

RICOH ARENA

Exhibition Organiser Handbook



Correct as of January 2018

INTRODUCTION

Thank you for choosing Ricoh Arena as the venue for your exhibition.

A dedicated Events Manger will be assigned to your event to aid you with the operational planning of your event at Ricoh Arena along with our dedicated Exhibition Operations Manager.

The Event Managers role is to provide you with the necessary resources to plan and manage your event, guide you through our rules and regulations and timelines and generally be at the end of the telephone to answer all your queries.

The operational planning of your show begins here with the Organiser's Handbook. This handbook will contain all up to date information on the venue, which if needed can be included in your technical or exhibition manuals or can be used as a source of reference.

We trust that you will find this handbook a useful guide and would encourage you to offer any feedback on how we can support you further. Our ultimate aim is to give you a first class service and ensure that your show is a success.

Once again may we thank you for choosing the Ricoh Arena for your event and we all look forward to working with you and your team.

Kind Regards

Events Team

PLANNING YOUR EVENT

Event Manager

The Ricoh Arena has a dedicated events management team who will assist in the smooth running of your event whilst at the Ricoh Arena. An Event Manager will be assigned to your event and this will be your point of contact from now until the end of your tenancy.

Event Function Sheet

Your Event Manager will supply you with an event function sheet which will contain all of your requirements for your event. This document is expected to be completed a minimum of 2 weeks prior to the start of your tenancy.

This document will be signed by the Events Manager allocated and also the Organiser, in agreement of details. Any amendments can be made after the exhibition profile has been signed, right up to the start of the tenancy subject to availability and limitations.

Food & Beverage Plan

We will discuss and agree a food and beverage plan prior to your event, and within this there will be an opening schedule of our catering outlets.

Approval of Information

Before your event can go ahead particular information needs to be provided to your Event's Planner for approval from Coventry City Council (Licensing Department). *Please refer to section 3 of the Organiser's handbook for checklist of deadlines.*

Exhibition Security

You are responsible for any additional cost of security for your event in or out of tenancy agreement hours for the security of the exhibition hall, although the Ricoh Arena has an onsite security team who provide 24 hours security, every day of the year through static posts and patrols. The security suite is located on the ground floor off the main atrium, which is operated 24hrs a day, and the area for operational, security and safety issues on site. Please speak to your event manager for more details.

Provision of Floor plans

Your Events Manager will need to be supplied with 1 x scaled plan for your event for approval as soon as the plan is available. The scaled plans (normally 1:200 scale showing all floor service ducts, fire exits, entrances and main gangways) will need to also be provided when changes have been made to the plan for example if any blocks of stands have been re-located or gangways have been moved after last set of plans were supplied.

It is advised that you send 3 x scaled plans for approval from Ricoh Arena Safety Officer; it is also recommended that a final plan is approved before any stands are sold to prevent re-location of sold stands.

Registration Areas / Atrium Regulations

The main registration area for events should be located within the exhibition; upon occasion the registration desk maybe placed within the main atrium however a plan must be submitted and approved before commitment can be made. Please refer to advertising and sponsorship for banner locations and advertising opportunities. **PLEASE ENSURE YOU INFORM YOUR EVENT PLANNER IF YOU REQUIRE ANY SPACE IN THE ATRIUM AT LEAST 28 DAYS BEFORE THE EVENT.**

Exhibition Handbook

Ricoh Arena requests that the organiser submits a final copy of the Exhibition Handbook/Manual to be approved by ourselves at least 14 days before print. This is so all information which relates to Ricoh Arena and Ericsson Exhibition can be checked and approved before the handbook goes to print. Please note the Ericsson Exhibition Hall must be referred to along with Ricoh Arena in the following order "Ericsson Exhibition Hall, Ricoh Arena" or "Ericsson Exhibition Hall at the Ricoh Arena". Ricoh Arena reserves the right to ask for any marketing relating to the event in the Ericsson Exhibition Hall at the Ricoh Arena which does not include this description correct or at all to be removed.

Rate cards are specifically designed and negotiated for this one event. Please use these rate cards included within this handbook for your Exhibitor Handbook/Manual. Please contact your Event Planner if you have any questions regarding this area.

Risk Assessments

The organiser will ensure that every supplier or sub-contractor that is appointed by themselves carry out suitable and sufficient assessments of the health and safety risks not only relating to their employees but to any persons not under their employment out or in connection with the conduct or undertakings at Ricoh Arena. The organiser will ensure that suitable and sufficient risk assessments relating to the health and safety of their employees and persons not in their employment arising out or in connection with the conduct or undertakings at Ricoh Arena. All copies of the risk assessments carried out by the organisers and their employees or persons not in their employment, must be provided to the Events Team no later than 30 days prior to the first day of the tenancy.

Public Liability

A copy of the organiser's public liability insurance must be supplied to their Event Planner as soon as possible. This must cover the entire tenancy period at Ricoh Arena. Without proof of this document Ricoh Arena will not allow the event to open. Ricoh Arena will only accept a minimum amount of five million pounds sterling for insurance cover.

Health & Safety Show Sign off

Please see the Health and Safety section

Music & Entertainment Licensing

Ricoh Arena does hold music & entertainments license in compliance with the PRS rights. Please note a charge for this service/licence usage may apply.

Atrium

The Atrium area within the Ricoh Arena has had alterations notice placed on it by the local Authorities. This in short means we are restricted by Health & Safety legislation on what we can place within the atrium and the locations. Please contact your event planner for the areas we have agreed with the local authorities to ensure the arena is flexible as possible for all events. If you require space which is out of the allocated area then please contact your event manger.

A – Z INFORMATION

A

ACCESS

Traffic Management

The flow and movement of Traffic around the Ricoh Arena, is monitored and controlled by The Ricoh Arena Traffic Department. It is vital to have a Traffic Management Plan in place for all goods vehicles, to ensure that access to the arena is as smooth as possible.

Please ensure all Contractors and Exhibitors are aware of their stand number and its allocated loading gate. We endeavour to park all vehicles as close to the exhibition halls as close as possible, this however may not always be possible due to limited space outside the loading gates. Before arriving onsite, all Contractors and Exhibitors should have their vehicle passes, with all information filled out and displayed at all times, as this will help the Traffic Operation. Failure to display your pass will result in no access to the loading gates.

To assist us in ensuring a smooth flow of Traffic throughout the Exhibition/ Event - all Contractors and Exhibitors should have arranged suitable means of transporting stand material and stock to the stand – this will then reduce the amount of time it takes to load and unload. For Exhibitions/ Events that may have a particularly heavy build-up/ break-down, a specific build and breakdown procedure may be created – please speak to you exhibition/event organiser.

Build Up

We recognise that any build/breakdown of an exhibition could represent a potential risk to all persons either working upon or visiting the site. We at the Ricoh Arena through careful planning and the execution of stringent controls aim to make sure any potential risks are reduced to the lowest possible levels.

Please take time to read the following statement to aid a safe and efficient procedure.

Please be sensible, work with us and we will organise the build-up/breakdown to be safe and as smooth as possible, whilst adhering at all times to health and safety guidelines. Please be aware that the Ricoh Arena site maintains a clockwise one way system, which must be adhered to, by all vehicles whilst using these routes. All roadways must be kept clear, including loading and unloading areas around all gates; this is to provide access to all emergency vehicles and other Ricoh Arena traffic.

All vehicle movement and access in and around the exhibition areas will only be given permission, once it is deemed safe by the event manager or traffic marshals. All stand vehicles including tracked and motorised equipment, must not be moved inside the exhibition area until authorised to do so. All vehicles must activate hazard lights and where possible be escorted by traffic marshals.

All exhibitors and build-up/breakdown staff must always avoid blocking the walkways between stands by keeping all their own equipment and materials within their own exhibit area where possible, allowing access for forklifts and other fellow exhibitors to also load and unload. All large loading vehicles i.e. 7.5/18 ton and articulated / low load or large flatbed vehicles, will be requested and held, where possible in car parks B or C.

To make this process a quicker, safer and more structured experience, then please read the following build procedure;

- 1) Display your exhibitor/contractor pass in your windscreen before arriving onsite – *please speak to your event manager for vehicle passes and venue plans.*
- 2) Report to the traffic marshal at the main gate on arrival.
- 3) Follow the instructions of the traffic marshal - you will either be directed to the holding car park or straight to the loading gates.
- 4) Once you have been given permission to access the loading gates, please ensure that you unload your vehicle as quick as possible.

Once you have finished unloading your vehicle at the loading gates, please move your vehicle immediately to the allocated exhibitor car park,

Open Period

Any restocking prior to the show opening or after the show closed is only permitted within the tenancy hours of the hall and trolleys may be used. If deliveries or re-stocking is needed to take place during the show open time, all products need to be hand-balled to the relevant stand. Trolleys will not be allowed during this time.

Breakdown

Breakdown will commence once the event manager has deemed it safe and confirmed all visitors and children, under the age of 16, have vacated the hall. Smaller vehicles will have priority to access the loading gates.

