

# OPERATING POLICIES AND PROCEDURES

## **1.0 Vehicle Access to the GCCEC, Unloading and Deliveries**

- 1.1 The GCCEC has three (3) loading docks, which can be accessed from the Gold Coast Highway on the Northern End of the Convention Centre. Goods will not be accepted at any other point. Vehicles must not use any other areas of the Land for any reason. Refer to “Exhibition Manual” page 9 for map.
- 1.2 All arrangements for unloading and deliveries are to be made in advance of the Event with the Operator. No goods are to be delivered without the prior approval of the Operator. Refer to “Exhibitors Manual” page 9 for map.
- 1.3 All deliveries must be carried out between the hours of 8.30am and 4.30pm. Please refer to your coordinator regarding deliveries outside of these times.
- 1.4 The use of any motorised device anywhere in the GCCEC or on the GCCEC Land must comply with Workplace Health & Safety requirements and only be operated by a fully qualified and licensed operator.
- 1.5 Parking at the GCCEC Land is only available at the designated parking areas.

## **2.0 Storage**

The GCCEC has limited storage facilities. Clients are therefore required to identify any storage requirements, both "bump-in" storage and carton storage as early as possible. Charges will be made for the hire of the storage areas.

## **3.0 Access to Areas**

- 3.1 Access to the Hired Space for set up will be provided on the day of the Event. If the Client wishes to have access to the Hired Space earlier then an additional hire charge will be imposed.
- 3.2 The Client will be required to dismantle and remove all displays, stands, banners, etc., immediately after the Event finishes. Any delay will incur additional hire charges and/or dismantling costs if carried out by the Operator.

## **4.0 Electrical Installation**

### **4.1 Electrical Installation**

Any electrical installations by the Client - motors, generators etc. - must be approved by the Operator. All requests for electrical installations must be submitted in writing to the Operator prior to installation in association with the exhibition and display plans. All installations must be performed by a licensed electrical contractor and the necessary equipment for operation must be supplied. This includes extension leads,

double adaptors, and other such equipment. Should any excessive electrical usage be required, then an additional charge will be calculated to cover the additional costs incurred by GCCEC.

#### 4.2 Heat Loads

The GCCEC has a practical limitation on the heat loads of exhibits. Any exhibits which are likely to affect the heat loading at the GCCEC must be advised to the Operator in advance.

### 5.0 **Floor plans, layouts and exhibition drawings.**

#### 5.1 Floor plans

- (a) The Client must submit to the Operator complete exhibition and display layouts for the Event no later than 3 months prior to the commencement of the Event for approval by the Operator. The Client and its agents must adhere to the approved layout.
- (b) All display materials must be flameproof and are subject to inspection by the Gold Coast Fire Brigade and must comply with the guidelines and policies of the Queensland Fire and Rescue Service. Exhibition/display areas must be sited to allow access to emergency exits and fire fighting equipment. No attachment or defacement is to be made to the flooring, ceilings, internal walls of the GCCEC. It is the responsibility of the Client to return the area to its original condition on completion of the Hire Period.
- (c) Stand Construction - Any material used for stand construction, display purposes or theming should conform to the following standards:
  - Non-combustible material
  - Self extinguishing plastic material
  - Inherently non-flammable material
  - Flame proof fabric
  - Plywood, hardwood, pulpboard or fibreboard rendered "flame resistant" by an acceptable process of impregnation
  - compliant with the guidelines and policies of the Queensland Fire and Rescue Service.

#### 5.2 Attachments and Fittings etc.

- (a) Designated fixing points are available on the structure of the GCCEC, and these must be used for attaching and affixing any thing to the GCCEC. No attachment, fitting, fixture or defacement is to be made to the flooring, ceilings or the internal or external walls of the GCCEC, nor is any ladder or other device whatsoever to be affixed to, or suspended from, any overhead structure without the prior consent of the Operator. No nail, screw or other device is to

be driven into, nor are holes to be made, in any part of the GCCEC. The Client will be responsible for any costs associated with the failure to comply with this requirement.

