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**CONTRACTOR REGULATIONS &
GUIDELINES SPACE ONLY
STANDS**



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SPACE ONLY STANDS

Space only exhibitors are responsible for their own stand design and construction. No stand fittings or carpet is provided on Space only stands. **All space only stand designs must be approved by the Organisers before exhibitors will be allowed access to the site and permitted to commence build.**

Please read these guidelines along with the rest of documents from this **Section 3. Stand Construction & Covid Safety guidelines.**

- DWTC contractor Guidelines and Regulations
- GPP Covid exhibitor guidance
- Stand Sustainability guidance

It is the responsibility of the exhibitor to examine the area and site allocated to them in order to avoid costly adjustments to stand structures. Where possible the Organisers will provide on request detailed stand plots indicating the position of service ducts and pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the exhibition.

It is the responsibility of the exhibitor or their stand appointed contractors to submit their electrical order and provide their own electrician to do all the wiring and provide electrical fittings.

Stand fitting regulations contained within this section must be observed when planning stand design and layout.

We are pleased to offer advice and guidance where required. Please feel free to contact the operations team with any enquiries.

Please note the Organisers have the right to reject any stand plan that they deem to be:

- a) Structurally unsafe
- b) Considered to be too complex to be completed in the time specified
- c) Does not conform to the specifications listed in the manual
- d) Likely to unreasonably affect nearby exhibitor's sites in any way

No major structural changes will be permitted to the stand once approval has been given.

If you have any question, please email Pere Ramirez pramirez@tarsus.global

STAND DESIGN & BUILD

If you are looking for Stand Design & Build services for your stand, we would recommend GES ME. GES. They provide:

- Free Stand Design
- Creative Solutions
- Full project management and customer care
- Complete peace of mind

For further information, please contact gpp@ges.com or call us on; +971 4 885 5448 to discuss your stand requirements.

COMPLEX STRUCTURES

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk.



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Structures over 4 metres in height, raised platforms and all suspended items are generally considered to be complex structures. **PLEASE NOTE DOUBLE LEVEL STANDS ARE NOT PERMITTED AT THE SHOW**

Drawings must be submitted in English in duplicate to the operations team for approval by the deadline of **Tuesday 26 April 2022**. These may be submitted electronically in PDF format directly to Pere Ramirez - pramirez@tarsus.global

These drawings must show the form and dimension of every structural member with appropriate general arrangement plan, sections, and elevations, including full details of stairways. All calculations of loading and strength must be in English, and all drawings must be to scale.

A risk assessment is also required. A sample risk assessment form can be found in **Section 4. Health & Safety and Security**.

In the case of particularly complex stands the Organisers may require additional structural calculations, method statements or technical detail in order to process the stand approval. It is the responsibility of individual exhibitor and their appointed contractor to provide this additional information upon request and any associated costs will be charged to the exhibitor.

PLEASE NOTE: PERMISSION TO ENTER THE EXHIBITION PREMISES AND COMMENCE CONSTRUCTION WILL NOT BE PERMITTED WITHOUT THE FULL APPROVAL OF THE STRUCTURAL ENGINEER.

Stand build progress will be monitored continually by onsite Health & Safety officers who reserve the right to halt stand build progress should any Health or Safety issues arise.

The Organisers reserve the right to deny access and prevent work being carried out by, or on behalf of, any exhibitor who has not submitted stand design drawings in accordance with these regulations.

DOUBLE STOREY STANDS

PLEASE NOTE THAT DOUBLE STOREY STANDS ARE NOT PERMITTED AT THE SHOW

ENCLOSED STANDS

The inclusion of large enclosed areas within a stand can only be permitted with the Organisers' prior written permission, please email Pere Ramirez if you have any questions pramirez@tarsus.global

DIVIDING WALL

On divided stands, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m and higher. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.4m upwards by the exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a white only. The minimum height for dividing walls is 2.5m.

The maximum height for dividing walls of single-storey stands is 4m

WALLING IN ON OPEN SIDES

Long runs of walling along open perimeters of stands are not permitted.

