

EXPERIENCE
WORLD CLASS
INTERNATIONAL
CONVENTION
CENTRE



EXHIBITOR MANUAL

1 December 2017

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1 WELCOME TO ICC SYDNEY

Thank you for choosing Australia's premier convention, exhibition and entertainment venue for your event.

At International Convention Centre Sydney (ICC Sydney), our number one priority is the success of your event. Our experienced and passionate team is here to support you in delivering what success means for you. We will be there every step of the way to help deliver on your vision.

As part of your toolkit for success, these guidelines have been developed to provide you with the essential information you need to plan and deliver success in our exciting new venue. We know you will have more questions than cannot be answered by this document and understand not every challenge can be resolved in a manual. Therefore, we encourage you to contact your event planner on +61 (2) 9215 7100 at any stage through the planning and delivery process.

We look forward to collaborating with you to create and deliver your successful event.

Yours sincerely,
ICC Sydney Team

ICC Sydney reserves the right to amend the content of this document at its discretion, including in response to changes in Australian Standards or other requirements.

These Event Guidelines are for information purposes only and are not intended to be legally binding on any party. Please refer to ICC Sydney's Hiring Agreement for specific terms and conditions.

2 ABOUT ICC SYDNEY

ICC Sydney is Australia's premier convention, exhibition and entertainment precinct. The world class venue boasts a striking contemporary design, leading technology and flexible spaces to cater for the changing architecture of meetings.

ICC Sydney is capable of holding multiple large events simultaneously and can support any number of configurations and complex structural set-ups. It features 70 meeting spaces, including three tiered theatres, which range in size from 1,000 to 8,000 seats, Australia's largest ballroom, a 5,000sqm open air Event Deck and 35,000sqm of internal exhibition space.

At the heart of ICC Sydney is its team of innovative experts all committed to client success and placing an innovation lens over everything they do. The team's industry-first Feeding Your Performance culinary philosophy offers 'smart' menus comprising fresh, local and seasonal ingredients, expertly combined to boost energy and concentration levels, driving physical and mental performance.

Located in a prime waterfront location on Darling Harbour, the integrated precinct provides the ultimate in quality, choice and flexibility for the world's leaders and thinkers, to meet, collaborate and innovate, and emphasises Sydney as one of the world's greatest business events destinations.

Contact Details

Name: International Convention Centre Sydney

Postal Address: PO BOX Q965 QVB NSW 1230

Telephone: +61 (2) 9215 7100

Website: <http://www.iccsydney.com.au/>

Email: info@iccsydney.com

Globally respected entertainment venue specialists, AEG Ogden, operate the venue.

3 GETTING HERE

3.1 Location

In the heart of Sydney, ICC Sydney is located in the active precinct of Darling Harbour on Cockle Bay.

Vehicle drop off and pickup for ICC Sydney's Convention Centre and Exhibition Centre is available at the venue's main entrance, located within the loop road at Iron Wharf Place off Darling Drive and shared with Sofitel Sydney Darling Harbour. An additional drop off point is also available at Zollner Circuit alongside the ICC Sydney Theatre.

ICC Sydney features multiple public access points – which can be reached by foot, car, taxi, ferry, coach and light rail that will travel along Darling Drive in Darling Harbour.

If using your navigation device to get to the venue, GPS coordinates for key transport points at and around the venue are:

ICC Sydney Main Entrance – Iron Wharf Place	33°52'22.4"S 151°11'58.1"E
ICC Sydney Exhibition Centre car park entry	33°52'29.1"S 151°11'55.5"E
ICC Sydney Exhibition Centre loading dock entry	33°52'30.3"S 151°11'55.6"E
Moriarty Walk	33° 52.588'S 151° 12.009'E
ICC Sydney Theatre loading dock entry	33°52'36.4"S 151°11'59.3"E
ICC Sydney Theatre south side taxi rank – Zollner Circuit	33°52'38.8"S 151°12'01.6"E

3.2 Green transport and access options

3.2.1 Airport

Darling Harbour is located only 8km from Sydney Airport, with an average drive time of 25 minutes.

3.2.2 Bus

ICC Sydney has its own bus stop. Bus routes 389 and 501 stop at Harris Street near Allen Street – a 10-minute walk from ICC Sydney.

3.2.3 Ferry

Cruise into Darling Harbour on a ferry with direct services from Circular Quay, King Street Wharf or Pyrmont Bay Wharf. [Captain Cook Cruises](#) operates services between Darling Harbour Convention Wharf, Barangaroo King Street Wharf No.1 and Circular Quay.

3.2.4 Sydney Light Rail

The Light Rail travels right through a number of Darling Harbour stations including ICC Sydney's stops, Convention Centre and Exhibition Centre. The Light Rail starts at Central Station in the CBD and travels to Dulwich Hill in the inner west.

For more information, please visit <http://www.sydneylightrail.transport.nsw.gov.au/projects/sydney-light-rail>.

3.2.5 Taxi

The best taxi drop off and pick up locations for events hosted at the ICC Sydney Convention Centre and Exhibition Centre is the new Iron Wharf Place next to Harbourside Shopping Centre. Zollner Circuit, on the southern end of ICC Sydney Theatre, is best for visitors attending events at the ICC Sydney Theatre, Event Deck and Halls 3, 4, 7 and 6. Both accessed via Darling Drive.

3.2.6 Train

A 10-minute walk from Central or Town Hall stations will take you directly to ICC Sydney as well as Darling Quarter, Tumbalong Park and Sydney Visitor Centre.

3.2.7 Water taxi

A water taxi is a great option for getting to and from Darling Harbour. Water taxis depart from The Rocks, Circular Quay, Opera House and Luna Park.

3.2.8 Walking

Sydney is a walkable city – routes to the venue include from Central Station via The Goods Line.

3.2.9 Opal card

Opal makes getting around on public transport easy. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. The Opal network includes train, bus, ferry and light rail services in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands.

Please see [Opal services](#).

3.3 Parking

ICC Sydney operates two 24 hour car parking stations with a total of 826 parking spaces including 11 disabled parking bays, 25 motorcycle parking spaces, 50 bicycle racks and 20 electric car charge spaces.

3.4 Access map



4 ESSENTIAL INFORMATION

4.1 ABN and business structure

4.1.1 ABN

An Australian Business Number (ABN) is a unique 11-digit number allocated and recorded by the Australian Business Register (ABR), which identifies a business in its dealings with the government and the community.

The ABN of ICC Sydney is 66 154 180 748.

4.1.2 Business structure

Legal Entity Name: ICC Sydney Pty Ltd.

Entity Type: Australia Proprietary Company, Limited by Shares.

Relationships: A NSW Government project, ICC Sydney was delivered in partnership with Darling Harbour Live (DHL), comprising Lendlease, Hostplus, First State Super, Capella Capital, AEG Ogden and ICC Sydney Pty Ltd., an AEG Ogden company.

4.2 Access

4.2.1 ICC Sydney access

ICC Sydney's employees and representatives have, at all times, unrestricted access to all parts of the venue, including the event facilities, for purposes including (but not limited to) safety, security, maintenance, cleaning, food and beverage and audio visual services.

Variations to the hiring period hours may be granted at the discretion of ICC Sydney, subject to room or hall availability. Additional room hire may apply.

4.2.2 Convention Centre

For conventions and live entertainment events, the hiring periods are from 07:00 until 23:59 daily, 07:00 to 17:30 or 18:00 to 23:59.

4.2.3 Exhibition Centre

For exhibitions, the hiring period starts at 07:00 on the first day of the move in and concludes at 23:59 on the last day of the move out, unless specified otherwise in the Hiring Agreement.

4.3 Accessibility

ICC Sydney is committed to providing a venue that is inclusive and equitable, where all feel welcome and have an enjoyable and comfortable experience.

ICC Sydney complies with regulations and laws governing accessibility and the rights of persons with specific needs. Some of the venue's accessibility features include:

- accessible car parking spaces
- accessible pedestrian linkages to light rail and taxis

- accessible ramps
- centrally-located changing places toilets
- clear and intuitive circulation to key areas
- designated drop off points
- equitable and step-free access to every entertainment and conference venue
- first aid rooms in the exhibition halls and the theatre
- fully equipped first aid centre in the convention centre
- induction loop hearing augmentation system in the grand ballroom and foyer
- induction loop system in all reception desks, ticket offices, cloak rooms, merchandise and concession outlets
- infra-red emitted hearing augmentation systems in all meeting rooms and theatres except the grand ballroom
- guide dogs and other registered assistance animals are welcome in all areas
- lift access from car parks
- lowered counters at key retail and service points
- parent rooms in the convention centre, exhibition halls and the theatre
- spacious passenger lifts for patrons
- wheelchair-accessible baby-change facilities
- wheelchair and ambulant-accessible sanitary facilities for patrons throughout venue
- wheelchair seating with adjacent carer seat in all theatre venues.