## **6.0 Sound Levels**

### **6.1 Sound Levels in the Building**

- (a) The GCCEC development approvals will place sound pressure limits on the operations of the GCCEC, including the maximum sound pressure level permitted in any room of the GCCEC at any accessible location in the room as measured by the Operator or any level which may disturb any guests in that room or Clients and their guests using any other room in the GCCEC. These limits will be advised once the GCCEC has been built.

### **6.2 Sound Levels at the Boundary of the GCCEC Land**

- (a) The Event should not exceed a defined sound pressure level at the external boundary of the GCCEC Land.

## **7.0 Equipment or Materials bought in to the GCCEC**

### **7.1 Equipment and Materials**

- (a) Users of the facilities may not bring anything of an explosive, poisonous, corrosive or radioactive nature into the GCCEC.
- (b) No equipment, fittings or materials may be placed in any aisle way or in such a position that the access to any designated exit is in any way obstructed.
- (c) All equipment, fittings or materials to be brought into the GCCEC will be free of any defects that might cause damage to the GCCEC, be in sound working order and condition and comply with all relevant standards and specifications including the guidelines and policies of the Queensland Fire and Rescue Service.

### **7.2 Audio Visual Equipment & Aids**

- (a) Limited audio visual equipment and aids will be supplied at the GCCEC. These items will be listed in the Resume, as required. Where the Client wishes to bring in its own equipment then the following conditions must be complied with:
  - (i) The Client must ensure that any equipment is compatible with the GCCEC's equipment, is in sound working order and condition and complies with all relevant standards and specifications.

- (ii) Any rigging or staging associated with such equipment is carried out. In the event rigging is required all such rigging must be inspected and approved by the Operator.
  - (iii) It is our requirement that a GCCEC technician be present whenever a audio visual contractor or sub contractor is involved in an event including set up and breakdown. Labour charges shall apply.
- (b) The Operator reserves the right to substitute any alternative audio visual equipment or aids to those quoted for or specified.

## **8.0 Workplace Health & Safety**

Clients and contractors engaged by Clients are to comply with the relevant provisions of the Operator’s Workplace Health & Safety Plan.

## **9.0 Environmental Requirements and Waste Disposal**

Details of the environmental and waste disposal restrictions relating to the GCCEC are listed in the “Exhibition Manual” refer to page 17 “Water and Waste Services to Pits”.

## **10.0 Fire Regulations**

Details of operational restrictions are listed in the “Exhibition Manual” refer to page 12 “Fire Regulations”.

## **11.0 Security and Use of Lifts**

### **11.1 Security**

The Client must:

- (a) maintain all passages in and exits from the GCCEC free from obstruction and keep exits locked or unlocked as the Operator directs;
- (b) ensure that the public telephone, fire alarms, fire extinguishers, fire hose reels and fire hydrants in the GCCEC are easily accessible;
- (c) not bring into the GCCEC anything that in the reasonable opinion of the Operator is dangerous, flammable, volatile, explosive, disorderly, toxic, noisome, offensive, immoral or inconsistent with the purpose for which the GCCEC was hired by the Client.
- (d) not bring into the GCCEC any insect, animal or bird without prior written consent of the Operator.

## **12.0 Use of Outside Contractors**

Any contractor performing work at the GCCEC must be appropriately authorised to perform the work, be approved by the Operator and if required by the Operator, provide evidence of their authorisation to carry out the work.

## **13.0 General**

- (a) The entire GCCEC is designated as a non-smoking facility.
- (b) The Client acknowledges that the GCCEC has restrictions on outdoor advertising. Therefore any outdoor advertising must be agreed in advance by the Operator and comply with all legislative requirements and local by-laws.
- (c) If necessary, the Operator may make emergency announcements over any sound system being used in the GCCEC.

## **14.0 Definitions**

- (a) Terms used in this document have the same meaning as those terms in the Standard Conditions of Hire. The Standard Conditions of Hire can be located at [www.gccec.com.au](http://www.gccec.com.au)