Just one third of any open side is permitted to be a solid wall. Where long runs of walling are present



along open sides, they must be relieved by display items and not left in plain colours – if perimeter walling is more than 1m high, it must not occupy more than one-third of any one side

STAND PLAN SUBMISSION / APPROVAL OF STAND DESIGN

Designs for all Space Only stands must be submitted to the operations team for approval. All designs must be approved before exhibitors will be allowed access to the site and permitted to commence build. All stand fitting regulations contained within this manual must be adhered to when planning designs.

A full set of working drawings illustrating constructional details and specifications including dimensions, elevations, materials, columns, beams, electrical details, and suspended structures are required. These must be submitted to the Organisers along with a risk assessment and method statement in English prior to **Tuesday 26 April 2022**. Designs can be submitted electronically directly to Pere Ramirez - pramirez@tarsus.global

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any exhibitor who has not obtained design approval from the Organisers.

SPECIAL COVID STAND DESIGN REGULATIONS

Key considerations for stand designs

- Clear screens or face shields should be provided on all reception counters. The number of staff at these counters should be limited to only one person at any time. Hand sanitisers should be available at all reception counters at all times.
- Maximum capacity stickers must be displayed in the submission with the furniture matching this capacity.
- The material used for surfaces of walls, counters, floors, and furniture needs to be easily cleanable.
- After considering product displays, models, walls and furniture etc. the stand design should ensure that a minimum 80% of the total space is open space. If there is a requirement that will impact this, then the number of people allowed on the stand need to be adjusted.
- On the stand, reception counters, models and product displays need to be set back by a minimum of 1m from the edge of the stand to discourage viewing and queueing in the aisle and help to maintain social distancing. The placement of furniture should be carefully considered to ensure clear unobstructed movement onto the stand from the aisle.
- All components of the stand (such as reception counters set back by 1m, furniture, product displays, models) must be included in the submission.
- Where exhibition stands have interactive displays and/or product demonstrations that involve visitors touching and using items, the exhibitor should ensure social distancing measures are in place, and that all items are wiped/sanitised between each interaction.
- For one-on-one meetings at the stand, it is recommended that protective screens be put in place.
- If the stand includes a pantry or an enclosed area/meeting room, a sticker indicating the maximum allowed capacity must be placed on the door.
- Exhibition stand/conference giveaways are allowed only if individually sanitised and wrapped/packaged. Brochures are recommended to be provided digitally through QR codes. If physically handed, these should be individually sanitised and wrapped/packaged.

Stand Capacity



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- The maximum number of people permitted on a stand should correspond to 1 person per 4sqm.
- The maximum number of people allowed at the stand at any time must be displayed on the front of the stand via a signage board or a sticker. The size of this sign or sticker needs to be clearly visible from the aisle.
- It is recommended that all stands have floor stickers to highlight social distancing within their stands.

Preventative Measures

- The stands must be sanitised at the end of every exhibition day. This will be available for purchase via the DWTC EventPlus website.
- Sanitisers need to be made available on all stands for both staff and visitors. Gloves can additionally be made available.
- Only sealed bottled water or touchless water dispensers will be allowed on stands. These are available for purchase via the DWTC EventPlus website.
- Storage behind perimeter stands is not permitted, any items (including stand material) found behind stands will be removed during the daily master cleaning.
- Sterilisation of halls will be conducted post tear down of event by the venue.

CLEANING SERVICES

DWTC offers the following cleaning services:

- Nightly Cleaning and sanitisation
- Stand by cleaning
- Stand Hygiene cleaning
- Rubbish/Waste skip rental – all stands with big amount of waste **must** order a skip through the DWTC Eventplus platform.

It is the exhibitor's responsibility to maintain their stand and to make sure it is in a clean condition at all times. If you are a shell scheme exhibitor your stand will be delivered to you in a clean state, however daily cleaning thereafter would need to be ordered through the DWTC Eventplus platform. Space only exhibitors will be responsible for the cleaning of their areas. Additional cleaning services can be arranged if required.