Please contact your dedicated ICC Sydney event planner for any other requirements.

4.4 Accommodation

ICC Sydney is surrounded by more than 5,000 hotel rooms and serviced apartments offering the full spectrum of star ratings, all within a 10-minute walk.

The Sofitel Sydney Darling Harbour offers 590 luxurious rooms, including 35 lavish suites. Adjoining the ICC Sydney, the hotel officially opened on 6 October 2017.

4.5 Account cards

Prepaid account cards for food and beverage purchases at all ICC Sydney cafés and bars are available to event organisers and exhibitors

Please see the [Stand Catering and Kiosk Account Order Form](#).

4.6 Additional orders

Additional goods or services needed while an event is operational require prior ICC Sydney approval and payment before delivery. For assistance, please consult your dedicated ICC Sydney Event Services floor manager.

4.7 Aisle space

For the safety of all, exhibition aisles are to be maintained at a minimum width of three metres. Please ensure that exhibitor displays do not obstruct aisle space in any manner or hinder access to emergency exits, fire hoses, fire extinguisher cabinets, building control access doors or panels. Encroachment into public aisles from a stand or booth is not permitted.

Objects restricting access to aisles will be removed at the exhibition organiser's expense, without liability for loss or damage to ICC Sydney.

4.8 Alcohol

Please see [Food and Beverage – Alcohol](#).

4.9 Amusement rides and devices

Use of amusement rides and devices as part of a stand or booth display requires permission from ICC Sydney.

Please complete and return the [Amusement Rides and Devices Permit Form](#).

4.10 Animals

It is important to secure ICC Sydney's permission if animals are part of a scheduled event, to ensure their welfare and the safety of all. If this permission is obtained, please ensure the care, control and restraint of the animals while at the venue.

A minimum three-metre distance from animals is required at all times in all food and beverage service areas, along with provision of hand sanitation facilities.

ICC Sydney welcomes assistance animals such as guide dogs, as defined in the *Companion Animals Act 1998 (NSW)*.

Please see the [Animals Permit Form](#) for more information.

4.11 ATMs

ATMs are conveniently located at the ICC Sydney:

- Convention Centre – beside the main café on ground level
- Exhibition Centre – southern end of level two concourse
- ICC Sydney Theatre – adjacent to Customer Service Desk on level two.

If additional ATMs are required within the event space, please contact your dedicated ICC Sydney event planner.

ATMs can also be found at the adjacent [Harbourside Shopping Centre](#) and [Darling Quarter](#).

4.12 Audio visual (AV)

ICC Sydney has an experienced and professional AV Services department, which provides a range of exclusive services and support services, depending on the venue and event type. Rigging services are managed by ICC Sydney's AV department.

All AV, staging and rigging requirements must be provided to your dedicated ICC Sydney AV project manager no less than 21 days from the start of your event tenancy.

4.12.1 Convention Centre AV

All AV, staging, and rigging services including banner hanging within the Convention Centre are exclusive and provided by ICC Sydney. Charges will apply for any equipment or labour ordered over and above that which is provided within the room rental. A cost estimate will be provided by your ICC Sydney AV project manager to the event organiser prior to the event.

If specialised equipment is required to deliver your event, and ICC Sydney cannot provide the same or similar, please discuss this with your AV project manager.

4.12.2 Exhibition Centre AV

Exhibition Centre meeting rooms and foyers

All audio visual, staging and rigging services including banner hanging within the meeting rooms and foyers in the Exhibition Centre is exclusive and will be provided by ICC Sydney's AV department. Charges will apply for any equipment or labour ordered over and above that which is provided within the room rental. A cost estimate will be provided by the ICC Sydney AV project manager to the event organiser prior to the event.

Rigging in exhibition halls

All primary (top point) rigging including banner points within the exhibition halls are exclusive and are coordinated and installed by ICC Sydney.

Secondary rigging points (attached to primary) can be arranged by ICC Sydney or authorised rigging providers and contracted directly by the organiser or client.

Exhibitor AV

ICC Sydney can quote and deliver a variety of mobile AV and staging equipment to exhibitors and event organisers. Accredited providers can be contracted directly by the organiser or client.

4.13 Baby change facilities

Baby change facilities are located throughout ICC Sydney.

Dedicated parents' rooms can be found in the following locations:

- Convention Centre – on the ground level and level two
- Exhibition Centre – on level two
- ICC Sydney Theatre – on level two.

Each parents' room has a feeding area, change table and a food preparation area.

4.14 Balloons

Helium balloons can be used as fixed features of an exhibit, event display or as table decoration. Due to the complexity and cost of retrieving balloons trapped in overhead spaces, removal charges may apply.

4.15 Banking facilities

The following major banks are located near the venue:

- Commonwealth Bank of Australia
Shop C4 Darling Walk, 1 Harbour Street
Sydney NSW 2000
Phone: 02 9120 4910
- St George Bank
Corner George Street and Ultimo Road
Haymarket NSW 2000
Phone: 13 33 30
- Westpac
671-675 George Street
Sydney NSW 2000
Phone: 02 8217 0300

Foreign currency can be exchanged at any bank branch. Foreign exchange services are also available at the [Harbourside Shopping Centre](#).

4.16 Boat displays

To ensure a safe environment for all, it is important to comply with Australian Legislation:

- Install covers or protectors for trailer tow bar couplings.
- Install head strike protection on bow rollers and anchors.
- Position boats entirely within the hired space.
- Carefully position propellers, with protective barriers, plants and the like where appropriate.
- Ensure trailers are fully supported and stable with brakes on or wheels chocked.
- Protect carpeted and concrete areas.
- Raised platforms, guard rails, and handrails and steps to access boat displays must be as per the requirements set out in the National Construction Code 2016 (NCC). Stair edges must be highlighted to allow clear visibility.
- Where applicable all “removable” fuel tanks must be removed.
- Boats with fitted tanks carry a maximum of five litres of fuel (not including fuel that may be present in the fuel line and engine); fuel tanks are locked and sealed with a fuel cap to prevent removal by third parties.
- All LPG bottles are removed.
- Specific rules apply to boats fuelled by ethanol, methanol or nitro methane. These boats must have a completely empty (purged) fuel tank.

4.17 Broadcasting and telecasting

Please obtain prior written approval from ICC Sydney for any filming, streaming, video and audio taping of all or any portion of an event – for commercial purposes.

4.18 Canvassing, solicitation and distribution

ICC Sydney requires prior written consent for the solicitation and canvassing of business within the venue. All approved solicitation and canvassing can only take place within the contracted space. Distribution of pamphlets, brochures, catalogues and leaflets on vehicles parked within ICC Sydney’s car park and any common areas is not permissible. Please note, it is an offence under the Protection of the Environment Operations Act 1997 (NSW) to distribute advertising materials in any way, other than as described in the Act.

Please see the [Canvassing, Solicitation and Distribution Permit Form](#).

4.19 Car park

ICC Sydney has two car parks, providing patrons with access to a total of 826 parking bays, 365 days a year, 24 hours each day. The car park office is located in the Exhibition Centre (P1) car park.

The entrances to the car parks can be easily found by heading south along Darling Drive. Signage will assist and indicate how many bays are available or if the car park is full.

For convenience, one car park is located beneath the Exhibition Centre (referred to as P1) and the second is located next to the main theatre (referred to as P2). Both car parks have a height restriction of 2.1 metres, controlled by auto pay machines and provide convenient lift access to the venue.

The Exhibition Centre car park provides the following additional facilities:

- eight accessible parking bays
- 10 electric car chargers servicing 20 parking bays
- 25 motorcycle parking bays
- 50 bicycle racks.

4.19.1 Car park Height: 2.1m

4.19.2 Address: 14 Darling Drive, Sydney, NSW 2000

4.19.3 Operating hours: Monday to Sunday – 24 hours

4.19.4 Parking rates:

0 - 1 hour	\$18.00
1 - 2 hours	\$30.00
2 - 3 hours	\$38.00
3 - 4 hours	\$44.00
4+ hours	\$49.00
Lost ticket	\$49.00

Per entry per day

Night rate	\$28.00
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Entry after 5pm and exit before 4.00am

*Rates are subject to change without notice.

