



26th September 2024

Business Design Centre, Islington, London

Exhibitor Manual

Dear Exhibitor,

We are delighted that you have chosen to exhibit at **In-house Recruitment Live London 2024**.

This exhibitor manual will assist you in planning your attendance at **Live** and provide you with all the information you will need whilst on-site to ensure that you maximise your exposure at the event.

Please do take the time to read through the information in this exhibitor manual to ensure that you have everything you need prior to your arrival at the Business Design Centre as it is important that nothing is left to the last minute.

We hope that this manual covers everything, but we are on hand to help you with your planning and to assist you with any queries you may have – our details are listed below.



Thelma Agathangelou
Client Success and Events Manager | IHR
T: 0790 896 5541
E: thelma@inhouserecruitment.co.uk

Samantha Corker, our on-site Event Manager at the Business Design Centre is also happy to help you with any questions regarding the venue, delivery/collections or order related queries. Their contact details are:



Samantha Corker
T: 0207 288 6435
E: samanthac@bdc.london

We look forward to working with you in the upcoming months.

Yours Sincerely,

Natasha Preocanin
Managing Director

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EVENT INFORMATION

In-house Recruitment Live London

26th September 2024

Event Venue

Business Design Centre
52 Upper Street
Islington
London
N1 0QH

Event Rooms

Mezzanine

Event Schedule

Build-up Timings

Exhibitors will have access to the exhibition hall from **25th September 12:00 – 20:00** for stand set up.

Open Day Timings

Exhibitors will have access to the exhibition hall from **26th September 08:00**. All construction and dressing of stands **MUST** be completed by 09:00.

The exhibition will open to delegates/visitors between **09:00 – 17:00 on 26th September**, including a drinks reception onsite from **16:15 – 17:00**. Please refer to the delegate event programme on the website for the timings of registration and conference sessions to gauge an idea of when the exhibition will be at its busiest.

Break-down Timings

Exhibitors will be able to break down their stands between **17:00 – 20:00**. Please note for safety reasons, break down cannot commence until all delegates/visitors have left the exhibition hall.

All stand fittings and exhibits must be clear of the exhibition area by **20:00 on 26th September**. Anything left on a stand after this time will be deemed as rubbish and disposed of by the Business Design Centre, and the exhibitor will be charged for this service.

CHECKLIST

To make the process of preparing for London Live as straightforward as possible, there is an online event management system (OEM) that needs to be filled in prior to the event.

Please copy Thelma into any email communications with the Business Design Centre.

Due Date	Task	Notes
Ongoing	Promotion	All marketing collateral can be found on the Exhibitor Links Page
4 th July 12 th September	Speaker Information (if applicable)	Speaker name, headshot, topic title and key takeaways will need to be confirmed with Natasha by 4 th July. PowerPoint slides are to be sent by 12 th September
1 st August	Branding	Required for event site; .AI or .EPS logo, company bio (dependent on partnership level), twitter handle & website landing page. Partner = 25 words Silver = 50 words Gold = 75 words Platinum = 100 words
12 th September	Nameboard Form	Enter the name for your shell scheme EXACTLY as you would like it by using the Nameboard Form found on the Business Design Centre's OEM. Should you not use the form, your name may be incorrect and neither the organisers nor BDC can be held responsible.
12 th September	Health & Safety Documents	Risk Assessment needed for ALL stands Method Statement needed for space only stands For any external stand build, all the necessary CAD plans, PL insurance and risk/method assessments are required. These need to be uploaded onto the Business Design Centre's OEM. Please also note, should your stand be deemed as a complex stand London Live there may be an additional charge for this, as this will need a structural engineer sign-off.
12 th September	Stand Activations	You will gain, on average, 33% more visitors if you run a stand activation. Please send over to Thelma what you will be doing and do feel free to get in touch for ideas as well
12 th September	Order Forms; AV, Furniture, Electrical, Catering, Internet & Telephone	These forms can be found either in the Exhibitor Links Page or the Business Design Centre's OEM . NB these are not compulsory, but you may not be able to book these post 12 th September
12 th September	Exhibitor Tickets	Please order these via the Registration Link that will be emailed to you directly

ONLINE EVENT MANAGEMENT SYSTEM

Please register for an account on the below link:

<https://oem.bdclondon.co.uk/inhouse2024>

BUSINESS DESIGN CENTRE

WELCOME

Welcome to the official Business Design Centre online ordering system, the easy way to book your expo stand requirements.

