



PERTH CONVENTION AND  
EXHIBITION CENTRE

# Event Manual

Perth Convention and  
Exhibition Centre

8 June 2021 v. 1.9



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## EMERGENCY PLAN

Perth Convention and Exhibition Centre (PCEC) recognises it has a responsibility to provide for the health and safety of Clients, Patrons, Exhibitors, and Agents. In support of this, a comprehensive Emergency Plan has been implemented. The smooth implementation of emergency procedures may only be achieved if clients are thoroughly familiar with these procedures and their responsibilities.

The building complies with and, in many aspects, exceeds, all current statutory requirements for the provision of emergency management. The building is equipped with automatic sprinklers, smoke detectors and break glass alarm systems, which have a direct link to the Fire and Emergency Services Authority of WA. Where necessary instructions can be issued over the Emergency Warning and Intercom System (EWIS) to assist in coordination of an evacuation and/or passage of information. This information will be in the form of live instructions given by the PCEC Chief Warden.

### FIRE / MEDICAL EMERGENCY

- 1. DIAL EXTENSION 80334 ON THE NEAREST INTERNAL TELEPHONE OR 08 9338-0334 ON YOUR MOBILE**
- 2. GIVE YOUR NAME, LOCATION AND THE NATURE OF EMERGENCY**

#### Assembly Point Locations

(Refer diagram on following page)

There are 4 assembly areas in case of an emergency. These are located at:

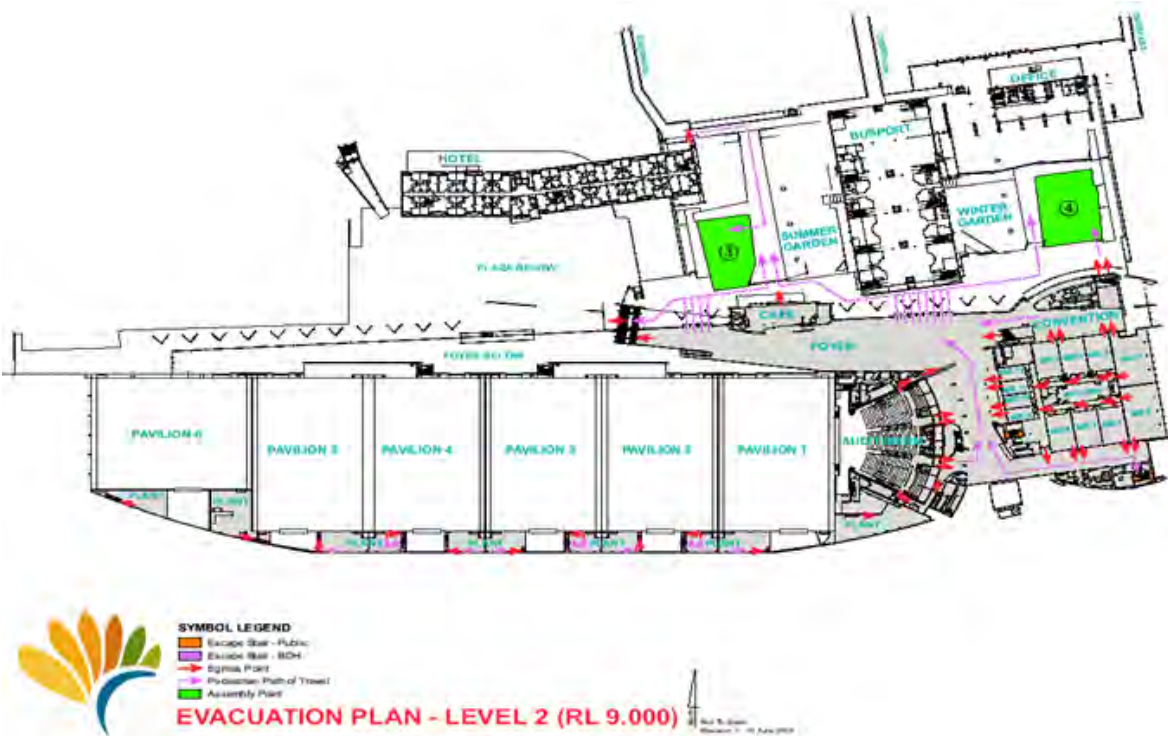
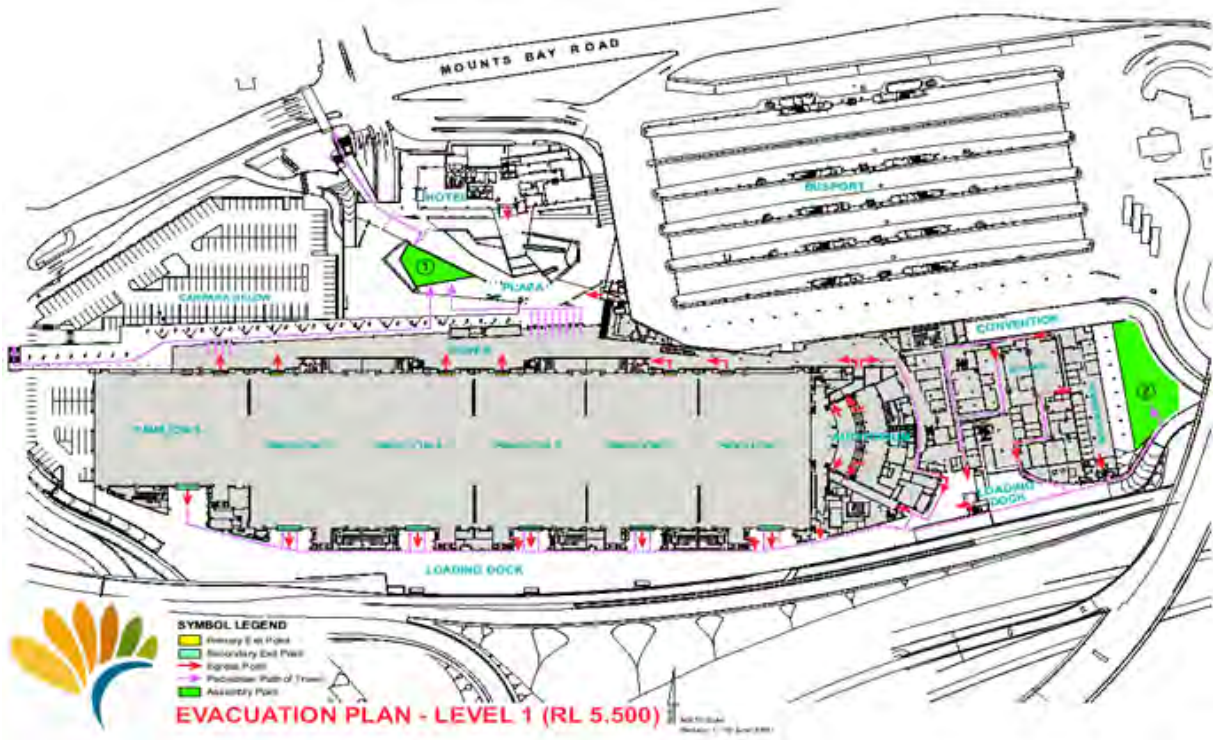
1. Level 1 in front of the Adina Hotel.
2. Level 1 in between PCEC and the Train Station (by the Spotless Office).
3. Level 2 on the grassed area in front of the PCEC Café (Summer Garden).
4. Level 2 on the grassed area to the East of the Busport entrance (Winter Garden).

Please leave all main doors clear for emergency personnel.

All Clients of PCEC are requested to familiarise themselves with the emergency exits within the building and the nearest assembly area.



## Assembly Points



## Controlling Risks

Safety and security can only be achieved with the full co-operation of all Staff, Clients, Patrons, Exhibitors, and Agents. If an Evacuation alarm sounds please adhere to staff directions and move quickly and quietly in the direction of the emergency exits.



## Emergency Evacuation Procedures

In the event of a decision to evacuate, the following announcement will be made via the EWIS:

*“Ladies and Gentlemen, a situation has arisen which necessitates our interrupting your event. There is no cause for alarm, but we request you quietly and calmly leave the building by the exit nearest to you. Our staff will direct you from there. Please do not collect any personal belongings from the cloakroom, you will be advised when it is safe to return to the building.”*

Following this announcement, the Evacuation Tone (loud whooping alarm) will sound. Staff, Clients, Exhibitors, Agents and Patrons will immediately make their way to the nearest emergency exit and report to Assembly Points No.3 and/or No.4 at the front of the building.

## Emergency Exits

Please take the time when entering the venue to familiarise yourself with the emergency exits and their locations.

## Fire Awareness

It is illegal to do any of the following:

- Block or congest emergency exits.
- Block the access route to an emergency exit.
- Obscure or cover emergency exit signs.
- Store equipment or any other item in fire stairs or exit.
- Chock open fire or smoke doors or any doors leading to fire exits.

## Reporting Incidents and Hazards

Report all incidents or near misses to the Floor Manager or Security. This ensures the rectification of hazards and a safer environment for Staff, Clients, Exhibitors, Agents and Patrons.



## SECTION 1: GENERAL INFORMATION

### 1.1 Purpose

The Event Manual has been designed to assist you, the Client, to ensure that your event experience is of the highest possible standard. It provides general operational and procedural information relevant to hosting events at PCEC.

It is the responsibility of the Client to ensure the guidelines, policies and procedures and rules outlined in this manual are observed and adhered to by all Exhibitors, Agents and Patrons associated with their Event.

Please note all personnel using PCEC and its property must abide by all relevant Legislation, Standards, Codes of Practice and Site Safety Rules. The Client is appointed the Principle Contractor in respect of all applicable regulations in accordance with the Occupational Safety and Health Act 1984, the Occupational Safety and Health Regulations 1996 and the Health (Public Buildings) Regulations 1992 and accordingly must fulfil their legislative obligations.

The PCEC Event Manual provides information on the Centre as well as the services offered.

### 1.2 Layout of Contents

This manual consists of 4 sections:

1. General information about the manual and PCEC.
2. Services offered by PCEC.
3. PCEC's policies and procedures.
4. Service Order Forms.

### 1.3 Glossary of Terms

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<b>Agreement</b>	The Signed Agreement between PCEC and the Client.
<b>Agent</b>	A natural person/s or other legal entity directly or indirectly contracted or otherwise acting directly or indirectly on their behalf of the Client to supply services to or in support of the Event.
<b>Business Day</b>	Any Monday, Tuesday, Wednesday, Thursday or Friday that is not a Gazetted Western Australian Public Holiday.
<b>Business Hours</b>	Those hours between 0830 and 1700 WST on any Business Day.
<b>Catered Event</b>	Any Event or part of an Event at which food and beverage is provided.
<b>City of Perth</b>	The local government authority responsible for the management of the City of Perth.



<b>Client</b>	The Client is the non-exclusive Licensee named in the Agreement and any individual appointed by them to act on their behalf or be responsible for the event.
<b>Commencement Date</b>	The first day of Hire from 0700hours WST.
<b>Event</b>	Any one or combination of conference, meeting, seminar, exhibition, social gathering, etc., as described in the Agreement.
<b>Event Manager</b>	The PCEC employee assigned to manage the Event.
<b>Exhibitor</b>	A natural person/s or other legal entity to whom the Client has hired or otherwise provided space during the Event.
<b>Exhibitor Manual</b>	The manual or handbook issued to Exhibitor/s by the Client advising the details of an Event.
<b>Service Order Forms</b>	PCEC Forms used to order / request event support services supplied by PCEC.
<b>Exhibition</b>	A Trade, Public or Consumer Show, Exposition featuring booth / stand and or similar displays
<b>Move-in / Move-out</b>	Move-in is the period from the Commencement Date to the opening of the Event. Move-out is the period from the conclusion of the Event to the end of the Hire.
<b>Operational Hours</b>	The Operational Hours of an Event are those hours during which delegates and or Patrons have scheduled access to the Venue.
<b>Patron</b>	Any person attending an Event who is not: The Client or their employee; an Exhibitor; an Agent; or an employee of PCEC.
<b>PCEC</b>	Perth Convention and Exhibition Centre and its Management.
<b>Terms and Conditions</b>	Those Terms and Conditions contained within the Agreement.
<b>Hire</b>	The period during which the Client is contractually permitted access to the Venue as stated in the Agreement.
<b>Venue</b>	Perth Convention Exhibition Centre in its entirety or any space within it to be used during the Event as defined in the Agreement.
<b>WST</b>	Western Standard Time



## 1.4 Manual Updates

All information outlined in this manual is current and correct at the effective date shown on the cover of this document. The manual is revised annually, but may be updated from time to time. Please visit our website [www.pcec.com.au](http://www.pcec.com.au) for the most recent version.

## 1.5 Further Information

If you have any queries in relation to issues or matters not contained in this manual, please contact your Event Manager on +61 8 9338-0300.

## 1.6 Contact Details

Business Name: Perth Convention and Exhibition Centre  
ABN: 83 072 293 880  
Business Address: 21 Mounts Bay Road  
Perth Western Australia 6000  
Australia  
Postal Address: PO Box 7451  
Cloisters Square  
Perth WA 6850  
Australia  
Phone: +61 8 9338-0300  
Fax: +61 8 9338-0309  
Website: [www.pcec.com.au](http://www.pcec.com.au)  
E-mail: [info@pcec.com.au](mailto:info@pcec.com.au)

## 1.7 Promotion of Events

### 1.7.1 Name and Identity of Venue

Use of the name 'Perth Convention and Exhibition Centre', 'PCEC' and the related logo in association with promotion of any event is subject to PCEC's Brand Management Guidelines. A copy of the guidelines can be obtained from your Event Manager.

