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Welcome to the Exhibitor Manual of Integrated Systems Europe 2016. In this manual you will find all of the information you need regarding your participation at the show.

1.1 EXHIBITION TIMETABLE

<table>
<thead>
<tr>
<th>Build-up</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Friday 5 February</td>
<td>07:00 – 0:00 hrs</td>
</tr>
<tr>
<td>Saturday 6 February</td>
<td>07:00 – 0:00 hrs</td>
</tr>
<tr>
<td>Sunday 7 February</td>
<td>07:00 – 0:00 hrs</td>
</tr>
<tr>
<td>Monday 8 February</td>
<td>07:00 – 17:00 hrs</td>
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</tbody>
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Build-up for all space only exhibitors/contractors
Decoration of shell scheme stands

By 17:00 hrs the venue needs to be cleared by ALL exhibitors, no exception to be made

<table>
<thead>
<tr>
<th>Show opening times</th>
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<tbody>
<tr>
<td>Tuesday 9 February</td>
<td>07:00 – 19:00 hrs</td>
</tr>
<tr>
<td></td>
<td>10:00 – 18:00 hrs</td>
</tr>
<tr>
<td>Wednesday 10 February</td>
<td>07:00 – 19:00 hrs</td>
</tr>
<tr>
<td></td>
<td>09:30 – 18:00 hrs</td>
</tr>
<tr>
<td>Thursday 11 February</td>
<td>07:00 – 0:00 hrs</td>
</tr>
<tr>
<td></td>
<td>09:30 – 18:00 hrs</td>
</tr>
<tr>
<td>Friday 12 February</td>
<td>07:00 – 0:00 hrs</td>
</tr>
<tr>
<td></td>
<td>09:30 – 16:00 hrs</td>
</tr>
</tbody>
</table>

Venue open to exhibitors
Show open to visitors

<table>
<thead>
<tr>
<th>Breakdown</th>
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<tbody>
<tr>
<td>Friday 12 February</td>
<td>16:00 – 17:00 hrs</td>
</tr>
<tr>
<td></td>
<td>17:00 – 0:00 hrs</td>
</tr>
<tr>
<td>Saturday 13 February</td>
<td>00:01 – 0:00 hrs</td>
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<tr>
<td>Sunday 14 February</td>
<td>07:00 – 18:00 hrs</td>
</tr>
</tbody>
</table>

Removal of exhibits
Dismantling of stands
Dismantling of stands

Please note that night breakdown is possible from the Friday evening till Saturday morning, at no cost.
# 1.2 CONTACT LIST

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Email /Tel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISE</td>
<td>Mr. Mike Blackman</td>
<td><a href="mailto:mblackman@iseurope.org">mblackman@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+49 89 6387 9290</td>
</tr>
<tr>
<td></td>
<td>Mr. André Hooijer</td>
<td><a href="mailto:ahooijer@iseurope.org">ahooijer@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+31 20 240 2422</td>
</tr>
<tr>
<td></td>
<td>Ms. Daniëlle Inostroza</td>
<td><a href="mailto:dinostroza@iseurope.org">dinostroza@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+31 20 240 2420</td>
</tr>
<tr>
<td>Operations &amp; Conference</td>
<td>Ms. Martica Correa Gonzalez</td>
<td><a href="mailto:mgonzalez@iseurope.org">mgonzalez@iseurope.org</a></td>
</tr>
<tr>
<td>Executive</td>
<td></td>
<td>+31 20 240 2466</td>
</tr>
<tr>
<td>Operations Assistant</td>
<td>Ms. Tesse van Veldhuyzen</td>
<td><a href="mailto:tveldhuyzen@iseurope.org">tveldhuyzen@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+31 20 240 2421</td>
</tr>
<tr>
<td>Operations Assistant</td>
<td>Ms. Chantal Westrus</td>
<td><a href="mailto:cwestrus@iseurope.org">cwestrus@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+31 20 240 2424</td>
</tr>
<tr>
<td>Director of Marketing</td>
<td>Mr. Alexander de Werth</td>
<td><a href="mailto:adewerth@iseurope.org">adewerth@iseurope.org</a></td>
</tr>
<tr>
<td>&amp; Communications</td>
<td></td>
<td>+49 89 420 44 7964</td>
</tr>
<tr>
<td>Marketing &amp; IT</td>
<td>Mr. Thomas Krackl</td>
<td><a href="mailto:tkrackl@iseurope.org">tkrackl@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+49 812 125 74077</td>
</tr>
<tr>
<td>Marketing Manager</td>
<td>Ms. Stefanie Hanel</td>
<td><a href="mailto:shanel@iseurope.org">shanel@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+49 812 1 79 225 111</td>
</tr>
<tr>
<td>Marketing Content Executive</td>
<td>Ms. Clare Szabo</td>
<td><a href="mailto:cszabo@iseurope.org">cszabo@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+44 79 0398 7963</td>
</tr>
<tr>
<td>Marketing</td>
<td>Mr. Joe Hosken</td>
<td><a href="mailto:jhosken@iseurope.org">jhosken@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+44 742 9090134</td>
</tr>
<tr>
<td>Conference &amp; Marketing</td>
<td>Ms. Ilona Jacobi</td>
<td><a href="mailto:ijacobi@iseurope.org">ijacobi@iseurope.org</a></td>
</tr>
<tr>
<td>Assistant</td>
<td></td>
<td>+49 89 420 44 7968</td>
</tr>
<tr>
<td>Sales Director</td>
<td>Mr. Thomas Häger</td>
<td><a href="mailto:thaeger@iseurope.org">thaeger@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+49 40 6466 6060</td>
</tr>
<tr>
<td>Sales Manager</td>
<td>Mr. Ian Morrish</td>
<td><a href="mailto:imorrish@iseurope.org">imorrish@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+44 7768 398 007</td>
</tr>
<tr>
<td>International Exhibits</td>
<td>Ms. Elisabeth Kondakow</td>
<td><a href="mailto:ekondakow@iseurope.org">ekondakow@iseurope.org</a></td>
</tr>
<tr>
<td>Sales Manager</td>
<td></td>
<td>+34 606 060 452</td>
</tr>
<tr>
<td>Finance Manager</td>
<td>Mr. Marco Macelli</td>
<td><a href="mailto:mmacelli@iseurope.org">mmacelli@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+35 699 421 144</td>
</tr>
<tr>
<td>Accounts Receivables</td>
<td>Mr. John Williams</td>
<td><a href="mailto:accounts@iseurope.org">accounts@iseurope.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+35 622 019 301</td>
</tr>
</tbody>
</table>
### 1. INTRODUCTION

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Email /Tel.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Official stand-build contractor</strong></td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td>Electricity, floor coverings, furniture, graphics, shell scheme, fascia board</td>
<td>RAI Exhibitor Services</td>
<td>+31 20 549 1928</td>
</tr>
<tr>
<td><strong>Venue: Amsterdam RAI</strong></td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td>Internet</td>
<td>RAI Exhibitor Services</td>
<td>+31 20 549 1928</td>
</tr>
<tr>
<td>Parking passes</td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td><strong>Music licence</strong></td>
<td>Buma Stemra</td>
<td><a href="mailto:info@bumastemra.nl">info@bumastemra.nl</a></td>
</tr>
<tr>
<td>Buma Stemra</td>
<td>Buma Stemra</td>
<td>+44 132 231 2058</td>
</tr>
<tr>
<td><strong>Photography</strong></td>
<td>ISE Marketing</td>
<td><a href="mailto:shanel@iseurope.org">shanel@iseurope.org</a></td>
</tr>
<tr>
<td>Ms. Stefanie Hanel</td>
<td>ISE Marketing</td>
<td>+49 8121 79 225 111</td>
</tr>
<tr>
<td><strong>Permits</strong></td>
<td>Marcel Jongkind</td>
<td><a href="mailto:vergunningen@rai.nl">vergunningen@rai.nl</a></td>
</tr>
<tr>
<td>Marcel Jongkind</td>
<td>RAI Exhibitor Services</td>
<td>+31 20 240 24 66</td>
</tr>
<tr>
<td><strong>Refuse containers</strong></td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td>RAI</td>
<td>RAI Exhibitor Services</td>
<td>+31 20 549 1928</td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td>RAI</td>
<td>RAI Exhibitor Services</td>
<td>+31 20 549 1928</td>
</tr>
</tbody>
</table>
### 1.3 SUPPLIERS CONTACT LIST

