

SOE Congress 2009
RAI, Amsterdam, 13–16 June 2009



SOE 2009 ORDER FORMS

SERVICES AND PRODUCTS

Please complete the following order forms and return them by the due dates.

Exhibitor participation order forms marked with an asterisk * should be completed by all exhibitors. Other forms should be completed as required.

ORDER FORM	RETURN TO	DEADLINE DATE	SUBMITTED
* Contact Details	Congrex UK Ltd	15 April 2009	
* Exhibition Guide Editorial	Congrex UK Ltd	15 April 2009	
* Stand Drawing Submission (free build)	Congrex UK Ltd	3 April 2009	
* Exhibitor Name Badges - <i>Will follow by email</i>	Congrex UK Ltd	1 May 2009	
* Risk Assessment	Congrex UK Ltd	3 April 2009	
* Access Passes	Congrex UK Ltd	On Exhibition set up dates 11 and 12 June 2009	
* Vehicle Scheduling	Congrex UK Ltd	8 May 2009	
* Bar Code Readers	Congrex UK Ltd	8 May 2009	
* Transport, Lifting, Shipping and Storage	Meritex International Freight Services Ltd	Please see Meritex Order forms	
* Electrical mains	Gielissen Interiors and Exhibitors	Please see pages 5 and 6 in the Gielissen Order forms document	
* Water, waste and special services	Gielissen Interiors and Exhibitors	Please see page 7 in the Gielissen Order forms document	
* Rigging	Gielissen Interiors and Exhibitors	Please see page 8 in the Gielissen Order forms document	
* IT and Telecommunications	Gielissen Interiors and Exhibitors	Please see page 9 in the Gielissen Order forms document	
* Catering	The RAI	Please see the RAI Catering Order form	

Contact Details

SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009

Please return by Friday 1 May 2009

For ease of Order Form completion, we ask all exhibitors and/or their stand builders to complete the undernoted details. This will reduce the amount of information needed on the Order Forms.

EXHIBITOR

Name Stand No

Address

.....

Contact

Email

Tel No Fax No

STAND BUILDER and/or DESIGNER (if applicable)

Name

Building for Stand No

Address

.....

Contact

Email

Tel No Fax No

THIS CONTACT SHEET SHOULD BE RETURNED BY

Friday 1st May 2009

CONGREX UK LTD
4B, 50 SPEIRS WHARF
PORT DUNDAS
GLASGOW, G4 9TB

TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234

EMAIL: DANIELLA.GIRASOLI@CONGREX.COM

CONTACT: DANIELLA GIRASOLI

Exhibition Guide Editorial

SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009

Please return by Friday 15 April 2009

Exhibitor Name Stand No

Contractor Name

Contact

Tel No Fax No

Each Exhibitor may have a maximum of 75 words free editorial in the Exhibition Guide. Company name, address and contact name will be included in addition to this.

PLEASE EMAIL your editorial to Daniella.girasoli@congrex.com

Example:

Congrex UK Ltd 4B, 50 Speirs Wharf GLASGOW, G4 9TB Tel: +44 (0) 141 331 0123 Fax: +44 (0) 141 331 0234 Email: industry@congrex.com Website: www.congrex.com	Stand TBC
.....	
.....	
.....	
.....	

The Email address and Website will be published in lower case letters.

**Please note : Editorials must be returned by specified date
to be included in the Exhibition Guide.**

Exhibitors not returning copy will have name and address only included.

THE EDITORIAL MUST BE RETURNED BY
CONGREX UK LTD
4B, 50 SPEIRS WHARF
PORT DUNDAS
GLASGOW, G4 9TB
TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234
EMAIL: DANIELLA.GIRASOLI@CONGREX.COM
CONTACT: DANIELLA GIRASOLI

Stand Drawing Submission – space only stands

SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009

Please return by Friday 3 April 2009

Exhibitor Name Stand No

Contractor Name

Contact

Tel No Fax No

Please attach a copy of the stand drawing and note and confirm the following:

| Our stand does not exceed 2.5_m in height

| Our stand exceeds 2.5_m in height

(If you have ticked this box, you will need planning permission. Please see note in the technical manual.)

Please note the maximum stand height is 5 metres.