If you have set up an account with us then simply login below:

Login

Or if you have yet to create an account with us simply register below.

Register

26/09/2024

CONTACT DETAILS

Conference Coordinator
Samantha Corker
Tel: 0207 288 6435
Fax: 020 7288 6442
Email: SamanthaC@bdc.london

EXHIBITOR FLOORPLAN

All Exhibitor positions and sizes on the Floorplan will be available to view online [here](#):

FLOORPLAN LINK

CONFERENCE PROGRAMME

We are in the process of confirming the full conference programme, including speakers and topics and will be able to update the website and relevant material in due course.

WEBSITE

EXHIBITION STANDS

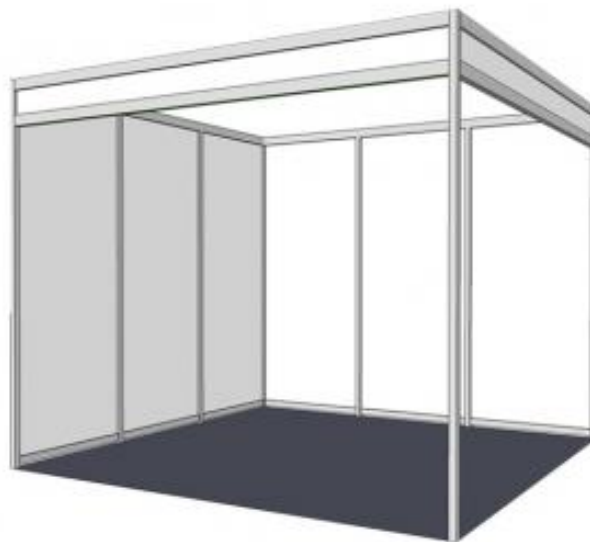
For In-house Recruitment Live each exhibitor has as **default a shell scheme**. Should you need to order additional items please refer to the **Nameboard Form**. Should you wish to have your own stand built you will need to notify both Thelma and Samantha in writing prior to 12th September.

Shell Scheme Stands

Your stand will be provided with a basic shell scheme, as per the diagram below. Each shell scheme stand is provided with shell walls at the back and each of the sides of the stand (unless you are at the end of a row and you will have one wall).

The stand height dimensions are:

- Height from floor to underside of ceiling grid: 2430mm.
- Visible Panel size for graphics: 2340mm x 950mm



If you wish to order additional items for your stand, such as shelves, please complete any orders on the [online system](#) no later than **12th September** (A surcharge of 20% will apply for late submissions 7 working days prior).

Display materials may be affixed to the panels using double-sided Velcro, twin-stick pads or blu-tack. No nails, screws or staples can be used. It is recommended that the thickness of these display materials does not exceed 3-5mm. Support brackets and chain packs must be used to hang heavier items which can be ordered online <https://oem.bdclondon.co.uk/inhouse2024>

Space Only Stands

Any exhibitors who have elected for a **SPACE ONLY** stand must submit a detailed scale plan of their stand design to **Samantha Corker** by **12th September 2024**. Please also complete all forms online by **12th September 2024**. All plans must also be accompanied by a method statement, risk assessment and H&S declaration. These are to be uploaded via <https://oem.bdclondon.co.uk/inhouse2024>

All stand construction is limited to a height of **2.7m** at the Business Design Centre. All plans must be received by **12th September 2024** for approval by the venue. If you wish to build higher than this please contact your project manager.

Please also note, should your stand be deemed as a complex stand London Live there may be an additional charge for this, as this will need a structural engineer sign-off.