<table>
<thead>
<tr>
<th>Service / Company</th>
<th>Contact</th>
<th>Email /Tel. / Address</th>
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</thead>
<tbody>
<tr>
<td>AV Equipment</td>
<td>RAI Exhibitor Services</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+31 20 549 1928</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Europaplein</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1078 GZ Amsterdam</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The Netherlands</td>
</tr>
<tr>
<td>Exhibitor Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freight Forwarding</td>
<td>Paul Strachan</td>
<td><a href="mailto:paul.strachan@cevalogistics.com">paul.strachan@cevalogistics.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+44 132 231 2058</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Start Nucleus, Brunel Way</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dartford, Kent, DA1 5GA</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td>Permits</td>
<td>Marcel Jongkind</td>
<td><a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></td>
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<td></td>
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</tr>
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<td></td>
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<td>1078 GZ Amsterdam</td>
</tr>
<tr>
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<td></td>
<td>The Netherlands</td>
</tr>
<tr>
<td>Rigging</td>
<td>Niels van Gestel</td>
<td><a href="mailto:rigging@mansveldexpotech.nl">rigging@mansveldexpotech.nl</a></td>
</tr>
<tr>
<td></td>
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<tr>
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<td>The Netherlands</td>
</tr>
<tr>
<td>Stand Design</td>
<td>Debbie Harris</td>
<td><a href="mailto:ise@abraxys.com">ise@abraxys.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>+44 208 747 2045</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 Barley Mow Passage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LONDON W4 4PH</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
### 1.4 DEADLINES

All items can be ordered according to the deadline schedule below. The 'Early Bird Discount', which offers exhibitors a 25% discount, is valid for electricity and rigging only. The ISE webshop will close on 3 February 2016. After this date you can still order on-site, however, there is no guarantee that the items ordered can still be delivered.

<table>
<thead>
<tr>
<th>Early Bird Deadline</th>
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<th>Supplier</th>
<th>How to submit</th>
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<tbody>
<tr>
<td>AV Equipment</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
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<tr>
<td>Badge Readers</td>
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<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Cabled Internet</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Catering</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Cleaning</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Double Deck Permit NL</td>
<td>30/12/2015</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Double Deck Permit Outside NL</td>
<td>16/12/2015</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Electricity</td>
<td>11/01/2016</td>
<td>03/02/2016</td>
<td>RAI</td>
</tr>
<tr>
<td>Exhibitor Badges</td>
<td>08/02/2016</td>
<td>N200</td>
<td>Online, ISE website</td>
</tr>
<tr>
<td>Floor Coverings</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Floral Decorations</td>
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<td>ISE webshop</td>
</tr>
<tr>
<td>Freight Forwarding</td>
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<td>CEVA Showfreight</td>
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<td>Furniture</td>
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<td>ISE webshop</td>
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<td>Hostesses</td>
<td>25/01/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
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<tr>
<td>Insurance</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Lighting &amp; Wall Socket</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Manpower</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Parking Passes &amp; Lorry Parking</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>ISE webshop</td>
</tr>
<tr>
<td>Cleaning During Build Up</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>Online</td>
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<tr>
<td>Rigging</td>
<td>11/01/2016</td>
<td>03/02/2016</td>
<td>Mansveld Expotech</td>
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<td>Security</td>
<td>25/01/2016</td>
<td>RAI</td>
<td>Online</td>
</tr>
<tr>
<td>Shell Scheme Fascia &amp; Carpet</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>Online</td>
</tr>
<tr>
<td>Suspension Wires</td>
<td>11/01/2016</td>
<td>03/02/2016</td>
<td>RAI</td>
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<tr>
<td>Telecommunication</td>
<td>03/02/2016</td>
<td>RAI</td>
<td>Online</td>
</tr>
<tr>
<td>Stand Design Approval</td>
<td>27/11/2015</td>
<td>Abraxys</td>
<td>Per email <a href="mailto:ise@abraxys.com">ise@abraxys.com</a></td>
</tr>
</tbody>
</table>

All items can be ordered according to the deadline schedule below. The 'Early Bird Discount', which offers exhibitors a 25% discount, is valid for electricity and rigging only. The ISE webshop will close on 3 February 2016. After this date you can still order on-site, however, there is no guarantee that the items ordered can still be delivered.
If you have specific questions regarding the webshop, please contact the Exhibitor Services department at the RAI via es@rai.nl or +31 20 549 1928.

With regard to questions on rigging and electricity, please contact Mansveld Expotech via rigging@mansveldexpotech.nl or energie@mansveldexpotech.nl, or by telephone +31 20 312 8080.

For all questions related to ISE Organisation and/or your login details, please contact office@iseurope.org or phone +31 20 240 24 24.

1.5 DIRECTIONS TO RAI

Train:
The RAI station is 300 meters from the RAI. Trains run regularly from Amsterdam Duivendrecht station, Amsterdam Amstel station and Schiphol Airport station, which are connected to the international intercity network.

Trams, Metros and Buses:
Tram 4 runs every ten minutes between the centre of the city, Amsterdam Central station, and the RAI (Europaplein stop). To get to RAI Amsterdam from Amsterdam Amstel Station, take Metro line 51, which also connects to Amsterdam Central station. The easiest way to get to the RAI from Amsterdam Sloterdijk is to take Metro line 50.

Plane:
It takes less than 15 minutes to get from Schiphol to the RAI by car, train, taxi or bus. The Schiphol website [www.schiphol.nl](http://www.schiphol.nl) includes a summary of current flight information, transport connections to the RAI and business facilities at the airport.

Car:
The RAI is ideally suited for visitors travelling by car. It is situated alongside Amsterdam’s A10 orbital motorway and has its own underground car park with other car parks nearby offering free shuttle services.
2.1 ACCOMMODATION
For further information on hotel bookings see our website: www.iseurope.org

2.2 CHILDREN
Due to the business nature and high volume of pedestrian traffic at ISE, children under the age of 18 are not permitted in RAI Amsterdam during ISE build-up days, show days and breakdown. Children between 16 and 18 can enter if accompanied by an adult.

2.3 CLOAKROOM
The cloakroom is situated close to the exhibition entrance and will be open during show times only.

2.4 COPYRIGHT
Please note that Integrated Systems Events has no copyright responsibility in respect of any exhibiting company. Exhibitors are reminded that third-party copyrights should not be infringed upon. Proper dispensation must be obtained and any royalties due are paid prior to the use of material distribution.

Should any copyright dispute arise, Integrated Systems Events will not be liable for any resulting loss or damages sustained by any exhibitor or third party.

2.5 DISABLED FACILITIES
For further details please contact the RAI Amsterdam via +31 20 549 1212.

2.6 DISTRIBUTION OF MATERIAL
The display or distribution of any material in any form from any area within RAI Amsterdam, other than within the boundary of your stand, is strictly prohibited. Canvassing is strictly prohibited.

