#)
- Method Statement – Example [\[LINK\]](#)
- Risk Assessment – Example [\[LINK\]](#)

HEALTH & SAFETY DECLARATION (COMPULSORY ALL STANDS)

It is a condition of entry into the Show that every Exhibitor, contractor, supplier and their agents comply with the Health & Safety regulations of DWTC and all other legislation covering the Show, including the Show's Terms & Conditions.

All Exhibitors are required to submit the **Health & Safety Declaration Form** [\[LINK\]](#) with contact details of the persons responsible for complying with the Health & Safety regulations of DWTC for each day of the show build, open days and breakdown.

By submitting the form the company confirms that:

- Have undertaken a suitable and sufficient Risk Assessment with principal contractor and are satisfied with their competence.
- Will update the Risk Assessment as required.
- Will adhere to the Health & Safety at Work etc. Act 1974 (HASAWA74) at all times on site.
- Will train and brief all stand staff, contractors, sub-contractors, etc in the Emergency Procedures and other matters relating to health and safety and are satisfied that they are experienced and competent enough to undertake the tasks required of them.
- Will include any potential hazardous exhibits or work practices in Risk Assessment as well as notifying all parties as to potential hazards on site.
- The company is covered by adequate liability insurance for this event and can produce a valid certificate of proof if required.
- SPACE ONLY EXHIBITORS – COMPLEX STANDS have obtained suitable and sufficient Risk Assessments and Method Statements from all parties undertaking work on our stand.

LIVE COOKING / FOOD SAMPLING / FOOD HYGIENE & SAFETY

- [Dubai Municipality Guidelines for Food Exhibitions](#) [LINK]
- [Catering Disclaimer Form](#) [LINK]
- [Live Cooking and Food Sampling Rules & Regulations](#) [LINK]
- [High Risk Equipment & Substance Approvals](#) [LINK]

Exhibitors do not require prior approvals from the Food Safety Department to participate in the event.

It is essential that all exhibitors follow the guidelines set below and take all the necessary precautions to keep food safe. The company that is participating in food or related exhibitions has a legal obligation to ensure safety of food served in their stand.

Exhibitor must ensure that food is displayed, stored and distributed safely. Food must be adequately protected if it is intended for consumption.

Foods that require hot holding, refrigeration or freezing to ensure safety and quality must be stored in appropriate storage or display equipment. Hot foods should be held above 60°C, and cold food should be held below 5°C.

Food or ingredients sourced within UAE must be obtained from licensed food suppliers.

Foods that are sold in commercial packages shall be labeled as per the regulatory requirements in Dubai. Where national or regional requirements are specified, the food labels must comply with the relevant requirements.

Where exemptions are provided for food labeling, the exhibitor shall be able to provide evidence that the product was released after verification at the port of entry. Such exceptions may apply to product samples specifically imported for exhibition.

Products imported for exhibition shall be solely used in the exhibition area.

Non Halal foods and foods with ingredients that are not Halal, if exhibited, must be stored and handled separately at all times. Such foods should be clearly displayed in separate display areas that are physically separated from other food areas. Clear signage shall be placed on these display areas indicating that the food is 'Non Halal'.

Personnel involved in transportation, storage, handling or processing of food shall maintain good personal hygiene, and must be free of any foodborne diseases or their symptoms such as diarrhea, vomiting, fever, abdominal pain and nausea.

Personnel handling open food (not in prepackaged condition) shall take adequate measures to ensure that food is not contaminated. Follow the below recommendations:

Use hair cover or cap while preparing and handling food

Avoid bare hand contact of food. Use gloves, or use dispensing tools such as tongs, spoons etc

If gloves are used, change the gloves frequently. Use gloves only to touch foods

Food handlers who are residents of UAE must have valid occupational health cards. While occupational health cards can be used to verify the annual health status of the food handlers, that will not suffice as a guarantee that the person is free from any illness at the time of exhibition. Adequate measures must be taken by the event organizer to ensure that exhibitors take adequate precautions to ensure that health requirements of the personnel involved are met.