Use of PCEC location shots for promotion of an Event is permitted. Please contact PCEC's Marketing Manager for access to available photographs and / or maps.

PCEC requires one copy of all relevant promotional material bearing the company's logo and / or name for approval prior to public distribution.

### 1.7.2 Poster Display

Poster display opportunities are available in the public lifts at PCEC. Rental for advertising space is charged per poster monthly. The dimensions of each space are 590mm height x 420mm width. Please speak to your Event Manager for further details.

### 1.7.3 Website

PCEC provides Clients the opportunity to promote their Event at no charge, via the "What's On" section of its website: [www.pcec.com.au](http://www.pcec.com.au). Please complete and return the Information Release Form included with your Agreement to utilise this service.





### 1.7.4 City Precinct

Outdoor promotion of an Event within the City of Perth is subject to the permission of the City of Perth. For contact details, please refer to **Section 1.12.4**.

### 1.7.5 Commercial Photography and Filming at PCEC

Usage charges apply to commercial film production and photography featuring any aspect of PCEC. Please contact PCEC’s Marketing Manager for further information.

## 1.8 Fees and Charges

### 1.8.1 Space Rental

Rates are expressed in Australian dollars, inclusive of GST (Goods and Services Tax) and are subject to change without notice. Please contact PCEC’s Sales / Event Manager for current rates.

### 1.8.2 Inclusions

#### Level 2 and Level 3 Meeting/Banquet Rooms

<p>Items included in venue hire fees for meeting rooms (excluding Pavilions):</p> <ul style="list-style-type: none"> <li>• Access to and occupation of licensed space per times as specified in the Agreement.</li> <li>• Air-conditioning during operational periods of events</li> <li>• House lighting</li> <li>• Standard cleaning</li> <li>• Standard room set up (theatre, classroom, cabaret, boardroom, u-shape)</li> <li>• Standard power usage and consumption.</li> <li>• A lectern and microphone</li> <li>• Stage (appropriate to room size)</li> </ul>	<p>Items included in venue hire fees for banquet functions (excluding Pavilions):</p> <ul style="list-style-type: none"> <li>• As per previous column</li> <li>• Standard room set up (banquet and/or cocktail)</li> <li>• 3 x menus per table (printed black and white)</li> <li>• White linen tablecloths and linen napkins</li> <li>• Dance floor (appropriate to room size)</li> </ul>
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### Riverside Theatre

Items included in venue hire fees for the Riverside Theatre:

- As per ‘meeting rooms’ above, plus
- Standard pre-set stage configuration.
- One motorised screen.
- Access to back of house VIP room, Green Room and four dressing rooms.
- Dedicated registration desk with storage room and office upon request and subject to availability.



### *Stage Lighting*

- 12x Fresnels 1kW Robert Juliat Lutin (stage wash);
- 8x ETC Source Four Profiles 15-30 (stage wash);
- 4x ETC Source Four Profiles 25-50 (to spotlight stage stairs);
- Lighting Bars & Truss;
- Lighting Rail 3 (scissor lift access – hire cost for list POA);
- Lighting Bridge 2 (via Catwalk);
- Lighting Bridge 1 (via Catwalk);
- 8x 1 Ton I beam;
- 2x Follow spot landings at top-rear corners of Theatre;
- Lighting Rail 3 capacity 100kg/m plus 500kg each hanging point;
- Bridge lighting rail load capacity 100kg/m;
- Structural hanging point capacity 500kg each;
- 2x Mid rigging points 950kg.

### *Above Stage*

- 20m x 500mm Box Truss 1 (Holds permanently installed cyc lights which are not included in hire. See exclusions);
- 20m x 500mm Box Truss 2 (Holds permanently installed screens which are not included in hire. See exclusions);
- 20m x 500mm Box Truss 3 (No permanently installed items).
- In-House Lighting Control Dimmers
- 1x Event 24/48 channel lighting desk;
- 3x 12 channel dimmers.

### *Screens (front project)*

- 1x 6.1m (16:9 format) centrally located motorised Screen (Installed on Truss 2).

### *Audio*

- Stage left and right – 1 x CQ1 and 1 x CQ2 ceiling speaker each side.
- Bridge 2 - 5 x UPM ceiling speakers.
- Halfway Point - 6 x UPM ceiling speakers.
- Mixer - Soundcraft MH3 24 channel.
- 1 x CD player and 1 x Graphic EQ's.
- 1 x Lectern - Lectrum L2001 with 1 x Shure 412 lectern microphone.





- Fold-back speakers – 2 x Meyer UM-100P are included. An additional 6 speakers are available at a cost of \$66.00 each.

#### *Lighting*

- Lectern spotlights - 2 x ETC Source Four Profiles 15-30; Stage Wash - 10 x Selecon Fresnels (1.2K); Stage staircase spotlights – 4 x ETC Source Four Profiles 15-30; 1 x Control Desk – Event Stage 24 channel lighting desk; 1 x Dimmer rack - 12 channel dimmer rack.

#### *Technical Services*

- A Technician on Duty (TR) for 8 hours (refer to **Section 2.2.2**).

### **Pavilions**

Items included in venue hire fees for pavilions:

- Access to licensed space from 0700hrs on the first day of the Agreement to 2400hrs on the last day of the Agreement. Additional charges will apply should access be required outside these times unless otherwise specified in the Agreement.
- Provision of a meeting room/hospitality lounge in each pavilion.
- PCEC will provide a clean venue at the commencement of the Hire and will also clean administrative areas, aisles, public spaces and remove rubbish once per day during the Event.
- PCEC will provide air-conditioning to pavilions during operating hours on Event days (excluding move-in and move-out dates).
- PCEC provides perimeter security to PCEC.
- 10 x 240L Sulo bins per pavilion.
- Boom gate operator for pavilion exhibition Clients between 0700hrs and 1800hrs during move in / out. (Additional hours may incur a charge)
- café for the sale of food and beverage within each pavilion at PCEC's discretion.
- Registration desk upon request and subject to availability (proportional to the number of pavilions booked).
- Initial floor plan authorisation by the City of Perth (refer **Section 3.19.2**).

### **1.8.3 Exclusions**

Exclusions are those items not included in venue hire fees. The Client may contract PCEC to supply many of the exclusions at an additional charge (refer Section 4).

Examples include:

- Additional audio visual requirements
- Additional cleaning
- Additional signage
- Additional security services



- Background music
- Banner rigging
- Casual labour services (e.g., Porters, etc.)
- Compressed Air
- Connection and disconnection to the audio infrastructure
- Electrical power connections and consumption in pavilions
- Equipment hire
- Exhibition stand cleaning
- First aid services
- Floor coverings to pavilions
- Floral services and function decorations
- Food and beverage
- Forklift operators, scaffolders, riggers, elevating platforms, electrical work, etc.
- Furniture hire
- Hot works (e.g., welding, soldering, etc.)
- Material handling, including storage
- Parking
- Technical Representative (TR)
- Telecommunications
- Usher services
- Waste disposal
- Water connection and usage in pavilions
- Any other service not specified as being included.

### 1.9 Opening Hours/Trading Hours

PCEC operates under Western Australian trading hour guidelines and legislation. For Events where products are sold Clients must adhere to these guidelines. PCEC is located within the Perth City Tourism Precinct, and the applicable WST trading hours are currently:

8:00am – 9:00pm Monday - Friday

8:00am – 5:00pm Saturday

11:00am – 5:00pm Sunday

11:00am – 5:00pm Public holidays except Good Friday and Christmas Day

Exemptions may apply to certain events and Clients will need to obtain the relevant certificate from the Department of Commerce. For further information, please visit [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au), or call: +61 8 6251 1406.

### 1.10 Payment Procedures

Fee instalments are as per the Terms and Conditions of your signed Agreement.  
Cancellation fees are as per the Terms and Conditions of your signed Agreement.



Payment may be made via Electronic transfer, Credit Card, Cash, or Company bank cheque. Any bank charges associated with any of these payments will be the responsibility of the Client.

Credit Card payments attract a surcharge payable by the Client. The surcharge applicable to all Credit Cards is 1%

#### **1.10.1 Payment of Estimated Additional Costs**

The Event Manager will provide the Client with an estimate of additional costs for items not specified in the signed Agreement.

The Event Manager will endeavour to provide these costs, subject to confirmation of requirements by the Client, not later than 10 Business Days prior to the Event and full payment of these costs will be required prior to the Commencement Date, or as per your Agreement, whichever is the sooner.

PCEC reserves the right not to provide such services or deny access to the Venue should the invoice remain unpaid at the Commencement Date.

#### **1.10.2 Settlement**

At the end of your Event, if the additional charges differ from the amount estimated and pre-paid, PCEC will invoice the additional charges. Where there is a refund due the Client must provide a pre-coded bank deposit slip or a bank statement header to outline their bank account details. Once received PCEC process the refund for payment via EFT to the contracted clients nominated account within 10 business days of receiving bank account details.

#### **1.10.3 Bank Account Details**

Every debtor has a unique bank account number that is linked to their debtor number. This will be outlined on every invoice provided.

B.S.B: 013-909  
Account No: 2XXXXXXX0 (XXXXXXX is the debtor number)  
Account Name: Spotless Facility Services Pty Ltd - PCEC

For all international clients paying via EFT, please use PCEC main bank account details

Bank: ANZ  
Branch Address: Fortitude Valley, 204 Wickham Street  
Queensland 4006, Australia  
BSB 014-240  
Account No: 775814915  
SWIFT Code: ANZBAU3M  
IBAN Code: 014240775814915  
ABA Routing Code: 021 0000 21



#### 1.10.4 Notification of Payment

Please email or fax notification of payment to PCEC's Accounts Department along with the following information: Event number, account number or invoice number.

Email: [accounts@pcec.com.au](mailto:accounts@pcec.com.au)

Fax: +61 8 9338-0309

#### 1.11 Preferred Suppliers

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##### Agility Fairs & Events (Logistics and Material Handling)

##### Dean Cooper

Perth Manager

Address PO Box 7451  
Cloisters Square  
Perth WA 6850

Phone: +61 8 9338-0341

Fax: +61 8 9338-0493

Website: [www.agilitylogistics.com](http://www.agilitylogistics.com)

Email: [dcooper@agilitylogistics.com](mailto:dcooper@agilitylogistics.com)

##### AVPartners (Audio Visual & Rigging Services)

##### Steve Rowe

Partner

Address: Perth Convention and  
Exhibition Centre  
PO Box 7451  
Cloisters Square WA 6850

Phone: +61 8 9338 0314

Website: [www.avpartners.com](http://www.avpartners.com)

Email: [srowe@avpartners.com](mailto:srowe@avpartners.com)

##### Perth Expo (Exhibition Services, and Furniture & Carpet Hire)

##### Gavin Mintz

Director

Address: 27 Belmont Avenue  
Belmont WA 6104

Phone: +61 8 9475-2022

Fax: +61 8 9478-3165

Website: [www.perthexpo.com.au](http://www.perthexpo.com.au)

Email: [gavinmintz@perthexpo.com.au](mailto:gavinmintz@perthexpo.com.au)

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**Phenomenon Creative  
Event Services**

**Paul Cumming**

Managing Director  
(Event styling and design)

Address: 17/2 Powell Street  
Osborne Park WA 6017

Phone: +61 1300 33 9000

Website: [www.phenomenon.com.au](http://www.phenomenon.com.au)

Email: [info@phenomenon.com.au](mailto:info@phenomenon.com.au)

**HA Hire Pty Ltd  
(Event hire)**

**Francios Coetzer**

Managing Director

Address: 72-74 Beechboro Road South  
Bayswater WA 6053

Phone: +61 8 9471 8322

Website: [www.eventsandweddings.com.au](http://www.eventsandweddings.com.au)

Email: [info@eventsandweddings.com.au](mailto:info@eventsandweddings.com.au)

**Ticketek WA  
(Ticketing Services)**

**Clare Temple**

Client Services Manager - WA

Address: 12, 22 Railway Road  
Subiaco WA 6008

Phone: +61 8 9338 0314 (bookings)

Website: [www.ticketek.com.au](http://www.ticketek.com.au)

Email: [clare.temple@ticketek.com.au](mailto:clare.temple@ticketek.com.au)

**Perth Exhibition  
Lighting and Power – PELP  
(Electrician)**

**Sheldon de Lobel**

Managing Director

Mobile: +61 400 197 614

Email: [sheldon@pelp.com.au](mailto:sheldon@pelp.com.au)

**Serenity Risk Solutions (SRS)  
(In-House Security Provider)**

**Dinesh Pereira, Manager**

Address: Perth Convention  
and Exhibition Centre  
PO Box 7451  
Cloisters Square WA 6850

Phone: +61 8 9338 0334



## 1.12 Public Access and Facilities

### 1.12.1 Public Access

General vehicle access to PCEC is via Mill Street, Mounts Bay Road and the Mitchell Freeway Riverside Drive off-ramp. If using public transport or if approaching from the City, pedestrians can access Level 2 of the building via the Elizabeth Quay Busport and the Esplanade-Mill Street overpass.