2.7 FIRST AID
A first aid station with qualified medical staff is available onsite and open during build-up, show times and breakdown. If assistance is required dial +31 20 549 1111.

2.8 ISE WEBSHOP HELP
Should you encounter any difficulties when using the ISE webshop please contact RAI Amsterdam:

Exhibitor Services
Tel. +31 20 549 1928
exhibitorservices@rai.nl
2.9 LIABILITY
The exhibitor is solely responsible for the safeguarding of materials, equipment and displays at all times. ISE management employs general security when the exhibit hall and static display are closed. However, ISE, RAI Exhibition Centre and ISE’s official contractors are not responsible for any loss, theft, damage, injury, or destruction of exhibitor’s property or the property of its agents or employees, by or from any cause whatsoever.

The exhibitor expressly releases ISE, ISE’s official contractors, RAI Exhibition Centre and their respective officers, employees, members and agents, from any and all claims for such loss, theft, damage, injury or destruction, or for loss of good will (whether or not in relation to any property). It is suggested that exhibitors obtain insurance covering losses such as theft and damage to property. The exhibitor assumes entire responsibility and hereby agrees to protect, indemnify, defend and hold ISE, RAI Exhibition Centre and ISE’s official contractors and their respective officers, employees, members and agents harmless from and against any and all claims, losses, injuries and damages to persons or property, governmental charges or fines and attorney’s fees arising out of or caused by exhibitor’s installation, removal, maintenance, occupancy or use of the exhibition premises, or any part thereof, or arising out of or caused by exhibitor’s participation in exhibition activities. Exhibitors must comply at all times with the rules and regulations of ISE and RAI Exhibition Centre. These rules and regulations are subject to change prior to the time the exhibition is held. Failure to follow the ISE and RAI Exhibition Centre rules and regulations will constitute a breach of contract. In addition, by signing the ISE exhibit contract, exhibitors agree to comply with ISE’s interpretation of its rules and regulations.

2.10 LOCAL INFORMATION
For further information on Amsterdam see the site of IAmsterdam via www.iamsterdam.com, the ISE 2016 site via www.iseurope.org or via the RAI Amsterdam website www.rai.nl.

2.11 SMOKING
Smoking is not permitted in RAI Amsterdam during build-up, show days or breakdown.

2.12 VENUE INFORMATION
For further information on accessibility of Amsterdam RAI visit www.rai.nl.
3.1 ARRANGEMENT AND REMOVAL OF EXHIBITION GOODS
The goods on display should be kept within the prescribed stand limits. Mobile parts may not be moved beyond the stand limits even in order to demonstrate the operation of the exhibited goods. Parts of the exhibition goods, which constitute a danger (including sharp protrusions), should be screened off. During the hours that the exhibition is open to the public, exhibited goods may not be covered up. The organisers have the right to remove any such cover, without any liability on their part.

Vehicles, machines, vessels etc. which run on fuel and have been admitted to the exhibition may be brought into the building as exhibition goods only if the fuel tanks and hoses are empty and properly and permanently sealed. Battery connections must have been loosened.

3.2 BUILD-UP AND BREAKDOWN
The time frames, location, and space near the exhibition halls are limited during build-up and breakdown. Therefore, we advise you to fill out an order form from CEVA Showfreight in the ISE webshop to indicate that you would like to load and unload your equipment.

Vehicles unloading and loading for halls 1-7 and hall 12 are directed to P9 after passing the buffer zone. Vehicles for hall 8 are directed to the P5 For halls 9-11 it will be P4.

To access the unloading area near the halls, you are required to issue your vehicle with a vehicle access pass. Place this pass in the front window before you leave the vehicle.

Please note that on Monday 8 February 2016 all aisles must be cleared by 17:00 hours, all building and decoration needs to be finished.

There will be notifications at 15:00 hrs, and 16:00 to remove your goods, when your goods are still in the aisles or stand after 17:00 hours, it will be removed by CEVA upon instructions of ISE, and the costs are for the exhibitors. If you already know you need more time, contact ISE to request Early Access and Build-Up, as no permission will be granted to stay, remain, fine-tune of build on your stand after 17:00 hrs on Monday the 8th of February 2016. This can be retrieved by contacting the Operations Director, André Hooijer via ahoojjer@iseurope.org.

During breakdown, lorries will not be allowed on the show grounds until earliest 19:00 hours on Friday 12 February. Again, all collection of goods must be registered with CEVA Showfreight before breakdown starts. Cars and small vans are allowed on the show grounds from 17.30 hours on Friday. Please follow the instructions of the RAI Traffic Coordinators. The “no freight aisles” are indicated with yellow strips. Do not place freight in these aisles.

Please note that no exhibits/stand fittings are to be removed before 16:00 hours on Friday 12 February 2016.
Exhibitors are not permitted to remove goods from their stand during the exhibition, unless an exemption has been granted by ISE or persons acting on their behalf.

RAI Amsterdam does not permit exhibitors to use floors, walls, roofs or other parts of the lounge or the building for stand construction and/or to damage them by using nails, glue, paint, adhesive tape or other means of attachment. Stands and stand parts should also be painted in advance.

For more information about build-up and breakdown traffic please contact CEVA, details can be found in the Suppliers Contact List, see paragraph 1.3

**Note:** During build-up and breakdown no heating is used in the halls of the RAI. Due to the fact that all freight doors are open, this will lead to chilly temperatures.

During build-up all doors will be secured as of 23:30. The only door accessible till 0:00 is the door in Hall 11 at P4 and the door at the entrance to Hall 1. After 0:00 the entire RAI will be locked and secured, so please make sure you have left the premises.

In case you would like to build-up overnight, official permission needs to be requested. This can be retrieved by contacting the Operations Director, André Hooijer via ahooijer@iseurope.org.

On the first breakdown day, Friday the 12th of February, it is allowed to breakdown overnight without official approval and without any extra costs. The days following, Saturday the 13th of February you are requested to leave the venue at 0:00 and on Sunday the 14th of February this is 18:00 hrs.

**IMPORTANT:** During breakdown the electricity supply will be shut off at 17:00, 60 minutes after the show finishes. Should you need more time for dismantling or shutting down the systems, please order breakdown power via exhibitorservices@rai.nl or 0031 20 549 1928.
3.3 DELIVERIES VIA CEVA
Express delivery companies do not deliver goods directly to exhibitors’ stands. CEVA Showfreight has therefore arranged, with the approval of RAI Amsterdam, to receive these goods on your behalf.

CEVA Showfreight will not accept local costs from any courier company.

For more information please contact CEVA, details can be found in the Suppliers Contact List, see paragraph 1.3.

Please see the ISE webshop for the CEVA rates and handling instructions.

All exhibitors should study the build-up and breakdown rules before arranging shipment for ISE 2016. Please see the section build-up and breakdown for more info in chapter 3.2.

Please see the ISE webshop for the applicable order forms.

ISE regrets that for security reasons, neither we nor RAI Amsterdam can sign on behalf of any exhibitors or take responsibility for any items of post. Exhibitors wishing to have anything delivered to their stand should contact CEVA Showfreight directly for delivery instructions. Please see the relevant order forms for more details.

Shipments before the show
When sending boxes for delivery before 1 February 2016, please mail to:

CEVA Showfreight
Mr. Paul Strachan / ISE2016
ATTN: (include your exhibitor name and stand number)
Electronweg 16A
3542 AC Utrecht
The Netherlands

For delivery on or after 1 February 2016, please mail to:

CEVA Showfreight
Amsterdam RAI / ISE2016
ATTN: (exhibitor name and stand number)
Wielingenstraat P9
1078 KK Amsterdam
The Netherlands
3.4 ELECTRICITY: REGULATIONS AND INFORMATION

Please see section 4 for the safety regulations of RAI Amsterdam. The regulations pertaining to the safe use of electricity during the show can be found in the online manual and should be studied carefully.