*Trailers are not allowed in the car park.

4.20 Care of the building

ICC Sydney provides world class facilities for the enjoyment of its patrons. These facilities are to be treated with due care at all times to maintain their condition.

Permission is required for all attachments, fittings or detachments to the interior or exterior walls, floors, ceiling, or columns of the building. This includes any equipment or device that could be affixed to, or suspended from any structure of the building, and attachments that could damage any surface or structure in the building.

Even with the best intentions accidents can still happen. Replacement and/or repair costs resulting from damage to any of ICC Sydney's facilities caused by the client, it's representatives (such as staff, contractors, sub-contractors, service providers and agents) or exhibitors, will be assessed and may be chargeable.

4.21 Carpet

Care must be taken when in permanently carpeted areas to avoid causing damage. ICC Sydney does not permit activities that generate dust (such as sawing or sanding), major construction or painting within the permanently carpeted areas of the venue. Please discuss any such needs with your dedicated ICC Sydney event planner who will endeavour to provide an alternative.

4.22 Ceiling heights

Please see the [Capacity Summary](#) Fact Sheet.

4.23 Ceiling Heights – Exhibitor booths

It is recommended that exhibition booths considering a covered ceiling use materials that are water permeable. If design or stored stands require a non-water permeable ceiling please submit your plans for review together with the appropriate certificates (see [Custom Stand Plans Permit Form](#) for more details).

Please note that each non-water permeable ceiling will be considered on a case by case basis. Stands with non-water permeable ceilings as a minimum must be fitted with an automatic battery backup smoke detector and CO2 or dry powder fire extinguisher. ICC Sydney reserves the right to request automatic dry powder extinguishers in addition to aforementioned for any stand it deems necessary. Note all two storey stands are deemed to have a ceiling.

For all enclosed areas, with or without a non-water permeable ceiling, which are intended for the storage of goods or for the installation of electrical services (i.e. distribution box etc.), a portable dry powder or CO2 type fire extinguisher is required within the enclosed area. The fire extinguisher must have an indicator sign and remain accessible at all times.

Based on the above, if an electrical/storage closet has a non-water permeable ceiling but is less than 9m², a portable powder type or Co2 fire extinguisher is required.

4.24 Children on site

The safety of all visitors to the venue is ICC Sydney's primary concern. During move in and move out periods, children under the age of 15 years are not permitted in the venue or the loading docks. At all other times children under the age of 15 years must be supervised by an adult in all areas within the venue.

4.25 Cleaning

At commencement of tenancy, ICC Sydney provides a clean space.

During the course of an event, venue staff clean and maintain the contracted spaces and common areas (such as aisles, foyers, toilets, cafés, offices and lounges) as part of the daily room hire.

A range of pre and post-event cleaning services are available for an additional cost in the following instances:

- Pre-clean – during or after exhibitors/contractors/clients move in and prior to opening.
- Post-clean – during and after exhibitors/contractors/clients move out. Additional charges apply when items such as glitter bombs, paint, sand, straw, confetti, popcorn are used.
- Waste Removal – charged on a per skip basis. This includes the use of bulk bins and the subsequent disposal and recycling of waste. Waste removal requires pre-booking.
- Detail Stand cleaning – detail cleaning can be provided to exhibitors upon request. Exhibitors requiring this service will be charged directly.

For a quotation for pre and post cleaning services, please see your dedicated ICC Sydney event planner.

For exhibitors, please complete and return the [Cleaning Services Order Form](#).

4.26 Cleaning – waste management

ICC Sydney is committed to best practices in resource recovery and recycling. ICC Sydney will provide facilities to enable segregation of waste materials generated during event move in, operational and move out (such as mixed recyclables, cardboard and paper, food organics, glass, plastic wrap and untreated timber). Please assist ICC Sydney by using the waste facilities provided.

The cost of the appropriate disposal of any regulated waste including any toxic or bio-hazardous materials – during event move in, operation, and move out is the client's responsibility.

Please note that discarding toxic chemicals or waste through the venue's drainage system or in general waste, is strictly prohibited and will incur significant remedial costs. Hazardous waste must be removed safely and securely and must not remain on the premises after move out.

For further information regarding waste management, please consult your dedicated ICC Sydney event planner.

4.27 Client survey

Clients, exhibitors, visitors and delegates to an event may be requested to provide feedback post-event to help ICC Sydney continually improve its services.

4.28 Compressed air

Compressed air reticulation infrastructure is available in the upper and lower exhibition halls. The system consists of:

- Reticulation system is sized for approximately 12,500 L/Min per Hall.
- 80-diameter compressed air ring main reticulated in trenches within lower halls 1-4 and upper halls 5-7.

- 50mm diameter compressed air pipework reticulated through trenches within halls 2, 3 & 6 running from foyer to loading dock.
- 80mm isolation valves in ring main to enable each hall to be independently supplied with compressed air if required.
- 80mm Ball Valve Female Thread available at ends for mobile air compressors.
- ICC Sydney do not have dedicated compressors onsite to feed air to the system. Compressors will need to be hired and bumped in for your event. In this instance, please advise your event planner of the compressor specifications and proposed location. All diesel compressors will need to be housed in an uncovered area of the loading docks.
- For events, which do not have an appointed contractor for compressor connections, quotations can be arranged through your dedicated ICC Sydney event planner.

If the event requires compressed air connections, please contact your dedicated ICC Sydney event planner to discuss options.

Please see the [Utilities \(Water, Drainage & Compressed Air Services\) Order Form](#).

4.29 Confetti and glitter

The use of confetti and glitter is discouraged, however, under certain circumstances this may be authorised. Cleaning costs will apply.

4.30 Contractors

4.30.1 Contractor induction

Workplace health and safety (WHS) is important to ICC Sydney, but in order to be effective it must be everyone's concern. All organisers, contractors, sub-contractors, exhibitors and associated staff need to complete an induction prior to the event move in. This includes familiarisation of the venue's emergency procedures. Every contractor's induction status requires ICC Sydney confirmation prior to starting work.

4.30.2 Contractor dress code

The dress code for contractors is to be adhered to at all times when in the venue. It is a requirement that all event contractors must be dressed in a neat and tidy manner at all times whilst working in the venue. Information about the contractor dress code is provided in the ICC Sydney induction.

4.30.3 Clothing

A basic expectation is for clothing to be clean, of the correct size and in good condition. Make sure all shirts, jackets, vests, jumpers etc. have a clearly identifiable company name or logo.

High visibility items are to comply with Australian Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests are to be worn over a polo shirt, t-shirt or long sleeved garment. Offensive slogans or images are not permissible.

4.30.4 Footwear

Please ensure that footwear is fully enclosed, clean, worn with socks if suitable and in good repair. Specific tasks and Safe Work Method Statements (SWMS) guidelines require regulation footwear e.g. steel capped. High heels, open toed shoes or thongs are not permitted to be worn during move in or move out of an event.

4.30.5 Hair

Some tasks and specific Safe Work Method Statements (SWMS) require compliance with hair guidelines, so it is beneficial to be aware of these. Hair must be neat and tidy hair, and tied back if required.

4.30.6 Conduct

Contractors must adhere to the following standards of conduct at all times while at the venue:

- comply with all applicable legal requirements
- comply with Safe Work Method Statements (SWMS)
- adhere to all directions from ICC Sydney staff
- behave in a courteous and respectful manner
- avoid offensive language
- harassment and intimidating behavior are not permitted
- the venue is a no-smoking zone.

4.30.7 Contractor performance evaluation

ICC Sydney has established a Contractor Performance Evaluation (CPE) process. This aims to ensure that contractors maintain the appropriate standards while working at ICC Sydney.

CPE criteria include:

- quality system compliance
- WHS and environmental compliance
- incidents (including dangerous occurrences) and near misses
- feedback from exhibitors, clients or ICC Sydney staff.

4.31 Credit cards

ICC Sydney accepts VISA, MasterCard, American Express and UnionPay for on-site service orders and payment for events. A processing fee applies to all credit card transactions, excluding food and beverage retail outlets and car park.

4.32 Customer service desks

ICC Sydney Customer Service Desks are located at the ground level of the Convention Centre and level two of both the ICC Sydney Theatre and the Exhibition Centre. Customer service staff assist delegates and visitors with information on in-house events and services, local attractions, dining experiences, arts and cultural attractions, shopping and transportation.