### 1.12.2 Public Transport

Perth has an excellent public transport system serving the entire metropolitan area. The Central Area Transit (CAT) bus system provides a free, scenic link between the foreshore precinct and hotels, shops, restaurants, museums and cinemas in and around the City centre. Bus stands closest to PCEC are located in the Elizabeth Quay Busport adjacent to PCEC.. Weekday services run every 5–15 minutes from 6:50am to 6:20pm WST. Please refer to the Transperth website at, [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au) for further information, including timetables and maps.

The closest train station is the 'Elizabeth Quay Train Station' (Corner of William St and The Esplanade).

### 1.12.3 Taxi

A Taxi Spot phone is located at the level 1 Plaza entry door to PCEC. The Taxi Spot number is 1088. Alternatively, taxis may be called on:

#### **Swan Taxis**

13-1330

#### **Black & White Taxis**

13-1008

### 1.12.4 Nearest Public Facilities

#### **Banks**

##### **ANZ**

220 St George's Terrace  
Perth WA 6000  
Phone: 13 13 14

##### **National Australia Bank**

197 St George's Terrace  
Perth WA 6000  
Phone: 13 22 65

##### **Bank West**

108 St George's Terrace  
Perth WA 6000  
Phone: 13 17 18

##### **St George**

152–158 St George's Terrace  
Perth WA 6000  
Phone: +61 8 9265-7400

##### **Commonwealth Bank**

150 St George's Terrace  
Perth WA 6000  
Phone: +61 8 9482-6325

##### **Westpac**

218 St George's Terrace  
Perth WA 6000  
Phone: 13 18 62

All the above bank branches are within one city block of PCEC.



An ATM is located by @Liberty Cafe on Level 2, as well as in the Exhibition Pavilion 4 Foyer on Level 1.

## Medical Centres

### **Mill Street Medical Practice**

5 Mill Street  
Perth WA 6000  
Phone: +61 8 9322-4788

### **Sir Charles Gairdner Hospital**

Hospital Avenue  
Nedlands WA 6009  
Phone: +61 8 6457 3333

### **Royal Perth Hospital**

Wellington Street  
(Main entry off Victoria Square)  
(24 hour Emergency Dept.)  
Perth WA 6000  
Phone: +61 8 9224-2244

### **Post Office**

Cloisters Square  
863 Hay Street  
Perth WA 6000  
Phone: 13 13 18

## Pharmacy

### **Paragon Soul Pattinson Chemist**

Shop G4 CBD Arcade  
160 St George's Terrace  
Perth WA 6000  
Phone: +61 8 9486-4833

### **Friendly's Chemist Brookfield Place**

Brookfield Place  
125 St Georges Terrace  
Perth WA 6000  
Phone: +61 8 6460 9509

## Tourism Information

### **Tourism WA**

Level 9, 2 Mill Street  
Perth WA 6000  
Phone: +61 8 9262-1700  
Website: [www.tourism.wa.gov.au](http://www.tourism.wa.gov.au)

### **City of Perth**

Council House, 27 St George's Terrace  
Perth WA 6000  
Telephone: +61 8 9461-3333  
Website: [www.cityofperth.wa.gov.au](http://www.cityofperth.wa.gov.au)

### **Business Events Perth**

Level 13, 225 St George's Terrace  
Perth WA 6000  
Phone: +61 8 9324-3355  
Website: [www.businesseventspertth.com](http://www.businesseventspertth.com)

### **Western Australian Visitor Centre**

Albert Facey House  
Forrest Place (cnr Wellington Street)  
Perth WA 6000  
Phone: 1300 361 351  
Facsimile: +61 8 9481-0190  
Website: [www.westernaustralia.net](http://www.westernaustralia.net)



### 1.13 Restaurants and Shopping

@Liberty Café and Bar is located on Level 2 of PCEC and offers light meals, coffee, and beverages. Operating hours for the Café vary in response to event schedules. The Metro Bar and Bistro in the Adina Hotel is located opposite the Level 1 front entrance of PCEC.

Nearby is Brookfield Plaza located at the base of the new BHP Tower. The area hosts a large food hall and several cafés, restaurants, and eateries, as well as a florist, a chemist, and a newsagency. All within a minutes from the Centre's Level 2 entrance, Brookfield Plaza is a convenient and veritable feast of opportunities.

The City Centre is a 5-minute walk from PCEC and features an extensive range of major, specialist and boutique retail shops, as well as fine restaurants and fast food outlets. In addition to normal shopping hours, late night shopping is available in the city on Friday nights. Also many shops in the area are open from midday to 5:00pm WST on Sundays.

The Northbridge area also has a wide selection of restaurants, cafés, bars, and nightclubs and can be accessed via taxi or a 20-minute walk from PCEC.

### 1.14 Working with PCEC

All events held at PCEC are subject to PCEC's standard Terms and Conditions. This Event Manual may provide further detail, but the Terms and Conditions prevail above all else.

### 1.15 Room Occupancy

All venues within PCEC are subject to occupancy limits established by the Health (Public Building) Regulations 1992. It is the Client's responsibility to ensure the Maximum Accommodation Number for the Venue is not exceeded during the Hire.

The following table establishes the Maximum Accommodation Number for all venues within PCEC. Please confirm your requirements with the Event Manager at the time of booking.





### Room Occupancy Table

BUILDING AREA	TYPE OF USE	MAXIMUM ACCOMMODATION NUMBER
BelleVue Ballroom 1	Functions	1030 persons
BelleVue Ballroom 2	Functions	750 persons
Boardroom 1	Meetings/Functions	23 persons
Boardroom 2	Meetings/Functions	30 persons
Boardroom 3	Meetings/Functions	34 persons
Boardroom 4	Meetings/Functions	38 persons
Executive Boardroom	Meetings/Functions	57 persons
Meeting Rooms 1, 2, 3	Meetings/Functions	140 persons (per room)
Riverview Room 4	Meetings/Functions	276 persons
Riverview Room 5	Meetings/Functions	308 persons
Meeting Rooms 6, 7, 8	Meetings/Functions	139 persons (per room)
Meeting Rooms 9, 10, 11, 12	Meetings/Functions	57 persons (per room)
Vocus Suite	Meetings/Functions	75 persons
VIP Suite	Meetings/Functions	23 persons
Green Room	Meetings/Functions	42 persons
Riverside Theatre	Theatre/Lectures	2500 persons
Riverside Theatre – Stage Extended	Theatre/Lectures	2300 persons
Pavilions 1 to 6		
Open Mode	Halls/Exhibitions	2772 persons (per pavilion)
Exhibition Mode	Display/Exhibitions	700 persons (per pavilion)
Pavilion Meeting Rooms		
Room 1	Meetings/Functions	44 persons
Room 2, 3, 4, 5	Meetings/Functions	59 persons (per room)
Room 6	Meetings/Functions	60 persons



## SECTION 2: PCEC FACILITIES AND SERVICES

### 2.1 Air Conditioning

PCEC provides air conditioning to all areas of the Venue, and will programme this to suit your event requirements. Air Conditioning is not provided in the Riverside Theatre and the exhibition Pavilions during event Move In or Move Out.. Please advise your Event Manager if air conditioning is required to pavilions during move-in and move-out. Additional charges will apply, this will only be approved under controlled situations. Air Conditioning for tenanted spaces (excepting Riverside Theatre and Exhibition Pavilions) will be programmed to suit your event operational times.

Without guarantee, PCEC will apply its best effort to maintain Venue temperatures in the 'acceptable temperature range' of 20-26 degrees Celsius as established by Australian Standard, AS 1837 – 1976.

### 2.2 Audio Visual Services

PCEC's preferred Audio Visual supplier is AVPartners. AVPartners event personnel and technicians, are based in-house and work closely with PCEC to provide Technician on Duty (TR) services and ensure event requirements are fully catered for.

AVPartners can assist with the following services:

- Audio, including recording, duplication, and amplification.
- Visual, including all forms of projection.
- Broadcasting.
- Customised logo signposting and video replay.
- Entertainment and performers.
- Lighting, including special effects and intelligent lighting.
- Production and stage management.
- Pyrotechnics.
- Room layouts and floor plans.
- Sets and staging.
- Technical and artistic direction.
- Teleconferencing and satellites TX and RX.
- Video including pre/post production and recording.
- Set design and dressing.
- Table settings and napery.
- Chair covers.
- Entertainment.
- Event styling.

Audio Visual orders are required a minimum of 20 Business Days prior to the Event. Minor alterations can be made up to 24 hours prior to the event (subject to availability).



### 2.2.1 Using Other AV Providers

The Client may choose to use another AV supplier and / or production house (an Agent). Agents must complete induction training prior to undertaking any activity at PCEC and are not permitted to use the in-house equipment. Neither PCEC nor AVPartners will install, maintain or handle any equipment hired from Agents, and all such equipment must be tested and tagged at the Client's expense prior to installation at PCEC.

### 2.2.2 Technical Representative (TR)

PCEC requires its designated Technical Representative (VTR) be present whenever an AV Agent is involved in an Event at PCEC. This includes any Event where ceiling, roof or catwalk access is required. At its discretion, PCEC may require more than one TR be present at any given time depending on the number of areas being used, or the complexity of the Event.

The minimum TR call out period is 3 hours and the TR will be charged at the hourly rate (for current rates please contact your Event Manager). Charges for the TR will be included on the PCEC Event Order and charged to the Client. AVPartners will confirm with the Event Manager, the Client and their Agent, TR requirements specific to their event. Indicative TR requirements for various rooms at PCEC follow:

**BelleVue Ballroom** - The TR is required for the entire duration of setup, pack down, ceiling and patch room access.

**Riverside Theatre** - The TR is required for the entire duration of access to the room including setup, show, pack down, ceiling and patch room access. A TR for 8 hours is included in the venue hire fee. Should the TR be required for more than 8 hours per day, then additional hours will be charged at the hourly rate

**All other function rooms** - including pavilions when not used for an Exhibition – The VTR is required for the duration of setup and pack down or any additional period deemed necessary by PCEC.

#### TR Duties

1. To observe work practices, ensure they are in line with venue policy and advise on safety matters in conjunction with PCEC Management.
2. To protect fabric, furnishing and fittings of PCEC while equipment is being used and handled by an external provider within the event space.
3. To be in the Venue at all times except where, under their TR duties, there is a requirement for them to be elsewhere.
4. To be a source of venue technical knowledge.
5. To provide access, advice and assistance for the patching of various signals through PCEC's internal infrastructure (audio, video, data, DMX, etc.).
6. To provide access to the venues electrical infrastructure and 3 phase power.
7. To liaise where necessary on behalf of the Client and their Agent with PCEC's service departments
8. To ensure smoke isolation has been actioned where necessary before smoke effects are used. Setting off of fire alarms may incur a cost being charged to the



Client or Agent for fire services attending (Refer also Section **3.40.1**). **The TR must not:**

1. Ignore any unsafe work practices or breaches of PCEC's policies or rules
2. Operate equipment during a show without prior written approval or where the operating role will prevent the TR leaving their position to fulfil the above duties.
3. Load or unload any vehicle.
4. Be used as labour for Agents.
5. Allow hanging or attaching of any items to points - other than Rated Lighting / Rigging Bars, Rated Points and / or Spigot Points - without the written approval of PCEC's Management.

TR requirements must be confirmed 3 Business Days prior to the Event. PCEC may not be able to accommodate changes in access times if insufficient notice is given.

### 2.2.3 General Responsibilities of AV Agents

- Only trained operators competent to the task will be permitted to use any scissor lift or other lifters at PCEC. Operators must provide the TR with their personal Elevated Work Platform (EWP) ticket prior to use.
- Agents are liable for any damage or injury attributable to their actions / inactions at PCEC and are required to provide a copy of their public liability insurance policy for not less than \$10 million, 3 Business Days prior to undertaking any activity at PCEC. PCEC reserves the right to deny access and use of any and all of its facilities to an Agent who fails to provide evidence of the specified public liability insurance.
- It is the responsibility of any Agent to ensure safe working practices are maintained at all times.
- The consumption of alcohol by an Agent or their staff is forbidden on the premises.
- Smoking is only permitted in PCEC's designated smoking area.
- If a work practice is suspected to be unsafe, PCEC reserves the right to have work suspended until certification is provided from the relevant authority that is acceptable to PCEC at the cost of the Agent.
- PCEC retains the right to change or modify work/s that may, in its view, compromise either the safety or the reputation of the venue.
- Road case storage is to be coordinated directly with the PCEC Event Manager and is monitored by the TR for the function.

### 2.2.4 AV Equipment Delivery and Pick-Up

It is the responsibility of any Agent to supply sufficient staff for the unloading and loading of transport vehicles in the loading bay. Vehicles must not be left unattended and are to be promptly removed from PCEC if not actively associated with the process of loading or unloading. All agents must supply suitable trolleys, pallet jacks, and other



devices for the movement of their equipment – PCEC do not supply any equipment for these purposes.

A maximum of 1 truck can present to the Administration Loading Dock during business hours. Proof of transport arrangements (sets and production equipment) must be provided on request for touring road shows.

### **2.2.5 Video Presentations and Productions**

AVPartners can provide all services and requirements for video and graphic presentations, from conceptualisation, design, production, filming and editing your Event or corporate video, through utilising state-of-the-art equipment and technology. Video and teleconferencing facilities are also available.

