

51st National Congress of the Ophthalmological Society of South Africa



EXHIBITORS' MANUAL

Thursday, 9 – Saturday, 11 March 2023

(Masterclasses will be presented on Wednesday: 8 March 2021)

Durban International Convention Centre, Durban, South Africa



If you make use of stand builders, please do not refer them to RK Communication to get the technical information, dates, etc, **BUT** please refer them to the congress website where they will find the **Exhibitors' Manual and all the relevant information for the stand builders.**

EXHIBITORS' MANUAL

We thank you in advance for your interest and participation in the forthcoming OSSA Congress and we truly appreciate your contribution. We trust that your participation will be of mutual benefit to your company and the OSSA Congress.

Halls 2CDE & 3A within the Durban International Convention Centre will be the venue for our exhibitions. It is booked for the exhibitors from **Tuesday, 7 March 10:00, until 23:59 on Saturday, 11 March 2023.**

We hope that this information will help you to plan and execute your exhibition to derive maximum benefit from this powerful marketing tool.

Please ensure that you also comply with the guidelines stipulated in this OSSA Congress Exhibitor's Manual AND accompanying documents.

Please read this document alongside the Durban ICC stipulated documents on the e-mail cover letter. Please complete the relevant Durban ICC documents stipulated in this document and on the e-mail cover letter.



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1. INVOLVEMENT

Your company involvement is confirmed in the **confirmation of involvement pdf** that is mailed to every company. If you have not received yours, please request it by e-mail (ossacongress@rkcommunication.co.za) as soon as possible.

2. FLOOR PLAN

If your stand has not been allocated yet, please request the floor plan by e-mail (ossacongress@rkcommunication.co.za) to view the exhibition stands (3 x 3m) still available.

Stands are allocated according to the size of contribution coupled with a first come first served basis.

**It is your responsibility to ensure that we have received your
Exhibition stand reservation form.**

Height restrictions: Anything above **2.5m** requires a structural / engineering certificate. The maximum height in Durban ICC Halls 2CDE & 3A is **11m**.

Please take note that we do not provide shell schemes – Please refer to **point 8** for details regarding shell schemes.

Refreshments and lunch will be served inside the exhibition hall on Thursday, Friday and Saturday. Please refer to the programme.

Your stand number might change as we combine stands, but your
position will remain the same under normal circumstances.
The organisers reserve the right, in case of absolute necessity,
to modify the positioning of stands.

3. PAYMENT PROCEDURE

☒ Confirmation of exhibition space will be based on the receipt of payment and the sponsorship by your company – **not later than 30 November 2022**.

Bank account details:

Bank: Standard bank
Branch: Menlyn
Branch code: 012 345
Account Type: Business current account
Account holder: OSSA Congress
Account number: 012 150 053
Swift code: SBZA ZAJJ (for international transfers)

This account number is the same as the 2018, 2019 & 2022 Congress account number.

☒ Kindly fax confirmation of the deposit to **086 60 60 555** or e-mail to ossacongress@rkcommunication.co.za

Stand allocation will only be confirmed on receipt of full payment. **Cancelled stands** will result in a 50% cancellation fee of the total fee.

NO CANCELLATIONS WILL BE ACCEPTED LATER THAN 30 NOVEMBER 2022.

4. REGISTRATION

ALL exhibitors and staff are required to register, including the two free trade delegates, and will receive a badge displaying the exhibiting company name.

One standard exhibition stand includes 2 free registration for 2 trade delegates.

- **Additional company delegates** refer to the additional trade delegates other than the two free delegates.
- All free registrations will only remain valid if the delegates are registered **before the early bird registration deadline – 18 Nov 2022**
- The **early bird registration fee** for ALL additional trade delegates is **R 5 200 (BEFORE 18 Nov 2022)**.
- **Please note that ONLY trade delegates / representatives in the service of companies participating in the Trade Exhibition OR involved as sponsors will be allowed to attend the congress.**

Please take note that all representatives working on your stand must be registered. No shared registrations will be allowed.

Two free registrations are included per stand.

The Meet & Greet is **included** in this amount and the Banquet is **excluded** from this amount.

Fee entitlements:

- Congress sessions
- One social function (Meet & Greet)
- Lunches & refreshments during breaks
- Banquet excluded from fee: **R 400** for all registered delegates and additional guests (Trade delegates included) Limited seating available.

5. ACCOMMODATION

We have secured group accommodation at the following hotels:

Southern Sun Elangeni Maharani Hotel & Garden Court Marine Parade.

(The Hilton Hotel has been closed from lockdown 2020 until end of 2023)

✘ **These rooms will be reserved for congress delegates until 16 January 2023 and will be available on a first-come, first serve-basis.**

You will find comprehensive information on the website <https://www.ossa.co.za/website/congress>

6. ENQUIRIES REGARDING DURBAN ICC MATTERS & SERVICES

For all exhibitor services, kindly contact the **DURBAN ICC Operations Services Department.**

Operations services co-ordinator:

Telephone : +27 31 360 1369

E-mail : Ncamisilem@icc.co.za

Note: All services are to be ordered and paid 14 working days prior to the event in order to secure services. Orders placed after the deadline date are subject to a 20% surcharge.

Prices on services and orders subject to increase of no more than 10% on 2022 rates.

7. STAND BUILDERS, SHELL SCHEMES & OTHER SERVICES

GL Events is our preferred service provider for a range of services. www.gl-events.co.za

You are welcome to make use of **your own** stand builders.