Please note that all space only stands must leave all panels clean, tidy and presentable for neighbouring exhibitors. Should this be deemed not to be the case, any charges incurred to tidy up panels will be passed on.

Stand Packages & Specifications

Stand specification				
	Platinum	Gold	Silver	Partner
Size and location (Example sizes)	4m x 4m Prime position	4m x 3m 2 nd priority	3m x 3m 3 rd priority	3m x 2m Standard
Branding & exposure				
Logo size (event app, venue banners & web)	Extra-large	Large	Medium	Small
Bio (event app & web)	100 words	75 words	50 words	25 words
Goodie Bag logo branding	Yes	-	-	-
Speaking opportunity	Yes (priority)	Yes	-	-
Exhibitor tickets	10	6	4	4

FURTHER EXHIBITOR INFORMATION

Accessibility

Business Design Centre aims to be user-friendly for visitors with access needs.

Accommodation

The Business Design Centre now has 3*, 4* and 5* hotels within a 3-15 minute walk. London Live has its very own HotelMap where you can view the Business Design Centre's closest hotels, with live best rates and availability on the pre-programmed events dates therefore making it easier for you to find a suitable hotel and book with ease. Our HotelMap can be accessed via <https://www.businessdesigncentre.co.uk/visitors/local-services/accommodation/>

Audio-visual Equipment

Should you have any audio-visual requirements, you can view the shop and order online [here](#)



T: 0207 803 4000

E: hello@aztecuk.com

Balloons/Inflatables

Use of helium or balloon gas filled balloons must be agreed in writing to Samantha Corker prior to the event. A **£100** refundable deposit will be required for their use at the venue.

Banks and Cashpoints

Should you require cash dispensing facilities the nearest banks are:

- Barclays Bank Plc – 38 Islington Green
- Lloyds/TSB Bank Plc – 19 Upper Street
- HSBC Plc – 25 Islington High Street
- Natwest Plc – 3 Upper Street
- The Royal Bank of Scotland Plc – 40 Islington High Street

Branding Opportunities

There are a number of areas that can be utilised for possible branding opportunities throughout the event. Please contact Thelma Agathangelou at In-house Recruitment for further information.

Car Parking

There is a car park located adjacent to the Business Design Centre with 250 under cover spaces and ample reserved spaces for drivers with disabled passes. You can now book the Upper Street car park online prior to an event. Should you wish to secure a space in the onsite facility ahead of time then please use this link: <https://parkbee.com/>

Carpets

There are carpet tiles on the Mezzanine at the BDC. These can only be removed with the written permission of the Venue Service Manager and at a charge of £12.00 + VAT per tile.

IT IS NOT PERMITTED TO CUT ANY CARPET TILES.

Any damage caused during the tenancy will be charged to the Licensee/Organiser at a cost of £25.00 + VAT per tile.

Exhibitors/Contractors wishing to build stands must ensure that adequate precautions are taken to protect the carpet from damage. You will be required to lay a wooden floor/platform before any additional floorcovering is used. This must also be finished with metal/plastic edging trim. Stand carpet must not be laid or fixed directly to the BDC fitted carpet. Please contact your Venue Services Manager if you require ordering a suitable floor & floor covering should the carpet tiles not be suitable for your stand area.

Any area where food is being prepared will require a non-slip washable vinyl floor covering to be laid on top of a floor/platform. Please check with your Venue Services Manager whether you also require plumbing services.

Catering

The Good Eating Company has the sole rights to all food and beverages consumed at the Business Design Centre. All food, beverages and associated catering equipment must therefore be ordered through them. Should any organisation attempt to provide their own food, beverages, or catering equipment on site they will be asked to remove it or to pay a 'corkage' fee.

Those exhibitors who wish to order stand catering, please contact Galya as soon as possible on operationsbdc@goodeatingcompany.com.