Due to the fact that Data/Video Projectors are permanently installed, they will be managed exclusively by PCEC and AVPartners.

Agents may use their own data projectors and screens. Removal and re-installation charges will apply if the Client requires that permanently installed projectors and / or screens, etc., are to be moved.

Free standing connections and all in-built patching infrastructure must be used in all cases where possible to avoid unnecessary cabling on floors. This requires the use of a TOD at a charge to the Client. PCEC also requires the Client to have the TR present 30 minutes before the presentation and 30 minutes into the presentation to ensure that all runs smoothly. Please contact AVPartners for associated costs.

PDF drawings showing AV layouts and associated floor plans are subject to approval by PCEC. These should be submitted to your Event Manager as soon as they are available and not less than 20 Business Days prior to the Event. Charges may apply for the production of drawings by PCEC when all equipment is supplied by Agents.

### **2.2.6 Outside Broadcasts and Videotaping your Presentation**

AVPartners can coordinate the production of a professional video using the latest technology. State of the art digital cameras and post-production facilities including digital online and offline suites enable the production of completed programs.

### **2.2.7 Video or Teleconferencing**

PCEC has the infrastructure to provide comprehensive, permanent, gateway transmission facilities, and the ability to simultaneously link venues, both national and international, through fibre optic, ISDN and IP transmission.

### **2.2.8 AV Labour Guidelines**

PCEC's equipment must be installed, operated and dismantled by PCEC or AVPartners employees.

All equipment supplied by AVPartners must be installed, operated and dismantled by AVPartners employees.

For specific details and costs relating to the provision of installation, pull-down and operating labour, please contact AVPartners.



### 2.3 Business Services

Business support services, such as photocopying and printing, are available through the PCEC Information Desk located on Level 2. This service is available Monday to Friday from 8:30am–5:00pm WST. Opening times on weekends and Public Holidays can be arranged. Charges apply, and a price list can be provided upon request.

### 2.4 Carpet

Exhibition Pavilions are booked bare floor and floor coverings are at the Client's expense. Please contact Perth Expohire to discuss requirements and associated costs. Contact details for Perth Expohire can be found in **Section 1.11**.

### 2.5 Cleaning Services

PCEC's cleaners provide all cleaning services at PCEC and will provide a clean Venue to Client at the Commencement Date (the handover condition). They will also conduct Housekeeping, (i.e., clean aisles, foyers and amenities) throughout the Operational Hours of an Event. Please refer to **Section 3.7** of this Event Manual or contact your Event Manager for further details.

### 2.6 Cloakrooms and Lost Property

Cloakroom facilities are located on Level 2 next to the Registration Desk. Please advise your Event Manager if you require this service.

The cloakroom is available for storage of personal items only and cannot be used for the storage of Event related material. PCEC accepts no responsibility for the loss of, or damage to, personal items.

At its discretion, PCEC will provide cloakroom services free of charge. Where additional requirements are requested, charges may apply.

Ticketek ticketing services and general information on local attractions, services, transportation, restaurants, etc., is available from the Information Desk.

### 2.7 Communication and Information Technology Solutions

PCEC has an extensive communications infrastructure in place to facilitate voice, fax, data and internet solutions and is accredited as a Wi-Fi Zone recognised by the International Wi-Fi Alliance.

Communication and Information Technology Solutions Include:

- Private network design and deployment.
- Cabled and Wireless Broadband Internet Access.
- Web Streaming.
- Video Conferencing and Teleconferencing.
- Phone/Fax/EFTPOS.
- IT Equipment Hire and Technical Support Staff.

Communications services and equipment can be delivered for both Exhibitor stands and meeting rooms. Please contact your Event Manager for further details.



## 2.8 Compressed Air

PCEC does not provide compressed air. The Client may arrange at their expense for a mobile compressor to be connected to the ½ inch push-fit external connection point located on the southern loading dock at Pavilion 2. This point reticulates compressed air to ½ inch threaded fit connection points in the service pits of Pavilion 2 only. Supply to all other pavilions requires temporary connection to a mobile compressor. Mobile compressors are not permitted within PCEC and are to be located on the southern loading dock, adjacent to the respective pavilion. Please speak to your Event Manager for further information.

## 2.9 Accessible Facilities

PCEC's facilities conform with both AS 1428.1 and the AS 1428.2 (enhanced provisions).

Subject to availability, two wheelchairs are provided by PCEC for use by Patrons within the Venue. These may be accessed through the Information Desk on level 2 of PCEC..

Accessible facilities are available in all toilet blocks.

Three passenger lifts (one internal and two external) connect the City of Perth Convention Centre Car Park to levels 1 and 2 at PCEC. A fourth passenger lift connects the internal level 2 pre-function area to the internal level 3 pre-function area.

## 2.10 Doors

Doors to meeting rooms vary in width between 800mm to 2200mm Clients should consult their Event Manager to confirm access requirements for large items to all rooms. Back of house access paths vary in width, please consult your Event Manager for specific delivery or access requirements.

## 2.11 Electrical Power Supply, Connections and Consumption

Access to 240V electrical power is available throughout PCEC from general power outlets and floor pits. Three-phase (415V) power is also available in the pavilion floor pits and at other specific locations within PCEC.

Only qualified, accredited and venue approved electricians are permitted to access pavilion floor pits to make electrical power connections to PCEC's electrical power distribution system,

Contact details for venue approved electricians can be found in Section 1.11 of this manual.

The client may choose to use another qualified and accredited electrician (Agent). Agents must seek venue approval and complete induction training prior to undertaking any activity at PCEC.

Use of general power outlets located in areas outside of the rented Venue – including foyers

– requires prior arrangement with the Event Manager. Additional power is available upon request as an additional service item. Consumption charges apply to events held in pavilions and to any special power requests in other rooms. Please discuss your needs with your Event Manager.





Power irregularities beyond the control of PCEC may occur, and it is highly recommended equipment sensitive to supply fluctuations be protected with appropriate surge protection.

PCEC will accept no responsibility for damage or loss caused to electrical equipment. PCEC will provide the Client's nominated electrical Agent with written advice detailing the capacities of PCEC's power distribution system if and as required.

At all times, PCEC reserves the right to direct any electrical Agent to cease use, change or replace electrical equipment or installations considered in the opinion of PCEC to be non-compliant.

### **2.11.1 Continuity of Electrical Power Supply**

PCEC accepts no responsibility for loss of power due to interruption to electrical power supply from its external mains supplier. In the event of an interruption to supply, PCEC's generator will provide limited emergency power to maintain essential services to events within the capabilities of this system.

### **2.12 Exhibition Services Desk**

An Exhibitor's Service Desk can be located by the Level 1 Registration Desk and is available upon prior request. Please speak to your Event Manager for further details.

### **2.13 Food and Beverage**

PCEC reserves sole rights for the supply, sale and distribution of all food and beverage for consumption on-site. Catering from external suppliers is not permitted without prior written consent, and catering rights charges may apply.

Menus, food and beverage packages, costs and additional information are available from your Event Manager.

#### **2.13.1 Additional Catering Options**

PCEC can also provide mobile dispensing trolleys, buffets and coffee stations for Patrons to be served and consume food and beverage. It is imperative the number and location of these is discussed and resolved with your Event Manager prior to preparation of floor plans and / or selling of space to Exhibitors.

#### **2.13.2 Catering for Non-Exhibition Events in Pavilions and Summer Garden**

Please note, a 15% surcharge may apply to catering for a non-exhibition event (e.g., concerts, sporting events, AGMs, dinners, etc.) in pavilions and the Summer Garden. Please discuss requirements with your Event Manager.

Serveries are to be accommodated within pavilions to provide for any food and beverage event. Construction or draping of serveries is at the Client's expense and locations must be considered when preparing the floor plan. This must be done in consultation with your Event Manager.

#### **2.13.3 Compliance with Legislative Requirements**

PCEC operates under, and in accordance with, the Health Act, 1911 the Health (Food Hygiene) Regulations, 1993 and the Liquor Control Act 1988 and its regulations. These regulations apply in relation to all food and beverage storage and distribution. Clients





and Exhibitors are required to comply and adhere to these standards at all times. In accordance with these regulations, no food and/or beverage served at a catered event may be removed from PCEC.

#### 2.13.4 Confirmation of Catering Requirements

To provide catering to your Event, PCEC requires confirmation of your catering requirements as detailed below.

**Estimated Attendee Numbers** - PCEC must be advised of the estimated number of Event attendees not less than 20 Business Days prior to the Commencement Date.

**Menus** - All menus are to be finalised with the Event Manager not less than 20 Business Days prior to the Commencement Date.

**Final Attendee Numbers** – For events estimated to have 500 or more attendees, final numbers are required by midday WST, on the 5th Business Day prior to the day of the Catered Event. For events estimated to have less than 500 attendees, final numbers are required by midday WST, on the 3rd Business Day prior to the day of the Catered Event.

- If guest numbers decrease between the date for final numbers and the Catered Event, there will be no reduction in charges.
- If guest numbers increase between the date for final numbers and the Catered Event - without guarantee to fulfil the request - PCEC will apply its best effort to accommodate the increase. A surcharge of 20% may be applied to the additional Food and Beverage items ordered.

**Dietary Requirements** – Requests for special dietary requirements must be made in writing to the Event Manager. Notice periods for advice of Dietary Requirements are subject to the same provisions as 'Final Attendee Numbers' above.

#### 2.13.5 Exhibitor On-Stand Catering

Generally, PCEC will allow Exhibitors to provide food samples as a means of demonstrating any plant or equipment forming part of the Exhibition, or a product manufactured or supplied by the Exhibitor; however, Exhibitors are not permitted to distribute, sell, or give away any other items of food or drink without PCEC's prior written approval. Where permission is granted, PCEC may levy a catering rights charge to the Client or Exhibitor.

PCEC reserves the right to direct the removal of any food or beverage not authorised by PCEC. (also refer Section 3.25.2).

#### 2.13.6 Liquor Service Requirements

PCEC's liquor license requires that service of all alcoholic products under PCEC's Liquor License – including samples - is performed by a member of PCEC's staff. Labour charges apply to this service.

Clients may arrange their own liquor license for the duration of their Event by contacting Racing Gaming and Liquor, written consent must be sought and received from PCEC prior to any application being placed with RGL Corkage and catering rights charges may apply and should be confirmed with your Event Manager 20 Business Days prior to the Event.



## Department of Racing, Gaming and Liquor

Level 1, 87 Adelaide Terrace

East Perth

Phone: 08 9425-1888

Free Call: 1800 634 541

Website: [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)

### 2.13.7 On-Stand Catering

PCEC will provide on-stand catering for Clients and Exhibitors. All food and beverage orders should be placed not less than 20 Business Days prior to the Commencement Date with payment made not less than 5 Business Days prior to the Commencement Date. Orders placed with less than 5 Business Days notice prior to the Commencement Date will incur a 20% Surcharge.

PCEC may contact Exhibitors directly to ascertain any on-stand catering requirements for the Event.

### 2.13.8 Pavilion Cafes

A cafe is located on the southern side of each pavilion. PCEC reserves the right to determine the number of cafes operational during an Event irrespective of the number of pavilions occupied, or estimated attendees. Where a Client requests opening of a pavilion cafe, but PCEC does not deem it commercially viable, the Client may be required to guarantee a minimum spend for that kiosk.

A clear area of 150m<sup>2</sup>, for seating, plus a 3 metre aisle surround must be available directly in front of each kiosk, subject to agreed terms laid down in the Event Contract and Floor Plan.

### 2.13.9 Public Holiday Surcharge

A Public Holiday Surcharge of 15% applies to food and beverage provided to all Catered Events falling on a gazetted Western Australian public holiday. PCEC reserve the right to increase prices in retail outlets in line with the above mentioned public holidays – any increase of prices will be communicated to guests at the Point of Sale.

### 2.13.10 @Liberty Café and Bar

@Liberty Café and Bar is located on Level 2 and has alfresco dining areas with bar facilities. PCEC reserves the right to determine @Liberty Café and Bar's opening hours during an Event. Where a Client requests opening of the Café, but PCEC does not deem it commercially viable to do so, the Client may be required to guarantee a minimum spend.

Clients may open charge accounts at the Café by prior arrangement with their Event Manager.

Small functions, either exclusive or non-exclusive, may also be held in the Café (subject to availability).

## 2.14 Furniture

Perth Expohire is PCEC's preferred supplier for furniture hire for exhibitions and special events. A full range of furniture and other equipment can be viewed at, [www.perthexpo.com.au](http://www.perthexpo.com.au). Refer to preferred suppliers **Section 1.11**.



Red carpet for entry features is available on request. Please contact your Event Manager for further details and costs.

### 2.15 Loading Dock Access and Rules

Each pavilion and the Riverside Theatre, has a dedicated loading dock. A common dock serves level 2 meeting rooms, and level 3.

Traffic flow to the access ramp and across the loading dock is strictly one-way only. Access to the loading dock is via a ramp located adjacent to the intersection of Mounts Bay Road and Spring Street. The dock exits onto Riverside Drive at the eastern end of the building. A vehicle checkpoint is located at the entry of the one-way access ramp. A truck holding area is located off Mounts Bay Road, below the Mitchell Freeway and may be used during major move-in / move-outs subject to approval by the City of Perth. Your Event Manager can assist in arranging approval.

