



THE STAR BRISBANE EXHIBITOR MANUAL

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Part A: Rules and Regulations

- Double sided tape, nails, staples or drawing pins must not be put into Event Centre walls.
- Should the use of The Star Brisbane scissor lift be required, permission must be requested from your Event Planner in advance of contractor arrival. An on-site induction will need to be completed by the operator and a competent Star employee that includes a record of consultation and EWP awareness documentation. The contractor will also need to supply a risk assessment or SWMS that are specific to the activity being undertaken, a Plant Risk Assessment and copies of the operator's license. Licenses must also be provided on the day prior to use of the EWP.
- The Star does not allow third parties to use our on-site forklift. If you require use of a Forklift, please arrange with your Event Planner prior to arrival.
- Should a contractor wish to provide their own forklift, The Star will require a risk assessment/SWMS that are specific to the activity being undertaken and copies of the operator's license. A Plant Risk Assessment must be provided if requested by The Star.
- To comply with State Government Regulations the Event Centre is a Non-Smoking venue at all times. Designated smoking areas will be allocated in outdoor areas.
- All exhibitors must adhere to the bump in and out schedule, as approved by the Event Planner.
- While every reasonable precaution is taken, The Star Brisbane will accept no responsibility for any loss or damage which may occur to persons or property at the exhibition resulting from any cause whatsoever.
- Floorplans - Complete exhibition and display layouts must be approved by the Safety & Security and Operations team prior to the event commencing. Should exhibitors be arranging a custom booth build, all details including the onsite contractor team details, build design and SWMS must be forwarded to the Event Planner for pre-approval.

Part B: Occupational Workplace Health and Safety

- The Star Brisbane endeavours, so far as practicable, to conduct its activities in such a way so as to maintain a safe workplace.
- It is a standard pre-requisite for all Contractors to review, comply and acknowledge our Workplace Health & Safety policy and procedures before work can commence on-site. If you have arranged contractors, it is your responsibility to provide details to the Event Planner.
- All exhibitors and contractors coming onsite performing any works that involve tools (of any kind) will need to be inducted into our Rapid contractor system. Please send your full name, email and details of the works you are providing to your Event Planner to ensure they are inducted prior to coming onsite.

Part C: Care of Venue

- Exhibitors will be liable for any loss or damage caused by fastening displays, fixtures or applying paint, lacquer, adhesive to floors or pillars, or in any way defacing the premises.

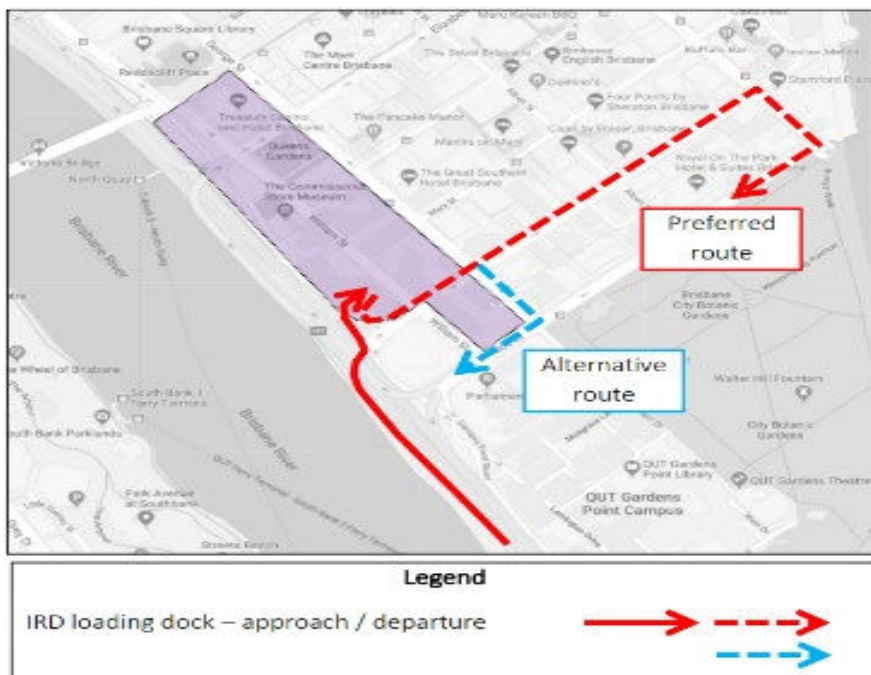
Part D: Access to The Star Brisbane - Queens Wharf Loading Dock

Approaching TSB Loading Dock

- All service vehicles will approach the loading dock from across the Captain Cook Bridge, and then via a left turn from the Margaret Street off-ramp into Queens Wharf Road (red solid line).

Departing TSB Loading Dock

- All service vehicles departing the Loading Dock will do so via the southern end of Queens Wharf Road before turning left on to Margaret Street (blue dotted line). For long vehicles, it is recommend that they proceed down Margaret Street to Edward Street, before turning right and following the road around to Alice Street (red dotted line).