A recognized and independent inspection body designated by RAI Amsterdam will carry out an inspection. The stand holder or representative must, in their own interest, be present during the inspection for purposes of designating all elements of the equipment and to take note personally of any observations.

As an exhibitor, be aware to order day and/or continuous power for your equipment. Day power will be switched off after closing time for visitors. If you require 24/7 power for special equipment please order continuous power online.

Please be aware that the electricity will be turned off 60 minutes after the show closes on breakdown day, Friday the 12th of February.

The exhibition organiser is obliged to notify the exhibitors of when the power supply will be disconnected; all power to the show floor will be disconnected directly after the show closes on Friday 12 February 2016. Longer usage of electricity can be requested by RAI Exhibitor Services. The price for build-up power is € 175,- for the entire period, for breakdown the same rate is applied. When you do not order additional build-up power then your (show)power will be turned on at Monday the 8th of February as of 07:00 hrs and will be terminated at Friday the 12th of February 17:00 hrs.

Shell scheme stands, regardless of their size, have a 2kW electricity connection, of which 1kW is for own use. Please make sure to include the connection in your stand design. The voltage between the phases is 230/400 V with neural conductor. The voltage variation can be as much as ± 5%.

The official contractor for electricity and lighting is, RAI Exhibitor Services, contact data can be found in paragraph 1.3.

Please see the ISE webshop for order information.
3.5 EMPLOYMENT OF LABOUR
Other than an official contractor, any contractor to be employed by an exhibitor within the exhibition hall in connection with stand build or space only stand construction, shall need a contractor pass to enter the hall during build-up and breakdown.

The contractor badges allow access only during build-up and breakdown. If contractors require more passes, additional passes can be picked up at the Hospitality Crew Center, located in parking P1.

Non-approved contractors shall not be admitted into the exhibition hall. All exhibitors must ensure that contractors comply with ISE show rules and regulations as well as the venue and safety regulations hereby stated.

Any person who, in the opinion of the organiser, is carrying out work contrary to the requirements of the organiser, the local or other competent authority and the landlords of the building, will be required to stop immediately and may be directed to leave the exhibition site. A Safety Coordinator will undertake regular inspections during build-up and breakdown.

3.6 FIRE AND SAFETY PROCEDURES
Fire and safety regulations
All exits and exit aisles must be kept clear and unobstructed. No furniture, signs, easels, chairs or displays may protrude into aisles. Fire hose cabinets, fire extinguishers, sprinklers, or any other fire-safety device must not be hidden, obstructed or otherwise disturbed. All materials used in exhibit construction, decoration or as temporary cover must be certified as flame retardant. Inflammable fluids, substances, or materials of any nature may not be used. All materials and installations must comply with the requirements of inspection by the RAI Fire and Safety Department.

Please see section 5.2 for more information about safety regulations in the RAI Amsterdam.

A Safety Coordinator will carry inspection visits onsite to verify whether stand structures and exhibition goods comply with the safety regulations.
3.7 LOGISTICS AND HANDLING
CEVA Showfreight are again bringing their exhibition site logistics and forwarding skills to ISE 2016 as the sole official appointed freight and lifting contractor for the show.

For detailed information on shipping and handling at the RAI please visit the CEVA Showfreight web-link http://www.cevasf.com/Events/2016/Integrated-Systems-Events/ISE-2016.asp and should you require more detailed information please contact CEVA, details can be found in the Suppliers Contact List, see paragraph 1.3

As in previous years, CEVA will have offices located in Hall 4/5, which is accessible via entrance P9, and they will have an office located next to the security control at P4 outside of Hall 11.
On-site handling (fork-lift services)
CEVA Showfreight is the appointed contractor and the only company able to operate fork-trucks and mechanical handling equipment in the halls and surrounding terraces. For these services, please complete the relevant order form at the following link [http://www.cevasf.com/Events/2016/Integrated-Systems-Events/ISE-2016.asp](http://www.cevasf.com/Events/2016/Integrated-Systems-Events/ISE-2016.asp) which is also available in the ISE web-shop. CEVA Showfreight will then provide you with a unique booking reference in advance to register at the traffic marshallng area (the buffering area), where you will be directed to the correct terraces for un-loading / re-loading.

Storage of empty cases
All empty cases must be cleared by 17.00 hours on Monday 8 February

For empty case storage services please contact CEVA Showfreight in advance of the show. Please be aware that the return of empty cases can not start until the halls are clear, which is normally 2 hours after the show closes.

Tenancy dates and deadlines
Please ensure that you have checked the target delivery date with the exhibitor/organiser!

<table>
<thead>
<tr>
<th>Tenancy Dates</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early access</td>
<td>3-4 February</td>
</tr>
<tr>
<td>Build-up period</td>
<td>5-8 February</td>
</tr>
<tr>
<td>Open period</td>
<td>9-12 February</td>
</tr>
<tr>
<td>Breakdown period</td>
<td>12 February (18:00 - 0:00)</td>
</tr>
<tr>
<td></td>
<td>13-14 February (halls must be cleared by 18.00 hours on the 14th)</td>
</tr>
</tbody>
</table>

Build-up and breakdown traffic
All vehicles delivering to/or collecting from the RAI Centre for ISE 2016 will first be directed to the traffic marshallng area where drivers will be checked and given a delivery/direction pass. They will be held in a queue at the traffic marshallng area until space is available at the relevant delivery door. This system is operated by RAI Traffic and there is no exception to the rule.

Once registered with RAI Traffic at the traffic marshallng area, vehicles un-loading and loading for Halls 1-7 and Hall 12 will be directed to parking area P9; Vehicles for Hall 8 are directed to P5, for Halls 9-11 it will be P4.

During breakdown, lorries will not be allowed on the show grounds until earliest 19:00 hours on Friday 12 February. Once space becomes available RAI Traffic will then send vehicles from the marshallng area down to loading terraces around the RAI.
Aisles and gangways
There are “freight free aisles” to help the flow of freight in and out of the halls and to assist emergency services in the event of an accident. These “freight free aisles” are indicated with yellow lines and it is essential that NO freight is left in these areas.

Please note that on Monday 8 February at 17.00 hours all aisles must be cleared of all empty cases.

There will be notifications at 15:00 hrs, and 16:00 hrs to remove your goods, any goods that are still in the aisles or on your stand after 17:00 hours will be removed by CEVA upon instruction of ISE, and any cost incurred will be for the account of the exhibitor.

If you already know you need more time, contact ISE to request Early Access and Build-Up, as no permission will be granted to stay, remain, fine-tune of build on your stand after 17:00 hrs on Monday the 8th of February 2016.

This can be retrieved by contacting the Operations Director, André Hooijer via ahoijer@iseurope.org.

Hall temperature
During build-up and breakdown, no heating is used in the halls of the RAI as the freight doors are open. It should be noted that in previous years the temperature has been very low and therefore everybody is advised to dress accordingly.

The official contractor for freight forwarding is, CEVA Showfreight, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

For exhibitors shipping from the USA, the official contractor is:

UniGroup Worldwide UTS
Mr. John Harrison
Tel.: +1 732 308 0029
Fax: +1 732 308 0094
john_harrison@unigroupinc.com

Please be advised that onsite, CEVA is the only official contractor. Please see the ISE webshop to order.
### 3.8 SAFETY PROCEDURES/REGULATIONS

**Clothing**

The RAI Exhibition Centre has implemented a new approach to ‘Safety at Work’ during event setup and breakdown in the halls on 1 September 2011. The goal is to create a hospitable environment with an enhanced emphasis on safety and increased awareness of the issue.