Operating hours are based on event activity.

4.33 Damages

The client is responsible for any proven damage to ICC Sydney property caused by its employees, contractors, sub-contractors, service providers, agents and exhibitors. Cost of repair and replacement will be evaluated before submitting the charges.

4.34 Dangerous activities

To ensure a safe environment for all, ICC Sydney's permission is required to carry out any potentially dangerous activities such as operating machinery on stands at the venue.

Please provide full details of any potentially dangerous activities, including a risk assessment to your dedicated Event Planner. These activities must comply with safety and emergency regulations.

4.35 Deliveries

Please advise your dedicated ICC Sydney event planner of all deliveries, shipments, contractors and vendors who require access to the venue. It is important to book sufficient move in and move out time. Deliveries and freight shipments are only permitted at commencement of tenancy

To assist with courier deliveries, please use [ICC Sydney Exhibitor Delivery Label](#). Correct labelling is important to prevent delays and returns.

ICC Sydney is not able to accept delivery of any goods on behalf of clients or exhibitors, nor is the venue responsible for the safety of items delivered to the venue. Please ensure that your representative or service contractor is present.

To assist with the scheduling of all deliveries, please use the ICC Sydney Loading Dock Management System. Please contact your ICC Sydney event planner to ensure access to the system for your event.

Refer to the [Loading Dock Access Map](#) for delivery points.

4.36 Dietary requirements

Please see [Food and beverage – Dietary Requirements](#).

4.37 Distribution of brochures

Distribution of printed media and advertising materials is restricted to the confines of the exhibitor stand.

Please see [Canvassing, Solicitation and Distribution Permit Form](#).

4.38 Door heights and operable wall measurements

Please see the [Venue Specifications and Capacities](#).

4.39 Drapery

Please see [Materials](#).

4.40 Drones (unmanned aerial vehicles)

The use of drones requires prior written permission from ICC Sydney.

ICC Sydney requires companies that use an Unmanned Aerial Vehicle (UAV) to have an operator certificate issued by the Civil Aviation Safety (CASA), and for the UAV operator to have a controller's certificate.

Please refer with your dedicated ICC Sydney event planner for further information.

Please see [Remote Operated Plant Permit Form](#).

4.41 Drugs and alcohol

Possession, distribution and/or use of any illegal drug or alcohol by contractors, workers, or staff undertaking work within the venue is strictly prohibited, against the law, and will be dealt with promptly.

PCBUs working at ICC Sydney must ensure that their staff or workers are not under the influence of drugs or alcohol at any time.

Some prescribed or over-the-counter medications may cause drowsiness and affect the ability to work safely. Advice on any side effects should be sought from the prescribing doctor or pharmacist prior to undertaking any task at ICC Sydney.

Those considered to be under the influence of drugs, alcohol or other substances that, in the opinion of ICC Sydney, constitute a danger to themselves or others will be required to leave the venue.

4.42 Electrical connections

An electrical licence is required before any wiring or fitting work can be undertaken throughout ICC Sydney's home state of New South Wales (NSW), regardless of the cost of the work and whether the work is residential, commercial or industrial.

Electrical wiring means the actual physical work of installing, repairing, altering, removing or adding to an electrical installation, or the supervision of that work. For licensing purposes, it is defined in the *Home Building Act 1989*, with the same meaning as in the *Electricity (Consumer Safety) Act 2004*.

ICC Sydney carries out all power connections to the venue's main distribution system. No live work is permissible.

Access to floor pits and trenches for the installation of sub-mains cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised exhibition contractor. All pits, pit lids, bungs, and trenches must be returned to their original orientation at the completion of the event.

Power quotations can be arranged through your dedicated ICC Sydney event planner.

4.43 Electrical consumption

Charges apply for all electricity consumed during exhibitions and live entertainment events hosted throughout the ICC Sydney.

4.44 Electrical equipment – testing and tagging

Prior to use, all electrical equipment must be tested and tagged in accordance with the *NSW Work Health and Safety Regulations 2011, Codes of Practice and Australian Standards*.

For events where no electrical contractor has been appointed, ICC Sydney may disapprove the untagged equipment or conduct the inspection on the client's behalf. Charges will apply.

Avoiding the following is critical to safety:

- use of damaged electrical leads or untagged/out of date, tools or equipment

- use of electrical leads, tools and equipment in damp or wet conditions unless they are specially designed for use in those conditions
- placement of electrical leads where they may be damaged (e.g. on vehicle access ways, over sharp edges etc.)
- overloading electrical circuits
- use of modified tools or equipment
- use of double adaptors.

4.45 Emergency and evacuation procedures

ICC Sydney has an Emergency Response Plan in the event of medical, weather, fire and smoke and other exigencies. It is updated regularly and drills are conducted annually. A trained Emergency Response Team will lead the implementation of all procedures. Event organisers are briefed on emergency procedures pre-event.

To report an emergency or incident, call +61 2 9215 7660.

In the event of an emergency, one of two alarms may sound:

- Alert alarm – “Beep! Beep! Beep!”

This is a warning alarm to notify everyone of a possible emergency. If it sounds, please stand by for further instructions.

- Evacuation alarm – “Whoop! Whoop!”

This alarm means all occupants must evacuate. When it sounds, wardens will direct everyone to leave via the nearest exits quickly but calmly, and assemble at the nearest evacuation point where they are to remain until ICC Sydney staff advise that it is safe to return.

Please see the [Evacuation Map](#).

4.46 Environmental obligations

ICC Sydney is committed to minimising adverse environmental impact. Please pay careful attention to activities that may cause harm to the environment, or cause pollution of the venue or its surroundings, including light, noise, waste and water aspects.

The venue has no provision for the disposal of toxic hazardous liquid substances such as paints, solvents, oils etc. Please contact your dedicated ICC Sydney event planner for further information.

Please see [Cleaning – Waste \(hazardous substances\)](#).

4.47 Escalators and lifts

Only items that can be hand-carried are permitted in guest lifts and escalators. Goods lifts are available for transporting large freight, equipment or trolleys.

ICC Sydney may redirect escalator flow and program the passenger lifts to accommodate event needs. Lift access can be controlled remotely by ICC Sydney security, and access cards can be programmed to suit event requirements.

Please see the [Lift Schedule](#).

4.48 Exhibitor accounts

ICC Sydney requests full payment of accounts for operational services such as but not limited to food and beverages, telecommunications, and cleaning before services can commence.

Payments in the form of bank transfer or credit card are acceptable and can be made with your dedicated ICC Sydney event planner or at the Exhibitor Services Desk.

4.49 Exhibitor services

Exhibitors may order services including food and beverage, internet and telecommunications, water and waste facilities, banner hanging and rigging, stand cleaning and audio visual in advance of their event with our dedicated Exhibitor Services team. Exhibitors are able to order these services in advance of your event with our team at exhibitionservices@iccsydney.com or 02 9215 7474.

Order forms can be accessed via the [exhibitors' page](#) on the venue's website,

To assist with any last minute orders, the purchase of kiosk cards, general enquiries and printing services, the Exhibitor Service Desk is situated at the southern end of level two of the Exhibition Centre. It is operated by ICC Sydney staff and is open during the move in, operational and move out stages of exhibitions in halls one to seven.

4.50 Fire and safety regulations

All clients are issued with [ICC Sydney Safety Guidelines](#) as part of event pre-planning. A mandatory emergency response briefing is held prior to every event.

Fire extinguishers, manual fire pull stations, fire hose connections and automated external defibrillators (AED's) may not be obstructed at any time. Similarly stairs, escape paths and emergency exits should remain clear.

4.51 First aid

A fully equipped first aid centre is located at the ground level of the convention centre. Additional first aid rooms are located on level two of the exhibition centre, ground floor back of house of the Theatre and level two of the Theatre. These rooms are manned during event operational hours.

ICC Sydney security and risk personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. In the event of a medical emergency, the venue's first aid attendants will be on hand to implement procedures and contact external agencies as required.

Event-dedicated paramedics can be arranged as required. Please refer to the venue's event planner.

The venue's security and risk officers are required to complete an ICC Sydney incident report for each person treated. This includes those treated by the event-dedicated paramedics.

The first aid provider should notify security as soon as possible if a person requires medical treatment.

4.52 Floor fixing

Floor bolts or other methods of fixing to the fabric of the venue are strictly prohibited.

4.53 Floor loading

When moving and positioning heavy items within the venue, it is important to consider the floor loading of the area and the path available to that area.