Part E: Access to Venue for Loading & Unloading

Exhibitor Bump In and Out

- Before the exhibitor arrives at The Star, they will need to book a time slot for one of the loading bays through MobileDOCK. Booking instructions and a connection code will be provided by the Event Planner.
- On arrival at the loading dock the exhibitor must show their MobileDOCK QR Code/Confirmation. They will be directed to their allocated space.
- Loading bays are for short-term parking only (maximum 30 minutes) and are to be used only for the bump-in and bump-out. Exhibitors will need to relocate their vehicle once complete. Further parking information to be provided closer to the event.
- Exhibitors are required to unload/load all items. Please arrange sufficient personnel for unloading/set up and loading as staff are not available to assist.
- Please ensure a high vis vest is worn at all times during bump in and out
- The Star Brisbane has a forklift and forklift driver on site for all bump ins and bump outs. This is subject to availability and only The Star team can operate the forklift.

PART F: Deliveries & Storage

Deliveries & Pickups via MobileDOCK

- All deliveries or pickups by couriers or contractors must book their delivery or pickup time slot via the MobileDOCK booking system. To gain access to MobileDOCK and start booking your access time, please refer to the MobileDOCK instructions, supplied to you by the event organiser.
- For additional support, please reach out to tsbeventsmobiledock@star.com.au.
- The enclosed 'delivery label' must also be used to enable delivery items to be accepted on your behalf. Goods can be received Monday-Friday between the office hours of 08:00-16:00. Goods will be accepted no more than two (2) business days prior to the start of the event.

Storage

- Please note that any boxes left behind at the conclusion of the event must also have the appropriate labels attached (these will be supplied to you onsite). All items must be removed within two (2) business days of the bump out date as there is limited storage onsite. Any items left after this point will be disposed of.
- The Star Brisbane will not store or take responsibility for exhibits or exhibit goods after exhibition breakdown.

PART G: Fire Regulations

Flammable Products

- All materials used in stand construction and decoration are to be fire retardant and conform to local statutory building regulations.
- The storage of any flammable liquids or fuel with the exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the exhibition venue must

contain a full tank of fuel. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from its correct location.

Flammable Materials

- Flammable fluids, substances and materials of any nature, including crepe paper, hay drapes or any other decorative materials which are not flame proofed and/or properly fire rated and/or not in accordance with applicable fire regulations shall not be used in any stand display.

Fire Fighting Equipment

- The Star Brisbane Event Centre is equipped with adequate fire fighting equipment. At no time is this to be blocked by an exhibition stand or equipment.

Fire Proof Materials

- Any materials used in stand construction or for display purposes must conform to the following standards:
 - non combustible and inherently non-flammable material
 - durably flam-proof fabric & self-extinguishing plastic
 - plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

PART H: General

Catering

- The Star Brisbane will not permit exhibitors to bring external food or beverages into The Event Centre. Catering can be arranged through The Star Brisbane.
- If you will require any food and beverage items delivered to your booth during the course of this event, please liaise with your Event Organiser who will put you in touch with the Event Planner from The Star. This must be done a minimum of 21 days prior to the start of the event.

Cleaning

- Public area, foyers and exhibition aisles are cleaned (including rubbish bins emptied daily) by The Star Brisbane. Exhibitors are responsible for the cleaning of their individual display booths. If additional/specific cleaning is required, this will need to be requested in advance and a charge will apply.

Noise Regulations - Queensland State Government Environment & Heritage Legislation

- To comply with Queensland State Government Environmental Legislation on noise pollution, it is a requirement that all events, functions and other activities are assessed for possible violation in relation to excess noise levels. Management reserves the right to control noise levels to ensure compliance with all laid down regulations.

Parking

- Parking information is still being finalised. More information will be shared closer to the event.

Power Boards/Extension Cords and Electrical Appliances

- The Star Brisbane management reserves the right to demand removal from the site of any electrical equipment it deems to be non-compliant or suspect. All portable electrical equipment, appliances and leads site must be tested and tagged in accordance with Australian Standard 3760 - 1990 and when used must be connected to a type 1 or type 2 safety switch complying with Australian Standard 3190 - 1990.
- All electrical installations - motors, etc. – must be approved by The Star Brisbane. All requests for electrical installations must be submitted prior to installation in association with the exhibition and display plans. All installations must be performed by a licensed electrical contractor and the necessary equipment for operation must be supplied. This includes extension leads, double adaptors, and other such equipment. Should any excessive electrical usage be required, then an additional charge will be calculated to cover our cost.

Rigging

- Rigging of overhead banners and signage needs to be pre-approved by The Star Brisbane. The third-party contractor is required to provide a detailed rigging plan, SWMS or Risk Assessment and licences of contractors using EWP to the Event Planner no later than 21 days prior to the event, for approval.
- Once approved, an onsite contractor safety observation will be conducted to ensure all contractor compliance is achieved. If anything is required to be amended a new rigging plan must be submitted for approval prior to the install taking place.

Telephone and Data Lines

- Further information to be provided in due course.

PART I: Security

- Additional overnight security in exhibit areas is recommended. Hotel security is available on request and it is the responsibility of the group to make security arrangements. Security can be arranged through your Event Planner at a cost.

PART J: Audio Visual

- Should you require any audio-visual equipment such as screens, monitors or projection equipment please contact our in-house AV supplier at thestarbrisbane@avpartners.com.