To get your vehicle to the loading gates, please follow the below process;

- 1) Display your exhibitor/contractor pass in your windscreen before arriving onsite – *as page prior*.
- 2) Park your vehicle in the allocated exhibitor car park – **there will be no access to the loading gates if you are not in the allocated exhibitor car park.**
- 3) Break down your stand first, this includes equipment and all content material - this must be all boxed up ready to load.
- 4) Go to your allocated loading gate and collect your vehicle movement pass from the information point.
- 5) Your stand will be checked and your vehicle movement pass will only be issued if your stand has broken down **fully**.
- 6) Go to your vehicle with your pass, place the pass in your windscreen, and await the availability of space at your loading gate.
- 7) Once released from the allocated car park proceed to your allocated gate and load your vehicle quickly – this will allow others to bring their vehicles up.
- 8) Once loaded, please depart the Ricoh Arena following the one way system.

Please note – the traffic marshals are here to help you, if any exhibitor or contractor is not compliant, jumps the queue, or is abusive, then you will not be permitted to bring your vehicle to the loading gates, and you will be sent to the back of the queue.

Goods Entrance

Please contact your Organisers for the show as this needs agreeing with them.

ACCESSIBLE EVENTS

For more information on organising accessible events, please refer to [The eGuide](#).

See also: *Disabled Facilities*

ACCESSIBLE STANDS

For more information of building an accessible stand, please refer to [The eGuide](#).

See also: *Disabled Facilities*

ACCOMMODATION

With 121 fantastic en suite bedrooms onsite, and surrounding areas offering an additional 4320 rooms within a 15 mile radius, this is something that appeals to our large business and conference organisers.

To book or for more information please call: 0844 873 6500 or click here for **More information**

ADVERTISING SITES

See: *Media & Marketing*

AIRPORT

Birmingham Airport is located within 16 miles of the Ricoh Arena. Please see below the drive time and mileage of other airports with easy access to Ricoh Arena.

Birmingham International Airport *15 miles (approx.)*
19 minutes (approx)
<http://www.birminghamairport.co.uk/>

Manchester Airport *97 miles (approx)*
1 hour 40 minutes (approx)
<http://www.manchesterairport.co.uk/>

Heathrow Airport *100 Miles (approx)*
1 hour 44 minutes (approx)
<http://www.heathrowairport.com/>

ALCOHOL

See: *Catering*

ANIMALS (LIVESTOCK)

Dogs are not permitted on the premises, with the exception of assistance dogs.

Please refer to [The eGuide](#) for information on exhibiting Livestock, Animals, Birds, Reptiles & Fish (including pets) within an exhibition or event.

ATRIUM

The atrium is the internal public concourse which acts as a point of access to all areas of Ricoh Arena. Following amenities are available off the main atrium.

- The Bakery – [More information](#)
- The Mill Bar & Bistro – [More information](#)
- G Casino - [More information](#)
- Ricoh Print Centre – [More information](#)
- DoubleTree by Hilton at Ricoh Arena - [More information](#)

Any display systems or pop-up stands required within this area are subject to application approval. Application plans must be submitted to the Ricoh Arena at least 28 days prior to the first day of tenancy. Any unauthorised build in this area will be dismantled.

ATRIUM ENTRANCE DOORS – NORTH

The North Atrium entrance doors are 7.5ft high by 6.6ft wide.

ATRIUM FLAGS

Fixed flag positions are available for hire within the atrium – there are 45 flag positions that span the entire length of the atrium with a distance of 1m between each flag.

The flag sizes have a width of 1000mm and the drop is 1800mm, if it is a flag then this can be fixed by cable ties, or a pocket the flag can slide on to - the tube needs to be 25mm in diameter. If it is a banner then it must have a 50mm pocket constructed into the top and the bottom for weighting purposes.

See: *Rigging*

AUDIO-VISUAL

The onsite Audio Visual provider PSS has a vast selection of equipment for hire – please click here for further details.

B

BABY CHANGING FACILITIES

Public access changing facilities are located in The Mill which is located off the main atrium. All event spaces including the Ericsson Exhibition Hall have changing facilities located nearby or within the room.

BALLOONS

Please refer to [The eGuide](#).

BANNER SITES

Please click here for further information.

See: *Media & Marketing* *Rigging*
Sponsorship Opportunities

BOLTING

Bolting is not permitted

BUSES

Please [CLICK HERE](#) for more information.

BUSINESS CENTRE

For more information please [CLICK HERE](#).

C

CAMPSITE

There are no campsite facilities on the Ricoh Arena site.

CAPACITY FIGURES

Capacity figures are set by the venue. It is the responsibility of the organiser to ensure that this figure is not exceeded and must be noted in the Risk Assessment as to how this will be managed. Please consult your Event Manager for further information.

CAR PARKING

The Ricoh Arena has 2,000 car park spaces. Car Park charges may apply. Please [click here](#) for more information and for the locations of each car park.

- Car Park A 561 Spaces
- Car Park B 557 Spaces
- Car Park C 742 Spaces
- Car Park D 140 Spaces

CARPET

All carpets and other textile floor-coverings that are to be used within Ricoh Arena must comply with BS 4790 and shall be secured and maintained so as not to cause a hazard. Any floor covering to a gangway or public access route shall be of a non-slippery and even surface and shall be so secured and maintained so as not to be a source of danger. The venue in-house team can offer carpeting services including mark out, delivery, fitting, and tear out.

See also: *Dilapidation Charges Cleaning*

CAR RENTAL

Please contact your Event Manager for details of local car hire companies.

CASH POINT FACILITIES

There is a cash point located in the Atrium. This is open 24 hours a day and there is no charge for using this machine.

CASINO

Grosvenor G Casino Coventry, situated at the Ricoh Arena, is the largest casino in the UK and is a complete leisure experience. Casino opening hours: 12:00pm to 6:00am daily.

Grosvenor is part of the Rank Group, The Rank Group is a leading European gaming and betting company, headquartered in Great Britain. Rank's businesses include a number of established brands in gaming and leisure. - brands such as Mecca Bingo, Top Rank España, Grosvenor and G Casinos, Blue Square, Mecca Bingo.com and Mecca Mobile.

For further information on G Casino Coventry please [CLICK HERE](#).

CATERING

Provision of food and beverages on Ricoh Arena site

The Ricoh Arena has licensed catering companies to provide exclusive catering and function services to the Ricoh Arena. The Ricoh Arena reserves the right to introduce other retail catering partners into the Ricoh Arena at any time and will inform Licensees as soon as any such agreements are reached. In order to protect the commercial interests of our catering partners, no other retail catering is permitted in the venue without the written permission of The Ricoh Arena. In such instances a concession fee will normally apply. The Ricoh Arena will not normally permit external caterers to operate on the premises.

Details of the event catering needs will be arranged in advance. The Food and Beverage plan forming part of the Licence agreement.

Alcohol

The consumption of alcohol on the exhibition floor during build-up and breakdown is not permitted. Alcoholic drink will not be available from the Ricoh Arena's catering outlets during these times. The event profile may also preclude the provision of alcohol during event open days, e.g., where large numbers of children are present.

Under The Health & Safety at Work Act 1974 a criminal offence may be committed if an Employer fails to act in relation to any worker's alcohol or drug problem. Employers, through their managers, have a duty to ensure, so far as is reasonably practicable, the Health, Safety and Welfare at work of all Employees and casual workers.

The Licensing Act came into force on 24th November 2005. The emphasis of this is governed by four clear objectives:

- Prevention of crime and disorder
- Protection of children from harm
- Public safety
- Prevention of public nuisance

From an operational aspect the major changes that resulted from this Act are as follows:

- The Ricoh Arena is required to have a 'Premises Licence' issued by the relevant Local Licensing Authority
- Those persons undertaking the supply or sale of alcoholic beverages within the Ricoh Arena can only do so with the prior permission of the Ricoh Arena's 'Designated Premises Supervisor'. Where such activities are to be undertaken/operated by an exhibitor, such operators should apply for permission from the Ricoh Arena event manager.
- The sale or supply of all or any alcoholic beverages must be carried out under the direct supervision of a Personal Licence Holder or a person authorised by a Personal Licence Holder. (Personal Licences issued in Scotland and Northern Ireland are not valid for use in England.)

Both the sale and supply of alcohol must be licensed; therefore, sampling is a licensable activity

Our entire site is covered under our new Premises Licence. This gives us flexibility to move a licensable area from its original position should we be requested to do so. (Previous legislation licensed specific areas of the exhibition floor space.)

Where alcohol is sold or served by the Ricoh Arena official caterer, this will automatically be covered. In exceptional circumstances, and at the Ricoh Arena's sole discretion, where alcohol is to be served from an exhibition stand which is not managed by the Ricoh Arena's catering partner, the following applies:

1. The organiser must contact the Ricoh Arena, supplying all of the information requested, together with a highlighted floor plan of the event no later than 28 days before the event.
1. The Ricoh will confirm agreement in writing to allow the sale or supply of alcohol from the areas requested.

2. The catering/bar operating company must have a personal licensee present on site (in some instances, a named, authorised representative may suffice) and comply with the Ricoh Arena's Premises Licence conditions and also the following conditions:
 - a) The terms of the Licensing Act
 - b) Alcohol can only be served during the hours stipulated in the Ricoh Arena's licence (please contact the Ricoh Arena for clarification)
 - c) Service staff must be over the age of 18
 - d) Products for retailing/sampling must be held in a secure area
 - e) Alcohol may not be served to anyone under the age of 18, or anyone who appears to be under 18 (unless proof of age is shown)
 - f) Alcohol must not be served to anyone who appears to be under the influence of alcohol

Alcohol that is not obtained from the official caterer may only be served with the express permission of the Ricoh Arena; in addition, all the points above must be followed and the name of a nominated, authorised person supplied. There will be a corkage charge applied to cover the loss of the Ricoh Arena for official cater. Please contact your event manager for costs.