Please refer to the **GL Events Services Manual** on the OSSA website –

<https://www.ossa.co.za/website/congress/downloads>

Contact person at GL Events: Adri Pentz

Tel: 011 210 2500

E-mail: adri.pentz@gl-events.com

8. EXHIBITIONS

8.1 DURBAN ICC SOP-14 & SOP-16 DOCS

Please see the Durban ICC SOP-14 Contractor Safety Requirements & Durban ICC SOP-16 Operational Rules and Regulations – Exhibitions (to be signed and returned to EbrahimY@icc.co.za) and other Durban ICC documents attached to the cover letter.

PRICE INCREASE: Please note that any services / products rendered by Durban ICC are subject to price increases for 2023.

8.2 CONSTRUCTION OF STANDS

Exhibitors will be expected to build all custom-built stands on **Tuesday, 7 March (from 10:00 till late)**. Any stand construction activity that may damage any equipment will be prohibited on **Wednesday, 8 March**. The build-up and set-up of stands and equipment should be finished by **17:00 on Wednesday** in order that the hallways can be cleaned, and the venue prepared for hosting the event the following day. Any stand construction activity that may damage any equipment will be prohibited.

Final non-construction touches may be done early on **Thursday** morning in order to open the exhibition area **at 08:00** for the first delegates who register.

By submitting an application to participate, the exhibitor makes an irrevocable commitment to occupy the space allocated and to maintain the exhibition stand until **Saturday, 11 March, 15:30**.

You are reminded that only the floor space is marked out.

Shell schemes will not be provided by the organisers, however you can contact **GL Events** in this regard. **(Please refer to point 7)**

Please cover the back and sides of your stand neatly and do not assume that the stand next to or behind you will have similar sized walls. Rather be prepared to have a neat stand, regardless of the stand next to or behind you.

The company constructing the stalls need to complete the **Health and Safety documentation**.

An **electrical certificate of compliance** needs to be submitted.

Please read through the **Durban ICC SOP-16 Operational Rules and Regulations** (attached to the confirmation cover letter). Once you have read and understood the **SOP-16** manual please complete and sign the attached last page of the document. Please mail it to the Safety Officer Ebrahim Yusuf on Ebrahimy@icc.co.za. If you have a stand building company, please send it them as well to keep them in their safety file to hand over to the Safety Officer.

Please read through the **SOP-14 Contractor Safety Requirements** (attached to the confirmation cover letter).

Custom stands **over 2.5 meters** in height need to be certified by a structural engineer.

Stands 2.5 meters and below shall be certified by either a structural engineer **or** the stand builder. The stand builders are required to send the plans directly to the ICC Safety Officer Ebrahim Yusuf on Ebrahimy@icc.co.za.

All **custom-built stand builders** and **shell scheme stands over 2.5m** are required to submit a detailed plan / drawing of the proposed stand (incorporating front, side and top elevations), to the Exhibition Department for approval at least thirty (30) days prior to build-up day.

All exhibition stands must be completed by 17:00 Wednesday, 8 March.

8.3 BREAK-DOWN OF STANDS

15:30 – 18:00	Exhibitors may <u>clear light equipment & products</u> that can be carried by hand from their stands.
18:00 – 23:59	<p>Full scale break-down</p> <p>The exhibition area will be deemed a construction site and all people on the floor will need to comply with the Durban ICC’s Health and Safety procedures as stipulated in the Exhibitors Manual as well as the official Durban ICC Health and Safety documents stipulated in the exhibitors manual.</p>
	All stands must be completely removed by 23:59 on Saturday, 11 March 2023.

Full scale break-down can only commence from **18:00 until 23:59 on Saturday, 11 March.**

EXHIBITORS ARE REQUESTED NOT TO DISMANTLE THEIR STANDS BEFORE THIS TIME.

All stands must be completely removed by **23:59 on Saturday, 11 March 2023.**

The organisers and / or Durban ICC will not take responsibility for loss or damage. Exhibitors must take responsibility for their equipment until everything is cleared from their stands.

8.4 PROVIDED BY ORGANISERS

- **1 Table** with tablecloth per stand (on request)
Size of table: Length: 182 cm & Width: 46 cm
- 2 Conference **chairs** per stand (on request)
- One **electrical point** (single phase 32 AMP) will be provided per stand. (Please contact Adri Pentz **Tel:** 011 210 2500; **E-mail:** adri.pentz@gl-events.com from GL Events if you need a **distribution board**)
- Note that **no** extension leads or adaptors will be provided by the organisers OR the Durban ICC.

8.5 FLOOR FINISH

The whole exhibition floor is already covered with carpet tiles each 1mx1m wide.

8.6 DELIVERING / UNLOADING / STORAGE PROCEDURES

- Unfortunately, there is **no facility at the venue to store goods to be delivered in advance.** You are requested to make alternative arrangements.
- Should you have any specific requirements e.g. trolleys, forklift, cherry picker, hanging of banners etc. - kindly refer Banner Order Form No. 02.
- To facilitate smooth set up and breakdown of exhibitions held at the venue, a traffic management system is operated as follows:
- **Durban ICC and Arena:** Goods to be exhibited must be delivered to Gate No. 1, via Stalwart Simelane Street (formerly Stanger Street) to the relevant loading dock.
- Dimensions of doors 2&3 for halls 2CDE & 3A:
Durban ICC Arena L/Docks A1-A3: Height - 4 meters Width - 5,5 meters
- The venue will not take accountability or responsibility for goods that arrive early or which are left after the official breakdown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor concerned.
- **Freight handling** and customs clearance services should be arranged by the exhibiting company.