The Exhibition Centre halls and the Event Deck slab (open-air area) have a floor loading capacity of 20kpa (2000kg/sqm). Positioning of any heavy items on the covered section of the Event Deck is prohibited.

For all other areas of ICC Sydney, including the Gallery, the floor loading capacity is 5kpa (500kg/sqm).

Factors to be considered by any person working in any area of ICC Sydney include:

- weight of the item
- dimensions of the item
- how it will be transported within the Centre
- weight of any handling device (e.g. forklift)
- availability of Hall 7 for access to the Event Deck.

If unsure about floor loading capacity for the intended use, make sure to consult ICC Sydney in advance of the event or activity.

Please see the [Venue Specifications and Capacities](#).

4.54 Floor markings

To protect floor surfaces, please ensure that any adhesive tape used on exhibition hall floors is removed without causing damage. Costs will be incurred in the event of damage or if additional cleaning is required to remove floor markings.

4.55 Raised floor, steps and ramps

Stand construction and access must be constructed as per the requirements outlined in the National Construction Code 2016 (NCC). The following is a summary of additional requirements, which must be met by designers and builders to ensure adequate access, mobility and to reduce the likelihood of slip and trip incidents:

- All raised floor sections or ramped edges are to be free of sharp or dangerous edges and anything that poses a trip hazard.
- Edges of thin decorative flooring such as carpet, vinyl, matting, wood or the like, are to be taped down or firmly secured.
- Flooring such as bark, pebbles, soil, railway sleepers and other loose materials are to be steady under foot and not cause a trip hazard. Regulations apply to the installation and removal of these materials from the venue floor. For more details, please consult the ICC Sydney event planner.

4.56 Raised floors under 115mm in height

- Ensure all raised floors with a height of less than 115mm have a clearly distinguishable ramped edge.

- To prevent trip hazards on standard 32mm high raised floors, ramped edging with a gradient no less than 1:3 is generally acceptable in the exhibition industry; however, please note that a 1:3 ramped edge does not constitute a disabled access ramp, For raised floors above 32mm and below 115mm it is recommended that the gradient of the ramped edging be decreased to 1:8.
- All ramped edges are contained within the contracted space.

4.57 Food and beverage

Food and beverage service that is world class in all aspects is the focus of ICC Sydney. From on stand catering solutions, backstage and crew catering, on site eateries and bars, to hosting high profile VIP gatherings, ICC Sydney recognises the importance of outstanding cuisine and service in defining the exhibitor and attendee experience.

4.57.1 Alcohol

ICC Sydney is a fully licensed venue and reserves the right to supply alcoholic beverages for any event. All alcoholic beverages must be purchased from ICC Sydney and consumed within the venue.

If the sale of take-away alcohol is a feature of a consumer show, the venue will consider to apply to the Office of Liquor and Gaming to vary its liquor licenced areas to allow a Trade Fair Licence to be applied. Please consult with ICC Sydney prior to signing the [Hiring Agreement](#).

4.57.2 Cooking of food on stand/booth

ICC Sydney's permission is required to cook food on a stand or booth or as part of a demonstration. Please complete and return the [Cooking Permit Form](#).

4.57.3 Dietary requirements

ICC Sydney works closely with clients in customising menus to meet ethnic, cultural or religious sanctions or to accommodate medical conditions or food sensitivities.

The venue requests clients to submit full details of dietary requirements at least 10 business days before the event.

4.57.4 Food safety

When food preparation and food sampling occurs, appropriate food handling and hygiene standards are to be applied. Details of the ingredients in food samples are to be available including the presence of allergens.

4.57.5 Retail cafés and food and beverage outlets

Cafés and food and beverage outlets inside the venue can be found at the following locations:

- ICC Sydney Convention Centre – at ground level and level two.
- ICC Sydney Exhibition Centre – within each exhibition hall.
- ICC Sydney Theatre – at levels two, three, four and six.

During exhibitions, ICC Sydney will determine the number of cafés and operating times in consultation with the event organiser.

Pre-paid accounts can be set-up by completing the [Stand Catering and Kiosk Account Order Form](#).

4.57.6 Sales or sampling of externally supplied food and beverage

City of Sydney safety regulations for distribution of food and beverage products apply to all events held at the venue. Organisers are requested to register their event with the NSW Food Authority, which can be done via their [website](#).

ICC Sydney understands that sampling a wide range of cuisines enhances the appeal of food and lifestyle shows. The preparation, sale or sampling of food or beverages is permitted at the venue if they are directly related to the exhibitor's core business and are served as bite-size pieces or 50 gm portions. Details of the ingredients in food and beverage samples are to be available including the presence of any allergens.

Coffee machines brought to the venue and providing full-sized samples will be charged an external supply fee per day.

As the liquor licence holder, ICC Sydney is the sole provider and seller of alcohol at the venue. Sample beverage portions are limited to:

- non-alcoholic beverage – 100ml or less
- liquor spirit – 20ml or less
- wine and beer – 50ml or less.

Those serving alcohol samples are required to hold a current NSW competency card, a copy of which must be supplied to the event organiser and ICC Sydney prior to tenancy. Original copies of the mandatory Liquor & Gaming NSW signage is to be clearly displayed on each stand serving alcohol.

Please refer to [Food and Beverage Sampling Permit Form](#).

4.57.7 Stand catering

ICC Sydney provides a wide variety of food and beverage services, from refreshment breaks to on-stand catering. All catering must be organised through the ICC Sydney.

Exhibitors must ensure that all equipment required for stand entertainment is held within their stand space. Equipment for catering functions must, where possible, be within the stand space. If this is not feasible, items must be positioned at the edge of the stand space and not create a flow or safety issue. Crowds resulting from such activities must not block the aisles at any time.

To arrange food and beverage hospitality services, please complete and return the [Stand Catering and Kiosk Account Order Form](#).

4.58 Foreign labour

Any foreign staff working on the event should:

- have current and applicable visas and insurances
- understand and adopt safe work practices.

Any non-Australian workers (including event organisers and contractors) involved in the construction of stands or the on-site operation of an event must have a worker's compensation insurance policy. The policy must meet the statutory requirements of the Workers Compensation Act (NSW) 1987.

Please note that insurance taken outside of Australia may not be valid within Australia.

4.59 Forklift use

The use of forklift trucks and heavy mechanical lifting equipment is restricted to the exhibition organiser's official general contractor and their agents. No other company will be permitted to bring a forklift or mechanical lifting equipment to site.

4.59.1 Forklift operators

Only ICC Sydney approved licenced and experienced forklift drivers may operate forklifts at the venue. Forklifts and pallet jacks are not allowed on carpeted areas of the ICC Sydney such as the ballroom and foyers.

ICC Sydney approved forklift drivers include the appointed main event contractor, the appointed freight forwarder for an exhibition and ICC Sydney staff. Additional third party are subject to approval.

Forklift drivers must be licensed, wear seatbelts at all times and drive safely. The maximum speed limit for forklifts is 5km/h. To comply with noise restrictions, forklifts operating between 11pm to 7am are to be fitted with a Broadband pulse acoustic signal – sometimes referred to as a quacker or woosher – with a range of frequencies.

Each forklift shall have a trained/competent spotter wearing a safety vest to guide and escort the forklift in exhibition halls and dock areas at all times.

4.59.2 Forklift and damage

Any damage caused by forklifts or their loads are to be reported immediately to the ICC Sydney Event Services floor manager.

4.60 Freight delivery

ICC Sydney does not have venue storage and is therefore unable to accept freight shipments before scheduled move in times. Freight consignment and off-site storage arrangements before, during, and after the hiring period are the responsibilities of the event organiser.

4.61 Goods lifts

The goods lifts can be accessed from the loading dock of ICC Sydney's convention centre and must be operated by venue staff or approved contractors.

When using the lifts, maximum loading capacities must be observed. Safeguarding of lifts and loads is required to prevent damage to lift doors, walls and the control panel.

Please see the [Lift Schedule](#).

4.62 Hanging objects

Please see [Rigging](#).

4.63 High visibility and safety clothing

High visibility items are to comply with Australian Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests should be worn over a polo shirt, t-shirt or long sleeved garment. Offensive slogans or images on clothing are not permissible.

Footwear is fully enclosed, clean, worn with socks if suitable and in good repair. Specific tasks and Safe Work Method Statements (SWMS) guidelines require regulation footwear e.g. steel capped.

4.64 Information technology

ICC Sydney is the exclusive provider of information technology services in all exhibition halls, meeting spaces, service and public areas.