The legal penalties for breaches of the Licensing Act are severe. Therefore, if any bar operator or exhibitor fails to comply with the conditions under which the sale or supply of alcohol is agreed, their activities will be curtailed and, depending on the severity of the breach, they may also be banned from site.

Food and beverage sampling

Any proposed food or drink sampling activity must be notified to the Event Manager no later than 35 days prior to the start of the Event Licence period. Unless otherwise agreed, the standard acceptable sampling sizes are as follows:

- Unwrapped food - bite sized portions
- Individually wrapped items (for off-site consumption only)
- Drink:
 - Soft and Hot Drinks- 50ml (1.75 fl oz)
 - Beers/Ciders or similar – 50ml (1.75 fl oz)
 - Wine/Fortified wines/Champagne/Alcopops and similar – 25ml (0.9 fl oz)
 - Spirits and similar – 5ml (0.18 fl oz)

This only applies where samples are free of charge; otherwise the operation will be treated as retailing activity and will be subject to the conditions outlined above.

Stand Catering - Please contact your event manager for the venues stand catering order forms

The Ricoh Arena's hospitality catering facilities offer a stand catering service, as well as providing a full hospitality service in private rooms. If Exhibitors wish to provide Visitors to their stand with hospitality catering of any kind, they are required to obtain this from The Ricoh Arena's catering partners.

Exhibitors are not permitted to bring their own food and drink on to their stands. If, in the opinion of the Ricoh Arena, an Exhibitor contravenes this rule and provides a significant level of hospitality catering from its stand, the Ricoh Arena reserves the right to charge the Exhibitor a corkage or concession fee. Under normal circumstances, the Ricoh Arena will not permit any other caterers to provide corporate hospitality. However, if a bona fide catering company is exhibiting at an Event, permission may be granted for them to provide their own hospitality, subject to the payment of a concession fee. If this situation arises, please contact your Event Manager during licence negotiations or as soon as possible.

CCTV

24 hour CCTV is in operation at Ricoh Arena – all external and internal access areas are covered.

CHARITIES

If you wish to have a charity at your event please let your Event Manager know and provide the registered charity number. Charities are only allowed to operate within your event or tenancy area and not in the public Ricoh Arena areas.

Please refer to [The eGuide](#) for information

COMPLEX STRUCTURES

If your stand meets the criteria for a complex structure then please speak to your event manager or show organiser.

Complex Stand Structures Criteria;

- A multi-storey stand including raised platforms over 600mm high.
- A stand where provision is made for a closely seated audience.
- Stand fitting exceeding 4 metres in height.
- A stand with a travel distance to a gangway greater than 12m without a choice of direction.
- A stand requiring foundations.
- Raised or tiered seating.
- Any element suspended from the permanent roof of the hall (i.e. rigging).
- A temporary demountable structure including, temporary grandstands and seating, demountable framed structures, stages and barriers, ancillary special structures, tents and marquees.

For more details on the process please refer to [The eGuide](#).

See also:

Method Statements
Risk Assessments
Stand Building & Dressing

Fire & Safety Regulations
Space Only Stands

CONCERTS

Please [click here](#) for more information

CONFERENCES

Please [click here](#) for more information

CONFERENCE ROOMS

Conference rooms are available to hire at the Ricoh Arena. [Click here](#) or speak to the experienced sales team 0844 873 6350.

CONSTRUCTION MATERIALS

All materials used in the construction of exhibition stands or event stages, features and displays including signs and fascias, shall be non-combustible, inherently non-flammable or durably flame proofed. Night sheets used to seal off a stand shall meet the criteria of flame resistance under BS476 or BS5438.

For more information please visit [The eGuide](#).

CONSTRUCTION HEIGHTS

See:

Height Restriction
Complex Structures

COOKING ON STANDS

Any organiser/exhibitor wishing to cook at their event should notify their Event Manager. Please note, that relevant health and safety sign offs may be required and subject to all relevant food safety/hygiene regulations.

For more information please visit [The eGuide](#).

See also:

Catering
Fire Safety

COSHH

The requirements of the Control of Substances Hazardous to Health Regulations 2002 must be adhered to. The storage of any substance controlled under COSHH must be discussed and its use agreed in advance with the event manager. Any breach of COSHH regulations by licensees or their contractors must be reported immediately to the event manager or venue duty manager. Radioactive substances must not be brought on to the premises without the prior written consent of Ricoh Arena.

For more information please visit [The eGuide](#).

See also

Compressed Gas
Special Effects

Construction Materials

COSMETIC PROCEDURES AND SKIN PIERCING

Skin Piercing – includes Acupuncture, Tattooing, Electrolysis, Cosmetic Piercing, Micro Pigmentation & Botox/Micro-Blading.

Please see [The eGuide](#) for full details of requirements for these activities.

COURIERS

The Ricoh Arena will only sign for courier deliveries that are labelled FAO: Event Manager and Organiser and have the event name clearly shown. Please ensure that all deliveries are made during your tenancy and that someone from your organising team is available to sign for your goods. The Ricoh Arena does not accept deliveries on behalf of Organisers or Exhibitors so please ensure there is a representative from your company to receive your goods.

For a list of local couriers please contact your Event Manager.

See also: *Deliveries*

CRECHE

The National Standards for Under Eights Day Care and Child-minding apply to crèches at events

Organisers, Exhibitors or any other persons wishing to provide crèche facilities must comply with The Children Act 1989 and submit details to the Event Manager including the following details:

- Name of operator
- Location and layout of crèche
- Dates and times of opening
- Ages and maximum number of children attending

Please refer to [The eGuide](#) for more information.

CROWD MANAGEMENT

Public awaiting admission, or waiting to buy tickets to an event, may only congregate in the parts of the premises, at times and in locations previously agreed with Ricoh Arena. In all cases Ricoh Arena will need to be satisfied that the licensee's measures for crowd control on and off the premises are sufficient.

The organiser must liaise with the Event Manager and provide all necessary information to ensure that the planning and management of the public during their exhibition is managed in a safe manner.

Please refer to [The eGuide](#).

See also: *Capacity Figures*
Security and Stewarding

COMPRESSED GAS

Compressed Gas (LPG)

Please inform your Event Manager if you or your Exhibitors intend to use compressed gas at your show, as there are strict regulations on their usage and storage within the hall. The venue offer this as an in-house service. Please refer to [The eGuide](#) for further information.

See also: *Cooking on Stands* *Helium Balloons & Blimps*
Items of Special Risk

CUSTOMS AND EXCISE

UK Customs & Excise is a Government department with responsibility for collecting billions of pounds in revenue each year in VAT, other taxes and customs duties. They also have a vital front-line role in protecting our society from illegal imports of drugs, alcohol and tobacco smuggling and tax fraud. The nearest office to the Ricoh Arena is located in the city centre.

Park Court
Coventry
CV3 6QH
Tel: 08450109000

D

DELIVERIES

All deliveries should be made during tenancy days only and should be addressed as follows:

Addressee

Event

Room or Hall

Organisers office or stand number

Date of Event

Name of Event Manager

Ricoh Arena

Judds Lane

Longford

Coventry

CV6 6AQ

DELIVERY DOORS

Arrangements will be made with your Event Manager for a nominated delivery door at your Team Meeting.

For unusual deliveries please check the height and width of the delivery doors through your Event Manager.

See also:

Deliveries

Height Restrictions

DEMONSTRATIONS

Organisers and Exhibitors must ensure that demonstrations do not constitute a fire or safety hazard and must obtain from exhibitors full details of such activities and a risk assessment. The activity must be restricted within the stand and not protrude onto the gangway. Any viewing areas must also be accounted for into the design of the stand and must not be in gangways. The Ricoh Arena reserves the right to curtail any activity they consider detrimental to public safety. Any exhibitors or organisers that carry out activities with public participation should have the relevant public liability insurance.

See also:

Cooking on stands

Safety Management

Health & Safety Crowd

Working Machinery

DILAPIDATIONS CHARGES

Any damage to the fabric of the building or any external areas of Ricoh Arena, which is over and above wear and tear, will be charged for. Please note that nothing may be fixed to the building or bolted to the floor.

DISABLED FACILITIES

Please [click here](#) to find information on access and parking, toilets and hearing assistance. If you have any further questions or need assistance during your visit to Ricoh Arena, please contact any member of staff who will be able to help you on 0844 873 6500.

See also:

Accessible events

Accessible Stands

Car Parking

DOUBLE DECKER STANDS

Please refer to [The eGuide](#).

See also:

Accessible Stands

Complex Structures

Cleaning

DRINK & DRUGS

Any Organiser, Exhibitor, Contractor or other personnel found to be under the influence of alcohol or drugs will be dealt with by the Ricoh Arena Event Manager and Security Manager; they may be asked to leave site immediately. This also applies to all staff and service partners. If there is evidence of drug or substance misuse within the Ricoh Arena or its environs, substances found will be retained and handed to the Police

DRY CLEANERS

There is a dry cleaners located at Arena Park adjacent to the Ricoh Arena.

E

ENTERTAINMENT

Please [click here](#) for more information

PREMIER LOUNGE SERVICE LIFT CORRIDOR

The following doors widths are on the corridor leading from the upper ground service lift to the Premier Lounge.