**THIS ORDER MUST BE RETURNED BY
Friday 3rd April 2009 to:**

CONGREX UK LTD
4B, 50 SPEIRS WHARF
PORT DUNDAS
GLASGOW, G4 9TB
TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234
EMAIL: DANIELLA.GIRASOLI@CONGREX.COM
CONTACT: DANIELLA GIRASOLI

Risk Assessment

SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009

Please return by Friday 3 April 2009

SHELL SCHEME RISK ASSESSMENT

As an exhibitor you have a legal requirement to assess risks appertaining to your participation in any exhibition. This form must be completed, even if you class your stand as low risk.

This form is intended as guidance only and completion does not absolve you from your legal responsibilities or transfer them to SOE.

Please read [Guidance Notes overleaf](#) before completing and returning this form.

Exhibition: SOE 2009		Return by: Friday 3 April 2009	
Exhibitor:		Stand Number:	
LIST HAZARDS: <i>See Note 1</i>		PERSONS AT RISK: <i>See Note 2</i>	
ASSESS YOUR RISK: <i>See Note 3</i>		PROBABILITY RATING: <i>See Note 3</i>	
HIGH: Probable to cause major injury		POSSIBLE:	
MED: Possible to cause minor injury requiring First Aid treatment		UNLIKELY:	
LOW: Unlikely to cause anything		REMOTE:	
HOW IS THE RISK ADEQUATELY CONTROLLED? <i>See Note 4</i>			
CONTRACTOR CONTROL: <i>See Note 5</i>			
Signed:		Position:	
PRINT (BLOCK CAPS):			
This Risk Assessment is due to be reviewed on (date here):			

IMPORTANT

Please return this form to Congrex UK Ltd by Friday 3rd April 2009.
Fax No. +44 (0) 141 331 0234. Or email to Daniella.girasoli@congrex.com

GUIDANCE NOTES FOR SHELL SCHEME RISK ASSESSMENT

How to complete your Risk Assessment Form

All Risk Assessments should be a careful and studied examination of your activities ensuring that your build-up, the open period and breakdown are achieved safely and nothing occurs which could cause harm to any person.

The following guidelines will assist you to make a basic Risk Assessment of your activities. If you are building a large or complicated stand, or are involved in unusual activities during the exhibition, you may need to seek the assistance of a qualified Health and Safety Adjudicator.

Note 1

A hazard is anything that has the potential to cause harm, i.e., a workman falling from a ladder, dropping tools, moving large and heavy loads, etc.

Note 2

In this section you must include everyone who could be injured as a result of such activities, i.e., the workman, other people working on the stand, other exhibitors, porters moving furniture, visitors, etc.

Note 3

Your own assessment of the risks. **A risk is the likelihood of harm arising from a hazard.** Use the columns to judge the risk and tick the appropriate boxes. If both ticks are in the top boxes then you should not pursue the activity (it is too dangerous) and should seek an alternative way of completing the task. If both ticks are in the centre boxes you will need to implement some form of control. If both ticks are in the bottom boxes then it is unlikely that you will need to implement additional controls.

Note 4

You must record the steps you have taken to ensure nothing dangerous occurs. Your entry may read something like 'Use of trained and qualified staff only, rope and post area to restrict area, ensure staff trained in manual handling, etc.' (these examples are guidelines only).

Note 5

You carry some legal responsibility for any person working for you and acts or omissions. You must ensure that any contractors you use are competent and will work in a safe manner. This you may do through requesting copies of their Health & Safety policy. If they cannot supply such documentation you would be wise not to use them. Details of such checks should be entered in this box.

SPACE ONLY RISK ASSESSMENT

As an exhibitor you have a legal requirement to assess risks appertaining to your participation in any exhibition. This form must be completed, even if you class your stand as low risk.

This form is intended as guidance only and completion does not absolve you from your legal responsibilities or transfer them to the SOE.

Please read Guidance Notes overleaf before completing and returning this form.