**Note:** During build-up and breakdown no heating is used in the halls of the RAI. All freight doors will be open and the temperature will be chilly.

As of 1 January 2012, the venue for Integrated Systems Europe, RAI Amsterdam, is implementing a series of new health and safety regulations as part of its ‘Safety at Work’ initiative. These will impact on the build-up and breakdown procedures for ISE 2016.

Specifically, we ask you to note the following:

- All contractor personnel needing to gain access to the halls **before Saturday 6 February 12:00 hrs (PM)** will need to wear **hard hats and shoes with steel toecaps** when on-site. These will be available to buy on-site at a cost of EUR 7,50 for a hat and EUR 39,00 for a package of hat and shoes.
- No contractor personnel will be granted access to the halls until they have watched a **2.5 minute safety video** and read a **10-point list of safety regulations**. This can be done on-site but you may also do both in advance online. Click here to watch the video and here to read the rules and regulations.
- Because of the need to meet the above requirements, **NO NAMED CONTRACTOR BADGES WILL BE ISSUED** in advance of the show.
- The on-site locations at which personnel can purchase the relevant equipment, watch the safety video and sign paperwork stating that they have read the appropriate regulations are as follows:
  - Entrance C
  - Entrance K
  - Parking P4
  - Parking P9
  - Parking the buffering area (Buffer zone)

Note that your company will not be affected if you build-up only during Sunday and Monday the 7th and 8th of February and breakdown within one hour of the show closing on Friday 12 February.
Fire
RAI Amsterdam has a comprehensive fire alarm system, portable fire extinguishers and fire hoses. Any exhibitor who requires a special type of extinguisher because of the nature of their exhibits is responsible for making their own arrangements.

Upon discovering a fire you should:
1. Call +31 20 549 1234
2. Notify your adjoining stand occupiers of the situation
3. Avoid doing anything likely to create panic

Medical
1. Call +31 20 549 1234 (or 112 on a mobile phone), giving full details of location, injury etc.
2. Remain with the injured person until the arrival of the medical staff.

Security
On discovering a suspicious package or other item please dial +31 20 549 1234. Do not touch or move suspicious packages/items.

Evacuation procedures
In the event of a general emergency necessitating the need to evacuate the venue, RAI Exhibition Centre and ISE will implement an evacuation procedure and will instruct exhibitors, delegates, and visitors to the nearest exit and where to congregate. Do not stop to collect personal belongings or equipment from your stand.

For more information please go to www.rai.nl/safetyatwork
3.9 HEIGHT AND WEIGHT RESTRICTIONS
There is a standard 400 cm height restriction for stands at Integrated Systems Europe 2016. When building a stand alone / space only stand a written approval from the ISE Organization via our partnering stand approval organization Abraxys is required. Please contact them via ise@abraxys.com. The submission deadline is 27 November 2015.

For double-decked stands, a permit needs to be requested, for more information contact permits@rai.nl.
For platforms higher than 60 cm, please contact permits@rai.nl.
The deadline for requesting a permit is 11 December 2015 for all stand builders.

Please note that when building without a permit, the authorities have the right to close off the entire stand or even prevent it from being built. The local authorities are very strict and no exceptions will be made.

It is the responsibility of each exhibitor to inspect any height restrictions that may occur in the space that has been allocated.

Please contact Abraxys for more information, details can be found in the Suppliers Contact List, see paragraph 1.3.

3.10 INSURANCE
Exhibitors are requested to make their own arrangements for health, travel insurance, custom stand and goods (rental of shell scheme stands and rental furniture include insurance with fee.) Upon registering for the exhibition, exhibitors agree that neither Integrated Systems Events, nor RAI Amsterdam, assume any liability whatsoever.

Exhibitors are free to select an insurance company.

Please see the ISE Webshop for information on insurance.
3.11 INTEGRATED SYSTEMS EUROPE 2016 SHOW RULES AND REGULATIONS
In addition to the ISE 2016 rules and regulations, the notes in this manual, the safety regulations and terms and conditions of RAI Amsterdam apply. In the event of a dispute, the decision of the organisers is final.

3.12 MUSIC
Exhibitors wishing to broadcast music (whether live or from recorded material) from their stands, should obtain permission from the organisers. Exhibitors are solely responsible for obtaining any license(s) required to play music on their stand.

Relevant organisation in The Netherlands from which to obtain the license is:

Buma Stemra
Siriusdreef 22-28 (Postbus 3080)
2130 KB Hoofddorp
The Netherlands
Tel.: +31 23 799 7844
info@bumastemra.nl

3.13 NOISE
Exhibitors using music systems, etc., must ensure that they are in possession of the correct licenses and that the volume is not higher than 85 decibel. The Pro-Audio demo rooms, which are located in the E Corridor of the Holland Building of RAI Amsterdam, can have a limit of 110 decibel.

Exhibitors failing to comply with warnings from show management may incur a fine or have power to their stand disconnected.

Please give consideration to other exhibitors at all times.

3.14 PAGING SYSTEM
The hall PA system may only be used to pass messages on to exhibitors and contractors during build-up and breakdown. During the exhibition open period it can only be used for police emergencies. If you require contact with your office we strongly advise you to order a telephone or mobile phone for your stand.
3.15 PARKING, DELIVERIES AND COLLECTION OF GOODS

During build-up and breakdown

The time frames, location and space near the exhibition halls are limited during build-up and breakdown. Therefore we advise you to fill out an order form from CEVA Showfreight on the ISE webshop, to indicate that you would like to load and unload your equipment.

Vehicles unloading and loading for halls 1-7 and hall 12 are directed to P9 after passing the buffer zone. Vehicles for hall 8 are directed to the P5 For halls 9-11 it will be P4.

To access the unloading areas near the halls, a vehicle access pass for your vehicle is required. Place this pass in the front window before you leave your vehicle.

During breakdown trailers and lorries will be allowed onto the show grounds from 19.00 hours on Fridayday. Again, all collection of goods must be registered with CEVA Showfreight before breakdown starts. Cars and small vans are allowed on the show grounds from 17.30 hours on Fridayday. Please follow the instructions of the RAI Traffic Coordinators.

During show days

All parking will be open during show days. As an exhibitor, you may order parking passes upfront to ensure you will be able to park close to the showground. Please note, parking passes will only be sent to you if you reside in Europe (except Italy) or the United States. If you reside in another country, the parking passes can be picked up at the Exhibitor Services desk when arriving at RAI Amsterdam.

The official contractor for parking passes is RAI Amsterdam, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

Please see the ISE Webshop for the order form.

Parking

All vehicles coming in during the (early) build-up period of ISE need to go via the buffer zone of the RAI Traffic department. Even when you or the exhibitor you are working for has been appointed an early unloading slot, you still need to go to the buffer zone to get your vehicle pass, which will give you access to the unloading decks.
Buffering
Buffering takes place during ISE setting up and breakdown allowing all the parties to work as efficiently as possible. Buffering entails all those vehicles first gathering at an external site and only driving to the RAI when they are called up to do so. This guarantees optimum throughput because drivers only have limited unloading time.
The following describes the steps the driver has to go through to deliver the goods to the unloading deck as quickly as possible.
It is advised that the ‘Towing Form’/Vehicle Pass is filled out and handed to the driver so that it can be handed in onsite at the registration desk at the buffer site. Please click here for the form.