Door 1

Width 1560mm, Height 2020mm

Door 2

Width 1400mm, Height 2020mm

ELECTRICAL POWER & INSPECTION

Due to the high-risk nature of electrical work, Licensees may only use electrical Contractors who are approved by the Ricoh Arena. Information about approved Contractors can be obtained from your Event Manager. The Ricoh Arena reserves the right to check the competence of electrical Contractors' personnel on site. Instances of bad workmanship and violations of Health and Safety standards will be dealt with by the onsite Event Manager, and may be subject to an improvement or prohibition notice procedure. Such instances may lead to the disqualification of the electrical Contractor and/or its operatives. The Ricoh Arena will monitor electrical installations and will not permit any connection where the installation is deemed unsatisfactory.

These Regulations are subject to revision or addition at any time, details can be obtained from the Ricoh Arena.

All electrical installations on stands, features, displays and exhibits shall comply with:

- Local Authorities and applicable Acts.
- British Standards Institution - the current edition of British Standards 7671 1992 (IEC364) 'Requirements for Electrical Installations' (previously Institution of Electrical Engineers wiring Regulations 16th edition) with any amendments thereto.
- Special requirements - any special requirements of the Authorities and The Ricoh Arena.
- The Health and Safety at Work Act 1974.
- The Electricity at Work Regulations 1989.
- These Regulations.
- Standard UK Electrical Supplies - the standard UK electrical supplies are:
 1. Single phase - 230 volt 50Hz
 2. Three phase - 400 volt 50Hz

All electrical appliances used by Exhibitors must be compatible with the standard UK voltage provided by the Ricoh Arena, to ensure safety in use. Any exhibited appliance that falls outside the Ricoh Arena's standard tariff electrical supply ratings must be clearly and unambiguously marked and not connected. For non-standard voltage and frequencies, suitable voltage transformers and frequency converters may be allowed if written permission is received from the Ricoh Arena. The Ricoh Arena will not supply electricity to any installation, which does not comply with these Regulations.

- **Testing Stand installations**

To verify compliance, the Ricoh Arena's nominated mains contractor will inspect all installations. The nominated contractor is to be advised by the person responsible for the installation when it is complete and ready for inspection and testing. Where found to be satisfactory, the installation shall be connected to the electricity supply and energised.

Where an installation is found to be unsatisfactory the supply will not be connected and the Ricoh Arena's nominated contractor will advise the person responsible. They must rectify any faults and advise the Ricoh Arena's nominated contractor when the installation is ready for re-inspecting and re-testing.

- **Re-testing**

Where stands are not complete and fail inspection, a charge may be made for each further inspection and testing.

- **Modification or addition to stand installations**

After initial inspection and energising of mains supplies, if modifications or additions are made to stand installations, these must be tested and the Ricoh Arena's nominated contractor notified for additional inspections to be carried out.

- **Appliances**

Any electrical appliance connected to a socket must be PAT tested by a competent person before it is plugged in and energised. The responsibility for ensuring this testing is carried out is that of the person responsible for bringing the equipment into the Ricoh Arena.

- **Responsibility**

The Ricoh Arena will not accept responsibility for:

- Delays in energising installations found unsatisfactory, or where insufficient time has been allowed for inspection.
- Any faults discovered in installations after inspection and energising have been carried out.

- **Electrical Contractors**

All electrical Contractors proposing to undertake work at the Arena, must be approved by the Ricoh Arena Please discuss with your Event Manager.

- **Floor Ducts and Service Tunnels**

Ducts set into the hall floors and service tunnels under the hall floors, do not form part of the licensed area. Access to and use of the floor ducts is limited to the Ricoh Arena employees and contractors for the purpose of installing mains supply cables and other piped services.

The Ricoh Arena will consider limited use of the floor ducts, where applicable, for purposes other than those specified above, provided that the installation in the ducts is carried out by or under the supervision of the Ricoh Arena's nominated mains contractor. Written approval of such use must be obtained from the Ricoh Arena prior to the commencement of the licence period.

No person shall enter the service tunnels, switch rooms or other service areas without written permission from the Ricoh Arena.

EMERGENCY GANGWAYS

The Event Manager will issue an Emergency Gangway Plan to the organiser, prior to the tenancy commencing. It is the organiser's responsibility to communicate this plan to their Contractors and Exhibitors. It is the organiser responsibility to manage the build and breakdown by maintaining the Emergency Gangways as they form party of the evacuation route and provide access for emergency vehicles.

Please refer to [The eGuide](#) for more information.

EMERGENCY PROCEDURES

Please request these from your event manager.

ENERGY & THE ENVIRONMENT

Please [click here](#) to see our environmental policy

See also: *Environmental Policy on our website*
Recycling

EXHIBITORS INFORMATION

Information for Exhibitors is available on our Ricoh Arena website [CLICK HERE](#). This covers all information from Venue facilities to accommodation information.

EXHIBITIONS

Please [click here](#) for more information

gatherings of over 300 persons. Other guidance in the series includes Small and Medium Places of Assembly for small gatherings up to 60 or medium gatherings up to 300, and Theatres Cinemas and Similar Premises.

FIRE & SAFETY REGULATIONS

Please refer to [The eGuide](#) for complete information on fire regulations with regard to stand building and dressing. Should you require further information on fire-proofing materials, please contact your Event Manager. Emergencies should be reported immediately to Security / Control centre on 5501 or 0844 873 6500. Naked flames (including candles) are only allowed in the halls with prior consent from Ricoh Arena. Please let your Event Manager know at least 35 days prior to tenancy, so that the information can be forwarded to the Licensing Authority

FIRST AID

Please contact our Guest Services team on 0844 873 6500 in the first instance if you require first aid assistance.

See also:

*Doctors
Chemists*

Hospitals

FLAGPOLES ON STANDS

Please refer to [The eGuide](#) for further information.

FLOOR FIXINGS

This is not permitted at Ricoh Arena

See also:

*Bolting
Dilapidation Charges*

FLOOR LOADINGS

All installation, transportation and location of heavy goods or structures must conform to the weight limits of the Exhibition Halls. Where possible, all heavy loads should be notified to the Arena at least 14 days in advance of tenancy.

Internal loads

The internal weight limitations and technical data must not be exceeded. The Licensee is responsible for informing the Ricoh Arena in advance, of any load that may exceed that normally permitted, so that an engineered solution may be found.

External loads

Some restrictions apply on the perimeter roads, forecourt and pavements.

Please contact your Event Manager at the Ricoh Arena for exact technical data and plans of floor loadings

FLOOR MANAGEMENT

Organisers or their appointed competent individual should carry out this role throughout the duration of the tenancy. The Floor Manager will be responsible in ensuring that all Rules & Regulations and terms of your licence agreement with the Ricoh Arena are maintained at all times. Organisers should ensure that a representative should be on site when work is being carried out in the hall(s). Please contact your Event Manager for details on Floor Management Companies.

See also:

*Emergency Gangways
Health & Safety*

Fire & Safety Regulations

FLOOR PLANS

All floor plans must be submitted to your Event Manager for approval. PDF technical and CAD drawings of your event space are all available from your Event Manager.

Floor plans should also be submitted for event entrances and any constructions in all areas outside of the event rooms for approval, this includes registration areas etc.

Comprehensive details on all regulations regarding the designing and submission of floor plans can be found in [The eGuide](#).

FLORISTS

Please contact your event manager for more information.

FOOD & BEVERAGES

See also: [Catering](#)
[Cooking on Stands](#)
[The eGuide](#)

FOOD & DRINKS SAMPLING

See also: [Catering](#)
[Cooking on Stands](#)

FOOD HYGEINE

See also: [Catering](#)
[Cooking on Stands](#)

FURNITURE

Please click [here](#) for more information

G

GAMBLING

Please refer to [The eGuide](#).

GANGWAYS

See also: [Emergency Gangways](#)
[Floor Plans](#)

GAS

The Ricoh Arena does not have a mains supply of gas available to the Licensee or Exhibitors. Any appliances operating on gas may only be used with prior written approval of The Ricoh Arena. Gas appliances must be situated well away from the public and any combustible materials. Gas ring burners or similar open flame apparatus must be mounted on suitable non-combustible bases, e.g., stone slabs or other solid, non-combustible material, not less than 25mm in thickness and no lower than 750mm above floor level. Exhibitors must produce a current test certificate for each appliance they require to be connected to the gas supply. The Ricoh Arena reserves the right to disconnect the appliance if there is any reason to suspect that they are unsafe. All gas appliances/supplies must have a Gas Safety Certificate

GOODS ENTRANCE

See also: [Access](#)
[Delivery Doors](#)

GRAPHICS

The Ricoh Arena does not provide any graphics for Organisers and their exhibition. However, please contact your Event Manager for specific graphic and branding opportunities and details. All graphics and designs must be authorised by the Ricoh Arena marketing team prior to distribution.

H

HARD HAT AREAS

Any areas within the Ricoh Arena where people are working at height and adjoining gangways will be designated "Hard Hat" areas and all Contractors must have hats available to put on if required.

Please refer to [The eGuide](#).

HALL ENTRANCE LAYOUTS

For further information regarding Hall Entrance layouts, please refer to [The eGuide](#). Please send your proposed layout to your Event Manager for approval.

See also: [Floor Plans](#)

HEALTH AND SAFETY

Under the Health & Safety at Work Act 1974 (HASWA) and the Workplace (Health, Safety and Welfare) Regulations 1992 organisers have a duty to ensure that all personnel under their control are aware that they have responsibilities to ensure, so far as is reasonably practical, the health, safety and welfare of themselves and other by what they do or fail to do.