- Exhibitors are advised that the cost of insurance cover is not covered by the Durban ICC. It is the responsibility of each exhibitor to arrange insurance covering transport to the exhibition, during the exhibition, and the return of the exhibits to domicile.
- The Congress Organisers will have limited storage available for small boxes, etc from 8 – 11 March. The Congress Organisers have the right to refuse boxes that are too big, etc.
- The Durban ICC or the congress organisers do not provide staff to off-load trucks or assist with set-ups.

EXHIBITION DELIVERY DETAILS

Deliveries made from 8 March 2023

ATTENTION: Rhyno Kriek (083 265 0265) or Heyns du Preez (082 611 7635)

EVENT: OSSA 2023

Hall 2CDE & 3A, Durban International Convention Centre

Gate No. 1, via Stalwart Simelane Street

Loading docks 2& 3

Durban, South Africa

4001

PLEASE ENSURE YOUR STAND NUMBER AND COMPANY NAME IS ON ALL DELIVERIES

8.7 PARKING

Parking (Durban ICC & Arena Basement Level)

A 'park & pay' system is in operation in the Durban ICC basement parking, with entrance via Bram Fischer Road (formerly Ordnance Road) and Dr A B Xuma Street (formerly Commercial Road): A parking voucher is withdrawn from the electronic dispensing machine at the boom entrances. Payment must be made on leaving the building at the pay stations located just outside the main basement foyer doors. The parking voucher is inserted into the electronic exit station to raise the boom. No Pre-Paid / Reserved Parking available.

PARKING RATES

Durban ICC PARKING	
2021-2022 prices subject to max of 10% increase for 2023.	
0 – ½ Hour	R 0.00
½ – 2 Hours	R22.00
2 – 4 Hours	R33.00
4 – 6 Hours	R50.00
6 – 8 Hours	R55.00
8 – 10 Hours	R60.50
10+ Hours	R77.00
Lost Ticket	R165.00
Durban ICC Multi Access	R72.00
Durban ICC Flat Rate (Concerts, public shows, exhibitions)	R44.00
DEC Flat Rate	R33.00
Centrum Flat Rate (Overflow parking – only to be booked with the City)	R33.00
Loading Dock – Trucks less than 10T only (per truck, per night)	R231.00

8.8 BANNERS / RIGGING FROM CEILING – (ORDER FORM NO. 02 – REQUEST FROM DURBAN ICC)

All rigging must comply with show management policies and venue constraints.

Banners may be hung from the ceiling above stands within the exhibition hall, where possible, on proviso that no banner obstructs other exhibits or banners (consider the angle and line of site).

It is advised that all banners be printed double sided and aluminium rods placed through the top and base of the banner to stabilise it, with a minimum of 10 m x 4 mm steel wire and clamps to be supplied for hanging purposes.

TAKE NOTE: The Venue does not supply rods, wire or clamps.

Banners are hung by Durban ICC personnel only and are required to be delivered at least two (2) full days before the exhibition build-up, rigging of banners received late cannot be guaranteed.

Due to the ceiling height, a Cherry Picker or Lift Platform will be required. The cost thereof will be the responsibility of the exhibitor – kindly contact your Durban ICC Event Co-ordinator who will provide a list of accredited service providers. Should equipment be hired through ICC a handling fee of 15% will be incurred.

Hanging of banners or displaying posters from any wall within the centre (fixed or operable) is not permitted. Exhibitors disregarding this rule will be asked to remove the poster / banner accordingly, any damage resulting from this will be charged for accordingly.

Exhibitors are responsible for verifying with the Durban ICC that their item/s can be rigged and final approval received. To facilitate this process, available blueprints, diagrams, sketches or drawings should be included.

Assembly of item/s is not performed by Centre personnel and must be completed before rigging commences.

Weight is limited to 1 ton per 1.5 linear meter per girder.

Dates of installation and removal may vary depending on the quantity of orders received during build-up / breakdown periods.

Banner must be of flame-resistant material and flame retardant.

RIGGING GEAR

- All rigging gear – steel, spanset, shackles, O-rings, deck chains and motor hoist – must be inspected before use.
- All rigging gear must have the necessary valid test certificate according to the Occupation Health and Safety Act.
- All rigging gear must only be used in the application for which it was designed.
- All lifting gear must clearly display its Safe Working Load. (SWL)
- All rigging must have its own unique serial or ID number.
- All rigging gear must be certified, inspected and load tested by a competent person according to the Manufactures specifications and the OHS Act.

SAFE WORKING LOAD

- Safe working load for all rigging gear and hoists must adhere to the specified limitation of the applicable gear.

LIFTING OF PEOPLE

Every employer shall ensure that lifting equipment for lifting persons –

1. Is such as to prevent a person using it being crushed / trapped, stuck or falling from the carrier.
2. Has suitable devices to prevent the risk of the carrier falling.
3. Is such that, a person trapped in any carrier is not thereby exposed to danger and can be freed.

Please note: Lifting of people on a motor hoist is illegal, unless the person(s) are in an approved cradle.

Load testing requirements for rigging equipment:

- All lifting machines must be tested according to manufacturer's specifications every 12 (twelve) months. The load test should be done with at least 110% (one hundred and ten percent) of the SWL of lifting machines.
- Where lifting machines are used for lifting people, the lifting machine must be load tested every 6 (six) months.
- Rigging gear must be inspected every 3 (three) months according to manufacturer's specifications.
- All valid certificates must be kept on-site where they can be inspected by personnel or an inspector.