If an exhibitor receives permission from the Good Eating Company and are sampling or selling food, they will be required to supply the following documentation before permission to serve food can be granted:

- Food safety & hygiene certificate level 2 (at least 1 person within the company who is onsite throughout the event) from a recognised provider.
- Details of the local authority where you are registered as a food business.
- Local Authority Food hygiene rating level 3 (minimum rating)
- Risk assessment (including fire risk assessment) & method statement to cover onsite activities.
- HACCP plan (Hazard analysis and critical control points)
- Public liability insurance certificate minimum £5m
- PAT certificates for equipment (if relevant)

- Allergens information (must also be clearly displayed on stand)
- Ingredients labelling in line with Natasha's law.

Once the above has been submitted and approved by the organisers you will be issued with your permission to serve food at the event notice.

Cleaning

Cleaning of stands will be carried out overnight. General overnight cleaning will include sweeping, vacuuming, mopping and emptying of bins. All high volume touch points such as door handles, push plates, handrails and lift call points are being sanitised on a regular basis. We have purchased new equipment to increase the level of cleaning possible with advanced training given to our team. This sanitisation method uses a Fogging Machine suitable for the EN14476 chemical as approved by Public Health England for treatment of the COVID19 virus. These machines can sanitise large areas quickly and efficiently including toilets and other facilities.

The venue will dispose of general waste and where possible will always recycle, however if you need to dispose of a large quantity of rubbish following the event, please contact our on-site event manager Samantha Corker. An additional charge may apply.

Cloakroom

A cloakroom is available just after the registration area and will be open throughout the event. This is free to exhibitors and delegates.

Common Areas

Licensees/Organisers/Contractors/Exhibitors/their staff and agents must keep ALL common areas clear whilst building or dismantling stands, exhibits etc. All exhibits must be kept within the confines of the stand space and demonstrations must not cause undue congestion and/or obstruction of common areas.

Deliveries and Collections

In order to facilitate the storage, delivery and collection of items made for exhibitors and events we have now partnered with a preferred supplier, WES Logistics. WES are our preferred courier service that provide early storage for items that are sent ahead of the event. They can also take care of any issues that exhibitors frequently experience with international imports. The team will deliver items to stands at the start of the build-up period and will take care of storage of boxes if needed during the event. WES will then arrange for items to be returned post event back to their owner.

Alternatively, exhibitors can arrange delivery and collection by alternative couriers however our team will only accept deliveries during the event tenancy between **10:00 – 20:00 on 25th September** for delivery and **17:00 – 20:00 on 26th September** for collection. Items that arrive early or are left beyond the agreed tenancy will be refused or disposed of.

Please note that High Vis jackets must be brought onsite to be worn when in the loading bay.



WES Logistics

T: +44 (0) 7884 266111

E: andrew@wes-group.com

Demonstrations

Exhibitors intending to use televisions or any other potentially loud appliances for stand demonstrations or who wish to hold Live demonstrations must contact the organisers for approval at least one month prior to the show to gain written permission. For some demonstrations such as treatments, licenses may be required. Please check with Samantha Corker at BDC.

Dilapidation

You are reminded that you will be charged for making good any damage to the hall or stand area, including the floor, caused by your staff or contractors. Under no circumstances can stand construction, graphics, displays, etc. be attached to the fabric of the building.

Disabled Visitors

Please note that all space only stands with a raised platform require ramped access for disabled visitors.

Electrical fittings and supplies

All exhibitors are responsible for booking in your own electrics – please order these online by **12th September**.

Please note the Business Design Centre does not have any extension leads. If you require one please ensure that you bring one with you to the exhibition.

Anyone who brings portable electrical appliances on-site should ensure that they have been recently PAT tested and bear a current PAT test certificate.

During the open period of an exhibition, stand mains supply will normally be switched on no later than half an hour before the show opens and switched off no later than half an hour after it closes. If you require 24 hour power please order this via the online ordering system.

Emergency Procedures

Exhibitors are reminded that they must comply with the stringent regulations governing materials used on site during an exhibition. Exhibitors must ensure that all exhibits are within their stand boundaries and that they do not block aisles, fire exits or fire equipment.