The main area's which must be brought to the attention of Exhibitors and Contractors includes, but it not restricted to the following:

- The understanding of fire and emergency procedures.
- The need to maintain emergency exits and keep gangways clear.
- Good housekeeping must be maintained in work areas allowing any hazard to be easily identifiable.
- Steps, mobile scaffold towers etc must be used in a safe manner, using suitable equipment in the approved way.
- All powered access equipment must be operated by fully trained and certified personnel. Copies of training certificates must be available for inspection and anyone who cannot prove their competency may be asked to cease the activity.
- All portable power equipment must be used only for the purpose for which it was designated and the correct safety guards and devices must be fitted and used. Trailing power leads must be kept to a minimum and not cross gangways. Petrol powered equipment must not be used.
- Personal Protective Equipment (PPE) must only be used where other protective measure have been considered unrealistic i.e. PPE is the last line of defence. PPE must be suitable and sufficient for the job and employees trained in its use and limitations. Please note that the Ricoh Arena insists on the use of hard hats and appropriate footwear on construction and dismantling of all structures.
- All contractors must be aware of the need to supply suitable and sufficient tools and equipment required for the job before coming on site (with special consideration to general and Ricoh Arena safety requirements).
- Only acceptable substances are allowed on site and full compliance with the COSHH regulations is required.
- Borrowing of tools and equipment from the Ricoh Arena is not possible.
- The consumption of alcohol is not permitted on the exhibition floor during the build-up and breakdown periods of the event. The use of drugs is strictly prohibited throughout the duration of the event.
- The Ricoh Arena has duties under HASWA and its own Health & Safety policy, which includes provision that persons other than Ricoh Arena employees are reminded of their responsibilities whilst working on site.
- Organisers are required to have a competent representative on site during the hours that any work is being carried out in the venue.

Please refer to [The eGuide](#) for further guidance on your Health & Safety responsibilities.

Please contact your Event Manager for further information or clarification on any Health & Safety issues.

See also: *Fire & Safety Regulations* *Health & Safety Personnel*
Fire Safety *Risk Assessments*
Method Statement

HEALTH & SAFETY PERSONNEL

The law stipulates that all Health & Safety personnel are 'competent' for the job. Health & Safety competence consists of formal qualifications, training and experience. The Institute of Occupational Health & Safety (IOSH) has set guidelines as to the type of formal qualifications required for each position. It is the organiser's responsibility to ensure that their representatives are suitably qualified to perform the tasks for which they are employed or which are allocated to them. Your nominated Health & Safety representative may also perform the duties of the Hall Manager.

See also: *Hall Management*

HEALTH, SAFETY & ENVIRONMENTAL POLICY

Please visit www.ricoharena.com/corporatesustainability to view the Ricoh Arena Health & Safety and Environmental Policy.

See also: *Environmental Policy*
Recycling

HEARING LOOPS

See also: *Disabled Facilities*

HEATING, VENTILATION & FLUES

Heating & Ventilation

Heating and ventilation facilities are fitted in all of our Event Rooms. Please inform your Event Manager prior to your event if you have any specific temperature requirements for the event. These facilities will not be operational during your build-up and breakdown, in accordance with our environmental policy. However if you experience any issues with these units throughout the show please do not hesitate to contact your Event Manager.

Flues

A stand containing an exhibit, process or feature giving rise to or producing any of the following should have a flue system in place; Gases, vapours, liquids, mists, fumes, dusts, fibres or smoke.

A stand containing any of the above defined hazards must be arranged to have an effective local exhaust ventilation system to the outside atmosphere. It shall be sited adjacent to an external wall of the venue and the erection and support of such exhibit or process shall be independent of the permanent structure and fabric of the venue. Please be advised that permission is required from the venue for any of the items above.

The organiser is responsible for monitoring the fumes within their show and informing the Event Manager of any potential areas of concern.

For further information please see [The eGuide](#).

See also: *Fire Safety*

HEIGHT RESTRICTION

Please contact your Event Manager for the specifications of each individual hall. Also please note that stands over 4m high are subject to certification by a qualified Structural Engineer. Please refer to [The eGuide](#) for further information.

See also: *Complex Structures*
Rules & Regulations

HELIUM BALLOONS & BLIMPS

Helium balloons must be secured by some means. A dilapidation charge to cover retrieval will be made if any balloons are loose HOT and float up to the roof. This charge will be passed onto the Licensee.

Please refer to [The eGuide](#) for further information.

See also: *Gas*
Items of Special Risk

HOSPITALS

The nearest hospital to the Ricoh Arena is George Elliott Hospital Nuneaton. If for any reason you feel an ambulance is required, please call our main reception on 0844 873 6500 (from an external phone) or 6500 (from an internal phone).

HOSPITALITY ROOMS

See also: *Conference Rooms*

HOTELS

See also: *Accommodation*

HOT WORK

Any work involving oxy-acetylene cutting / welding, arc welding, gas / oil blowlamps, angle-grinders, tar boilers, LPG burners, soldering requires a hot working permit. No hot work can take place unless a permit is issued, on-site by the Health and Safety Officer or H&S Officer in charge.

Please refer to [The eGuide](#) for further information.

I

INSURANCE

Please refer to your tenancy agreement or event contract for details of minimum levels of insurance cover, which must be provided.

INTERNET

See also: *IT & Telephony*
Wi-Fi

INFLATABLES

IT & TELEPHONY

Our IT department are here to supply you with all of your internet needs throughout the duration of your stay.

Please contact your event manager for the venue IT order forms

Organisers generally receive one telephone line per office free of charge. This will be provided to existing sockets in the organiser's office. Should a telephone be required on the exhibition floor or in any other temporary location there will be a charge for cabling.

Organiser's office telephone numbers will be allocated by the Event Manager and all of your Event IT requirements should be directed to them.

See also: *Wi-Fi*

ITEMS OF SPECIAL RISK

Please refer to [The eGuide](#) and the Ricoh Arena Rules & Regulations. All items of Special Risk should be noted in the Risk Assessment.

If you have any further queries regarding what constitutes an item of Special Risk or what information needs to be provided, please contact your Event Manager.

See also: *Risk Assessment* *Ricoh Arena Rules & Regulations*
Method Statement

L

LASERS

Lasers are deemed as an Item of Special Risk, any person demonstrating laser products must comply with [The eGuide](#).

See also: *Special Effects*

LICENSES (COPYRIGHT)

Please refer to [The eGuide](#) for further information.

See also: *Special Licenses*
Music Licenses

LIFTS

All levels are accessible by lift.

LORRY PARKS

This must be pre booked in with your event manager. Refer to your event manager for costs.

LOST PROPERTY

The lost property is located at the main reception in the north side of the atrium.. Once the event is over, all lost property is moved to the Security office. Please call our Guest Services Team on 0844 873 6500 for any lost property queries. The Ricoh Arena will only retain lost property to a limited time, after which the company shall consider the property to be abandoned.

M

MARKETING & MEDIA SERVICES

Please contact your Event Manager who will put you in touch with the Ricoh Arena Marketing Team, who can help you in numerous ways to promote your event or service.

Make the most of our advertising opportunities at your event by utilising one of our many sites that we have available.

See also: *Banner Sites*
Wall Banners
Event Manager for an Advertising Brochure

MARKOUT

Please contact your Event Manager for full details regarding mark outs.

MASSAGE

You must advise your Event Manager if you or one of your exhibitors wish to offer this service at the show or conference.

Please refer to [The eGuide](#) for further information.

See also: *Items of Special Risk*

MAXIMUM OCCUPANCY (ATTENDANCE LIMITS)

The maximum occupancy limits for each event space at any one time are detailed below. However, each event's exact levels are determined by Risk Assessment and advised to the Licensee by the Event Manager. Licensees must ensure that they are aware of the level set for their event and have a system in place to verify this at any time. This control measure should be detailed in the Event Risk Assessment. The maximum attendance allowed at any one time includes all Exhibitors, staff, visitors and delegate: The capacity levels for the spaces detailed below must not be exceeded in any circumstances.

Ericsson Exhibition Hall 1	7000 people
Ericsson Exhibition Hall 2	3000 people
Ericsson Exhibition Halls 1 & 2	12,000 people
Atrium	Circulation space only
Jaguar Lounge	150 people
Jaguar Suite	150 people
Legends Lounge	300 people
Premier Lounge	1000 people
Premier Lounge North	300 people
Premier Lounge South	300 people
Premier Lounge Centre / Extended South	500 people
Lounge One	1000 people
Lounge One North	500
Lounge One South	500
Boardroom	75 people
Aylesford Lounge	150 people
Hall 3	Up to 1100 people
Clubhouse	500
Hall 4	300
Hall 5	650 seated / Up to 800 standing
Faradays	150 people
Executive Boxes	12 people

MEDICAL CENTRE

See also: *First Aid* *Hospitals*
Chemist

METHOD STATEMENTS

Where method statements are required for activities undertaken in the construction of stands and other structures, they should include:

- Named responsible person, the employee on site who will be responsible for the construction and dismantling of the structure'
- Details of the stand or structure - location, dimensions, floor loading, loads of scaffolding, structures and any heavy exhibits.
- Description in words and/or by sketches of the sequence of erection proposed.
- Stability information - methods of ensuring stability at all times of individual sections (including columns), as well as the partially built structure. A detailed method to ensure that activities such as lifting, initial connecting, alignment and final connection are carried out safely.
- Details of hoisting or lifting including use of eg, cranes, forklifts, hoists, platforms; their capacities, weight, location and proposed loading on to the hall floor.
- Access of abnormal deliveries including timing, entry point and route to final position
- Identification of the safety equipment and precautions proposed, including, precautions to be taken during any welding, grinding or cutting operations, protection for users of scaffolding and special platforms and those working adjacent to them.
- COSHH assessment information - any use of hazardous and/or toxic substances, whether temporary or for the final stand must be advised. Precautions and protection for all persons must be included.
- Environment – Any unusually noisy or dust-creating activities must be notified. Contractors providing special waste services are to be notified to the Ricoh Arena's Event Manager.
- Where temporary services are to be brought on to the premises, details of compressors, welding equipment, major electrical equipment, it's use and safety precautions taken.