SECONDARY SAFETIES

- All objects (points) that are rigged from a roof must have the necessary secondary safety bonds attached.
- All secondary safeties must be fireproof. Objects that are rigged from a truss, bar etc. must have a safety bond attached to them.
- Any safety bond used must be sized according to the weight of the equipment it is used to suspend.
- All secondary safeties must be rigged in such a way that the rigged object is secure and will not fall in the event of a fire or the falling of the gear / hoists.

RIGGING STRENGTH AND STABILITY

Every rigger or supplier shall ensure:

- Lifting equipment is of adequate strength and stability for each load, having particular regard to the stress induced at its mountings or fixing points.
- Every part of a load and anything attached to it, and used in lifting, is of adequate strength.
- If any doubt of strength or stability may occur, that the responsible person will seek the advice of the relevant structural engineer.

8.9 ORGANISING OF LIFTING OPERATIONS

Every employer shall ensure that every lifting operation involving lifting equipment is:

- Properly planned by a competent person.
- Appropriately supervised.
- Carried out in a safe manner.
- All personnel that might be involved in lifting operations must have the necessary training required for the lifting operation.

8.10 WORKING PLATFORMS

- All working platforms must be operated and erected in a skillful and safe manner, according to the manufacturer's specifications and by a competent person.
- Any carrier must clearly display the maximum number of persons to be carried and must be clearly marked that it is designed for lifting people.
- The SWL must be clearly indicated on the carrier.
- The raising and lowering of people by work equipment that is not specifically designed for this purpose should only be undertaken in exceptional circumstances when it is not practicable to gain access by less hazardous means. Where it is necessary to use such equipment, then you must ensure that all necessary precautions are undertaken to ensure safety, including the appropriate supervision.

8.11 CABLING

Where it is necessary to run cabling across open floor spaces, these must in no way pose a trip hazard to any personnel involved in the venue.

- All cables must be adequately covered to pose no trip hazard whatsoever.
- No cables may be run across fire escape doors; instead these must be rigged over the affected door ways.
- No cables may come in direct contact with any type of draping / decor materials.

8.12 ELECTRICAL INFO / ELECTRICAL CONNECTIONS / TRANSFORMERS – (ORDER FORM NO. 04 – REQUEST FROM DURBAN ICC)

All main power installations from source to outlet must only be carried out by an accredited Electrician who has the authority to issue a Certificate of Compliance on completion of electrical installation. Proof of Electricians qualifications and registration must be supplied.

The Durban ICC and Arena under floor connections are situated in pits every 6m and must remain accessible at all times to accommodate emergencies (tripping etc.) Stand Builders are required to cut out a trap door for access to the under floor pits that are covered by floor boards.

No Twin flex is permitted.

Only SABS approved multi-socket outlet/s will be permitted (No 15 amp double adapters).

All purpose-built stand shell schemes/equipment are to be undertaken by a registered wireman only and must comply with South African Bureau of Standards and Occupational Health & Safety Act i.e. Certificate of Compliance to be presented to the venue Safety Officer / Health & Safety Officer.

A physical copy of the Electrical COC must be handed to the Event appointed Safety Officer on site.

Copies of the COC needs to be sent to ICC Safety thereafter - Ebrahimy@icc.co.za

Only SABS approved multi-socket or multi-extender plugs or cable tie may be utilised.

All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5 mm² e.g. (3 core cab tie).

No joints to trailing cable will be accepted.

Multiple wiring will not be permitted to terminate to a single plug top 15 amp (SA 3 pin round plug).

Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.

Stands constructed of a conductive material will be required to be double earthed to the Centre's earthing system.

Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all Exhibitors.

Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.

No electrical installation and/or fitting may be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of the venue and if permitted, a fee will be levied.

Any power requirements in excess of 60 amps needs to be discussed with the venue contact person

Neon lighting – this lighting may not be installed without prior arrangements and written authorisation from the venue contact person and all neon lights are required to have a 'Fireman's switch'.

Fluorescent fittings – must be earthed.

All electrical fittings and equipment must be SABS approved e.g. transformers, distribution boards, plugs etc.

N.B. Please place orders early to facilitate submission of electrical plans to the Durban ICC for approval. Late and/or wrong orders cause delays in the supply to your stand. Please note that the physical conditions of the exhibition, being different from those of the Exhibitor's premises may affect the electrical supplies and installations and thus allowances must be factored into the orders made. The venue reserves the right to reject any installation and/or item of equipment deemed to be unsafe and failing to comply with the statutory gazetted requirements.

8.13 DATES AND EXHIBITION HOURS:

Thursday, 9 March	08:00 – 17:00
Friday, 10 March	08:00 – 17:00
Saturday, 11 March	08:00 – 15:30

8.14 ADMISSION

Exhibitors have access to the exhibition area one hour before the exhibition opens and half an hour after the closure of the exhibition each day in order to service their stands. In case of emergency, application should be made to the organiser for an extension of these hours.

8.15 ORGANISER ON SITE

Any problem which may arise on-site affecting exhibitors or contractors should be referred to the congress organiser immediately, so that prompt action can be taken to resolve the issue.

8.16 INDEMNITY

The congress chairmen and congress organiser of OSSA 2023, as well as the staff of the Durban ICC are indemnified against being held liable for any loss or damage at exhibition stands. Exhibitors are requested to attend to their stands throughout the official open hours and especially during assembling and dismantling hours.

8.17 CUSTOMS CLEARANCE AFFAIRS

International Trade Management (Pty) Ltd will be dealing with all estimates/quotes and customs clearance affairs. You can contact Laurent Naidoo or one of their staff members for any other enquiries.