The ICC Sydney ICT Services team facilitates everything required to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in the venue.

4.65 Internet and network solutions

Wireless connectivity is readily available throughout the venue. Visitors have access to free public Wi-Fi, for basic browsing, email and social media.

Premium service and event specific network services for clients and exhibitors can be requested by completing the [Internet Services Order Form](#). Custom solutions can be tailored to suit the event needs by working with our event ICT services team. Exhibitors can pre-order connectivity online via the [Exhibitor Service Centre](#).

The venue does not allow the use of wireless access points other than the venue fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found to be causing interference.

4.66 Lasers

Laser light equipment or medical lasers for display purposes may only be used in compliance with the Australian Standard AS 2211 Laser Safety.

Please see the [Laser Permit form](#).

4.67 Lifts

The lift schedule provides a detailed list of the lifts at ICC Sydney including dimensions and capacities, please see the [Lift Schedule](#).

4.68 Liquor licence

As the liquor licence holder, ICC Sydney retains the exclusive right for the sale and service of all alcoholic beverages, in compliance with the state regulations, licence conditions and Liquor Plan of Management and ICC Sydney's House Policy.

Please see [Food and Beverage – Alcohol](#).

4.69 Loading dock

ICC Sydney's dock facilities have been designed in accordance with Australian Standard AS 2890.2, with all loading/unloading facilities able to operate simultaneously. Each building has its own vehicle and public access points. ICC Sydney loading docks are accessible via Darling Drive and controlled by a manned checkpoint.

4.69.1 Loading dock management

ICC Sydney manages its own loading docks. To assist with traffic management planning, move in/move out delivery schedules must be programmed using the Loading Dock Management System. The use of this system will identify expected traffic peak periods during each day, and details of contractors and exhibitors requiring loading dock access. For further information, on loading dock management please refer to the [ICC Sydney Safety Guidelines](#).

4.69.2 Loading dock gate controller

A gate controller supervises entry to the loading dock. Access is only allowed to vehicles arriving at the scheduled time set in the event loading plan.

4.69.3 Loading dock marshal

ICC Sydney provides a loading dock marshal for each exhibition hall to facilitate the smooth flow of exhibitor vehicles, and minimise delays during move in and move out. The marshals are in contact with the Loading Dock Gate Controller to ensure the efficient use of the loading facilities.

4.69.7 Loading plan

Access to loading docks for contractors and exhibitors is carefully scheduled using the Loading Dock Management System to ensure congestion at the service road entry and loading docks is minimised.

The venue requests strict adherence to this schedule; it may not be possible to accept unscheduled arrivals, which may be turned away at the gate control.

4.69.8 Storage of items

ICC Sydney requires all requests for the storage of packing materials and crates be coursed only via the event organiser. Such items are to be stacked no more than three metres in height and stored away from fire exit pathways. Packing crates and stillages are to be removed from the site once loading of equipment has been completed. Storage is not permitted on the ICC loading docks.

4.69.9 Traffic and parking

All traffic enter via Darling Drive. Movement of vehicles on the loading dock is strictly one way. Vehicles may remain on the loading dock for only **20 minutes** unless prior arrangement has been made with the ICC Sydney event planner. Abandoned vehicles or those exceeding the allotted unload time may be towed from site if they are hindering access to the loading area. Costs will apply.

The loading docks are NO PARKING zones.

4.70 Locks and Danger Tags

All plant that is brought into the venue should have a risk assessment and its required inspections completed. Safety measures should be implemented and documented with any plant (e.g. equipment, machinery or tools) undergoing repair, construction, maintenance or cleaning. These measures should be assessed and appropriate.

Before work starts and when not in use, the plant item should be shut down, appropriately isolated/locked, tagged and any stored energy dissipated.

Please observe the following:

- everyone working on isolated equipment is to fit his or her own lock and/or danger tag
- tags are to be completely filled out, dated and signed
- locks are to be accompanied by a corresponding tag to identify who has locked out the plant item
- tags and locks can only be removed by the person who applied them.

4.71 Lost property

The venue's customer service staff handles enquiries and reports regarding lost and found items. All items, except for those deemed perishable are catalogued and stored for 30 days. After that period, articles are disposed of at the discretion of ICC Sydney with no further claim available to those items.

4.72 Lotteries and games of chance

A permit is required to conduct free-entry trade promotion lotteries and games of chance. For more information, please visit Liquor & Gaming NSW [website](#).

4.73 LPG applications

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to their event. Each application is assessed with public safety as the prime concern. ICC Sydney reserves the right to accept or reject any application.

Please refer to the [ICC Sydney Safety Guidelines](#) Hazardous Substances and the [Hazardous Substances and LPG Permit Form](#) for more information.

4.74 Machinery within Exhibits/Displays

It is important to ensure that all machinery is fitted with guarding, fencing, immobilisation locks and other safety devices. Signage above the machine is not considered as a protective method.

If applicable, please refer to the [Hazardous Substances and LPG Permit Form](#).

4.75 Materials

Please ensure that materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners, theming, temporary structures, or similar for displays are fire retardant as per the methods defined in AS/NZS 1530.3:1999.

ICC Sydney may require documentation confirming the fire retardant capabilities of the materials.

The use of combustible materials such as plastics, paper, foam and thin strips of timber should be limited and generally confined for decorative purposes. Their use should be kept to a minimum and not used for general wall covering.

Overhead fabric materials used as stand covers, canopies, or used as curtains or draperies, must be permeable to water.

4.76 Medical displays and demonstrations

Medical activities including tattooing, body piercing, cosmetic procedures and demonstrations using human cadavers, animals or specimens require ICC Sydney's and relevant government authority's permission.

Please see the [Medical Activities Permit Form](#) for details.

4.77 Motorised vehicles

4.77.1 Vehicle displays

In the interests of public safety and security, exhibitors planning to include a vehicle on their stand are requested to comply with the following:

- Place a drip tray underneath vehicle.
- Ensure that vehicles carry no more than 5 litres of fuel (not including fuel that may be present in the fuel line and engine). Lock/seal fuel tanks to prevent removal by third parties.
- For vehicles fuelled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Provide contact details for the person/s delivering and collecting the vehicles.
- When vehicles are displayed on ICC Sydney flooring, carpet is required to be placed under tyres.
- Do not leave keys with the vehicle; a second set is to be provided to venue security in case of emergency.
- The location of the vehicle shall not obstruct or block exits.
- Please complete and return the [Vehicle Display Permit Form](#).

4.77.2 Vehicles – use and operation

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies etc.) within any area of the venue requires permission from ICC Sydney. Operators of vehicles are to comply with applicable safety and licensing requirements. ICC Sydney may require a Safety Management Plan relevant to the use of these vehicles.

Permission is required to move displays. If this is required, please consult with your dedicated ICC Sydney event planner.

4.78 Naked flames or candles

ICC Sydney's permission is required for the use of naked flames or candles.

Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. Ensure naked flames are safely positioned and cannot be knocked over or come into contact with any person or flammable item. All cloth and materials in close proximity to the candle or lit item are to be fire retardant. A fire extinguisher is required on the stand or booth and ICC Sydney may place a limit on the number of candles.

Flames are to be extinguished 15 minutes prior to the stand being vacated at the end of the day. It is a basic safety precaution not to leave a stand unattended while candles are alight.

Naked flames also include indoor/outdoor fire places, ethanol burners, BBQ's, Gas heaters, fire pits etc. used as decorative homeware and entertaining.

Please see the [Naked Flames Permit Form](#).

4.79 Noise

ICC Sydney has an obligation to control noise generated at the venue. In some instances, an acoustic consultant may be required to monitor noise levels emanating from the premises during an event. This is a chargeable cost.

The maximum permissible sound level in any area of an exhibition or event is 82 dB (slow), measurable at a distance of three (3) metres from the source of the sound using a directional decibel meter. Exhibitors showing films, generating excessive noise or using audio visual aids that could impact adjacent exhibitors may be requested to minimise noise levels.

4.80 Painting

Major painting of displays and exhibition materials is not permitted within the ICC Sydney. However, "touch-up" painting of the displays and exhibition materials is permitted, provided such work is undertaken during the build-up period only and all safety precautions and protective surface coverings are put in place.

These precautions include:

- painting in an area which is properly ventilated
- use of Non-Toxic Paints
- covering the floor with plastic overlay or drop sheets
- no painting near the ICC Sydney's walls and columns.