See also:

Risk Assessments

MOVING EXHIBITS

All moving Exhibits, with moving parts must be notified to the Ricoh Arena Event Manager in advance of the Event. Exhibits, including moving exhibits, such as robots, are not permitted in the aisles. All exhibits must be contained within the confines of the stand area

MUSIC LICENCES

If live music is performed or sound recordings (eg, records, tapes, compact discs) are played at any event, either on individual stands or throughout the event as a whole, then under the terms of the Copyright, Designs and Patents Act 1988, it is the Licensee's responsibility to ensure that the appropriate licences are obtained from these bodies.

PRS (Performing Rights Society)

New Business Team
29 - 33 Berners Street
London W1T 3AB
Tel 0800 068 4828

By Law, Licensees, Organisers or Exhibitors wishing to play music at an Event (by any means) must have a PRS licence to cover the royalties for writers, composers and publishers for each day of the show.

PPL (Phonographic Performance Limited)

1 Upper James Street
London W1F 9DE
Tel 0207 534 1000 Fax 0207 534 1111

When you play incidental background music (including via a video) a flat licence fee per stand per day applies. For events such as fashion shows, DJ presentations and demonstrations etc require a separate licence. For further information contact your Event Manager.

N

NAKED FLAMES, HOT SURFACES & FLAMABLE SUBSTANCES

Full details of the proposed activity are to be submitted to the Ricoh Arena for approval prior to tenancy. For full details of the requirements please see [The eGuide](#).

See also:

*Cooking on Stands
Fire Safety*

*Special Effects
Items of Special Risk*

NIGHT SHEETS

Night sheets must be made of inherently non-flammable material or of material satisfactorily treated to render it non-flammable. Please note, that should your exhibitors decide to use a night sheet, the stand will not be able to be cleaned unless specific instructions and permissions are given to do so.

NIGHT WORKING

Any requirement for working overnight, or working outside operating hours, must be agreed in advance with the Event Manager to ensure that appropriate levels of safety cover, lighting, fire exits, toilets and any other relevant services are provided. Licensees or their representatives are required to remain on site while working is taking place.

Medical cover must be provided during overnight working. Please contact your event manager for all details and associated costs.

NOISE LEVELS

Organisers/Exhibitors should inform the Ricoh Arena at least 28 days in advance of an event that will give rise to expected hazardous noise levels associated within the event and/or its exhibitors or feature areas.

- Hazardous noise levels can be described as those that exceed 80dBA. Common noise hazards arise from music whether un-amplified or amplified, motor sport or vehicle demonstrations, machinery and equipment exhibits and pyrotechnic effects.
- Organisers, exhibitors and employers related to the event, must ensure they fully meet their duties under the
- Noise at Work Regulations 2005, to reduce the risk of hearing damage to employees to the lowest level reasonably practicable, as well as all other duties and those particularly relating to action levels.
- Where noise hazards are identified, the organiser will specify to the Ricoh Arena, the planned event noise management arrangements this will include;
 - 1) the nominated responsible person for noise management at the event
 - 2) the nature of noise sources
 - 3) the expected noise levels
 - 4) noise engineering controls
 - 5) monitoring arrangements
 - 6) the necessary arrangements for the provision and types of hearing protection equipment required
 - 7) arrangements for those not in employment (i.e. earplugs at the feature area)

N.B. The noise management plan must also include the planned noise reduction measures to be implemented.

- Arrangements must be in place to ensure that all persons working within an area where noise levels exceed 80dBA are wearing appropriate hearing protection equipment.
- Linear noise levels must comply with current legislation and remain at peak levels below 137dB(linear).
- Noise levels of concussion pyrotechnics must be monitored pre-show and results effectively communicated to the Ricoh Arena. Such effects will be subject to approval at this time.
- Music sound levels may be monitored by the Ricoh Arena. Where these exceed acceptable levels the nominated responsible person must comply by lowering the levels. Please refer to [The eGuide](#) for further information on noise levels.

O

OUTSIDE EXHIBITION AREAS

Please contact your Event Manager for information about our Outside Exhibition Areas.

OPERATING HOURS

The Ricoh Arena venue is monitored 24hrs, seven days a week.

Access into the event spaces will be as per your tenancy agreement and will be coordinated through your Event Manager/Show Organiser.

See also:

Access

ORGANISER OFFICES - ERICSSON EXHIBITION HALL

Plans for the Organiser Offices are available from your Event Manager.

P

PASSES

Vehicle Passes

- Vehicle passes must be present and clearly visible at all times.
- An event specific traffic management plan will be put in place which will detail any complimentary or charged car parking as well as vehicle movement and parking passes.

Organiser, Exhibitor & Contractor Passes

- The use of passes by the Organiser, Exhibitors and Contractors will significantly support our Security team in ensuring the correct people are entering your event. This can be a simple pass or a photo ID pass.
- Any Organiser, Exhibitor or Contractor passes produced by the organiser must be issued to the Event Manager at least 7 days prior to the show (at least six copies).
- Please be advised; should the Organiser choose to implement a pass system, passes must be worn at all times to ensure consistency. Anyone attempting to access the hall without a valid pass will be directed to the Organisers Office.

See also:

*Security
Access*

Car Parking

PAYPHONES

Unfortunately, the Ricoh Arena does not have any pay phones on site.

PERFORMING RIGHTS & PPL LICENSES

See:

Licenses – Copyright

PHARMACIES

See also:

Chemists

PHOTOGRAPHY

You may appoint an official photographer for the show who can take photos within your show. If you wish to take photos in the Ricoh Arena public areas your Event Manager must be made aware of this.

If you wish to restrict the public use of cameras within your show please advise your Event Manager.

See also:

Filming

PLATFORMS & STAGES

Platforms and stages exceeding 600mm in height are deemed to be a complex structure. For more information please refer to the 'Complex Structures' section of this A-Z, or alternatively [The eGuide](#).

See also:

*Accessible Stand Design
Complex Structures*

POLICE

Should any Organisers or Exhibitors wish to speak to a member of the West Midlands Police, they should contact their Event Manager.

POST BOXES

Unfortunately the Ricoh Arena does not have a post box; however any post you have can be left with the Guest Services team at our Main Reception, where collections are made daily at 4pm..

PROFILE OF THE EVENT

Licensees shall provide The Ricoh Arena with details of their event profile prior to completing the licence agreement. Any additional information shall be provided to the Event Manager at least 90 days before the tenancy period. Details shall include audience, Exhibitor and performer profile; estimated attendance; open hours; performance times and any special information relating to the safety and security of the event. These details should be considered in the Event Risk Assessment.

Please refer to [The eGuide](#) for further information

RISK ASSESSMENT

There is an absolute legal requirement under the Management of Health and Safety at Work Regulations (MHSWR) to carry out a 'suitable and sufficient' risk assessment. This means that it must identify all 'significant risk'. Significant risks are those which are reasonably foreseeable in terms of probability and severe enough in outcome to warrant consideration i.e. they are more than trivial. Risk assessment is a MANAGEMENT responsibility and all but the simplest risk assessments should be carried out by competent staffs that are knowledgeable about the event or the activity in question.

Generally the venue will produce a generic risk assessment for the halls which indicates common hazards and control measures for all events. The organiser should then produce their own specific risk assessment detailing the hazards and controls for that particular event.

Examples of common risks associated with any event or exhibition are as follows:

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Slips, trips and falls on a level surface
- Manual handling – lifting or moving of heavy/awkward loads
- Falls on stairs or escalators
- Injury from electric shock
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Injury from use of work equipment e.g. circular saws
- Hanging wires
- Structural collapse of seating or an exhibition stand
- Outbreak of Legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire and fire related incidents
- Major incident and civil emergency
- Excessive working hours
- Stress
- Alcohol and drug misuse related incidents

Please refer to [The eGuide](#) for further information

See also: *Method Statements*
Fire Risk Assessments

S

SAFES

Unfortunately safes are not available in any of our Organiser Offices.

SAMPLING

See also: *Catering*

SEATING

Please refer to [The eGuide](#) for more information.

If you wish to order a specific style of seating from the Ricoh Arena, please contact your Event Manager for details.

SECURITY

The Ricoh Arena provides a security package specific to your event. The Event Manager will liaise with you to discuss your requirements and draw up a manning schedule accordingly for Security, Stewards, Front of House and Visitor Management. Your show will be manned 24hrs if required.

A member of Security should be the first point of contact for all minor security issues. If a major security concern should arise, then your Event Manager will be notified. All of our Security Officers are fully briefed on the Ricoh Arena's emergency procedures and will assist in these circumstances should they arise.