Cell: 084 504 5686 **Tel:** 011 845 7043 **Fax:** 011 845 7045 **Email:** ops@itmza.com

9. CATERING & BEVERAGE REQUIREMENTS

The Durban ICC has exclusive catering rights for all events taking place in the Durban ICC and Arena. All food and beverages required must therefore be ordered and supplied through the venue.

- All orders placed with the Durban ICC for food and / or beverages must be paid by cash and / or credit card on confirmation of order. Should payment not be made within the specified time no products will be delivered until such time that payment is made and proof thereof submitted.
All services are to be ordered and paid **14 working days prior to the event** in order to secure services. Late orders requested on the day of the event cannot be guaranteed and specific delivery times cannot be confirmed.
- You are allowed to have wrapped sweets, biltong, peanuts or similar wrapped items on your stand. If you are uncertain if your item will be allowed, please contact the Durban ICC Management [Nqobile Gugulethu Shandu \[gugus@icc.co.za\]\(mailto:gugus@icc.co.za\)](mailto:Nqobile.Gugulethu@icc.co.za) .
- If you would like to have a coffee, beverage or similar station on your stand, you are welcome to contact [Nqobile Gugulethu Shandu \[gugus@icc.co.za\]\(mailto:gugus@icc.co.za\)](mailto:Nqobile.Gugulethu@icc.co.za) in order to get the necessary approvals and documents in place.
- Should exhibitors wish to provide their own beverages, approval will need to be obtained from Durban ICC Management, via Gugu Shandu gugus@icc.co.za. A corkage fee will be attached to all beverages supplied by external suppliers. Full payment of corkage charged is required prior to the stock arriving on-site. Any beverage order arriving on-site without the required authorisation or payment will be removed and stored by the Durban ICC (at the cost of the exhibitor) until such time that approval is granted and fees paid.
- Exhibitors wishing to give away samples of products must forward all relevant information for approval by Durban ICC Management. All food tasters must be limited to bite size

portions (85g - 20mm x 20mm x 20mm on a toothpick) and beverages limited to 20ml (soft drinks/liquor) and 50ml for beer.

Labour / portorage - Bar persons, waitrons, porter service or general assistants are available for hire via the Durban ICC – kindly refer to the relevant order forms and costs thereof.

Normal time rates: Weekdays: 08:00-18:00

Overtime rates: Weekdays: Before 08:00 and after 18:00

Sunday and Public Holidays

N.B. The minimum shift is 4 hours in any category. As per legislated Labour Act a one hour lunch break is compulsory for all 8 hour shifts. Supervision of labour is required and will be included with all quotations.

TAKE NOTE: All order/s received after the stipulated deadline will be subject to a 20% surcharge.

10. HEALTH AND SAFETY

10.1 HEALTH AND SAFETY INFORMATION

SAACI (via its Service Chapter) has been cooperating with EXSA to develop industry guidelines covering certain aspects of Health and Safety to assist industry members in managing health and safety, and to look towards implementing these guidelines as industry norms and incorporate version 2.1 of SANS 10366:2012.

This document is available on the SAACI website:

<http://www.saaci.co.za/downloads/index.html>

In addition to the Health and Safety Act, the Safety at Sports and Recreational Events Act No2 2010 was promulgated in May and came into effect on 2nd August 2010. It is to prevent crowd violence or intentional damage to the infrastructure. As laid out in this act you might need to appoint an Event Safety Officer for your event. Such an appointment must be in writing. This letter together with the officer's qualifications (equal to NQF5) must be sent to the Durban ICC for approval.

It aims to regulate and protect the physical well-being and safety of people attending sports, recreational, religious, cultural, exhibitions, organisational or similar events, including the safety of their property at venues. We are legally bounded to enforce and uphold the contents of this Act and request cooperation from our exhibitors with this regards.

Please download your copy from the website.

10.2 AISLES ENCROACHMENT

The minimum aisle space applicable to all exhibitions is three meters. Should any item or structure be placed or protrude into the designated aisle space, the Durban ICC reserves the right to request the removal thereof or remove the said item without any liability for loss or damage. Aisles should be planned and laid out to ease the flow of traffic and in line with the fire exists.

10.3 COVERED STANDS

Exhibitors are advised that covered stands are not permitted in the Exhibition Hall unless detailed drawings are submitted at least 30 days before the event for approval by the Durban ICC Management.

10.4 DOUBLE TIER STANDS

- Stand builders of multiple tier stands are required to submit detailed plans of the proposed stand/s (incorporating front, side and top elevations) to Management for authorisation thirty (30) days prior to the event.
- On completion of the stand/s a certified Structural Engineer is required to complete the relevant Structural Certification Form even if they wish to forward a formal certificate on their company letterhead. This form must be completed in the presence of the Durban ICC Health & Safety Officer.
- A fire extinguisher must be available on the stand and may only be discharged by a trained individual.
- An electronic smoke detector to be installed in an enclosed area i.e. roof structure. These need to be audible via either electrics or batteries.
- Hand rails to be on stairs and decking – no less than 1 meter in height.
- Anti-skid grips are required on each step leading up to the next level.
- Maximum weight capacity to be displayed on platforms.
- Maximum user/pax to be displayed at the bottom of staircases.
- A rigging certificate is required for any suspended loads.
- Please note that failure to comply with this requirement may result in refusal of permission to erect the stand.
- Exhibitors planning a custom stand or temporary structure are required to provide a Structural Engineer's appointment as part of their safety file.