Vehicles traversing the dock must not exceed a speed of 10kmh and hazard lights must be active at all times whilst engines are running.

Vehicles may only stand temporarily on the loading dock for loading / unloading purposes and are not to be left unattended at any time. No parking is permitted and PCEC reserves the right to have fines issued by parking officers of the City of Perth and / or have offending vehicles removed from the premises at the Owner's expense.

All directional and speed signage is to be strictly adhered to, and marked thoroughfares must be kept clear at all times. By Law, egress for all emergency exits leading to the loading dock are to remain clear at all times.

Dock access required during event operational times must be coordinated in advance with venue Management.

PCEC accepts no responsibility for the safety of vehicles and / or their contents.

#### 2.15.1 Loading Dock and Pavilion Access Dimensions

##### **Administration Loading Dock dimensions are:**

- Width: 7.3 metres.
- Height (from platform): 3.9 metres.
- Height (ground to platform): 1 metre.
- Leveller width: 2.1 metres; maximum raising height: 1.7 metres.

(Note: unloading of vehicles at the Administration Loading Dock for access to levels 2 & 3 requires a truck with a tilt tray).

##### **Pavilions 1-6 loading dock Bi-fold Door dimensions are:**

- Width: 10.0 metres
- Height: 5.5 metres

##### **Riverside Theatre Loading Dock Dimensions are:**

- Width: 3.6 metres.
- Height: (ground to platform): 0.95 metres.
- Height: (total) 2.4 metres.



(Note: access to this dock is restricted for large vehicles).

### 2.15.2 Dock Traffic Control

PCEC will, at its discretion, provide a Dock Controller during move-in and move-out dates / times for events. A dock controller will coordinate the access and management of the loading docks to the pavilions. Your Event Manager will advise on provision of controller, based on the number of vehicles, deliveries, etc.

The Client is to ensure proper liaison with the controller to ensure unhindered access to the dock area at all times.

### 2.15.3 Use of Pallet Jacks

Only staff of PCEC may use and operate pallet jacks on the common loading dock serving levels 2 and 3 of the building, unless prior approval has been given by PCEC.

### 2.15.4 Client's Responsibility to Apply Dock Rules

It is the Client's responsibility to ensure that their Exhibitors and Agents are made aware of all rules and, in addition, advise Exhibitors and Agents that:

- Access to PCEC for move-in and / or move-out will be via the loading dock only.
- All drivers of vehicles accessing the loading docks must produce their current driver's licence to PCEC's Security staff upon request to verify their identity.
- All exhibitors & Agents to wear High Vis vests and enclosed shoes at all times whilst accessing the Loading Docks
- Under no circumstances will event equipment be permitted to move in or out via foyers or other public areas.
- No access will be permitted via the loading dock bi-fold doors during the Operational Hours of an event.

## 2.16 Noise and Noise Control

Clients are advised that multiple events may coincide with their Event at PCEC. Without guarantee, PCEC will apply its best effort to ensure that all clients control the output of noise so as to minimise the impact on others.

PCEC reserves the right to direct that noise associated with any event is reduced and may take appropriate and necessary actions to achieve this.

It is the client's responsibility to ensure all appropriate measures are taken to mitigate the impact of noise on parties external to the venue. This may include noise monitoring, liaison with appropriate authorities, noise reduction methods. Documentation showing the management of this requirement.

## 2.17 Operable Walls

Operable walls are installed in a number of Pavilions, meeting rooms and Riverside Theatre at PCEC. Clients wishing to reconfigure event spaces during their Event must advise requirements to the Event Manager not less than 20 Business Days prior to the Event. The Event Manager will determine whether reconfiguration can be achieved without disruption to the Event and / or the events of other clients. PCEC reserves the right to decline requests for reconfiguration of rooms where a conflict may arise. Additional charges may apply for requested wall movements.



## 2.18 Parking

The 'Convention Centre Car Park' is owned and operated by the City of Perth (Customer Service 1300 889 613). This 1,500 bay car park is accessible via Mill Street, Mounts Bay Road and the Riverside Drive off-ramp of the Mitchell Freeway. Access is restricted to cars and motorcycles with a maximum clearance of 2.1 metres. No trailers are permitted. Payment for parking can be made by cash, or all major credit cards and EFTPOS.

Clients may reserve limited parking and multiple entry passes in the Convention Centre Car Park during the contracted move-in, Event and move-out dates. This can be arranged through your Event Manager. The City of Perth requires that spaces are booked not less than 4 weeks in advance and payment is required in full at the time of booking. PCEC cannot vary or make exceptions to this requirement of the City of Perth.

Please note, there are no service lifts from the car park, and all unloading and loading of materials for events at PCEC is via the loading dock (**Section 2.15**).

### 2.18.1 Alternative Parking

There are approximately 5,000 car parking spaces within 10 minutes walk of PCEC; early bird parking or long stay parking is available at the following locations:

#### **Westralia Square**

141 St Georges Terrace  
Entrance via Mounts Bay Road

#### **His Majesty's Theatre**

King St  
Entrance opposite His Majesty's Theatre

#### **His Majesty's Theatre**

Entrance from Murray Street

#### **Perth Concert Hall**

Entrance from Terrace Road.

A comprehensive map showing the location of parking stations is available on our website: [www.pcec.com.au](http://www.pcec.com.au).

By prior arrangement with the City of Perth, Exhibition Clients may be permitted additional parking on Ozone Reserve.

## 2.19 Rigging

AVPartners is PCEC's sole provider of primary rigging services in the Exhibition Pavilions, Bellevue Ballrooms, Riverside Theatre, Meeting Rooms and other event spaces.

'Primary Rigging Services' refers to tasks involving attaching items to venue infrastructure and primary points using standard rigging methods and equipment. Primary points include rated rigging points, venue installed trusses, fly bars and perimeter fly bars.



This policy will not prevent Secondary Rigging Services from being performed by any other service provider, subject to completion of appropriate site induction training.

Contact details for AVPartners can be found in **Section 1.11** of this manual.

### 2.20 Room Layout for Catered Events

AVPartners will provide a floor plan, detailing positioning of tables, stage, dance floor, etc., at no cost to the Client for any Catered Event for which their services are contracted. If the Client elects to use another AV Agent, it is the Client's responsibility to provide the AV Agent's floor plans detailing all layout, equipment, AV and catering stations for approval by the Event Manager not less than 20 Business Days prior to the Commencement Date. Additional labour charges may apply where floor plans are not received in accordance with this requirement, or where the Client directs changes to the floor plan after this time.

### 2.21 Room Setups for Meetings and Seminars

The following room setups are available at no additional charge when full venue hire is being paid.

#### 2.21.1 Boardroom and U-Shape Set Ups

Standard size trestle tables, clothed in a U-shape will be set with water jugs, pads, pens and mints. The Vocus Boardrooms 1 through 4 and the Executive Boardroom on Level 1 are the exception, as these rooms are set up with boardroom tables.

#### 2.21.2 Cabaret or Open-Faced Seating

Six to eight delegates seated at round tables, ensuring a space is left to ensure guests do not back onto the focal area of the room. Tables set with water jugs, pads, pens and mints.

#### 2.21.3 Classroom Style

Classroom size trestle clothed with up to 3 people along each table, set with water jugs, pads, pens and mints.

#### 2.21.4 Head Tables

Head tables set with standard trestle tables, clothed and set to request.

#### 2.21.5 Mobile Registration Tables/Desks

Mobile registration desks are available on request and are subject to availability. Please speak with your event manager to arrange the use of these desks.

#### 2.21.6 Theatre Style

Depending on the size of the room, each theatre style setting will have central or side aisles with no more than 16 chairs in one row. PCEC's banquet chairs are covered in grey coloured fabric and feature chrome metal legs.

### 2.22 Security

PCEC's preferred Event Security Provider is Serenity Risk Solutions (SRS). SRS are based in-house and work closely with PCEC to provide security services to the Venue.

The security function incorporates a security operations room, closed circuit television systems (CCTV) as well as security officers patrolling the facility and its immediate



environs. The primary function of the Security Department is to protect the building and assets that belong to PCEC. The Security Department also provides a service:

- To the general security for the facility.
- To discharge PCEC's responsibilities in conformance with the recommendations of the Liquor Control Act 1988.
- To reserve the right of control over the opening, closing and securing of doors.
- To determine the level and type of security required during an event.
- To reserve the right to refuse entry and/or remove any personnel or equipment from PCEC or its immediate environs.
- To conduct an emergency evacuation briefing on site for appropriate events, with the client and contract security company, as applicable.

SRS can be engaged to provide all aspects of event security (at a cost) and include:

- Risk Assessments - Security Risk Assessments that identify, analyse and manage risks associated with particular events.
- Security Planning - Planning of a security nature including liaison with state authorities can be undertaken.
- Security Personnel - Additional security crowd controllers and other specialists trained in advanced security work.
- Security Equipment - Sophisticated equipment used to augment the security function.

SRS deals with all reported incidents of theft as well as items lost or found. All items found must be handed into Lost Property located at in the Security Control Room.

SRS strictly controls entry to PCEC's site and all instructions issued by the SRS must be complied with.

For our preferred suppliers contact details please refer to **Section 1.11** otherwise further information on Security can be found in **Section 3.38** of this Event Manual.

### 2.23 Signage

A range of directional and promotional signage opportunities are available at PCEC. Requests for signage will be reviewed with consideration to all other events taking place in the venue. Your Event Manager will be able to advise and confirm locations, sizes, bookings, technical data and costs, where applicable.

No sign, banner or similar item may be attached to any surface or structure at PCEC without prior written permission. Costs incurred in the removal and or reparation of any surface or structure resulting from installation will be charged to the Client.

Any approved signage must not cover artwork, air conditioning ducts, monitors, electrical cupboards, fire hose reels, exit signs or any other fixtures or fittings.





### 2.23.1 Electronic Signage

All events at PCEC are displayed on PCEC's digital signage network screens. These display the Event name, time, date (wording only) and location at no charge to the Client. Approved wording should be provided to the Event Manager not less than 20 Business Days prior to the event.

A customised service also enables the incorporation of a logo, trademark, small video or any other graphic to enhance and identify the event within the PCEC. Please contact your Event Manager for further details.

### 2.23.2 Free Standing Signage

Discussion and approval with your Event Manager is required with regard to free standing or custom-built signs or entrance features. This information should include type, size and location when submitting floor plans for approval. PCEC reserve the right of approval for all items displayed within foyer spaces, public areas and within areas that may be seen by the public.

### 2.23.3 Lectern Signage

Clients are permitted to affix a sign to the front panel of PCEC's standard lecterns. Signs should be 900mm high and 530mm wide, and mounted on 1mm foamex (corflute) or similar pliable material. The sign is to be attached to the lectern using removable Velcro strips.

The PCEC logo is permanently affixed to PCEC lecterns and must not be hidden or removed.

Damage resulting from any signage affixed to a PCEC lectern will be charged to the hiring clients master account.

### 2.23.4 Registration Desk Signage

Event signage areas exist over the registration desks on Levels 1 and 2. These are available by prior arrangement with your Event Manager. The clear area available on Level 2 measures 815mm high x 13m long, and on Level 1 measures 815mm high x 10m long. Note, however, that the available length may vary dependent upon what other events are taking place in the venue.

## 2.24 Stages and Dance Floors

A standard size stage (1.83m x 2.44m) and a dance floor appropriate to each room (excluding pavilions) are available free of charge. Dance floor squares are 915mm x 915mm.

Stage pieces can be set to the following heights: 400mm, 600mm, 750mm and 915mm.

An area of 5m<sup>2</sup> needs to be allocated next to the stage if a ramp is required Please contact your Event Manager for allocated stage specifications.

## 2.25 Ticketing Services

Ticketek holds exclusive ticketing services rights for events held in the Riverside Theatre and is the preferred supplier for ticketing services in all other areas of PCEC. All ticketing information is to be sent to your Event Manager for approval prior to printing/issue.





### 2.26 Ushers

Western Australian State government legislation mandates minimum Usher numbers for theatre events. PCEC provides 2 ushers free of charge for non-ticketed events in the Riverside Theatre and will provide ushers for all ticketed events at a cost to the Client. Your Event Manager can provide information on minimum legal requirements and costs.

### 2.27 Water Supply and Drainage

Clients and Exhibitors may request supply of potable water and drainage within pavilions. Such services are detailed on PCEC Exhibitor Service Order Forms. Charges apply for provision of these services, and consumption. Please discuss your requirements and the applicable charges with your Event Manager.

Client's allocating space to Exhibitors must ensure that the allocated space is positioned over a wet pit. Stands located over wet pits will require a raised floor of 150mm to ensure pipes can run underneath the stand to the designated wet pit and not through their stand.

It is the responsibility of the Client/Exhibitor and their Agent/s to provide the correct disposal systems. Clients and Exhibitors must comply with relevant health and/or environmental legislation at all times.

PCEC accepts no responsibility for loss of water supply or drainage services due to interruption to services from its external mains supplier.



## SECTION 3: GENERAL POLICIES AND PROCEDURES

It is the overarching and enduring policy of PCEC that its staff, the Client, their Exhibitors and Agents, and their staff, will act in accordance with and without violation of any law, regulation or statute applicable in the State of Western Australia and / or the Commonwealth of Australia and will not through an act or omission seek to influence or cause another to do so.