If you discover a fire or someone reports a fire to you immediately raise the alarm. This may be done in several ways:

1. Pick up any internal phone and dial 6666. This will connect you with reception. Tell the duty operative where the fire is, your location and your telephone extension.
2. Operate the nearest fire alarm call point by breaking the glass. If you do this (and it is safe to do so) please stay near the fire point to direct the attending security officer to the fire or dial 6666 and inform the duty operative of the site of fire.

If it is decided to evacuate the building you will hear the fire alarm bells and tannoy messages informing you to leave the building. Please leave by the nearest fire exit or as instructed by members of the security staff. Please familiarise yourself with the nearest fire exits to your conference room or exhibition stand.

Do not stay in the building once you have been instructed to leave. Do not stay to collect handbags, valuables etc.

Fire assembly points are as follows:

- Front of the building: either the lower forecourt or round the side of the building by the tanning shop
- Rear of the building: pavement area outside the old royal free hospital in Liverpool Road

Please remember:

Do not do anything to endanger your life. Restrict your actions to trying to prevent the fire spreading by closing doors/windows etc & raising the alarm. Try to help by preventing people from going near the fire until help arrives.

Please try to stay calm and encourage others to do the same.

Environmental Charge

In April 2007 we introduced an environmental charge of £2.00 for each service ordered (excluding internet services). This charge is to help towards the BDC adhering to its environmental policy, which includes recycling waste materials and purchasing environmentally friendly products of which the BDC subsidizes.

First Aid

First aid facilities will be available during the exhibition at all times. The First Aid room is located on the third floor of the venue – In the case of emergency, contact the medical staff or a member of security on 0207 288 6666.

Floral and Plant Hire

To hire or buy plants from our local florists, please contact two of our preferred local suppliers:



Angel Flowers
60 Upper Street
London

T: 020 7704 6312

W: www.angel-flowers.co.uk



Dansk Flowers
St Marys Church, 303 Upper St
London

T: 020 7354 5120

W: www.danskflowers.com

Furniture

Your stand will not include any furniture, and if you require any furniture for your stand, you can contact the Thorns team who are an external furniture supplier for the BDC:



Name: Sue Heaney at Thorns

Main: 020 8801 4444

Email: hello@thorns.co.uk

Website: exhibitions.thorns.co.uk

Exhibition Range: 2024 Range

Order Form: 2024 Order Form

Health and Safety

The Business Design Centre is committed to operating in compliance with all the relevant legislation and guidelines covering Health and Safety at Work and it is a **requirement** of the venue that all Licensees / Organisers / Exhibitors / Contractors and Visitors comply with the law and the regulations of the venue at all times.

Exhibitors must supply relevant health and safety documentation. This must be completed online. If you have a Space only stand a bespoke Risk Assessment is required, along with method statement and any further documentation applicable to the build. This can also be uploaded via the online system.

Insurance

Whilst we take every precaution to protect your property during the event, neither the organisers nor the Business Design Centre accept any responsibility for any loss or damage. You may wish to consider buying insurance cover. We normally recommend public liability of anything from £2-£5 million.

Internet access

All delegates and exhibitors have access to **complimentary Wi-Fi: BDC_Openzone**. This is open to all, and recommended that its usage is limited to general activities such as checking emails. A dedicated Wi-Fi has been supplied for this event, please speak to Thelma on the day of the event for the required password. If you require a dedicated hard wired internet connection for your stand, please order through the online shop by **12th September 2024**.

Lasers

Any company proposing to use lasers must inform the Venue Contact immediately, together with details of laser equipment, a drawing of the stand and the location of the beam. The Local

Authority Regulations, which apply to laser use within exhibition venues, must be strictly adhered to (further details available on request).

Lost Property

There is a lost property office in the Business Design Centre and any item found should be handed into Security at the Main Reception. The property will be held for up to three months and all claims should be made to the Head of Security on reception.