10.5 GENERAL FIRE SAFETY ASPECTS

FIRE REGULATIONS

- Fire escapes are located throughout the venue with signage. Event organisers are to ensure that neither the signage nor the exits are obstructed in any way. Additional signage must be added to stands should fixed signs be blocked, this is at a cost to the organiser.
- Electric signs and equipment must be wired to meet the specifications of local fire authorities.
- Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- Any exhibitor having equipment utilising flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must receive written approval of plans from the Durban ICC and the local Fire Chief, in writing.
- Aisles must be kept clear at all times and fire stations/fire extinguisher equipment are not to be hidden and/or obstructed in any way.
- No storage of any kind will be permitted within the confines of the exhibition floor and/or

placed behind the exhibition stand or venue walls/curtains.

- All displays are subject to inspection by the Fire Prevention Bureau. Any construction materials not found to be fireproof may be required to be dismantled.
- Polystyrene products will be prohibited unless treated by a fire retardant and certificated proof provided by the Exhibitor.
- Only on receipt of the Certificate may the stand be structured.
- All materials used in the exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material.
- The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venue unless a detailed application has been made to the Fire Department or the Factories Inspector. If approved, the Fire Prevention Bureau (FPB) conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations will not be permitted.
- LPG gas application must be made to the fire department for the use of LPG Gas in the venue and comply with their requirements once application is approved.

FLAMMABLE AND HAZARDOUS MATERIAL

Prior written permission is required from the Durban ICC Management and the Fire Department for the use of flammable and/ or hazardous material including gasses and liquids. No liquid petroleum is permitted in the Durban ICC.

Should LP gas be used, only 19kg +1 backup cylinder is allowed.

FLAME RETARDANCY: WOOD PALLETS / DRAPING / HALOGEN LIGHTS

- Wood pallets / draping / fabric are regarded as major fire hazards and exhibitors planning to use these as part of their display will be required to provide a current "Fire Retardant Certificate" indicating that the product has been treated with a fire retarding compound. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor.
- N.B. Please note that it is the duty of the venue contact person to ensure that the draping/materials are suitably treated and if not, to provide the exhibitor with details of an accredited fire retardant contractor. Articles of a combustible nature such as fabric, paper items, banners, items made of wood pallets; hessian, thatch and straw are regarded as major fire hazards and will be required to provide a Fire Retardant Certificate, before the start of the event.
- When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor;
- The use of halogen lights will not be approved as they pose a fire hazard. Ensure that all light displays low wattage or LED.
- No hessian / straw / thatch may be used in the venue as these materials are extremely flammable and are not approved by the local Fire department. Fire retardants are also not effective on these materials.

11. GENERAL

11.1 UNOFFICIAL COMPETING MEETINGS OR SOCIAL FUNCTIONS

During the Congress no unofficial competing meetings or social functions may be held.

11.2 BRIEFCASES / HANDBAGS

Please do not leave briefcases/handbags unattended on your stand. All cases etc should be placed out of the public's eye inside cupboards or office areas. Unattended briefcases and packages could be a security risk.

11.3 EMERGENCY SERVICES

The Durban ICC management will co-ordinate and manage any emergency that might occur. Event organisers are responsible for ensuring that all emergency and safety procedures for their own event as stipulated by the Safety at Sports and Recreational Events Act No. 2 2010 (SASRE). The organiser must appoint a safety and security team to manage this on their part and plans must be documented in your safety file and available to the Durban ICC. The event organisers are responsible for organising medical assistance for their events. Exhibitors will contact the event organiser in a case of emergency.

Isolation of the fire detection system are not allowed. Should you use hazers, dry ice, foggers or smoke machines, this must be declared and approved prior to use. Should we need to isolate the fire detection system in a certain area, a trained Fire Marshall must be appointed. Our conference services department can assist with booking a trained Fire Marshall. The Durban ICC reserves the right to adjust emergency services according to the event. Plans are available on request.

11.4 EXHIBITOR BEHAVIOUR

- All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles. The Durban ICC reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage. Work can be stopped or person put offsite for failing to comply with Health and Safety legislation.
- The Organiser and Exhibitor undertakes personal responsibility for the behaviour of any person/s presented as staff, suppliers, sub-contractors and/or service providers in their employ whilst on Durban ICC premises.
- The Organisers and Exhibitor also undertake to ensure that no unacceptable behaviour, including the consumption of excessive alcohol, playing of loud music or the use of abusive language occurs by any such person whilst on the premises of the Durban ICC.
- With regards to build-up and breakdown, all areas within the venue are to be treated with respect where no part of the facility will be abused, damaged or left in an unacceptable state post event. Contractors and Exhibitors are to ensure their stand/s and surrounding areas are kept in a reasonable state where equipment and debris from building or dismantling is removed.
- Any Contractor or Exhibitor seen to be disregarding this rule will be fined accordingly (amount will be based on cost of services rendered on behalf of the exhibitor to clear areas).
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Organiser or Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.
- No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, without the prior knowledge and consent of the venue. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nails, hooks or other devices are to be driven into any part of the building.

- Painting and angle-grinding is not permitted anywhere within the venue or enclosed loading dock area. All major construction and painting works must be completed off-site. Last minute touch-ups can be done on within demarcated areas in the (external) loading bay areas at the Durban ICC and Arena and designated areas within North Plaza at the Exhibition Centre. Plastic / cardboard / wood panels (in the case of angle-grinding) must be used to cover the surface of the work area.
- Washing of paint brushes within the venue toilet facilities is strictly prohibited, any organiser, exhibitor or contractor found disregarding this rule will be asked to vacate the premises immediately. Basins specific to this purpose are available at Gate 1 at the Durban ICC and Gate A on North Plaza at the Exhibition Centre.