The use of spray paint is strictly prohibited. Painting is not permitted on the carpeted area unless proper protection has been provide and permissions granted by the ICC Sydney.

Disposing of any paint, thinners or other potentially hazardous substances in the drainage system is not permitted. Water-based paint is to be used wherever possible; dedicated washing areas are provided in both the level one and level four Exhibition Centre loading docks.

4.81 Parenting rooms

Parenting rooms are located on ground level and level two of the convention, level two of the exhibition centre, and in the Theatre. Each parenting room has feeding areas, change tables and a food preparation area with microwave, sink and hand towels.

4.82 Payment procedures

ICC Sydney requires full payment of estimated costs prior to the provision of services ordered. ICC Sydney accepts payments in the form of bank cheque, cash, electronic funds transfer or credit card.

ICC Sydney bank account details are:

Account Name: Sydney Harbour Foreshore Authority – ICC Sydney Holding A/C
Bank: Westpac Branch – Kent St Sydney NSW 2000
BSB: 032001 Account Number: 178296

4.83 Permits

ICC Sydney requires permits for activities that involve the following:

- animals
- cooking
- custom stand plans
- food and beverage sampling
- forklift
- hazardous substances and LPG
- interactive displays, amusement rides and devices
- laser use
- medical activities
- material handling equipment/elevated work platform delivery
- naked flames
- pyrotechnics
- banner hanging and rigging
- utilities
- vehicle displays
- working at heights
- welding/hot works.

See [Permit Forms](#).

4.84 Personal protective equipment

Personal protective equipment (PPE) is clothing and equipment worn as protection against workplace hazards including safety eye protection goggles, ear protection muffs, boots, helmets, long sleeved clothes, and harnesses.

All PPE must comply with the relevant Australian Standard and must be worn when required. PPE must also be appropriate to the task and be well maintained. Employees must be instructed in its proper use. High visibility vests and enclosed shoes – preferably safety boots, especially when operating machinery – are to be worn during the move in, exhibition build and move out of events. No high heels or open toed shoes are allowed during these times.

4.85 Plant and equipment

Please ensure any plant and equipment brought onto site is appropriately maintained and compliant. ICC Sydney requires current certificates of inspection for certain types of equipment prior to the event. All machinery should be fitted with guarding, fencing or other controls to ensure safe operation and a safe environment for all. All electrical equipment is to be tagged and tested. Only qualified operators can operate plant and equipment. Make sure applicable licenses are available.

4.86 Pools, ponds and water features

ICC Sydney requires details of any receptacles containing 200 litres or more of water or other liquids twenty (20) working days before the event.

Please see the [Utilities \(Water, Drainage and Compressed Air Services\) Order Form](#).

For regulations on pools, ponds and water, refer to the [ICC Sydney Safety Guidelines](#).

4.87 Power tools

Power tools include drop saws, circular saws, routers, planes, jigsaws, angle grinders, brick and tile cutting saws. ICC Sydney requires all portable electrical equipment, appliances and leads to be tested and tagged in accordance with Australian Standard AS 3760 – In Service Safety Inspection and Testing of Electrical Equipment.

The following conditions apply when using power tools:

- Power tools may not be used on ICC Sydney permanently carpeted areas
- When cutting or sanding wood within the venue, ensure dust extraction equipment and measures are in place.
- Protect building surfaces and carpet from dust generated by use of power tools.
- When angle grinders are used, have measures in place to control sparks and minimise the risk of fire. Complete and return [Welding and Hot Work Permit Form](#) to obtain prior ICC Sydney approval.
- Brick and tile cutting saws are to be used in an appropriate location on the loading dock, not inside the venue. Ensure brick and tile slurry are contained and removed from the site. Contractors must eliminate any risk of slurry flowing into stormwater drains.

Please see [Electrical Equipment – Testing and Tagging](#).

4.88 Prayer rooms

Non-denominational male and female prayer rooms are located on level three of the exhibition centre. Contact your dedicated ICC Sydney event planner to arrange bookings in advance.

4.89 Public transport

ICC Sydney is well serviced by buses, trains, light rail, and water transport.

Please see [getting here](#).

4.90 Pyrotechnics and special effects

The use of pyrotechnics requires permission from ICC Sydney. A risk assessment is required in order to obtain this permission. Compliance with ICC Sydney's Fire Engineer Report is to be strictly adhered to when using pyrotechnics the ICC Sydney event planner should be consulted before any pyrotechnic display is factored into your event.

Relevant authorities should be informed about the transportation and use of pyrotechnics. Only pyrotechnics supplied specifically for stage use shall be considered as part of a stage production. Mixing loose powders at the venue is not permitted at any time.

Please see the [Pyrotechnics Permit Form](#).

4.91 Responsible Service of Alcohol (RSA)

ICC Sydney supports the responsible sale and service of alcohol and maintains strict compliance with the NSW Liquor Act 2007 & Liquor Regulations 2008 covering.

Alcohol consumption is restricted to the contracted event area and during those times designated jointly by the ICC Sydney Food and Beverage Services Manager, dedicated ICC Sydney event planner and the client.

All beverage services are provided exclusively by ICC Sydney. Off premise purchased alcohol is not permitted at the venue. ICC Sydney reserves the right to request that additional security/RSA Marshals be hired when alcohol is served.

4.92 Rigging

All primary (top point) rigging required throughout the venue is coordinated and installed by ICC Sydney. Secondary rigging (attached to primary) including banner hanging in the convention centre is coordinated and installed by ICC Sydney.

Secondary rigging in the exhibition halls and theatres (live entertainment only) can be provided by ICC Sydney or authorised rigging providers and contracted directly by the organiser or client.

For further information on secondary rigging, please refer to the [ICC Sydney Safety Guidelines](#).

Detailed rigging plans are required no later than 21 days prior to event move in dates. All rigging must comply with the ICC Sydney Fire Engineer Report for the relevant space.

4.93 Risk management

Risk assessments identify potential hazards; a thorough assessment ensures that measures are in place to minimise risks and ensure safety. Clients are responsible for assessing the risks associated with their event. ICC Sydney reviews and authorises risk assessments and safe work method statements (SWMSs), and monitors the control measures during the event.

Please see the [Event Operations Risk Assessment Worksheet](#).

4.94 Sand, soil and similar materials

If a display or exhibit has sand, soil, peat moss, bark chips or similar, please safeguard the floors against staining or other damage from these materials including mechanical damage from handling equipment used

in placement or removal. Make sure measures are in place to prevent water leakage. Cleaning or repair costs are chargeable.

4.95 Scaffolding

When properly installed and maintained, scaffolding is an effective control measure for persons working at heights. All scaffolding must comply with AS 1576 Scaffolding and only erected and dismantled by qualified scaffolders. WHS regulation requires any person erecting scaffolding with a work platform over four (4) metres in height, to be a certified scaffolder. In this instance, once the scaffold is erect, the scaffolder must provide certification to the company commissioning the work.

Scaffolding requires an internal access ladder. It is important for each working platform to have full edge protection comprising handrail, mid-rail and toe board, or a handrail and infill panel.

Make sure mobile scaffold wheel locks are engaged before any person works from the scaffold. Prior to removing the scaffold, persons working on the structure are to exit until it is secured again.

4.96 Security

ICC Sydney takes every precaution to create a safe and secure environment for its clients, guests, personnel, and equipment.

ICC Sydney has 24-hour general building security augmented with CCTV cameras and alarm systems. CCTV cameras scan interior and exterior public areas and ICC Sydney security personnel will respond quickly and professionally to any potential security issue.

Only Exhibition and Events Australasia (EEAA) member security suppliers can provide event security within the contracted space in the exhibition halls.

Staffing levels will be determined jointly by ICC Sydney and the client based on risk assessment and the size and nature of the event.

ICC Sydney endeavours to maintain the venue as a safe and secure place; however, clients and exhibitors are responsible for safeguarding their belongings, materials and equipment at all times. The venue is not responsible for any loss or damage to these items.

4.96.1 NSW Police (user pay)

User pay police services may be required for some special events. For more information please contact the NSW Police Service, User Charges Unit +61 2 9265 4848 or email cmrusercharges@police.nsw.gov.au.

4.96.2 VIP security

ICC Sydney requires prior notification for VIP escort security needs. Any Close Personal Protection that is provided by an external security company not employed directly with the organisation will need to meet the minimum external security requirements as outlined above

4.97 Service pits

Floor services in the exhibition halls are provided via a pit and trench network that are detailed in the [Exhibition Pit Plans](#).