Music

Exhibitors wishing to play any recorded material (including CD/Record/Cassette/Video) must obtain a licence from the Phonographic Performance Limited (PPL) and the Performing Rights Society (PRS). Exhibitors are solely responsible for obtaining any licence required to play music on their stand. Please agree permission with Thelma Agathangelou.

Name boards

You are required to enter your chosen name by using the **Nameboard Form**, which should be completed by **12th September 2024**. Should you not use the form, your name may be incorrect and neither the organisers nor the venue can be held responsible.

Noise

The use of microphones, videos or music is permitted, but the volume must not be such as to cause any annoyance to other exhibitors. The organisers reserve the right to prohibit their use if, in the organisers' opinion, any annoyance is being caused.

Programme

A link to the Live conference programme can be found on page 7 of this manual. Further details of the speakers, workshops and seminars can be found on the [website](#).

Security

The venue will provide general security within the exhibition hall. However, responsibility for the security of individual stands and their exhibits lies with the exhibitor.

For reasons of security, all exhibitors are advised to remove all portable and valuable items whenever their stands are unattended, including during build-up and breakdown. It is recommended that exhibitors do not leave their stands unattended at any time when the hall is open, whether during build-up, exhibition viewing or breakdown periods. In the event of loss or damage, the organisers should be informed immediately.

Signage

For any signage or panel design and installation needs please use Onward Display



T: +44 20 7636 9994 52

E: events@onwarddisplay.com

W: www.onwarddisplay.com

Storage

Storage is limited at the Business Design Centre so there is no set space for storage during the show.

Tickets

All exhibitors will need to register the onsite attendees via the **Registration Instructions** that will be emailed to you directly prior to the event date. Tickets can then be provided to you, along with lanyards, on the live event day from 08:00.

Travelling to the BDC

By Car – The Business Design Centre is conveniently located outside of the congestion charge zone, and easily accessed from all major road networks.

By Tube/Train – The Business Design Centre is just 5 minute walk from Angel tube, which is situated, on the Northern Line. Highbury and Islington station is a ten minute walk and is situated on the Victoria line and some mainlines. Kings Cross, St. Pancras and Euston mainline stations are all a short bus ride or taxi journey away.

By Bus – The Business Design Centre is situated on Upper Street, which is serviced by the following bus routes: 4, 19, 30, 38, 43, 56, 73, 341, 394, N19, N38, N4.

Trolleys

Exhibitors are advised to bring trolleys for build-up and breakdown as they are **NOT** provided by the Business Design Centre. Trolleys cannot be used during the exhibition open periods.

Online Ordering System

The Business Design Centre uses an online ordering system for exhibitors. Please ensure you follow these steps:

- 1) Enter URL <https://oem.bdclondon.co.uk/inhouse2024>
- 2) Select register.
- 3) Once registered you will receive a confirmation email that users will have to click the link to activate their account.

For any queries regarding the online ordering system please contact Samantha Corker.

Delivery Label

To ensure that your deliveries reach us prior to the event and are on your stand ready for when you arrive for build-up please complete and attach the below delivery label to **ALL** of your packages. Failure to do so may result in your packages being delayed to your stand.

PLEASE NOTE ANY DELIVERIES PRIOR TO 25TH SEPTEMBER WILL BE REFUSED AND TURNED AWAY

In-house Recruitment Live – 26th September

FAO: Thelma Agathangelou, Event Organiser, IHR

Venue Sales Office
Business Design Centre
52 Upper Street
Islington
London
N1 0QH

Venue Contact: 0207 288 6435

Exhibitor Company Name:

Stand Number:

Exhibitor Contact:

Exhibitor Contact Name:

Package of

Collection Label

To ensure that your items are collected by courier with ease we request that you attach the below collection label to **ALL** of your packages. Failure to do so may result in items not being collected and a storage or disposal fee incurred.

Show: In-house Recruitment Live London

Company Name:

Address:

Stand Number:

Collection Date Agreed:

Collection Time Agreed:

Courier:

Contact Name:

Contact Number:

Package of