11.5 EXHIBITION STAND BUILDERS / CONTRACTORS (ORDER FORM NO. 02 / 06)

COVERED STANDS

Covered stands are not permitted unless detailed drawings are submitted to the Durban ICC and a certificate of approval is given from the Fire Department.

A copy of the above is to be provided at least thirty (30) days prior to the event for approval by the Durban ICC.

CUSTOM-BUILT STANDS / SCHELL SCHEME STANDS EXCEEDING 3M

- All custom-built stand builders or builders of schell scheme stands over three (3) meters are required to submit a detailed plan / drawing of the proposed stand (incorporating front, side and top elevations), to the Durban ICC for approval at least thirty (30) days prior to build-up day.
- Custom-built / schell scheme stands over three (3) meters in height need to be certified by either a structural engineer or the stand builder, as determined by the Municipality's Chief Officer and the Durban ICC Safety Officer, on completion, using the relevant Structural Certification Form.
- All stands are required to have corner guards or beveled edges.

FURNITURE/ EQUIPMENT

- Equipment may be hired through the Durban ICC (subject to availability).
- Should you require furniture that the venue cannot supply, a list of accredited suppliers will be supplied accordingly.

HIGH STRUCTURED STANDS (DOUBLE, TRIPLE AND ABOVE)

- Stand builders of multiple tier stands are required to submit detailed plans of the proposed stand/s (incorporating front, side and top elevations) to Management for authorisation thirty (30) days prior to the event.
- On completion of the stand/s a certified Structural Engineer is required to complete the relevant Structural Certification Form even if they wish to forward a formal certificate on their company letterhead. This form must be completed in the presence of the Durban ICC Health & Safety Officer.
- A fire extinguisher must be available on the stand and may only be discharged by a trained individual.
- An electronic smoke detector to be installed in an enclosed area i.e. roof structure. These need to be audible via either electrics or batteries.
- Hand rails to be on stairs and decking – no less than 1 meter in height.
- Anti-skid grips are required on each step leading up to the next level.
- Maximum weight capacity to be displayed on platforms.
- Maximum user/pax to be displayed at the bottom of staircases.
- A rigging certificate is required for any suspended loads.

Lights

- No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.
- No strobe light effects are permitted.
- Only LED lights may be used as uplighters due to heat transmission.
- Any additional lighting put up in stands after the official contractor has signed off the Certificate of Compliance, will be removed unless the Organiser can provide the venue with a Certificate of Compliance for all additional lighting.
- Stand builders installing their own lighting and electrics will be required to hand a Certificate of Compliance to the Durban Safety Officer / Health & Safety Officer once the stand has been completed.

Presentations and / or demonstrations of exhibits / products

An exhibitor intending to present and/or display equipment/exhibit product at their stand must:

- Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.
- Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons.
- Adequately guard all moving parts of machinery to prevent injury to any person.
- Isolate starting devices to prevent operation by any visitor or other unauthorised person.
- Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall.
- Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.
- Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities.
- Any damages caused will be the responsibility Exhibitor concerned who will be charged accordingly.
- Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to the venue for the Durban Metro Fire Department's approval.
- No product or display will be permitted in the exhibition venue without the correct approval / permits.
- Ensure that all the relevant local Government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.

Product stands – cooking & sampling

- Any requirement for cooking at a stand must be communicated to the Durban ICC contact, Gugu Shandu, gugus@icc.co.za, providing all the relevant details.
- Cooking will only be permitted where prior approval has been granted in writing by the venue.
- Solid food portions should be no larger than “bite size” portions - 85 g/20mm x 20mm x 20mm on a toothpick.
- Any other catering will be subject to a platage charge.
- Beverage tasting must be in “tasting cups” – 20ml (soft drinks/liquor) and 50ml for beer.
- Any other beverage will be subject to a corkage charge.
- Product demonstrations and sampling must have written permission from the Durban ICC.
- There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, ICCD will have

no alternative but to request that the sampling be terminated.

- The exhibitor/s showcasing food samples are required to produce the relevant food/beverage licenses applicable as per Health & Safety legislation.
- The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for associated waste.

Stand builders / sub-contractors

- All stand construction staff are required to wear their Company's identification badges and/or company branded clothing, **together with the necessary safety shoes and hard hats for the duration of build-up and breakdown of the exhibition.** Hard hats are available for purchase from the venue.
- Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing.
- All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractor are required to provide the Organiser of the event with an indemnity guaranteeing their observance of the rules and regulations as legislated by Durban ICC, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up and breakdown days).
- Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.

Stand cleaning

- The Durban ICC has a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages). This excludes cleaning of stands, exhibits and displays.
- Exhibitors are responsible for keeping their stand tidy and presentable.
- Stand cleaning services will be hired by the congress organisers. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.

Water & drainage

- Water / drainage is only available in specific areas at Durban ICC. It is imperative that exhibitors discuss any plumbing requirements with the Durban ICC Event Co-Ordinator to establish whether the stand is located within close proximity to these outlets.
- Kindly note that Durban ICC Arena Halls 5CD & 6AB do not have water / drainage facilities and only Hall 1 & 2 at the Exhibition Centre has specific water/drainage areas.
- Water is provided using a 15mm, 22 mm or 28 mm male/female connection.