E1 or service pit type 1 contains:

- 1 x 32 amp three-phase outlet
- 1 x 10 amp single-phase outlet
- 1 x 2 core single mode optical fibre
- 1 x single RJ45 data outlet.

E2 or service pit type 2 contains:

- 1 x 10 amp single-phase outlet
- 1 x 32 amp three-phase outlet
- 1 x single RJ45 data outlet.

Water and drainage connections are also available.

It is important to replace service pit covers immediately after connections are done to ensure safety. Whilst pit covers are removed and work is being carried out on an open pit, hazard identification must be used. Substituting metal covers with other material is not permissible.

Pit activation is event specific and will be applied to events other than exhibitions. Access to floor pits and trenches for the installation of mains supply cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised official main exhibition contractor.

4.98 Smoking policy

ICC Sydney – including all indoor and outdoor spaces - is a no-smoking zone. This applies to use of electronic cigarettes and vaporisers. All requirements outlined in *Smoke-free Environment Act 2000* and the *Smoke-free Environment Regulation 2016* apply.

4.99 Stairs and ladders

All steps and stairways must comply with the requirements of *AS 1657 or the National Construction Code*.

Ladders are to comply with *AS/NZS 1892.5:2000 Portable ladders – Selection, safe use and care*.

4.100 Stand or booth construction

ICC Sydney requires temporary structures built for exhibitions or events to comply with relevant legislation, and are constructed with utmost concern for the safety of the public, employees and contractors.

Due to fire engineering restrictions, the maximum permissible stand height is five (5) metres in the lower exhibition halls.

To meet fire safety and National Construction Code (NCC) requirements, please pay careful attention to the following:

- A stand with a roof or ceiling is required to provide additional fire protection equipment, such as a smoke detector and portable CO₂ or dry chemical extinguisher.
- Where halogen tube lights are used, ensure the globe unit is protected with safety glass to minimise the risk of explosion and fire.

- All temporary spot lights or the like are to be a minimum of 300mm from the partitions or combustible goods.
- Any custom-built stand with a floor area of more than fifty (50) square metres is to be provided with at least one (1) alternative means of egress to the walkways.
- Doors built into a stand need to comply with the requirements of an exit door i.e. open outwards with a push bar or lever handle.
- Any door incorporated into the stand and not providing an alternative means of egress is to have a NO THOROUGHFARE sign affixed.
- Barriers incorporated into a custom-built stand are to be designed so that they yield to pressure without toppling.
- A maximum average fuel load height of 5m is permitted from ground level to its highest point for the lower exhibition halls e.g. it is acceptable for lighting, cables and lightweight banners to be located at high level near the trusses but not densely stacked combustible products and stands. All custom stand plans require approval from ICC Sydney prior to construction.
- Double storey stands require an engineer's certificate prior to construction and an Engineer's signoff once constructed to ensure compliance with certification.

See [Custom Stand Permit Form](#).

4.100.1 Stand design

Important considerations for a safety-conscious stand design include the following:

- Structures in the lower exhibition halls do not exceed 5m in height.
- Strict compliance with the *National Construction Code 2016 (NCC)* and all other relevant Australian Standards.
- Procedures are in place for safely erecting and dismantling the stand once on site, within the allocated time frame.
- Stand dimensions fit the allocated space with sufficient clearance.
- Materials used for stand construction comply with fire hazard properties set out in the *NCC 2016*.
- All materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners, theming, or similar for displays or any part available to the public are to be fire retardant as per the National Construction Code 2016 (NCC) requirements and other relevant Australian Standards.
- ICC Sydney will request submission of all information or documentation confirming the retardant capabilities of the materials.
- Use materials that do not cause dampness, stain, not readily ignitable or capable of emitting toxic fumes in case of ignition.
- All two storey custom stands will require an engineer's certification on completion.
- Plywood, hardwood, pulp board or fibreboard are to be rendered flame-resistant by a process deemed acceptable by fire authorities.
- When decorating or theming, materials such as crepe paper, corrugated cardboard, straw, hay bales, untreated hessian or PVC sheet (except on floors as a protective membrane) are not to be used without prior ICC Sydney approval.
- Sawdust, tan bark or wood chips of a reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times. Cleaning charges will apply.

4.101 Substances and LPG

Storage of LPG cylinders is permitted in the exhibition centre's dedicated storage cages only. Overnight storage within the exhibition halls is not permitted.

Use of LPG for cooking or exhibition displays requires ICC Sydney's permission. Hazardous substances are to be clearly labelled and stored. Safety Data Sheets (SDS) are required for all hazardous materials brought to the venue.

Please see the [Hazardous Substances and LPG Permit Form](#).

4.102 Sustainability

Sustainability is a core part of the way business is conducted at the ICC Sydney. The Centre accepts and embraces its social responsibility as a corporate member of the Sydney community and will practise responsible environmental management by conservation of resources, prevention of pollution, compliance with relevant legislation and by continually leading by example, adopting the best environmental practices.

4.103 Swimming pools and spa displays

There are minimum requirements to ensure the safety of any structure containing water to a depth greater than 300mm:

- At least one (1) qualified person is present at all times on the exhibit space of a pool/spa/water feature to ensure the safety and wellbeing of visitors.
- The designated person is trained and competent in first aid and resuscitation techniques. Please provide the relevant certificates to the ICC Sydney event planner prior to move in.
- There are no climbing devices such as ladders and footholds.
- Where possible, the stand design should limit the number of access directions to the pool/spa/water feature.
- Pool signage complies with Australian Standards and has supervision warnings and details of resuscitation techniques.

The venue encourages the recycling of pool and spa water. Please refer to the ICC Sydney event planner for further details.

4.104 Telephone

Installation of hand sets and digital lines is available for phones, EFTPOS and modems.

Please see the [Phone Services Order Form](#).

4.105 Timber

The use of timber for fencing, construction and other purposes in areas accessible to the public should not pose a danger through splinters, and is not treated with any product that could stain clothing or cause skin irritations.

Refrain from using timber chemically treated with any product that may emit an odour or toxic vapour during construction or in displays. Make absolutely certain there is no timber treated with creosote or any product containing creosote on site, at any time.

4.106 Toilets and showers

Please see [Room Data and Floor Plans](#).

4.107 Traffic management

ICC Sydney provides traffic management for all events. The venue requests clients – including staff, principal contractors, sub-contractors, exhibitors and other agents – to observe all traffic management guidelines during the delivery or removal of goods/equipment to or from the event.

4.108 Water and drainage

ICC Sydney is the exclusive provider of water and drainage services within the venue. Due to restricted access to water supply on the exhibition floor, it is crucial that all plumbing requirements are ordered well in advance of the move in date. ICC Sydney provides required water and drainage connection points in the nearest pit or trench. It is the responsibility of the exhibitor to arrange connection from the service pit to equipment as well as any requirement for self-contained sinks.

Plumbing services are not available in any ballroom, meeting room or pre-function space. Drains are exclusively provided for the drainage of grey water. Using drains for the disposal of grease, solids, solvents, hazardous materials or organic materials is not permitted.

Please see the [Utilities \(Water, Drainage and Compressed Air Services\) Order Form](#).

4.109 Weapons / Props

Weapons for any purposes is strictly prohibited, please visit Police NSW website. If the event requires the display/selling/purchase of weapons, please contact your dedicated ICC Sydney event planner immediately, who will liaise with our Security Team to conduct an assessment

Please see the [Weapons Permit Form](#).

4.110 Welding and hot work

Hot work intended to be carried out at the venue requires permission from ICC Sydney.

Please see the [Welding and Hot Work Permit Form](#). Please submit a risk assessment and Safe Work Method Statement (SWMS) to support the permit application.

4.111 Wheelchairs

Wheelchairs for use at the venue are available for hire through the ICC Sydney customer service desk.

4.112 Working at heights

When working at heights, workers are to comply with the requirements of the *WHS Act 2011*, *WHS Regulation 2011*, and *Code of Practice: Managing the risk of falls at workplaces 2016* and relevant Australian Standards.

The WHS Regulation 2011 requires certain measures be taken to control the risks associated with working at heights. Clause 78 and 79 specifies requirements to minimise falls.

The control measures in order are:

- providing a fall prevention device (such as a secure fence, edge protection or working platform), if it is reasonably practicable to do so, or
- if it is not reasonably practicable to provide a fall prevention device, providing a work positioning system.

Please see the [Working at Heights Permit Form](#).