### 3.1 Agents and Production Companies

The Client or their designated on-site supervisor is required to be on-site during the move-in, move-out and Operational Hours of the Hire.

The Client is responsible for ensuring all Agents at PCEC adhere to the following procedures and requirements and all other Codes of Practice, enforced in Western Australia and Australia;

1. High visibility vests and enclosed shoes must be worn at all times during move in / move out and at any time whilst on the loading dock.
2. Agents must undergo a site induction.
3. The Client, their Exhibitors, Agents and all associated staff are to comply with all workplace health and safety requirements applying at PCEC. Compliance includes familiarisation with the PCEC Emergency Plan.
4. The Client must provide full particulars of their Agents' on-site supervisor/s. This person must have the capacity to make a decision and issue instructions to their staff, upon direction from PCEC.
5. Only designated service entrances, lifts and loading docks are to be used for the transportation of staff and materials.
6. Agents and their employees must be attired with visible identification of their company. Attire must be appropriate and reasonable for the task being undertaken in line with the current workplace safety legislation and practices.
7. Agents and their staff must provide their own tools and equipment as required for the tasks being conducted. PCEC's equipment shall not be used under any circumstance. All tools or equipment must be compliant with relevant standards, including Test and Tag standards.
8. Agents and/or their employees are strictly prohibited from using Patron facilities or loitering in Patron areas and are restricted to the area where work is being conducted.
9. Gambling, consumption of alcohol and illegal narcotics are strictly prohibited.
10. Smoking is not permitted within PCEC.
11. All materials used, method of installation and structural fitness must comply with all local, state and federal statutory requirements. Any temporary structure should not be installed in such a way that will hinder or obstruct the operation of PCEC's emergency egress pathways and equipment, and should comply with all



relevant statutory requirements and Australian Standards including the Building Code of Australia.

12. Agents will neither allow nor permit any damage to PCEC's building or any part thereof, or any fixtures, nor shall any alterations to the structure be allowed.
13. Agents shall protect, defend, pay on behalf of, save and hold harmless affiliated subsidiary companies and their employees against and from all claims, damages, losses and expenses, however, the same may be caused by reason of any suit, claims, demand judgment or course of action initiated by any person arising or alleged to have arisen directly or indirectly out of the performance of the work by the Agent.
14. Agents shall ensure the removal of all debris, rubbish and packing materials from the premises. In the event PCEC has to perform these tasks on behalf of the Agent, charges shall be borne by the Client.
15. It is the responsibility of Agents to obtain all necessary permits with local authorities before commencement of the work.
16. PCEC reserves the right to add, delete or amend any of the procedures and requirements without prior notice.
17. It is the responsibility of all persons working on site to observe Work Safe guidelines and all work must be carried out in a safe manner. Failure to do so will result in a direction to vacate the premises.
18. PCEC reserves the right to refuse access to Agents and/or their equipment not considered of a suitable standard.
19. Agents must supply the Client with suitable and sufficient Risk Assessments and Method Statements whenever necessary. PCEC may require copies of such assessments and statements on request.

### **3.2 Amusement and Other Entertainment Devices**

Australian Standard 3533, defines an Amusement Device as:

*"Any arrangement of equipment through or on which a patron moves, where the desired effect is primarily achieved by virtue of the patron's self powered motion or any other system that is not covered by amusement rides (including, for example, any car, carriage, platform, cage, boat, plank, chair or seat) while part of the device is in motion."*

The Standard further defines an Entertainment Device as:

*"...means but is not limited to; other devices such as shooting galleries, ring the bell, knock-em downs, laughing clowns, golf swing analysis, dunk-em, jumping castles."*

#### **3.2.1 PCEC's Amusement and Entertainment Device Policy**

Any amusement or other entertainment device/s used at PCEC must:

1. Be operated by the device's owner or an employee of the owner.
2. (The owner) hold a current copy of any license, registration, permit or certificate to operate, the amusement device/s.



3. Provide a copy of public liability insurance Certificate of Currency.
4. Provide a copy of Worksafe accreditation (as required).
5. Provide a structural engineer's certificate if the structure exceeds 2.4 metres in height.
6. Have a Risk Assessment to ensure risks to patrons from the device are minimised.

The above-mentioned documentation must be provided not less than 20 Business Days prior to the Commencement Date otherwise approval to operate the devices in PCEC may not be granted.

No employee of PCEC is permitted to operate any amusement or entertainment device. PCEC reserve the right to refuse the operation of any piece of equipment, ride or entertainment device if deemed by onsite Management to be unsafe – Irrespective of previous approvals

### 3.2.2 Specific Requirements for Shooting Gallery

The operator of a shooting gallery must have a shooting gallery approval from the WA Police Weapons Licensing Branch. Obtaining this approval requires a minimum of 4 weeks.

The operator must provide a copy of a Certificate of Currency for Public Liability to the value of \$10 million indemnifying PCEC and PCEC's owner (Wyllie Group).

The following additional requirements will apply:

1. Weapons are to be air operated devices only.
2. All weapons must be tethered in such a way so as to restrict the possibility of the weapon being aimed in any direction other than at the target area. For example: locked in a 25-degree arc of fire.
3. At no time are the weapon/s to be left unattended. When the gallery is not in use all weapons must NOT be accessible to any person. At least one person is to be physically present at all times when the weapons are available for use and must personally supervise the use of every weapon by each person using the gallery.
4. Exercise all reasonable care and precaution and give such directions as are necessary to any person to prevent danger during the use of any weapon at the gallery.
5. The target area must be fully enclosed to prevent entry and minimise the risk of ricochet.
6. No live ammunition is to be used or brought on to PCEC premises at any time.

### 3.3 Animals

Other than as a part of an approved Event, only guide-dogs engaged in the provision of assistance to their handler are permitted on PCEC's premises.

Clients/Exhibitors exhibiting animals must ensure to the satisfaction of PCEC and any and all appropriate statutory authority that the following requirements are observed:



1. The animals must be in an enclosed setting, with proper shelter and sufficient space.
2. The animals must receive sufficient food and water and bedding must be removed and replaced with fresh material frequently.
3. Animals utilised as exhibits for more than 12 hours must have provisions for exercise.
4. Animals found to be sick, distressed or injured must be removed immediately and appropriate treatment provided.
5. Adequate arrangements for supervision must be available so animals are not subject to being teased, bullied or otherwise ill-treated.
6. All regulations and conditions set by regulatory authorities must be adhered to.
7. Proper bio-security measures must be taken as per the biohazard risk present.

### **3.4 Balloons and Inflatable Devices**

Balloons and other inflatable devices are only permitted as fixed features within the Venue and require the prior written approval of PCEC. Approval should be sought not less than 20 Business Days prior to the Commencement Date.

Please note the Client will be charged for the following:

- Removal of balloons left in PCEC.
- Fire Brigade call outs for false alarms caused by balloons and/or other exhibition related items tripping PCEC's alarm system.

### **3.5 Building or Construction Work / Structures and Stands**

Any building or construction work within the Venue must be constructed or built according to the plans submitted to PCEC.

All structures must comply with the Building Code of Australia and all other applicable statutory regulations current at the time of construction. This includes, but is not limited to, compliance pertaining to egress, height, fire safety and flammability rating of materials.

It is the Client's responsibility to ensure Exhibitors have gained all required certifications.

All scaffolding or temporary seating must be erected by a licensed person in accordance with the manufacturer's instructions and certified in writing by an engineer. A copy of Engineer's Certifications and Handover Certificates should be provided to the Event Manager not less than 20 Business Days prior to the start of any work.

#### **3.5.1 Stand and Exhibit Build and Design**

All temporary structures, including stands built for Exhibitions must comply with the National Construction code of Australia and all other statutory regulations current at the time of installation. This includes areas pertaining to egress, height, fire safety and flammability rating of materials. It is the Client's responsibility to ensure Exhibitors have gained all required certifications.



Engineering approval must be obtained from a structural engineer for any stand/exhibit that (1) is a multiple-storey construction over 2.4 metres in height or (2) contains a roof or ceiling with an area greater than 18m<sup>2</sup>. To seek approval, the Client must submit full design drawings for these stands/exhibits to PCEC not less than 20 Business Days prior to the Commencement Date. Drawings must show all features - including access/egress points and stairways, dimensional plan, elevations, details of construction materials and methods. Artist's impressions are not acceptable. PCEC will apply its best effort to advise the Client of approval/disapproval within 10 Business Days of receipt of drawings.

PCEC may at its absolute discretion require the Client to provide, at their expense, a structural engineer's certificate for any other stand/exhibit regardless of its size or design.

All stands/exhibits must provide access for fire-fighting equipment to the satisfaction of PCEC. Subject to engineering approval, PCEC may require installation to the stand/exhibit of additional fire protection equipment (e.g. fitting of a smoke detector, a portable CO<sub>2</sub> extinguisher or an extension of the existing sprinkler system).

Exhibition stands with internal aisle-ways are to be clearly marked as such with a minimum aisle width of 3 metres. At no time can these aisles be blocked, partially or completely, during the event. Where any permanent Exit signs are blocked from view by a custom built stand, it will be the responsibility of the Client to provide additional and supplementary signage within the stand to comply with the Building Code of Australia and relevant standards.

Any custom built stand with a floor area of more than 50m<sup>2</sup> is to be provided with at least one alternative means of egress back to the walkways. Any door assembly in such a custom built stand will comply with the Building Code of Australia requirements. Any door incorporated into the stand, not providing an alternative means of egress is to have a sign affixed labelled: 'NO THOROUGHFARE'.

Any barriers incorporated into any custom stand are to be designed so they yield to pressure without toppling.

### **3.5.2 Stand Construction Materials**

Any material used for stand construction or display purposes must conform to the Building Code of Australia and be:

1. Made of non-combustible materials.
2. Inherently non-flammable.
3. Flame proof fabrics.
4. Self extinguishing plastic materials.
5. Plywood, hardwood, pulpwood or fibreboard rendered flame resistant by a process of impregnation acceptable to the authorities.

Note: To minimise the risk of fire, Tungsten Halogen floodlights are banned



### 3.5.3 Temporary Raised Floors, Ramps and Stairs within Exhibitions

All raised floors, steps and ramps must comply with the relevant sections of the National Construction Code of Australia and applicable OHS requirements. Disabled access to the stand must be provided.

To avoid trip hazards when using raised flooring the installation of ramped edging to the perimeter is required.

All raised floors with a height greater than 50mm, but less than 190mm, from the main exhibition floor level or surrounding platform will be regarded as a step and these floors will require a suitable and clearly distinguishable ramp from the main exhibition floor level or surrounding platform to the raised section. The ramp must be of a gradient no less than 1:3 and be contained within the allocated stand area.. Ramps must not protrude into the nominated aisle way, so must be included in the stand space.

The raised floor sections or ramps must not contain sharp or dangerous edges and must have a contrasting edge to distinguish from the surrounding floor.

### 3.5.4 Machinery within Exhibits

The operation or use of machinery, equipment or substances likely to be hazardous to the health or safety of any person is restricted, approval must be sought and gained from the venue prior to any activity taking place.

Machinery must be appropriately fitted with guards, fencing, locks, etc., to ensure a safe environment to all. Signage alone is not an acceptable method of protection.

Persons operating equipment or machinery during an exhibition must be the current holder of the relevant certificate or licence as required by law to operate such equipment.

### 3.5.5 Work Safe Legislation

PCEC's pavilions are considered construction zone areas during the build and break-down phases leading up to and following an Exhibition (Construction Phase).

Worksafe WA requires that all persons entering a construction zone area hold the correct permit - referred to as a "Blue" or "White" Card.

Construction Safety Awareness Training is both accessible and simple. For more information regarding how to obtain a blue card and what other Australian state cards are recognised in WA, please refer to:

<http://www.commerce.wa.gov.au/WorkSafe/index.htm>

A Blue / White Card is not required for Exhibitors – provided they do not require access to pavilions during the Construction Phase.

## 3.6 Children

Children under the age of 15 are not permitted in the Venue during the Construction Phase.





## 3.7 Cleaning

### 3.7.1 Client's Responsibility for Cleaning (General)

At the end of the Hire the Venue must be returned to PCEC in the handover condition. It is the Client's responsibility to perform or pay for any cleaning not included in the Venue hire fees. Cleaning services not included in the Venue hire fees are:

- Removal of all accumulated bulk rubbish, during move-in and move-out - including exhibit stands that remain in the pavilions (can be provided at a charge).
- Removal of waste and dumping of bulk rubbish on-site (compactors) or off-site (rubbish tip).
- Hire and emptying of skips to accommodate all waste generated by the event
- Sulo bins - if more than 10 per pavilion are required.
- Excessive breakage and spillage.
- Removal of extraordinary materials (e.g., glitter bombs, confetti, wax and helium balloons, etc.).
- Recycling Bins.
- All items remaining at the end of the hire period will be disposed of at client cost – this includes pallets and packaging materials.

### 3.7.2 Client's Responsibility for Cleaning During Move-in and Move-out

During the move-in and move-out phases of an Exhibition, the Client is responsible for cleaning and removal of all rubbish, packaging and other materials from aisles to ensure that fire egress paths are kept clear at all times. To ensure compliance and unless otherwise directed by the Client, PCEC will arrange cleaning services to these areas at the Client's expense. Your Event Manager will arrange a quotation for this service.