During the build-up and breakdown period, exhibitors and their contractors are responsible for ensuring all waste materials are deposited in the rubbish bins and skips provided. For health & safety reasons it is essential that all aisles are kept clear of rubbish and other obstructions at all times.

It is the responsibility of the exhibitor and/or their contractor to identify their waste materials to the cleaners and to make arrangements with the official on-site freight handler to have crates and packing materials stored if they are required at the end of the exhibition.

Please log in to the DWTC Eventplus platform to get more information and order these services www.eventplus.ae/GPP

COMPULSORY DAILY SANITISATION

All stands **MUST** be sanitised at the end of each day. This service can be ordered through the DWTC Eventplus platform www.eventplus.ae/GPP



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Alternatively, all exhibitors need to make sure their teams sanitise the stand at the end of each day.

RISK ASSESSMENT

All contractors/exhibitors are required to submit a full risk assessment for the design, construction, and arrangement of their stand. If required, please contact the Organisers for further information. A sample risk assessment form can be found in **Section 4. Health & Safety and Security**.

The risk assessment is to be submitted along with stand plans. If you require help with producing a risk assessment, please contact Pere Ramirez pramirez@tarsus.global

ELECTRICAL INSTALLATIONS

Mains supply to space only stands is not included and must be ordered directly through GES Middle East prior to the exhibition.

Mains supply and consumption charges to Space Only stands are not included within the space rental charge. The official contractor appointed by the Organisers are the only individuals permitted to carry out electrical installations. The official contractor for electrics to space only stands is **GES Middle East**; please refer to the official contractor list for their details.

Orders must be placed via this link <https://ordering.ges.com/000703776>

When completing the Electrical Order, the location of the items should be clearly marked on the grid plan, if you haven't submitted a grid plan your electrics will be placed at the discretion of the electricians, if you require these to be moved you will be charged.

It is the responsibility of the exhibitor/contractor to do all wiring connections and to provide electrical fittings (sockets/lights etc.) for the stand.

Please note due to a limited supply available in the hall we highly recommend that you book your electrics by the deadline of **25 April 2022** in order to avoid disappointment. We cannot guarantee to meet your exact requirements on orders issued after this date.

Orders received after the due date or placed on-site will be subject to surcharge as per main power order form. There will also be a further surcharge for orders placed on site.

Exhibitors installing their own power connections to their displays for general lighting and power sockets must ensure that:

- The main cable is connected to a suitable type distribution box
- The main switch should be an ELCB
- All wire joints are in connectors and concealed in junction boxes. No twisted wire joints are permitted
- All wires in exposed areas are protected in PVC trunking. Running wires under the carpet or across open areas is not permitted.

If the power supply ordered is to be connected to machines and equipment exhibitors must ensure that:

- A suitable type of isolator or ELCB is provided between the main cable and the cable from the machine / equipment



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- If the machine / equipment has its own isolator, then the main cable can be directly connected to it

Exhibitors installing their own power connections to their displays must also ensure such installations conform to the IEE Regulations and will be subject to inspection and approval by the official electrical contractor before connections to the mains supply.

The Organisers reserve the right to disconnect any installation that, in their opinion, is dangerous or likely to cause annoyance to visitors or other exhibitors.

The standard supplies of electrical current available in the exhibition halls are:

- Single phase 220 volts 50Hz
- Three phase 415 volts 50Hz

The provision of a single-phase mains supply terminal by suitable switchgear is included only in the shell scheme contract.

Three phase supplies and 24-hour connection will be an extra charge and can be ordered on the relevant form through the exhibitor manual.

Should you have any questions please contact the Electrical Contractor GES Middle East - email: gpp@ges.com

Prices for fitting will cover power consumption, installation, maintenance, and removal at the close of the exhibition.

General lighting is provided in the halls but is not powerful enough to provide adequate stand illumination. Exhibitors are advised that specific illumination of their stands is considered essential to achieve an effective display. Lighting is available and can be ordered through the exhibitor manual.