Registration
1. All vehicles concerned with the setting up of ISE must report to the buffering area
2. Registration only possible at the buffering area
3. The ‘Towing Form’/Vehicle Pass you have completed in advance should be handed to the registration desk.
   The driver has to sign the ‘Towing Form’
4. During registration a shadow list is also maintained
5. Both the ‘Vehicle Pass’ and the ‘Towing Form’ are given to the driver when he/she enters the work patio concerned, the arrival time and maximum unloading time are filled in by the monitor/gate official
6. The ‘Vehicle Pass’ should be displayed behind the windscreen in a clearly visible manner; the ‘Towing Form’ will be collected
7. If the maximum agreed unloading time is exceeded, active towing will take place at the driver’s expense
8. RAI Parking will coordinate the driving to and departure from the patios
9. As long as there is space on the patios, the setting up traffic can drive straight to the work patios after registration
10. During registration every vehicle will be issued with a serial number
11. Parking coordinators P4/P5/P8/CC Plein/P9/P10 will pass on ‘space’ and unloading capacity to the buffering area coordinator
12. Parking regulates the driving to the work patios on the basis of space and the unloading capacity
13. shuttle has been laid on, which when called for, will ferry drivers back and forth between the RAI and the buffer site. Drivers can report to the Coordinator RAI Parking or to one of the RAI Gatehouses.

Towing scheme
1. In order to maintain unloading space on the work patios, a tow truck will be stationed at P9 from the start of setting up onwards
2. If someone has been towed after all, they can report to one of the Gatehouses or call RAI Parking on +31(0)20 5491710
3. The costs amount to €150 for cars and €250 for vans
4. The costs can be paid for at Gatehouse P4 using in cash and a credit or debit card
3.16 SECURITY

Although every reasonable security precaution is taken throughout the build-up, show days, and breakdown, show management cannot be held responsible for any loss, damage or accident which may occur to any exhibitors (or their contractors) property or personnel.

It is recommended that any small and/or attractive items are kept under constant supervision, removed each evening and that suitable insurance coverage is arranged for your stand. Please take special care of laptops and mobile telephones – do not leave these items unattended at any time.

You can order stand security to secure your valuable items during build-up, show days, and breakdown. The official contractor for stand security is RAI Amsterdam, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

Please see the ISE webshop for more information.

3.17 SPACE ONLY STANDS

General Information

Space only stands are comprised of uncarpeted floor space only. Exhibitors contracted to space only sites are responsible for appointing stand contractors to plan and build their stands. Space only exhibitors and contractors must read the ISE 2016 rules and regulations in addition to the safety regulations of RAI Amsterdam. It is advisable to communicate with your neighbours in case of any major changes to your stand.

It could be the case that the electricity outputs are not easily located within your stand. Please take this into consideration when building a stand with a raised floor. A plan with your electricity outputs can be requested from Ms. Tesse van Veldhuyzen via tveldhuyzen@iseurope.org.

All space only exhibitors and contractors must work within these regulations.

All space only stands need to request a permission to build. Please contact our partnering stand approval agency Abraxys via ise@abraxys.org by 27 November 2015, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

Submissions need to be handled via the Stand Plan Submission Form.
Please note that the following is requested:

1. Detailed technical plans in a recognised scale not less than 1:50 detailing:
   • An overall 3D graphic of the stand design
   • Plan view, showing clearly all dimensions, walling and major exhibits
   • Scaled side and height elevations showing a clear indication of the height of various elements, including graphics
   • Any rigged structures including dimensions and height of the rig
   • Any hanging banners including their dimensions and hanging height from the floor
   • Stand number & exhibitor name
2. On site contact person and mobile phone number

The deadline for submission is 27 November 2015, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

**3.18 SUSPENSION WIRES/RIGGING**

For information on suspension wires and rigging, please contact Mansveld Expotech rigging.

Please be aware that the early bird deadline is 11 January 2016, you will then receive a discount of 25%.

The official contractor for suspension wires is, Mansveld Expotech, contact details can be found in the Suppliers Contact List, see paragraph 1.3.

Please see the ISE webshop to place orders.
3.19 TIMETABLE
Integrated Systems Europe 2016 will take place at RAI Amsterdam, Halls 1 -12.

**Build-up**
- Friday 5 February 07:00 – 0:00 hrs  
  Build-up for all space only exhibitors/contractors
- Saturday 6 February 07:00 – 0:00 hrs  
  Build-up for all space only exhibitors/contractors
- Sunday 7 February 07:00 – 0:00 hrs  
  Build-up for all space only exhibitors/contractors  
  Decoration of shell scheme stands
- Monday 8 February 07:00 – 17:00 hrs  
  Build-up for all space only exhibitors/contractors  
  Decoration of shell scheme stands

**By 17:00 hrs the venue needs to be cleared by ALL exhibitors, no exception to be made**

**Show opening times**
- Tuesday 9 February 07:00 – 19:00 hrs  
  Venue open to exhibitors
- 10:00 – 18:00 hrs  
  Show open to visitors
- Wednesday 10 February 07:00 – 19:00 hrs  
  Venue open to exhibitors
- 09:30 – 18:00 hrs  
  Show open to visitors
- Thursday 11 February 07:00 – 0:00 hrs  
  Venue open to exhibitors
- 09:30 – 18:00 hrs  
  Show open to visitors
- Friday 12 February 07:00 – 0:00 hrs  
  Venue open to exhibitors
- 09:30 – 16:00 hrs  
  Show open to visitors

**Breakdown**
- Friday 12 February 16:00 – 17:00 hrs  
  Removal of exhibits
- 17:00 – 0:00 hrs  
  Dismantling of stands
- Saturday 13 February 00:01 – 0:00 hrs  
  Dismantling of stands
- Sunday 14 February 07:00 – 18:00 hrs  
  Dismantling of stands

Please note that night breakdown is possible from the Friday evening till Saturday morning, at no cost

Please note that on Monday 8 February 2016 all aisles must be cleared by 17:00 hours, all building and decoration needs to be finished.
There will be notifications at 15:00 hrs, and 16:00 to remove your goods, when your goods are still in the aisles or stand after 17:00 hours, it will be removed by CEVA upon instructions of ISE, and the costs are for the exhibitors.
If you already know you need more time, contact ISE to request Early Access and Build-Up, as no permission will be granted to stay, remain, fine-tune of build on your stand after 17:00 hrs on Monday the 8th of February 2016.

Please see chapter 4 for more information about build-up and breakdown rules.

Exhibitors and contractors must clear all exhibits, stand fittings and waste materials from the halls by 18:00 hours on Sunday 14 February, 2016.

Please note that dismantling of shell scheme stands will start at 18:00 hours on Friday 12 February. Decoration materials, which are still on the walls after this time, will be removed by the organiser at your own risk. RAI Amsterdam cannot be held responsible for any damages that may occur as a result of this.

3.20 VAT RECLAIM
If there are any questions regarding your VAT, please contact our accounting department at accounts@iseurope.org.

3.21 WATER REGULATIONS
All exhibitors wishing to use water should study the following document: Legionnaires’ Disease/ Legionella Bacteria Regulations RAI Exhibition Centre.

Please see the ISE webshop for more information about Legionnaires’ Disease.
4.1 INTRODUCTION
ISE 2016 will be the largest professional AV and systems integration trade show ever held in Europe, bringing together manufacturers, distributors, integrators, specifiers and technology managers from over 100 countries worldwide.
In this chapter different services are mentioned to assist the preparation of your participation at ISE 2016.