### 3.7.3 Client's Responsibility for Cleaning (Additional)

The Client is responsible for ensuring that no item is affixed to PCEC's walls, doors, glass, floors, etc. If this occurs, a removal, cleaning and / or resurfacing cost will be charged to the Client.

### 3.7.4 Housekeeping

All housekeeping outside the Operational Hours of an Event is the responsibility of the Client. As defined in **Section 2.5**, PCEC cleaners conduct housekeeping to aisles, foyers and amenities throughout the Operational Hours of an Event.

At all times during the Hire the Client is responsible for all other housekeeping including:

- Cleaning of exhibition stand areas.
- Wet waste cleaning and removal costs.
- Removal of rubbish from stands to skips in the dock areas.
- Removal of bulk rubbish generated by the Client or Exhibitors from all public and back of house areas.
- Spillage when transporting rubbish to skips.





- Specialised cleaning duties or requirements.

Prior to the event, arrangements can be made with PCEC for these additional housekeeping services. Cleaning packages are available for this purpose.

### **3.7.5 Waste Removal**

Please notify your Event Manager of specific waste requirements, especially toxic, grease, oil, etc. Correct disposal methods should be discussed with your Event Manager.

Any disposal of waste must comply with all local, state and federal statutory requirements and Environmental Protection Authority and Department of Environment and Conservation guidelines.

The Client must ensure all Exhibitors and Agents remove from PCEC all construction materials, e.g., bricks, timber, sand, metal frames, etc. Any materials left will be disposed of at the Client's expense.

All Agents must clean paintbrushes in the appropriate location and paint waste must be removed from PCEC.

### **3.8 Damage to PCEC**

PCEC provides the Venue to the Client in a hand-over condition at the commencement of the Hire. The Client is to return the Venue to PCEC in the same condition at the conclusion of the Hire.

The Client remains responsible at all times for making good any damage to the building, its fabric, fixtures and fittings, etc., caused by the Client, Agents and / or Exhibitors.

Please note that no materials may be fixed in any way to any part of the building.

A protective floor covering must be laid for any painting done on stands and prior approval is to be obtained from the Event Manager.

### **3.9 Dangerous and Noxious Substances**

Substances which in the opinion of PCEC, are of a dangerous, explosive or objectionable nature, must not be brought onto the premises without the formal approval of PCEC.

Material Safety Datasheets will need to be submitted with every application for approval.

Where it is proposed to use toxic materials or fluids, the disposal of which requires notification to statutory authorities, the Client / Exhibitor must obtain written approval from PCEC no less than 20 Business Days prior to the Commencement Date.

Not more than one day's supply of any toxic materials or fluids shall be on site at PCEC at any time.

Dangerous goods shall be placed in appropriate containers, marked accordingly and special arrangements shall be made with PCEC regarding their disposal.



### 3.9.1 Substances Use and Disposal

Under no circumstances are any chemicals, including paints, to be disposed of by tipping down PCEC's drainage system. Persons found disposing of substances in PCEC's drainage system will bear any costs incurred by PCEC's Management in the course of rectifying the situation. This includes any litigation costs incurred.

PCEC does not provide any substances disposal facilities. This means Clients and Agents are required to provide a substance containment and disposal system for all substances used during the Hire.

### 3.10 Deliveries to PCEC

Unless otherwise approved in writing by the Event Manager PCEC will only accept deliveries addressed to the Client. Deliveries are only permitted during the Hire unless prior arrangement has been made with Agility Fairs and Events – PCEC's logistics support services provider. Any item delivered outside the Hire without prior arrangement will be removed from PCEC's premises at the Client's expense.

PCEC's Administration Loading Dock is open on Business Days from 0700hrs to 1500hrs WST. PCEC will not accept deliveries outside these hours without prior arrangement.

Clients, Agents and Exhibitors shall indemnify and hold harmless PCEC and its agents from any and all liability connected with deliveries.

PCEC will not sign for any exhibitor deliveries, and reserves the right to refuse deliveries not using the correct PCEC delivery labels.

### 3.11 Dynamic Exhibitions

Any exhibition stands or exhibits with moving machines must be fitted with safety devices when the machines are in operation. Such devices may only be removed when the machines have been disconnected from the power source.

Working machines must be placed at a relatively safe distance from visitors and safety guards will be compulsory. Only qualified persons will be allowed to operate and supervise such equipment.

### 3.12 Electrical Equipment

#### 3.12.1 Client's Responsibility for Electrical Power Connections

At all times during the Hire the Client is to:

- Ensure all electrical installations and connections made to PCEC's electrical power distribution system within the Venue - including all Exhibitor stands / displays - complies with: Australian Standard 3000 – SAA Wiring Rules, the Building Code of Australia; the Health (Public Buildings) Regulations 1992; and, the WA Occupational Safety and Health Act 1984 and the Occupational Safety and Health Regulations 1996.
- Ensure all work is carried out by a certified and accredited electrical contractor and this work is inspected, tested and covered under the regulations of the relevant authorities.



- Ensure all leads, equipment and appliances used within PCEC have been tested and tagged safe as per workplace health and safety requirements and current Australian Standards.
- Ensure no connections with the potential to cause abnormal demand or adversely affect power supplies to other Exhibitors are made.
- Ensure that no electrical connection or installation crosses aisles, blocks exits, or interferes with the operation of emergency exits or fire fighting equipment.
- Ensure the certified electrical contractor carries out maintenance of the event installation for the duration of the exhibition.
- Immediately advise PCEC of any additions, alterations or repairs made to any part of the installation post-completion of all inspections.
- Ensure all installations meet the standards set by PCEC.

PCEC accepts no responsibility for delays caused by unsatisfactory installations or insufficient time allowed to comply with the 'Client's Responsibilities for Electrical Connections' or for any testing required by relevant authorities.

### 3.12.2 Testing and Tagging

All portable electrical equipment, appliances and leads used on site must be tested and tagged in accordance with the Occupational Safety and Health Regulations 1996 and Australian Standard 3760-2000 prior to entering the Venue.

Untested and tagged electrical equipment found on the premises must be tested and tagged prior to use and / or connection to PCEC's electrical distribution system and / or be removed immediately from the premises. Whether tested and tagged or not, PCEC reserves the right to demand removal from the site of any electrical equipment it deems to be non-compliant or suspect.

### 3.12.3 Use of Electrical Equipment

PCEC operates a tag out/lock out system. All electrical items that have been either tagged or locked-out, cannot be used. DO NOT remove any danger tag from any electrical equipment in order to use the equipment. Removal of tags is a breach of the Occupational Safety and Health Act 1984.

All persons must, when using any electrical equipment:

- Follow safe work practices at all times.
- Whenever possible keep electrical leads off the floor.
- Provide appropriate protection to electrical leads from any motorised equipment.
- Wear the appropriate personal protective equipment.

The Client has an obligation to the Electricity Act of 1994 Section 167, which applies when a person suffers an electric shock or other personal injury because of an electrical accident at a place:

- The Client MUST inform the distribution entity (Western Power) an electrical accident has occurred,



- MUST take all reasonable steps to prevent interference with equipment associated with the accident until Western Power has investigated the accident.
- MUST make sure the area where the incident occurred is made safe and nothing is interfered with (i.e., work at the incident area is stopped) until Western Power personnel have investigated it.

Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to PCEC's Security Department and the Duty Floor Manager.

Written approval must be obtained from the Event Manager not less than 20 Business Days prior to the Commencement Date of any Event that features demonstrations using portable electrical equipment. PCEC may at its absolute discretion direct cessation of any demonstration/s using portable electrical equipment.

### 3.13 Emergency Evacuations

It is important this section be read and understood in conjunction with PCEC's Emergency Plan (**Page 7 of this Event Manual**).

All Exhibitors, Agents (including associated personnel) are to comply with all workplace Health and Safety requirements in place at PCEC. This compliance includes familiarisation with the Emergency Plan established at PCEC.

PCEC's Chief Warden is in control of emergency responses (prior to the arrival of the professional emergency services). During an alarm sounding, or an incident taking place, Exhibitors, Agents and their associated personnel are to follow the instructions of the PCEC Chief Warden and / or PCEC Wardens under the direction of the Chief Warden.

Clients, Exhibitors, Agents and their employees may be requested to assist PCEC Wardens during an incident, by acting as supporting wardens for the purposes of assisting in evacuation procedures, should this action be deemed necessary.

To facilitate this, Clients, Exhibitors, Agents and their associated personnel are expected to familiarise themselves with the emergency procedures in place at PCEC by:

- Reading PCEC's Emergency Plan.
- Observing the physical layout of the pavilions and/or PCEC floors and rooms, noting the location of:
  - Emergency Exits.
  - Fire extinguishers and hose reels.
  - Maps with evacuation assembly area details for each zone.
- Noting the Emergency (in-house) contact number.

It is important that all persons working on site and the Client's Security Supervisor attend a Client Induction, which will be conducted by PCEC's Floor Manager.

For any information you may require to present to Patrons on emergency evacuation, procedures please contact your Event Manager.



### 3.14 Exhibitor Manual

Prior to printing and issue to Exhibitors, any Exhibitor Manual must be forwarded to the Event Manager for verification of accuracy. Following verification PCEC requires a copy of the distributed manual, and an Exhibitor list (detailing business type), not less than 20 Business Days prior to the Commencement Date.

If you are intending to hold a briefing for your Exhibitors, your Event Manager is available to attend and answer any questions about PCEC and how we may assist individual Exhibitors.

### 3.15 Exits, Egress, Aisles and No Build Zones

No alteration or restriction of PCEC's fire safety system is permitted. In all cases, event floor plans must take into consideration the following:

- Egress systems provide escape during fire or other emergencies that may occur. The emphasis of the legislation and this section of the manual document is evacuation, i.e., protection of people not property.
- For escape routes to be used effectively people must be able to locate fire doors and exits easily and use them without delay. The layout of events must not represent a greater hazard to the existing building design.
- While any person is within the building every exit door must be able to be opened easily and quickly by a person seeking to exit from the building.
- Every area must have a path unobstructed by fire or smoke filled access to at least 2 existing exits.
- The maximum distance of travel to existing exits must not exceed 45 metres. The method of measurement is along the path of travel through the point at which different directions to those exits is available.
- Persons must find 2 building exits within 45 metres in 2 opposite directions from any location within PCEC.
- Every exit must be available to everyone at all times.
- The path of travel to an exit must have an unobstructed width not less than that of the exit.
- The width of an exit path must not diminish in the direction of travel.
- No object, loose or fixed, can be placed or allowed to remain within 3 metres in the path of travel of an existing exit.
- No object can be placed or allowed to remain within an existing or additional exit corridor.
- An exit must not be blocked at the point of discharge.
- Every stage, back stage riser or platform will have unobstructed path of travel to an exit.

#### 3.15.1 Aisles

- Aisles must be a minimum width of 3 metres unless otherwise approved in writing by the City of Perth and PCEC (refer Section 3.19) All aisles, corridors or



passageways must lead to and have unobstructed access to not less than 2 existing exits.

- Must equal total width of existing exits.
- Must run from north to south (in pavilions).
- Must have no dead ends.
- No loose items in egress path including furniture, display items, hire plant, rubbish bins, ticket counters, signs, aisle ropes, pallets and stands.
- Forced flow designs do not meet the code requirements unless in compliance with the principles of fire safety design. Events designed this way will require approval of the Fire and Rescue Service
- Foyers form part of the designed egress path for several rooms.

### 3.15.2 Additional Exits

For the purpose of this document, additional exits are any doorway or pathway additional to existing exits, which may be required to accommodate various event configurations or event structures. Any area separated from the existing exits by walls, doors and/or floors will be treated where appropriate as a separate 'fire compartment', as defined in the Building Code of Australia including any Western Australia State legislation for variations. Additional Exits:

- Should be fully open.
- Must not impede the path or direction of egress.
- Will have an unobstructed height of not less than 2 metres.
- Must be located so alternative paths of travel do not converge such that they become less than 6 metres apart.
- Must have a clear area of 6 metres on the exit door side to the existing exit.
- May have a curtain to cover an exit and must be so designed that when it is secured properly it will not obstruct or impede egress. The curtain must be split to allow easy exit.
- May have doors, which must swing in both directions.
- Doors must be readily operable without a key from either side and by use of a single hand.
- Doors must not encroach at any part of its swing by more than 500mm of the exit width and when fully open by more than 100mm on the required width of the exit.

### 3.15.3 Exit Signs

Persons must be able to see illuminated exit signs in 2 opposite directions from any location within an exhibition pavilion or foyer area. Additional directional exit signs are required if the direct path to an exit is changed or obscured.

Where direct view to an existing exit sign is possible and there could be no doubt as to the direction of the existing exit, and where additional exits do not directly align with an existing illuminated exit sign, additional directional signs at a minimum size of 450mm x



200mm sign with GREEN capital letters greater than 100mm high on a white background with the following wording will be installed in appropriate positions indicating direction to the existing exit: "EXIT", the international "running man" symbol is also acceptable for use in these instances.

Where direct view to existing exits is not possible, the required additional exit signs must be illuminated by, both, normal mains and emergency power in accordance with AS 2293.

Additional exit signs must be clearly visible to persons approaching an additional exit and must be installed above or adjacent to each additional exit.