Please note that electrics to stands are switched off 30 minutes after the exhibition, please contact the Electrical Contractor to arrange 24-hour power, should you need it.

COMPRESSED AIR

Exhibitors may **not** have generators or compressed air units on their stands. All compressed air must be ordered from GES Middle East.

Please note due to the limited supply available in the hall we highly recommend that you book your compressed air by the deadline in order to avoid disappointment. We cannot guarantee to meet your exact requirements on orders issued after this date.

The deadline for compressed air orders is **25 April 2022**.

Please visit <https://ordering.ges.com/000703776> to place your Compressed Air order.

PLEASE NOTE: Compressed Air order are under the Electrical section

FABRICS USED IN DISPLAYS

Textile fabrics used for interior display purposes on the stand must be FIRE RETARDENT or purchased already treated by use of approved chemicals. Certain fabrics need not be fire proofed,



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i.e., wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (not draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings. Cellulose paints are flammable and must not be used for stand dressing. Water based paints must be used.

TIMBER USED IN STAND CONSTRUCTION & DISPLAYS

All timber under 1-inch-thick must be impregnated (pressure process). Boards, plywood, chipboard etc. must be treated in the same way if they are less than 18mm thick. Timber over 1-inch-thick need not be treated & M.D.F. is acceptable in most cases.

PLASTICS / STAND DRESSING

Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED. Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Plastic security night sheets are also not permitted.

LPG - LIQUEFIED PETROLEUM GASES (PROPANE, BUTANE, ETC.)

All flammable gas including compressed gas & LPG is prohibited on the premises at all times unless the Organiser is satisfied that exceptional circumstances apply, and its prior consent is obtained.

FLOORING

Space only stands are not carpeted by the Organiser - exhibitors must provide their own floor covering. Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the Organisers. Nothing may be structurally attached to the floor of the Exhibition premises. Carpet may only be fixed to the venue floor with approved carpet tape.

Only the following brands of double-sided carpet adhesive tapes are recommended:

- EUROTAPE
- EUROCEL
- ADVANCE TAPE

Damage to the floor from poor quality adhesive tapes will be charged at US\$10.00 per m². All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

FLOOR LOADING RESTRICTIONS

The hall floors are concrete covered with carpet. Please contact the operations team with details of heavy exhibits, as special arrangements may need to be made. The exhibition hall and site floor must not be damaged in any way. There is a maximum distributed weight loading of 2,000 kgs per m² in each hall.

If you are exhibiting any heavy items, please inform the operations team as soon as possible to arrange delivery.

FURNITURE HIRE AND STAND FITTING EXTRAS

A limited range of furniture and stand fitting extras can be hired through the official shell scheme contractor (GES Middle East). The furniture products on offer can be viewed and ordered via <https://ordering.ges.com/000703776>.

Orders received after the form deadline – **25 April 2022** - will be subject to a 20% surcharge.



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GES Middle East will have an on-site service office located within the entrance of the Halls, this will be manned throughout build-up should last minute furniture orders and stand fitting extras be required. However, please note that they will only be a limited stock available and all orders placed on site will be subjected to a 20% surcharge. Therefore, we encourage you to place your orders as early as possible via the online manual.

GANGWAYS AND EMERGENCY EXITS

It is imperative that the venue emergency access gangways and fire escapes remain clear at all times. Plans showing emergency routes can be obtained from the Organisers' Office. During the build-up and breakdown periods of the exhibition the gangways can become extremely congested with packing cases, equipment and general waste – in the interests of health & safety, we request all exhibitors and contractors to cooperate with our floor managers and official show contractors to help maintain the emergency access points and gangways at all times.

The gangways used in this venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc. be allowed to encroach into gangways. Please keep your exhibits inside your stands at all times.

Doors and gates forming part of an escape shall be provided with a vision panel of clear glazing at sight level and must be hung to open in the direction of escape, clear of any steps, landings, or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or another escape route. Such doors shall be free from fastenings other than panic bolts.