4.2 LEAD RETRIEVAL SYSTEM – VISIT CONNECT
The lead collection system "Visit Connect" has been introduced for the first time during ISE 2014 and will be offered during ISE 2016 as well. This system will help you manage your leads in a quick and efficient way. Through your own device - smartphone, tablet or laptop - you can access details of your sales prospects while you are talking to them.
Watch the Visit Connect video on www.n200.com/connect, for further information.

For more information regarding the product please contact:
Exhibitor Services
+31 20 549 1928
exhibitorservices@rai.nl

4.2.1 BADGES FOR STAND PERSONNEL
This service is available from the beginning of October 2015. You can register your stand personnel online in the registration area. A module called 'Stand Personnel Registration' will be available.

When registering more than one person, the registration process allows you to save considerable time by reusing the previously entered generic information about your company. Only add personnel details for each additional staff member to be registered (use the button 'add like' for this). If you need to make changes after the initial registration of your staff, go back to the website, view the list of those that have already been registered, and make additions and changes online.

There is also the option to import an excel sheet, in which you can import multiple stand personnel all at once. This excel sheet can then be uploaded on the same page. After uploading the file, you can still make individual amendments.

Important: The badge will provide your staff with their sole means of access to the exhibition halls during the open days of the exhibition. Apart from access to the exhibition halls, the badge is also an electronic business card. It is therefore essential that all personal details are filled in accurately at the time of registering.
Upon completion of each stand personnel registration, a bar coded confirmation will be displayed on your screen. Make sure you print the confirmations and distribute to your stand crew. With this confirmation, the badge can be collected onsite.

For more information contact:

Ms. Martica Correa Gonzalez
Tel. +31 20 240 24 66
mgonzalez@iseurope.org

4.2.2 CONTRACTOR PASSES

As of 1 January 2012, the venue for Integrated Systems Europe, RAI Amsterdam, is implementing a series of new health and safety regulations as part of its ‘Safety at Work’ initiative. These will impact on the build-up and breakdown procedures for ISE 2016.

Specifically, we ask you to note the following:

• All contractor personnel needing to gain access to the halls before Saturday 6 February 12:00 hrs (PM) will need to wear hard hats and shoes with steel toecaps when on-site. These will be available to buy on-site at a cost of EUR 7,50 for a hat and EUR 39,00 for a package of hat and shoes.
• No contractor personnel will be granted access to the halls until they have watched a 2.5 minute safety video and read a 10-point list of safety regulations. This can be done on-site but you may also do both in advance online. Click here to watch the video and here to read the rules and regulations.
• Because of the need to meet the above requirements, NO NAMED CONTRACTOR BADGES WILL BE ISSUED in advance of the show.
• The on-site locations at which personnel can purchase the relevant equipment, watch the safety video and sign paperwork stating that they have read the appropriate regulations are as follows:
  - Entrance C
  - Entrance K
  - Parking P4
  - Parking P9
  - Parking the buffering area (Buffer zone)

Note that your company will not be affected if you build-up only during Sunday and Monday the 7th and 8th of February and breakdown within one hour of the show closing on Friday 12 February.

We trust that the above new rules will not adversely affect your preparations for ISE 2016 and that you will join us in supporting RAI Amsterdam’s drive to raise health and safety standards at its events.
4.3 CATERING
Catering can be ordered with the official and exclusive catering company of RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop for options.

4.4 CLEANING AND WASTE DISPOSAL
Please be aware that no cleaning is arranged for space-only stands; please order cleaning in the ISE webshop. Stands with shell scheme include general stand cleaning every day before opening of the exhibition. ISE will ensure that the aisles in the exhibition area are cleaned regularly.

Exhibitors are responsible for arranging the disposal of debris and all waste materials during build-up and breakdown. Exhibitors are responsible for disposing of all their own refuse during all days of the event.

The official contractor for stand cleaning is, RAI Amsterdam, contact details can be found in paragraph 1.3, Suppliers Contact List.

Please see the ISE webshop for options.

**Waste disposal/cleaning during build-up and breakdown**
For disposal of refuse during build-up and breakdown you need to order refuse containers from the Exhibitor Services department at RAI Amsterdam.

Please see the ISE webshop for options.
4.5 COMMUNICATION SERVICES

4.5.1 MC3 – BROCHURES, FLYERS, ROLL-UPS AND MUCH MORE WITH DIRECT DELIVERY TO YOUR STAND
Save yourself the hustle of getting your print materials shipped and through customs. Print your brochures, flyers, roll-ups and much more with us and we will deliver directly to your stand. You can use our online shop which will be reachable through the ISE Exhibitor Area (open from September 2015) or contact us direct. Last minute printing is also available to get your job done right before the show. We are your contact for all printing needs.

mc3
Thomas Weßler
Grafik / Medienproduktion
Tel.: +49 201 800 580 98
eMail: wessler@mc3-medien.de

4.5.2 OIL - DESIGN AGENCY
When you look for a booth that communicates in a clear, attractive and surprising way, oil can probably help you. We're a design agency with a focus on communication: a booth is all about getting your message across, about affection and effect. That’s why oil develops surroundings that tell your story, that make your trade fair participation successful by all means. And we can also seamlessly organise and build your booth.

oil for live communication
Vliegtuigstraat 26
1059 CL Amsterdam
Tel.: +31 206 262 526
Fax: +31 206 262 566
eMail: hello@oil.nl
www.oil.nl
4.5.3 PORTRETNET.NL
Expand the scope of ISE 2016 to your website and beyond with a high-end video report from the largest AV tradeshow in Europe. Curious to see what we did for ISE 2014? Find out more here.

Portret.net
Sluiskeshoeven 53
5244 GP, 's-Hertogenbosch
The Netherlands
Tel.: +31 653 473 362 (Mark van Geersaem)
Tel.: +31 610 288 109 (Rik Dalhuisen)
eMail: info@portret.net.nl

4.5.4 STUDIO AICO EVENT PHOTOGRAPHY
Investing time, money and resources in your trade show and exhibitions activities is a commitment to your business. Photographing your trade shows and exhibitions is a great way of capitalising on that investment for further returns. We create a variety of images from your exhibitor booths design and delegates interaction within booths. PR opportunities, branding, signage and candid or posed delegate interaction.

Studio aico
Ranonkelkade 72N
1031XX, Amsterdam
Tel.: +31611425412
eMail: aico@aicolind.nl
www.studioaico.nl

Important: Recordings of any kind are prohibited unless express permission is received from the exhibiting company.
4.6 FLOOR COVERINGS
For shell scheme stands only, unless otherwise specified, carpet tiles will be laid directly to the hall floor and are included as part of the shell scheme package. Platforms are not included with shell scheme stands.

Exhibitors with space-only stands are obliged to cover the hall floor within the boundaries of their stand.

The official contractor for floor coverings is, RAI Exhibitor Services, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to order.

ISE will carpet the aisles. Carpeting of the aisles will commence on Monday 8 February at 18:00 hours. **Please note that on Monday 8 February 2016 all aisles must be cleared by 17:00 hours, all building and decoration needs to be finished.**

There will be notifications at 15:00 hrs, and 16:00 to remove your goods, when your goods are still in the aisles or stand after 17:00 hours, it will be removed by CEVA upon instructions of ISE, and the costs are for the exhibitors.

If you already know you need more time, contact ISE to request Early Access and Build-Up, as **no permission will be granted to stay, remain, fine-tune of build on your stand** after 17:00 hrs on Monday the 8th of February 2016.

All exhibitors that need to come in and decorate their shell scheme stands, are welcome as of Sunday 7 February 2016, and on Monday 8 February from 07:00 – 17:00.