It is important that you are aware of the different roles and functions of our Security personnel brought in for the show. Some of the security cover necessary for your event may be included in your package. If more security is advised by the venue, this is available at an additional cost to the client.

For further clarification please contact your Event Manager. The Ricoh Arena follows the SIA guidelines and is regulated by this governing body.

See also:

*Access
Control Room*

*Emergency Procedures
Night Sheets*

SEMINAR THEATRES

A plan of any Theatres or Seminar rooms showing dimensions and positioning of seating and AV equipment should be supplied to your Event Manager for approval.

If you have any event rooms that have over 200 seats it is deemed as a complex structure. Please refer to [The eGuide](#) for further information.

See also:

*Complex Structures
Seating*

SERVICE LIFTS

There are two main services lifts which service different parts of the arena – the **lower ground service lift** is used for Hall 3, Hall 4, Hall 5 and Bar 87. The **upper ground service lift** is used for Atrium, Ericsson Lounge/Suite, Legends Lounge, Lounge One, Boardroom, E.ON Lounge and Aylesford Suite.

Lower Ground Service Lift

3.3m Wide, 5.6 Depth, 2.3 high
Max Load – 6000kg

Upper Ground Service Lift

2.7m Wide, 2.5 Depth, 2.3 high
Max Load – 5000kg

See also:

E.ON Lounge Service Corridor

SHELL SCHEME STANDS

Shell scheme stands must be constructed and certified as safe by a shell scheme contractor. Please contact your event manager for referral to the in-house services who can provide this.

SIGNAGE

Venue Signage

The Ricoh Arena venue has permanent signage indicating exits, toilets, catering units etc and permanent advertising sites. If the layout or any structures erected at your events should obstruct any of these signs, you will be required to provide alternative signage as seen fit by the venue management at your own cost. No show-specific signage may be placed inside the catering units.

Road Signs

There is directional signage to the Ricoh Arena from all major routes approaching the venue. If you require any event specific road signs this must be discussed with your Event Manager.

Event Signage

The Ricoh Arena provides basic, venue branded directional signage for every event. Organisers can provide event signage for individual locations as agreed with your Event Manager.

Please note – all external and internal signage/branding must comply with the Ricoh Arena brand guidelines.

See also: *Branding*

SIMULATORS, RIDES ETC.

Simulators and Rides must comply with the Amusement Devices Inspection Procedures Scheme (ADIPS). They will only be permitted if a valid Declaration of Operational Compliance (DOC), copies of annual inspection certificates and a full Risk Assessment are submitted to the Ricoh Arena no later than 35 days prior to the start of the Licence period.

Simulators and Rides shall be under the control of a competent and experienced person, who is able to recognise any dangers associated with the apparatus and is authorised to take any immediate and necessary action to prevent danger.

The Licensee must confirm to the Ricoh Arena during build-up that the DOCs submitted correspond to the actual rides to be used. The Licensee must also confirm daily that each ride has been tested by a competent person and is safe for public use, prior to the event opening.

Please refer to [The eGuide](#) for more information.

SKIP HIRE

If you wish to hire a skip for your event please contact your Event Manager.

SMOKE MACHINES

Smoke machines may only be used on approval, provided a Risk Assessment and a COSHH Assessment are completed and copies submitted to the Ricoh Arena 28 days prior to the start of the Licence period. Any costs involved in testing the machine are to be borne by the Licensee. Chemicals used in smoke machines must comply with EH40. Operation of the smoke generator shall be restricted to the minimum amount of time required to achieve the approved density level of smoke. The time factor will be determined by the Ricoh Arena's Fire and Safety officer at a demonstration, which must be given 24 hours before the event opens to the public. Account will be taken of the visibility and CO2 levels, which must not adversely affect public safety. A suitable notice warning the public of the use of smoke machines must be displayed at all entrances to the event.

Please refer to [The eGuide](#) for more information.

See also: *Special Effects*

SMOKING POLICY

The Ricoh Arena is a non-smoking building. Discarded cigarettes, etc, are recognised as a major cause of fire. This, combined with the volume of waste packaging generated on the exhibition floors, poses a substantial fire risk. All smoking in the Ricoh Arena is therefore prohibited. Individuals who wish to smoke must go outside the building and smoke within the designated smoking area outside the main atrium entrance. The Licensee's security and Floor Management personnel are responsible for enforcing this policy.

SPACE ONLY STANDS

Space Only stands must be constructed by a competent stand building contractor. Please refer to [The eGuide](#) for further information.

If any part of the stand is over 4m in height, this will be deemed as a complex structure and must be dealt with as such. Please refer to the 'Complex Structure' section of this A-Z and [The eGuide](#). If you require any further clarification, please contact your Event Manager. Failure to comply will lead to a no build notice being issued.

See also: *Complex Structures*

SPECIAL EFFECTS

All special effects require prior approval by the Ricoh Arena and other Authorities. Please speak with the Event Manager about any Special Effects as soon as possible. Technical details of proposed Special Effects, a full Risk Assessment and Method Statement for their use, together with certification of apparatus used (where appropriate), must be submitted to the Ricoh Arena no later than 28 days prior to the first day of the Licence period.. Please see the following sections of this A-Z for some of the most commonly used.

- Lasers
- Smoke Machines
- Pyrotechnics

Please refer to [The eGuide](#) for more information.

See also: *Fire Safety*
Items of Special Risk

SPECIAL LICENCES

Certain activities you may wish to bring to the show may not be covered under the Ricoh Arena Venue's premises licence. As such under these circumstances, special licenses will need to be applied for. If you require any further clarification please contact your Event Manager. Examples of these would be Filming, Animals, Working children and Crèche Facilities. However, this list is not exhaustive and if you are unsure whether you need a licence for your activity please contact your Event Manager.

For PRS & PPL licences please see the Licences – Copyright section of this A-Z.

See also: *Licences – Copyright*

SPONSORSHIP

See also: *Media & Marketing*

Sporting Events

Please [click here](#) for more information

STAGES

See also: *Complex Structures*
Platforms & Stages

STAIR CASES

For information on Stepped Access, Ramps & Balustrades please refer to [The eGuide](#).

See also: *Temporary Staircases* *Complex Structures*

STAND BUILDING & DRESSING

Please refer to [The eGuide](#) for further information.

See also: *Complex Structures* *Shell Scheme Stands*
Fire & Safety Regulations *Space Only Stands*

STAND CATERING

Please refer to the 'catering' section of this A-Z for more information.

See also: *Catering*
Cooking on Stands

STAND PLANS

Organisers should ensure that they receive stand plans for all space only stands, to ensure that all rules, regulations and guidelines are being adhered to and construction height limitations are not being exceeded. Please be aware that stands with a travel distance of over 12m are deemed as a Complex Structure and should be treated as such.

See also: *Complex Structures* *Seminar Theatres*
Platforms & Stages *Space Only Stands*

STORAGE AREAS

Please refer to [The eGuide](#).

If there is a void area within the hall, this may be used for storage on an agreement by the venue. This must be done in a neat fashion and where possible, boxed in with baffle walling. These storage areas must not infringe into any emergency exits or gangways and must be agreed by the Event Manager.

See also: *Fire & Safety Regulations*

T

TAXIS

Taxis are usually available outside the main entrance when shows are taking place at the Ricoh Arena. If not then please see a member of our Guest Services team, or use the taxi free-phone opposite the main reception desk.

TELEPHONES

See also: *IT & Telephony*

TELEVISION LICENCE

The Ricoh Arena's television licence covers the use of television sets on the exhibition floor, in hospitality and suites and Organiser's Offices.

TEMPORARY DEMOUNTABLE STRUCTURES

Please refer to [The eGuide](#) for further information.

See also: *Complex Structures*

THEATRE AND SEMINAR REGULATIONS

Please refer to [The eGuide](#) for further information.

See also: *Seating*
Seminar Theatres

TICKET OFFICES – ERICSSON EXHIBITION HALL

Plans for the ticket offices 1 & 2 are available from your Event Manager.

Signage boards for each ticket office are available to hire – please speak to your event manager. Dimensions for each are:

- Ticket office one (2 x boards available) – 1860mm(W) x 560mm (H)
- Ticket office two (1 board available) – 1690mm (W) x 602mm (H)

TOILETS

There are many toilet facilities throughout the Ricoh Arena. Our public toilet facilities are located in The Mill, located in the main atrium. Toilet facilities in the halls are indicated on each individual plan.

If required, temporary toilets are also available for hire.

Please contact your Event Manager for further details about hiring toilets.

See also: *Baby Changing & Feeding Facilities*
Disabled Facilities

TRAFFIC RULES & REGULATIONS

An event specific traffic management plan can be put into place if required. Please contact your Event Manager for further information.

TRAIN STATION

There is an on-site train station: Coventry Arena. Please [CLICK HERE](#) for more information.

TRAVEL & TRANSPORT

For travel and transport arrangements at the Ricoh Arena please visit the 'Travel' area of our website by following the link:

Please [click here](#) for more information.

See also: *Car Parks*
Taxis

V

VEHICLES IN HALL

For information regarding the display of vehicles in any of the Ricoh Arena's halls or public areas, please refer to [The eGuide](#). Delivery and removal times of these vehicles must be allocated into your build and breakdown schedule. Please ensure that all vehicle keys are left with the event Organiser.