Bridging and carpeting over gangways have specific rules and you should contact the Organisers for further information before any arrangements for your stand are made.

HEIGHT LIMIT

The overall height of stand fitting for single-storey space only stands including cladding of columns is 4m from the floor level.

DOUBLE DECKER STANDS ARE NOT PERMITTED AT THE SHOW.

BALLOONS

The use of helium balloons (Blimps) and toy balloons is not permitted.

BANNERS

Exhibitors wishing to display hanging signs or banners above their stands must forward adequate drawings showing the design, artwork, dimensions, and location to the operations team for approval and to ensure that all rigging is ordered accordingly. Please ensure that all banners are illustrated on stand design when submitted for approval.

All of the banners/rigging orders are to be done through through the DWTC Eventplus web platform <https://www.eventplus.ae/gulfprintpack2019>

All rigging within the Halls must be carried out by the Official Rigging Contractor, DWTC Rigging Department. Please either order rigging requirements via the relevant form on the online manual or alternatively contact DWTC Rigging Department if you are unsure of the exact equipment and services required.

Please note that banners must not project on to the aisles or a neighbouring stand it must be hung



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within the perimeter of your stand.

SUSPENSIONS & RIGGING

DWTC Rigging Department is the official rigging contractor for GPP 2022. Rigging requirements must be submitted along with images of the banner design and a grid scale drawing illustrating the position of the banner in relation to the exhibitor's stand. Please include any rigged items in space only stand designs, risk assessments and method statements

All rigging orders must be placed before **Tuesday 26 April 2022** if you want to receive **early bird discount**. Orders received after **Tuesday 26 April 2022** will be charge at standard rate. **Orders received onsite will be subject to a surcharge.**

The top trim height for all hanging items across the site is 6 METRES. The top side of all rigged items will be hung at 6m.

DWTC Rigging Department are the only contractors authorised to rig any items within the exhibition halls. All rigging equipment supplied by the exhibitor must be certified (i.e., shackle and truss wraps). If not, DWTC Rigging Department will supply replacement equipment at an additional cost.

Access to any truss during build-up, open period and breakdown will be by mobile elevation working platform only; the approved rigging company are the only company allowed to operate this. Should you require any assistance please contact DWTC Rigging Department, their contact details can be found in the Official Contractor List.

Please log in to the DWTC Gulf Print & Pack 2022 web platform to order these services www.eventplus.ae/GPP

SHIPPING, FREIGHT & HANDLING

The official on-site freight handler for GPP 2022 is **GT Exhibitions ME**, their contact details can be found in the official contractor list. Please refer to **Section 5. Shipping, Lifting & Handling** in the online manual for further information on delivery, transportation, and removal of exhibits.

STORAGE

There is no facility for you to store unwanted goods such as crates and packing materials on-site, so please ensure you arrange for the removal from site of any items you do not wish to keep on your stand. Our Official Freight Forwarder GT Exhibitions ME can help with your storage requirements, please visit them onsite.

LIFTING EQUIPMENT (INCLUDING FORKLIFTS)

The only contractors permitted to operate lifting equipment and forklift trucks within GPP 2022 will be the official goods & freight handling contractor (GT Exhibitions ME) and the official rigging contractor (DWTC). Stand build contractors and exhibitors will not be permitted to operate any lifting equipment.

WATER DISPLAYS AND FEATURES

Water displays are not permitted at GPP 2022.

WATER & DRAINAGE

Water and Waste lines required for the stands should be ordered through the GES Expresso platform <https://ordering.ges.com/000703776>



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PLEASE NOTE: Water & Drainage order are under the Electrical section

Tarsus F&E LLC Middle East are committed to ensuring that the exhibition is as environmentally responsible as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the Organiser.

WASTE MANAGEMENT

All exhibitors and contractors must ensure that they do not discard sharp objects and must ensure that nails and screws are not left sticking out of waste wood – these must be removed or hammered flat. Tarsus F&E LLC Middle East are committed to ensuring that the exhibition is as environmentally responsible as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the Organiser.