4.7 FLORAL DECORATIONS
Please see the ISE webshop for the floral decorations available to order.

The official contractor for floral decorations is, RAI Exhibitor Services, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to order.
4.8 FURNITURE
The furniture included in the enhanced shell scheme is:
• 1 table F50white, table top 80 x 80 cm, 74 cm high
• 4 chairs L92antracite, normal seating height
• 1 literature rack nr526 anthracite, suitable for A4 leaflets

The above article codes correspond with the codes in the brochure. It is not possible to make changes to the furniture that is included in the shell scheme. You can order different furniture separately, but please be aware this is without refund. The Furniture Brochure can be found in the ISE webshop.

The official contractor for furniture is, RAI Exhibitor Services, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to place orders.

Signage can be ordered via the RAI. There is a wide range of possibilities - from a simple logo print on your fascia, to full colour double-sided banners in various sizes. Orders/requests for signage need to be placed before 3 February 2016 due to production time.

The official contractor for signage is, RAI Exhibitor Services, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to place orders.

4.9 HOSTESSES
Hostesses can be hired for show days. Upon request, hostesses can speak several languages if needed. Please submit your order for any hostesses before the deadline (25 January 2016). Orders submitted after this date are not guaranteed. In addition to hostesses, there is also the option to hire translators.

4.10 MEETING ROOM RENTAL
Exhibitors interested in renting additional meeting space should contact ISE directly:

Integrated Systems Events
Ms. Tesse van Veldhuyzen
Barbara Strozilaan 201
1083 HN, Amsterdam
Tel. 0031 20 240 2421
Fax. 0031 20 240 2425
tveldhuyzen@iseurope.org
4.11 MANPOWER
This service is available to order should you require extra manpower during build-up or break-down. Please submit your order before 25 January 2016. After the deadline, due to planning reasons, no manpower can be guaranteed. Please do not forget to list the tools the labourers need to bring.

The official contractor for manpower is RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to order.

4.12 SECURITY
Although every reasonable security precaution is taken throughout the build-up, show days, and breakdown, show management cannot be held responsible for any loss, damage or accident, which may occur to any exhibitors (or their contractors) property or personnel.

It is recommended that any small and/or attractive items are kept under constant supervision, removed each evening and that suitable insurance coverage is arranged for your stand. Please take special care of laptops and mobile telephones – **do not leave these items unattended at any time.**

You can order stand security to secure your valuable items during build-up, show days, and breakdown. The official contractor for stand security is RAI Amsterdam, RAI Exhibitor Services, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop for more information.
4.13 SHELL SCHEME STANDS

The ISE organisation offers two packages of shell scheme stands for your convenience.

A. Standard shell scheme includes:
   • White system wall elements 100 x 250 cm (wide x high) in aluminum frame
   • Fascia board in aluminum frame, 30 cm high
   • Carpeted floor, carpet tiles (50 x 50 cm) colour to be determined
   • 1 fascia text max. 25 characters
   • 3 spotlights 120 W on 1 rail per 9 sqm
   • 1 wall socket 2KW including main connection and consumption
   • General stand cleaning each morning

The standard shell scheme costs €80,00 per square meter.

B. Enhanced shell scheme includes:
   • White system wall elements 100 x 250 cm (wide x high) in aluminum frame
   • Fascia board in aluminum frame, 30 cm high
   • Carpeted floor, carpet tiles (50 x 50 cm) colour to be determined
   • 1 fascia text max. 25 characters
   • 3 spotlights 120 W on 1 rail per 9 sqm
   • 1 wall socket 2KW including main connection and consumption
   • Furniture: 4 chairs, 1 table and 1 literature rack
   • General stand cleaning each morning

The enhanced shell scheme costs €90,00 per square meter.

See the online manual for an impression of the two shell scheme options. The enhanced shell scheme packages are based on 9 sqm. If you would like to order additional furniture, please use the ISE webshop. To order a shell scheme, please contact Ms. Tesse van Veldhuyzen: tveldhuyzen@iseurope.org.

When you have ordered your shell scheme, please let RAI Amsterdam know your choice of carpet colour and your preferred fascia text. You can also order extra fascia texts, storage rooms, shelves, coloured wall panels, print logos etc. from the RAI to change the standard shell scheme to a stand with your design and branding.

The official contractor for shell scheme is the RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.
4.14 STAND BUILDERS

A-BOOTH

A-Booth translates your wishes and presents your projects in a simple and affordable fashion. Check out our poster panels. Many variations are possible. Ask for the possibilities.

A-Booth
Peter Noordman
Tel.: +31 75 622 5581
eMail: peter@a-booth.nl
www.a-booth.nl

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Full turnkey solutions to your International Exhibition Stand needs, with outstanding levels of service. Creating award winning bespoke designs individually tailored, delivered on-time, on-spec and on-budget.

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Mobile: +44 7920 494 741
eMail: jeremy.spackman@ttex.co.uk
www.ttex.co.uk
4.15 TELECOMMUNICATION AND INTERNET

Telephone
Available telephone lines are analogue or ISDN.

The official contractor for telecommunication is, the RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop for the order form.

Internet
Available internet connections are a standard connection comparable to ADSL. Regardless of the number of internet connections you ordered, there will only be one UTP cable on your booth. If you order a standard connection, it is not allowed to connect more than 5 PCs through a hub. If you do not have a hub, you may order it through RAI Exhibition Centre, who will install the necessary material. The connecting cable to your booth will be approximately 10 meters. Please note that it is not allowed to install or connect any kind of WiFi access point without authorization of the RAI. Found or ‘seen’ access points will be removed or disabled without prior notice. Please contact Exhibitor Services to order your own WiFi access point.

The official contractor for Internet is the RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop.

4.16 WATER AND COMPRESSED AIR

Please see the safety regulations of RAI Amsterdam for the regulations on the use of water and compressed air on your stand.

The official contractor for water and compressed air is, the RAI Amsterdam, contact details can be found in paragraph 1.3 Suppliers Contact List.

Please see the ISE webshop to place orders.
5.1 INTEGRATED SYSTEMS EUROPE 2016 SHOW RULES AND REGULATIONS
In addition to the ISE 2016 rules and regulations, the notes in this manual and the safety regulations of RAI Exhibition Centre do apply. In the event of a dispute, the decision of the organisers is final.

Please find the ISE Show rules and regulations 2016 in the ISE webshop.

5.2 SAFETY REGULATIONS
All exhibitors should study the following documents: Safety Regulations RAI Exhibition Centre and Safety Coordination RAI Exhibition Centre.

Please find more information about the safety regulations in the ISE webshop.

5.3 VENUE REGULATIONS
RAI Amsterdam reserves the right to refuse access to the exhibition halls to any person it believes likely to interfere with the orderly conduct of any event. All exhibitors must comply strictly with the instructions of their organising committee and refrain from engaging in any other activity not expressly authorised by RAI Amsterdam and the organising committee.

Legal proceedings will be instituted against any visitor found engaging in any commercial activity, distributing offers to provide services or disseminating any form of advertising or publicity at and during any event, all of which are strictly prohibited. Consequently, goods and services may be offered or supplied within the exhibition halls only where duly authorised by RAI Amsterdam and the organising committee.

The present regulation applies to anyone on the premises of RAI Amsterdam, whether or not professionally engaged in trade or commerce.

Any person found to be in breach of this regulation will be liable to a fixed fine of €6,200 without prejudice to any subsequent decision to sue for damages of a higher amount.

5.4 BUILDING RULES AND REGULATIONS
The building rules and regulations can be found on the website, please click here to find them as well.
DISCOVER HOW IT WORKS & HOW YOU CAN BE REWARDED

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LEARN MORE AT:
ise.lindy.com/exhibitors

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