Exhibition: SOE 2009			Return by: Friday, 3rd April 2009	
Exhibitor:			Stand Number:	
DATE RA UNDERTAKEN:				
Task	Hazard	Who's at Risk	Risk Level	Precaution/ Control Measure(s) required
SIGNED:			POSITION:	
PRINT NAME: (BLOCK CAPS)				

Continue listing tasks and hazards on additional sheets, but remember that they should only be the most significant areas of risk that will be present on site, during build up, open and break down times.

Please return this form to Congrex UK Ltd by Friday, 3rd April 2008
Fax No. +44 (0) 141 331 0234. Or email to Daniella.girasoli@congrex.com

The five steps for undertaking a Space Only Risk Assessment are:

An example Risk Assessment (RA) is included overleaf for your reference. A RA can be very simple or involved depending on the complexity of the exhibition it covers. The Law states that any RA must be 'suitable and sufficient' and 'should identify the significant risks arising out of work'; therefore, do not list unlikely hazards, only those which may reasonably be expected to cause harm.

Step 1: Consider the hazards: From the tasks you know that are to be undertaken (the Exhibitor can identify these from their Contractors' Method Statement) list the hazards.

Ask yourself some difficult questions. Ignoring any significant hazard in the hope that nothing will happen will often result in an accident. If all significant hazards have been addressed, then you have done everything that is reasonably practicable – it may not be possible to think of every eventuality, but you must be able to show that you have considered and taken action to eliminate or reduce the most likely hazards.

Ask yourself what plant, equipment and materials will be used? What substances being used fall under the COSHH laws? Are datasheets available? How much noise and dust will there be? Will there be vehicle movements and lifting? What fumes will there be? Are the exhibits or displays dangerous? Are the floor plan layout/stand designs safe? Are emergency exits, wider aisles or queuing areas required? Are there sufficient toilet facilities for the expected number of visitors? Is there electricity present? Is alcohol available on site? Is there work being carried out overhead height? Is there the need for late working? Is the weather or time an important factor? What hazards **does** the immediate environment pose – deep water, uneven floors, for example. Have you cash at the show or valuable items?

Ask your staff and Contractors for their observations, as they will usually have spotted things that are not immediately obvious.

Step 2: Decide who could be harmed and how: Who will be affected by the hazards identified by Step 1. Consider your employees, exhibitors and contractors, the visitors themselves. Will the general public or office staff from the venue be walking through the area? What about the disabled, or lone workers? After the show shuts for the day, can children, the young and inexperienced or vandals gain access?

Safe working depends on co-operation and communication between firms on site, so take this into account and consider necessary precautions on every aspect of the work being carried out, which include training and the provision of information.

Step 3: Evaluate the risks: Once you have considered the first two steps adequately, you can then decide on the appropriate action.

Ask yourself:

- a) Can the hazard be eliminated completely?
- b) If the risk cannot be totally removed, can it be reduced by being done in a different way?
- c) Can protective measures be taken that will protect the entire workforce on site by isolating the hazard?
- d) What measures can you put in place to control the hazard? Can a safe system of work be established?

Personal Protective Equipment (PPE): Protective clothing such as hard hats, ear defenders, etc.) should only be the last step to take and are rarely the only solution. For example, it is far better to schedule overhead work for early access whilst there are no people about in the venue, or at least suitably cordon off the area below, erect signage and ensure that the riggers on the floor use the appropriate PPE. Riggers working at height should wear the appropriate PPE.

Step 4: Record the findings: If you have risks present, then write down the findings in your Risk Assessment. Communicate the information to those people identified in Step 2, and record what measures you have taken to control those risks.

Step 5: Review your findings: This allows you to learn by experience and take account of any unusual conditions or changes that occur – or occurred on site.

Shortly after the show, ask yourself some hard-hitting questions: Were the control measures you implemented effective? How many accidents or near misses occurred? Have your contractors brought new plant and equipment since the last Risk Assessment? Have you taken on new or young and inexperienced staff, appointed new contractors or sold space to new exhibitors? Has the venue changed?

Establishing what went wrong and what went right will help in managing your show all the more effectively next time.

Notes

The form overleaf is included as an example of the way a Risk Assessment can be set out and the information recorded.

A **SIGNIFICANT RISK** can be defined as a hazard that will more than likely cause harm or injury.