All waste must be removed from the exhibition halls by your contractors. Otherwise the exhibitor must place an order with DWTC cleaning service for the waste to be remove. DWTC Eventplus platform to get more information and order these services www.eventplus.ae/GPP

Any items of waste or stand fitting left in the halls at the end of the show will be treated as waste and disposed of. Any removal costs will be charged to the exhibitor in question.

EXHIBITION TIMETABLE

Please refer to the timetable for the build-up and breakdown schedule.

The design of your stand must be such that it can be erected and dismantled within the published build up and breakdown periods.

It is important you contact the operations team if you foresee any problems keeping to this schedule. It is the responsibility of the exhibitor or their appointed contractor to ensure the stand is being built to the correct floor markings. Please check with the Organisers' office if you are in any doubt regarding your allotted floor space.

EARLY/LATE WORKING

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual.

With build-up time limits in place due to COVID, it is recommended that stand designs be simplified and prefabricated or be modular in construction to facilitate efficient assembling. This will also ensure less manpower onsite.

The stands need to be completed by 22:00 on the last night of the build-up phase. **No late night or overnight work will be permitted as the remaining time is required for deep cleaning, sanitisation, and fumigation of halls, before opening**

Please inform the Organisers if you believe you will have any issues keeping to the exhibition build/breakdown schedule.

MAINTENANCE DURING EXHIBITION

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.



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If at any time during the exhibition open days, you need to carry out maintenance work on your stand after the exhibition has closed please apply to the Organisers by 14:00 hrs on the same day for authorisation.

WORKING AT HEIGHT

Ground access to areas in the vicinity of any work at height must be controlled to prevent persons walking or working directly beneath the area in question. Ground workers in the vicinity must not work directly underneath and must wear suitable head protection (e.g. hard hats)

Ladders must be footed or tied off and used in accordance with construction regulations.

The use of domestic ladders and steps is strictly forbidden.

WORK EQUIPMENT AND TOOLS

Exhibitors and contractors have a duty to ensure that all tools are fit for purpose and safe to use. All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Those using mains powered tools must ensure that cables are not trailed across aisles.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

It is compulsory for all contractors to wear PPE to enter the halls and work during build up & breakdown at DWTC. All contractors must wear high vis jackets, safety boots & hard hat, otherwise they won't be allowed into the halls.

The DWTC contractor badge cabin sells high-vis vests, but they do not sell footwear.

It is advice that exhibitors entering the venue on Saturday 21 May 2022 and Sunday 22 May 2022 also wear PPE for their own safety.

More information can be found on the **Safety Instructions Mandatory PPE** document which can be downloaded from **Section 4. Health & Safety and Security**.

ORGANISERS' RIGHT TO CHANGE STANDS AND FLOOR PLAN LAYOUT

In the interests of the exhibition as a whole, it may be necessary to remove or alter anything in - or forming part of - any stand. If we feel this action must be taken this would have to be at the expense of the exhibitor concerned.

The exhibition floor plan is subject to change at the discretion of the Organisers. Please contact the Organisers to obtain the latest version of the exhibition floor plan.

VENUE AND LOCAL AUTHORITY REGULATIONS

All work must be carried out in compliance with the regulations of the venue.

If an exhibitor causes to be erected a stand which does not conform fully and in all respects to the requirements of the Organiser, venue and Dubai Municipality, the Organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitor's expense and to make it conform to the regulations and requirements.



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DISABILITY DISCRIMINATION

Where exhibitors have a platform on a stand a reasonable adjustment is to incorporate a ramp into the platform on the stand. If this is not possible then a signed point should be created where disabled people can be served off the platform at ground level. Whatever the content of the stand is needs to be accessible to all. Please note the following when designing your stand:

- Ensure that your stand incorporates enough space for wheelchair access - 1.2 metres aisle width is deemed sufficient – though only 750mm for an internal door – suggesting that 750mm would be enough.
- The gradient of any ramp should be no greater than 1:12.
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people.