Exhibitors must avoid pre-preparation activities as much as possible. If preparation activities are carried out, separate preparation area must be allocated for raw animal products such as meat, fish, egg or products that could contaminate ready to eat foods. These preparation areas must be physically separated with barriers or spaced out in a way that ready to eat foods are not contaminated.

Raw animal products must be stored separately in closed containers at all times.

If raw ready to eat foods are served (eg. Sashimi), consumers must be informed that the product is raw. Such foods must be prepared, stored and displayed in a way that it is protected from contamination.

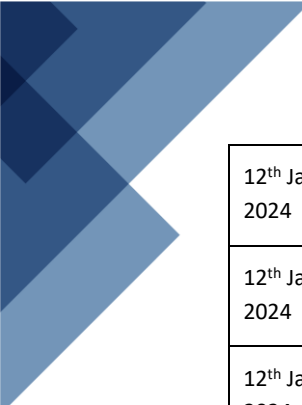
OFFICIAL CONTRACTOR MANUALS & FORMS

- Airlink International UAE Shipping Information & Freight Handling Tariff – [LINK]
- Airlink International UAE Service Order Form – [LINK]
- DXB Live Shell Scheme Exhibitor Stand Information & Guidelines – [LINK]
- DXB Live Furniture, Graphics, Stand Extras, Floor Covering & Electrical Fittings Price List – [LINK]
 - Shell Scheme Name Panel Form – [LINK]
- Lowe Refrigeration & Catering Equipment Rental Catalogue – [LINK]
- Lowe Refrigeration & Catering Equipment Rental Order Form – [LINK]

EXHIBITOR SERVICE FORMS SECTION

Options to include SORT BY (Name, Deadline, Type):

| DEADLINE | FORM TYPE | FORM NAME | STATUS |
|--------------------------------|-----------|---|---------|
| DEADLINE | FORM TYPE | FORM NAME | PENDING |
| 02 nd February 2024 | MANDATORY | Exhibitor Badges 4 weeks before SHOW DAY 1 | PENDING |
| 23 rd January 2024 | MANDATORY | Event Plus – Utilities (Viewable by Space Only & Shell to Space Exhibitors only) | PENDING |
| 12 th January 2024 | MANDATORY | Health & Safety Declaration | PENDING |
| 12 th January 2024 | MANDATORY | Local Contractor – Letter of Undertaking (Viewable by Space Only & Shell to Space Exhibitors only) | PENDING |
| 12 th January 2024 | MANDATORY | Overseas Contractor – Letter of Undertaking (Viewable by Space Only & Shell to Space Exhibitors only) | PENDING |
| 29 th January 2024 | MANDATORY | Shell Scheme Name Panel (Viewable by Shell Scheme Exhibitors only) | PENDING |
| 12 th January 2024 | MANDATORY | Stand Design Submission (Viewable by Space Only & Shell to Space Exhibitors only) | PENDING |
| 12 th January 2024 | OPTIONAL | Catering Disclaimer Form | PENDING |
| 12 th January 2024 | OPTIONAL | Double Decker Request Verification (Viewable by Space Only & Shell to Space Exhibitors only) | PENDING |
| 12 th January 2024 | OPTIONAL | Draw Application | PENDING |
| 12 th January 2024 | OPTIONAL | Dubai Customs Clearance Letter | PENDING |
| 12 th January 2024 | OPTIONAL | Dubai Economic Department Letter | PENDING |
| 12 th January 2024 | OPTIONAL | Dubai Municipality Letter | PENDING |
| 23 rd January 2024 | OPTIONAL | Event Plus - Rigging, Internet, Catering, Cleaning, Security, Furniture, Technical Production & Graphics, AV, Compressed Air, Power, Water & Waste, Signage | PENDING |
| 12 th January 2024 | OPTIONAL | Exhibitor Website Advertising | PENDING |



| | | | |
|----------------------------------|----------|------------------------------------|---------|
| 12 th January 2024 | OPTIONAL | Freight Handling / Lifting Service | PENDING |
| 12 th January 2024 | OPTIONAL | Invitation letter | PENDING |
| 12 th January 2024 | OPTIONAL | Participation Letter | PENDING |