A **SAFE SYSTEM OF WORK** can be defined as 'The integration of personnel, articles and substances in a suitable environment and workplace to produce and maintain an acceptable standard of safety.'

Access Passes – build up / break down

**SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009**

All exhibiting stand personnel and contractors will require Access Passes in order to gain access through the RAI gates and entry into Hall 3. An Access Pass voucher will be sent you electronically, which will be included in the Joining Instructions email.

Please give the vouchers to your contractors for them to hand over to me on the exhibition build dates and in return I will provide them with a Contractor badge.

There is no charge for Access Passes.

SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009

Please return by Friday 8 May 2009

Exhibitor Name Stand No

Contractor Name

Contact

Tel No Fax No

Type of stand (✓) space only shell scheme

Please indicate your first, second and third choice for access to the loading area during the exhibition build days:

Space Only Exhibitors – Thursday 11th June 2009 (08.00 – 20.00)

All Exhibitors Friday 12th June 2009 (08.00 – 17.00).

Date Thursday, 11 June	Time	1 st Preference (✓)	2 nd Preference (✓)	3 rd Preference (✓)
	08.00 – 08.30			
	08.30 – 09.00			
	09.00 – 09.30			
	09.30 – 10.00			
	10.00 – 10.30			
	10.30 – 11.00			
	11.00 – 11.30			
	11.30 – 12.00			
	12.00 – 12.30			
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	17.00 – 17.30			
	17.30 – 18.00			
	18.00 – 18.30			
	18.30 – 19.00			
	19.00 – 19.30			
	19.30 – 20.00			

Date Friday, 12 June	Time	(✓)	(✓)	(✓)
		1 st Preference	2 nd Preference	3 rd Preference
	08.00 – 08.30			
	08.30 – 09.00			
	09.00 – 09.30			
	09.30 – 10.00			
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	15:30 – 16:00			
	16:00 – 16:30			
	16.30 – 17.00			
	17.00 – 17.30			

Estimated time to unload the vehicle (Please try to restrict this to 30 minutes)	
Registration Number	
Size/Type of Vehicle	

If you are using more than one vehicle, please photocopy this form and complete one form per vehicle. Unloading times will be confirmed upon receipt of form.

Note: Drivers must accept the instructions of traffic controllers/security staff at all times.

Important: Forms must be returned by the specified date to be included in the vehicle schedule.

THIS ORDER MUST BE RETURNED BY
Friday 8th May 2009 to:

CONGREX UK LTD
4B, 50 SPEIRS WHARF
GLASGOW, G4 9TB
TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234
EMAIL: DANIELLA.GIRASOLI@CONGREX.COM
CONTACT: DANIELLA GIRASOLI

SOE Congress 2009, RAI, Amsterdam, 13-16 June 2009

Please return by Friday 8th May 2009
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To hire one or more bar code readers, please complete this order form and return to Congrex UK Ltd as soon as possible. The deadline for receipt of orders is Friday 8th May 2009, after which delivery on site cannot be guaranteed. The data sent to you after the Congress will be sent via email and can be either in PC-CSV or PC Excel format. You will receive the name and demographic data that has been received by the secretariat.

It is vital that you enter ALL of the required information on both pages to hire the readers.

Name

Company

Address

Tel No Fax No

Contact (on-site)

Email

Stand Number

Number of bar code readers required **x €400 + VAT @ 19%**
(Total per reader = €476.00)

Total Due **€ EURO**

Email for delivery of data after the Congress

Format required PC CSV
 PC Excel Spreadsheet

Payment

- ✓
 I enclose a cheque/bankers draft in EUROS, made payable to Congrex UK Ltd for the total amount due, including VAT. Please send me an invoice for the above amount.
 I authorise you to debit my MasterCard/Visa for the total amount due, including VAT.

Cardholder name _____

C/C number

Security Code **Expiry date**

Name and address of the credit card holder if different from the one listed above:

Name

Address

Print Name Date

Signature

SOE Congress 2009, RAI, Amsterdam, 13-16 June 2009

Please return by Friday 8th May 2009
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Disclaimer

In the event that your bar code reader becomes damaged or is lost, you will be liable for a charge. You are required to return your bar code reader each evening at the latest 30 minutes after the exhibition closes. Should you not meet this requirement, we cannot guarantee the battery life and data integrity in the bar code reader. Should any data be lost or corrupted for any other reason, you will be refunded the hire for the day of the incident.