Working area (demarcated outside)

- Whilst we understand that the Exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc, this is not permitted inside the exhibition hall. Specific areas are demarcated for this purpose as are wash basins for cleaning of paint brushes etc.
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the Durban ICC property will be charged with the replacement value of such item.

11.6 ASSUMPTION OF RISK FOR EXHIBITORS

- It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage.
- Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area, storage or any other area where access has been provided to exhibitors by the Durban ICC.
- Durban ICC security personnel will be furnished for the perimeter of the venue but such personnel shall not be deemed to affect the non-liability of Durban ICC and its members, officers, representatives, employees and/or the official service providers to modify in any way the assumption of risk and release provided for above.
- It is highly recommended that exhibitors take precautionary measures by ordering security for their specific needs, through the preferred Durban ICC security service provider. The Durban ICC recommends that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

11.7 CARE OF BUILDING

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from the Durban ICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building.

11.8 NON-SMOKING AREAS

Please note that the Durban ICC is a smoke-free venue. As per Government legislation no smoking is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to as per the Tobacco Products Control Act 1999. Failure to comply with these regulations could lead to possible prosecution.

11.9 STRUCTURAL AND OTHER CERTIFICATES – NB

Please sign and return the SOP-16 as soon as possible or at least 30 days before build-up to the Durban ICC Health and Safety officer EbrahimY@icc.co.za:

SOP-16 Operational Rules and Regulations (Applicable to all exhibiting companies).

All external suppliers need to supply the following documents and certificates relevant to the services they will be providing. These certificates need to be present no less than 3 hours prior to the doors opening for an event. Doors will not be opened until the relevant certificates have been received.

Please ensure that the applicable documents listed below is submitted from your company's side in order to exhibit at the Durban ICC.

All companies:

- **SOP-16 Operational Rules and Regulations**
- **SOP-14 Contractor Safety Requirements to be read by all relevant parties.**
- **SR-21 Induction / Accreditation Register**
(All stand builders working on the Durban ICC grounds need to complete this register and sent it to ebrahimy@icc.co.za. The induction is done live at the Durban ICC / Exhibition Centre. A tag needs to be collected at the Durban ICC before entry to the exhibition build-up and break-down will be allowed.)
- **Electrical COC**
This will be issued by GL Events for the plug point supplied by the organisers per stand space.
(If you require more than one plug point per stand it can be ordered form GL Events or done by your own electrician who then will need to supply the Electrical COC).
- **Stand Builder's Certificate** (applicable to contractor/company constructing stand).

Applicable to specific companies (please check this list to see if it applies to your company):

Please contact Ebrahim Yusuf if you require assistance or clarification on any of the matters below:

ebrahimy@icc.co.zatel (+27) 31-360 1329, Fax (+27) 31 360 1062, Mobile (+27) 72 621 4841

- **Detailed plan / drawing:** All custom-built stand builders or builders of shell scheme stands over three (3) meters are required to submit a detailed plan / drawing of the proposed stand (incorporating front, side and top elevations), to the Durban ICC for approval at least thirty (30) days prior to build-up day.
- **SR-23 Pyrotechnics Indemnity and Agreement** (Applicable to custom built stands and any stand exceeding 3m).
- **SR-25 Structural Engineer's Certificate** (Applicable to custom built stands and any stand exceeding 3m).
- **PRP-14 Personal Hygiene Code of Conduct** to be read by relevant parties (if catering takes place on stand).
- **Rigging Certificate** (where applicable).
- **Fire Retardant Certificate** (where applicable).
- **Pyrotechnics applications** (where applicable).
- **Gas applications** (where applicable).
- **COAs for Food** (where applicable).
- **Business License** (where applicable).
- **Liquor License** (where applicable).
- **Entertainment license** (where applicable).
- It is advisable to have **Public Liability Insurance** for contractors building on site on your behalf (where applicable).

12. LIABILITIES

All Organisers, Exhibitors and persons using the venue are strongly advised to arrange, at their own cost, “all risks” insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.

Exhibitors shall ensure that they are fully covered by insurance and take out “public liability” and “comprehensive” protection.

The period of liability of the exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.

Exhibitors are strongly advised to either lock away or remove all valuable items from their stand when unattended. The Durban ICC does not take responsibility for any goods left unattended on stands or within the centre.

The venue will not be responsible for the safety of articles of any kind brought into the hired venue by the exhibitors, their agents, contractors, visitors and/or any other person/s whosoever.

The Exhibitor shall insure, indemnify and not hold the venue liable in respect of all costs, claim demands and expenses to which the Durban ICC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.

Exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.

The Durban ICC requires, under standard terms and conditions of contract, that the exhibitor indemnifies the Durban ICC from all claims resulting from accident, damage and/or injury occurring in the venue, as well as loss of property.

N.B. Exhibitors may order security personnel from the venue in-house security service provider at a fee – kindly refer to the relevant order form.

14. IMPORTANT DATES

Date	Action
30 November 2022	Payment for exhibition space and sponsorships
Tuesday, 7 March	Construction of stands. (10:00 – till late)
Wednesday, 8 March	All stands need to be completed by 17:00
Saturday, 11 March	All stands completely removed by 23:59

Should you have any queries, special requests or if you need further assistance, please contact me. It is my wish that this congress will be a great success for you and your company, but it must also be an enjoyable congress – a congress to remember.

Kind regards

Heyns du Preez

CONGRESS ORGANISER



8 – 11 March 2023

Durban ICC

Tel: 051 436 7733

Fax: 086 60 60 555

E-Mail: ossacongress@rkcommunication.co.za

Website: www.ossa.co.za/website/congress