See also: *Risk Assessment*
Items of Special Risk

VEHICLE ENTRANCE DOORS – Ericsson Exhibition Hall

The VE doors are:

Gate 26 - 5.5m (W) x 5.3m (H)
Gate 29 – 5.5m (W) x 5.1m (H)

VIP VISITORS

Please contact your Event Manager if you have any VIP visitor requirements.

W

WALL BANNERS

Please contact your Event Manager for further information and costs regarding advertising opportunities at the venue.

WASTE DISPOSAL

The Ricoh Arena is responsible for cleaning common areas of the site i.e.: communal/public areas, foyers, entrances, concourses, gangways, toilets and will remove 'normal waste' produced during the build-up and breakdown periods. Normal waste includes packaging and other small items.

The organiser, exhibitors and contractors are responsible for the removal of any other waste, including:

- carpet - except scraps
- crates/pallets
- building waste, such as bricks, sand and stand fitting materials
- metal work
- large items that will not fit into rubbish receptacles or that need to be removed by mechanical means
- hazardous waste - e.g., paints, solvents, chemicals, clinical waste, aerosols, oils or lubricants, including rags used in the application of these substances
- cooking oils
- strip lights (fluorescent tubes) and light bulbs
- material produced by working demonstrations of exhibits.

In accordance with Section 34 of the Environment Protection Act, items requiring disposal shall be removed by an approved waste carrier and taken to a licensed waste management company. The Ricoh Arena can provide quotes, on request, for making the necessary arrangements.

All such items must be removed from the exhibition halls in sufficient time for the Ricoh Arena's cleaning contractor to clean the floors within tenancy hours on the last day of the licence period. If such items are not removed, the Ricoh Arena may arrange for their removal and any associated costs will be passed on to the organiser. The Ricoh Arena accepts no responsibility for any items left on the premises after tenancy hours on the final day of the licence period.

As a general rule, by 1 hour before the end of tenancy on the day before the first day of the open period of an event (pre-open day) all stand construction work must be completed. All vehicles, plant, ladders, trestles, scaffolds, trolleys, contractors' huts, spare materials and other items used in connection with the construction and erection of stands must be removed from the Ricoh Arena. At the same time all exhibits, exhibitors' and contractors' materials required for that event must be removed from the gangways and placed on stand areas to allow the Ricoh Arena's cleaning staff to sweep the gangways and clear away refuse.

Organisers, exhibitors and contractors must provide adequate access and freedom of movement to allow the cleaning operation to take place in reasonable time prior to the commencement of the open period.

After an exhibition has closed each day, stand holders must place any dry refuse from their stand into plastic sacks, provided by the Ricoh Arena. The plastic sacks must then be placed in the gangways immediately after the closure of the exhibition for removal by the night cleaning staff. Under no circumstances must refuse be placed in the gangways other than in plastic sacks, or at other times than those stipulated above.

Contractors must ensure that adequate arrangements are in place to dispose of liquid waste in a safe and environmentally sound manner. Discharges must not be made into any site drainage system, sanitary facility or floor duct.

Waste: Stand cleaning

Ricoh Arena will provide stand cleaning services at an additional cost and this will consist of;

- A pre-clean of all stands on the day or night before the event opens;
- A daily clean of all stands prior to the event opening.
- These services do NOT include the following:
- The cleaning of exhibits;
- The cleaning of the upper level of multi-storey stands; or
- Specialised cleaning ie: Cleaning of cars, boats, glass, special flooring, etc

At the end of the event, the organiser, exhibitor and contractors must ensure all equipment has been moved prior to the end of the Licence Period. Abandoned equipment will be removed by the Ricoh Arena will be charged for and skip hire will be calculated according to the amount of waste remaining.

Skips are hired in to dispose of the general waste – addition skips for the items listed above
Washbasins and toilets within the WCs throughout the Ricoh Arena are not to be used for disposing of tealeaves, waste food, etc. The cost of clearing blockages in the drainage system as a result will be charged to the organiser or anyone found carrying out this act.

The Ricoh Arena will charge for any unreasonable soiling or permanent damage caused to walls or carpeted areas.

Hazardous waste

All producers of waste have a duty to ensure that any waste produce is handled safely and within the law. This is your Duty of Care.

The following are the main items we find in the exhibition waste covered by Hazardous Regulations, The **Waste Electrical Electronic Equipment (WEEE)** and Batteries directive and Clinical waste;

The Hazardous Waste Regulations 2005

Examples: Solvents, Paints, Inks, Oil, Contaminated rags with Oil or Paint, Aerosols, Chemicals, Unmarked liquids, Tyres

Any waste that is listed in the Europe waste catalogue marked with an asterisk (*) is classed under Hazardous waste Regulations. Any accident or spillage that could result in a hazardous substance entering a drain must be reported immediately.

WEAPONS

Weapons covered by these regulations include firearms, crossbows, replicas, deactivated weapons, swords, knives (including kitchen knives) and tools. Ceremonial knives carried or used to meet religious obligations and small, folding or utility knives used for a lawful purpose and not brandished or worn in such a manner as to cause concern or alarm are exempt from these regulations. The use of weapons must be agreed in writing by the Ricoh Arena. Requests for approval, together with detailed risk assessments for delivery, storage, operation, use, display and management must be submitted to the Ricoh Arena at least 28 days prior to tenancy.

The use and possession of weapons is regulated by strict legislation. The Ricoh Arena reserves the right to refuse permission for the use of any weapon in a show or performance where it feels that the criteria are not being met.

The person in control of a weapon, ie the armourer (registered firearms dealer) or certificate holder is responsible for the following:

- Secure transport, storage and use in accordance with the licence. Ammunition and firearms must be carried in separate, locked containers
- Safe use
- Competency of the weapon handlers
- Maintaining safe areas and distances to eliminate risk from discharge
- Clear briefing to those who may be affected of details of the use of the weapon(s) and the arrangements for the safety of people and equipment
- Identifying and ensuring the use of protective measures, eg screens, protective clothing and ear defenders
- Accounting for all weapons and ammunition at all times

The suspected loss of a firearm, ammunition, replica or deactivated weapon must be reported to the Ricoh Arena immediately.

For any additional information please refer to [The eGuide](#).

See also: Items of Special Risk

WEIGHT LOADINGS

See also: Floor Loadings

WEBSITE

You can visit the official Ricoh Arena website at www.ricoharena.com

WHEELCHAIRS

The Ricoh Arena has been purposely designed and built to be compliant with the Disability Discrimination Act and allows unrestricted access to all facilities within the Ricoh Arena. Ramps and lifts are provided at the entrances to the Ricoh Arena. Lifts operate between the floors.

WI-FI

You can access the Ricoh Arena wireless internet (Wi-Fi) network using any laptop computer in any of the Ricoh Arena public areas. In order to use the wireless internet, you will be required to register.

If you are having difficulties connecting to the Ricoh Arena wireless internet, please ask your Event Manager to contact our onsite IT team who will be happy to help.

*See also: IT & Telephony.
Event Organiser: for IT costings.*

WORKING MACHINERY

Machinery, engines and similar equipment exhibited on stands are subject to the Provision and Use of Work Equipment Regulations 1998 (PUWER). A Risk Assessment must be carried out in order to identify any hazards presented to the public and the operator of the equipment. Machinery shall be electrically and mechanically disconnected, except if required for a demonstration. In this case, it must be guarded with suitable physical barriers to protect the public and prevent unauthorised operation. Warning signs must also be provided.

Please also refer to guidance on Heat Generating Displays, Work Equipment, Tools and Processes. Stand Construction & Product Demonstrations

- A risk assessment must be carried out in order to ensure that any equipment being demonstrated (i.e. operated as part of an exhibit) on a stand is inherently safe and does not present a hazard to the operator of the equipment, other staff or visitors at any time.
- Details of all demonstration areas must be submitted to the Ricoh Arena.
- Demonstration areas must be indicated on stand plans and, where necessary, must be sound proofed.
- Machinery shall be electrically and mechanically disconnected, except if required for a demonstration.
- Working machinery should only be demonstrated to interested parties where necessary and not used as an attraction to the stand.
- Moving parts of machinery and other working equipment must be efficiently guarded to protect both the public and the operator.
- All running machinery and other working equipment must be set back from the stand edge, so as not to cause a hazard to staff and to accommodate visitors.
- All staff must have sufficient instruction and training to ensure that they are competent when undertaking any demonstrations. Suitable PPE should be issued.
- All machines must be suitably guarded, as they would be in normal use. Where guards are removed for display purposes, the following will apply:
 - a) A strong and suitable see-through guard must be in place for the duration of the show
 - b) Distance barriers and screens may be required to protect visitors from harm. The risk assessment will identify the type needed
- Barriers may be required. All exhibits must, where they are not sufficiently stable as free-standing models, be properly secured to the floor of the stand or other structure.
- Floors on stands must be kept clear of articles or substances likely to cause persons to slip or trip.
- All electrical conductors must be properly installed and adequately protected.
- Exhibits must be positioned so that at no time do they protrude into gangways.
- Precautions must be taken to ensure that dust particles, fumes, etc. from working machinery do not discharge into areas outside the stand.
- All stand personnel should acquaint themselves with how to use the appropriate firefighting equipment as identified in the risk assessment and supplied on the stand, and with the position of the nearest fire alarm location in the building.
- A charge may be made by the Ricoh Arena for provision of additional firefighting equipment.

See also:

Items of Special Risk