In order to collect your reader(s) on site you will need to complete the information below.

Your credit card number will be held as a guarantee for the duration of the Congress and for one month following. If any readers suffer damage, are lost or are not returned this credit card will be charged. If all readers are returned in full working order, this credit card number will be destroyed.

Please sign below to state that you accept these conditions.

Cardholder name _____**C/C number**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Security Code

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Expiry date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------

Name and address of the credit card holder if different from the one listed above:

Name:

Address:

Print Name: Date:

Signature:

**THIS ORDER MUST BE RETURNED BY
Friday 8th May 2009 to:**

CONGREX UK LTD
 4B, 50 SPEIRS WHARF
 GLASGOW, G4 9TB
 TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234
 EMAIL: DANIELLA.GIRASOLI@CONGREX.COM
 CONTACT: DANIELLA GIRASOLI

Transport, Lifting, Shipping and Storage

**SOE Congress 2009,
RAI, Amsterdam, 13-16 June 2009**

Freight Forwarding Information

The Exhibition Organisers have appointed MERITEX as the official forwarding agent for temporary importation of goods for the Exhibition. Please contact them directly for prices and all necessary information:

Main contact: Henry Osborne
Meritex International Freight Services Ltd
The Coach House
20 Northernhay Street
Exeter
Devon
EX4 3ER
United Kingdom

Tel: +44 (0) 1392 454 999
Fax: +44 (0) 1392 454 998
Email: henry@meritex.co.uk
Website: www.meritex.co.uk

Please visit the SOE website at www.soe2009.org to download Meritex's order forms.

CONTACT LIST

Accommodation

Congrex Sweden AB
c/o SOE 2009
P.O. Box 5619
SE-114 86 Stockholm

Tel: +46 8 4596600
Fax: +46 8 6619125
Email: soe2009.hotel@congrex.com
Website : www.soe2009.org

Audio Visual

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Catering

Amsterdam RAI
P.O. Box 77777
NL-1070 MS Amsterdam
The Netherlands

Contact: Pien de Vries
T: +31 20 549 3205
F +31 20 549 1842
Email: p.devries@rai.nl
Website: www.rai.nl

Congress Secretariat

Congrex Sweden AB
Attn: SOE 2009
P.O. Box 5619
SE-114 86 Stockholm, Sweden
Tel: +46 8 661 9125
Email: soe2009@congrex.com

Electrics and Electrical Fittings

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Freight Lifting, Shipping and Storage

Meritex International Freight Services Ltd
The Coach House
20 Northernhay Street
Exeter
Devon
EX4 3ER
United Kingdom

Main contact: Henry Osborne
Tel: +44 (0) 1392 454 999
Fax: +44 (0) 1392 454 998
Email: henry@meritex.co.uk
Website: www.meritex.co.uk

Furniture

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Insurance

Insurex Expo-Sure
Royal Victoria House, 2nd Floor,
51-55, The Pantiles,
Royal Tunbridge Wells, Kent, TN2 5TE

Tel: +44 (0) 845 213 8440
Fax: +44 (0) 845 213 8439
Email: enquiries@insurex-exposure.com

Pipework Mains, Building, Aerial, Rigging

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Shell Scheme and Flooring

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Exhibition Organisers

Congrex UK Ltd
4B, 50 Speirs Wharf, Port Dundas
Glasgow, G4 9TB
UK

Contact: Daniella Girasoli
Tel: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: daniella.girasoli@congrex.com

Floral

Gielissen Interiors and Exhibitors
Galwin 2, 1046 AW Amsterdam
P.O. Box 8112, 1005 AC Amsterdam
The Netherlands

Contact: Gielissen
Tel : +31 (0)20 581 1411
Fax : +31 (0)20 581 1414
Email: johan.seijbel@gielissen.nl

Telephone/Fax

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Venue

Amsterdam RAI
P.O. Box 77777
NL-1070 MS Amsterdam
The Netherlands

T: +31 20 549 3205
F +31 20 549 1842
Website: www.rai.nl