Additional exit doors will have a minimum size 450mm x 450mm sign with GREEN capital letters greater than 100mm high on a white background with the following wording: "EXIT" the international "running man" symbol is also acceptable for use in these instances..

Directional exit signage must have directional arrows pointing in the direction of required travel, and must be positioned at intersections where a required exit path is to be identified.

Additional signage will be provided and erected by and at the expense of the Client.

#### **3.15.4 No Build Zones**

No Build Zones provide access to fire equipment cupboards, and exit doors. Nothing is to be built or remain within these areas. This includes egress zones from dock doors to service roads.

No fixed structure or stand may be built within 1 metre of windows

### **3.16 Fire Safety Regulations**

#### **3.16.1 Fire**

All fire regulations and evacuation procedures must be complied with (Building Fire Safety Regulations, Building Act and Fire and Rescue Authority Act).

Activities such as welding and grinding, which involve the generation of hot sparks, can only be carried out under a Hot Work Permit system and with the approval of PCEC's Building Services Manager. These activities should not be carried out in carpeted areas.

#### **3.16.2 Fire Exits/Lanes**

Designated external fire exits and fire lanes have been identified and marked in YELLOW paint. These areas cannot be encroached upon under any circumstances. No storage of materials or equipment in these areas is permitted. The Client is responsible for removal of any materials or equipment found in these designated areas immediately.

#### **3.16.3 Fire Safety: Temporary Chairs**

Audience chairs within a temporary structure must be secured in groups of not less than 4 and no more than 16. Maximum seats in each row must not exceed 8 where there is an aisle at one end only, 16 where there are aisles on both sides of the row (refer National Construction code of Australia).





### 3.16.4 Hose Reels, Hydrants and Extinguishers

The nozzle end of 36 metre fire hoses must reach all areas. Any area not serviceable by the existing PCEC fire system, requires additional equipment to be installed such as portable hose reels, portable emergency exit signs and exit lights.

- ADDITIONAL HOSE REELS are required to ensure coverage of all areas due to different event designs and must be clearly signed.
- ADDITIONAL DIRECTIONAL SIGNS are required if direct path to existing Fire Appliances is changed or obscured.
- ADDITIONAL EXTINGUISHERS are required at LPG and cooking installations or anywhere where there is an increased fire risk.

If additional hose reels are required, their location must be shown on the event floor plan and approved by the Event Manager not less than 20 Business Days prior to Commencement Date and prior to any construction.

### 3.16.5 Fire Monitors

Event or stand construction or overhead items must not block the stream of water from the fire monitor.

### 3.16.6 Fabrics and Building Materials

Materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners and/or theming for display purposes or any part available to the public must be rendered non-flammable (as per AS/NZ 1530:3:1999).

Use of readily flammable materials including the following is strictly prohibited unless treated for fire retardation and have a flammability index greater than 6:

- Crepe paper.
- Corrugated cardboard.
- Plastic.
- Polystyrene.
- Hessian.
- Straw and hay, loose or in bales.
- Leaves, coconut fibre, grasses and sticks.

All information and certification relating to the retardant capabilities of building materials must be provided at the request of PCEC.

### 3.16.7 Candles, Incense Sticks and Sparklers

All events and functions where lit candles / incense sticks / sparklers are to be used must gain written approval from the Event Manager. Approval should be sought not less than 20 Business Days prior to the Commencement Date. PCEC Permit form must be completed and provided to your Event Manager for assessment and approval.

PCEC may restrict the number of lit candles used in an Event in order to reduce any potential fire risk. Please discuss your requirements with your Event Manager. PCEC's management is the sole arbiter in determining requirements for lit candles in the Venue.





Any damage or special cleaning required due to candle wax spills will be at the Client's expense.

### 3.17 First Aid

A fully equipped FIRST AID ROOM is located directly opposite the entrance of exhibition Pavilion 2 on Level 1 of PCEC.

Emergency first aid is available by contacting the PCEC Security Control Room through any house phone on extension 80334 or on 9338-0334 from any other phone.

Should the Client contract an external security company, they must have fully trained attendants with the appropriate equipment available at all times.

For public events it is the responsibility of the Client to contract an external first aid provider. Please contact your Event Manager who can provide further details.

All accidents must be reported immediately to PCEC's Security Control Room or Floor Manager as per the above contact details.

It is the client's responsibility to nominate sufficient space for the above services to be provided within their event.

### 3.18 Floor Load Weight Limits

All floor areas within PCEC have a maximum floor load limit. The Client is required to notify the Event Manager not less than 20 Business Days prior to the Commencement Date of any object weighing more than 500kg and provide the following information:

1. The dimensions of the base of the item.
2. The gross weight of the item.
3. Provide a picture or diagram of the item.
4. Indicate on the floor plan where the item is to be located.

### 3.19 Floor Plans

#### 3.19.1 Floor Plan General Requirements

Floor plans are required for all events. PCEC uses these to ensure sufficient space has been allowed for the delivery of Event services and related operational requirements. Floor plans for events held in pavilions require approval by the City of Perth.

All floor Plans must conform with the provisions defined in **Section 3.15** and **Section 3.16** of this Event Manual and indicate: clear zones, entrances, exits, fire egress, aisles, crossovers, no build and clear zones, service pit placement (where appropriate), stand numbers, stage areas, foyer areas, temporary structures (including store areas, offices and rooms), entrance features, AV positions, stages, curtains, sets, scenery, decorations, overhead structures, fabrics, stands where stands have 2-storeys or exceed 2.4 metres in height, as well as food and beverage service areas. If PCEC is providing services such as phones, modem lines, fax machines, message boards, tables, etc., these must also be shown on the floor plan.

Preliminary floor plans for non-pavilion events are to be submitted to the Event Manager as soon as possible and preferably not less than 20 Business Days prior to the Commencement Date. Clients whose event is located in a pavilion/s should submit



preliminary floor plans 12 months prior to the Commencement Date or as soon thereafter as possible.

Final floor plans for all events must be submitted not less than 20 Business Days prior to the Commencement Date. Floor plans should be in PDF format. If it is not possible to submit floor plans in the above manner, hard copy is acceptable at 1:200 scale.

### **3.19.2 Floor Plan Acceptance and Approval Process**

PCEC does not approve floor plans but will advise the Client whether they are acceptable, or unacceptable, in providing sufficient space for the operational requirements related to the staging and conduct of the Event, and the provision of PCEC's services to the Event.

Your Event Manager will submit plans requiring approval by the City of Perth on your behalf. Subject to satisfactory assessment by the City of Perth, a certificate of compliance will be issued. Your Event Manager will advise approval of floor plans within 10 Business Days of issue from the City of Perth. This approved floor plan will become the final floor plan. In the absence of final floor plan approval by the City of Perth, PCEC is unable to provide the Client access to the Venue.

If a floor plan is not approved by the City of Perth, the Client will be advised of the reasons and a revised plan must then be submitted for approval. For Exhibition Clients, PCEC will provide for one set of changes and resubmission of drawings for approval by the City of Perth. Any subsequent changes or revisions after this will incur a charge of \$500 per drawing for resubmission for approval.

No changes to plans are permitted within 5 Business Days of the Commencement Date.

### **3.19.3 Floor Plans – Additional Requirements for Pavilion Exhibitions**

Exhibition floor plans must also show all registration structures, furniture, storage areas, ticket booth location/s, entrances and any other features that may impede traffic flow in the foyers. Separate exhibition floor plans must address and allocate clearway aisles as well as maps allocating 'Dump Zone' space.

When designing the layout of exhibition stands on the floor plan, provision must also be made for access to the service pits for connection to all services required, particularly for Exhibitors requiring water and waste or compressed air services.

Major aisles through exhibitions should represent 25 percent or more of the total floor area. This is the equivalent of 3m x 3m aisles running in both directions. Ideally, all walkways/major aisles should run north-south, with crossovers running east-west.

Walkways and stands should be so arranged that it is not necessary for Patrons to egress through stands in an emergency. Where this is not possible, such walkways must be clearly defined and sign posted as to their use.

Provision for queue and crowd management must be addressed in the draft stages of floor plan design. Adequate space and infrastructure must be provided for queuing of patrons in public areas, at feature areas, and any other areas with large crowds. Crowd management must be addressed to ensure flow of patrons is maintained, maximum capacity is set and adhered to and a crowd management plan is provided to the venue



as required by Venue Management. Should the operation of a pavilion kiosk be required, please refer to **Section 2.13.8** of this Event Manual.

If additional areas for conference coffee/tea or lunch service points are to be allocated within the floor plan, please liaise with your Event Manager as to the most appropriate location and space required. Any servery to service the food and beverage requirements of the Event must also be included on the floor plan, it is the clients responsibility to ensure suitable space has been identified and allocated.

### 3.20 Forklifts / Scissor Lift / Swing Lift

PCEC does not provide forklifts or scissor lifts for hire. Forklifts can be hired through Agility Fairs & Events. Scissor lifts can be hired through AVPartners.

With the written approval of PCEC, and upon completion of a site induction, exhibition Agents may bring their own forklifts for the unloading or loading of their trucks only.

All other Exhibitor goods will need to be unloaded using Agility Fairs & Events forklifts. Only Agility Fairs & Events may use forklifts in Pavilion 1. Forklifts may be left overnight on site on the loading dock area only. At no time are forklifts to be left inside the venue.

Forklifts and scissor lifts must be operated at all times by a licensed operator and must be able to present a license or Elevated Work Platform (EWP) Ticket on request. Work must be undertaken in a safe manner and in accordance with current industry standards. It is compulsory to have a spotter at all times.

At no time can persons other than the operator be transported by forklift from one place to another. Man cages must be designed and operated in accordance with Australian Standards. Man cages are only designed to raise a person to an elevated position to perform a task or lower a person on completion of a task. At no time will forklift operators transport persons in a man cage.

Man cages must be secured to the forklift by a safety chain and a safety harness used. Man cages cannot be hired from PCEC.

All forklifts, which are required to operate in the Riverside Theatre, BelleVue Ballrooms or foyer areas, must have white tyres to protect PCEC's carpet. Only forklifts that have a "container mast" can be transported to the BelleVue Ballroom. (Goods lift dimensions - length 6.0m x width 2.6m x height 2.2m and a maximum load of 4,050kg).

Any sea, rail or container of this nature, regardless of size, that is to be loaded, uploaded or stored at the PCEC (loading dock or inside the pavilions) must be unloaded by way of a side loading swing lift vehicle. The loading and unloading of containers by tilt tray is prohibited at PCEC. The storing of containers at PCEC is subject to approval by management and must be arranged not less than 20 Business Days prior to delivery.

### 3.21 Foyer Areas

All foyer areas within PCEC are deemed public access areas.

The use of the foyer areas for exhibitions will be available at the sole discretion of PCEC. Areas on these levels considered and/or marked as 'no build' zones will be strictly enforced. The availability of power in these areas is limited as is access to cabled



internet services; hence the locations of stands will be restricted. Please consult your Event Manager for further information.

Any activity within a foyer space must receive written consent from Venue Management

### 3.22 Gas Storage/Appliances

All Clients or Exhibitors wishing to utilise gas cylinders or appliances must obtain written approval from PCEC not less than 20 Business Days prior to the Commencement Date. Each application will be assessed with the safety of the patrons as its prime concern.

Details and conditions of use are available from your Event Manager and the following are general guidelines:

- All installations must comply with all state and federal statutory regulations and current Australian Standards covering installation, dangerous goods and equipment.
- The installation and connection is to be carried out by an installer licensed to carry out such work.
- Storage cylinders are not to exceed 9kg to allow them to be manually relocated.
- Exhibitors are generally limited to one cylinder per stand and not more than 1 cylinder may be placed within 15 metres of another.
- Where more than 1 cylinder is approved per stand, use of hard manifolding is required.
- Cylinders and connections are to be protected from accidental damage and impact and be stored in dry, well-ventilated areas away from heat, ignition and direct sunlight, and should be protected from physical damage and preferably below 45oC.
- Only authorised personnel, who are licensed under the Gas Standards Act 1972 and Gas Standards (Gas filling and Consumer Gas Installations) Regulations 1999, are to operate control devices.
- All gas cylinders are to be removed from the premises at the end of each day and to be stored in the Hazardous Goods Store, located on the loading dock. Please see Floor Manager on Duty.
- All sections of the gas storage and reticulation are to be inaccessible to the public, patrons and other Exhibitors at all times.
- Cylinders must be firmly secured to prevent falling or being knocked over and must be protected by a fire proof cover at all times.
- A 4kg CO2 or 4kg Dry Chemical fire extinguisher is to be provided by the Client or Exhibitor for each appliance using L.P. gas.
- Cylinders will be tested, approved for use and stamped as per AG601.
- All gas appliances are to be certified for Indoor Use.



### 3.23 Guard Rails for Stages, Risers and Platforms

All stages, risers and platforms greater than 450mm high must be fitted with a handrail and mid-rail to the sides and rear where the edge is not apparent or where general lighting levels are dimmed or extinguished when in use. Access steps should also be fitted with a handrail.

### 3.24 Hanging Objects

#### 3.24.1 Overhead Hanging

When designing or installing objects overhead, Clients, Agents and Exhibitors must consider the following factors:

- Size and weight of the item.
- Best method of attachment to prevent object falling.
- Additional safety devices such as safety limit chains.
- Metal top frame with eye bolts.

All overhead hanging objects must be installed so there is at least 2.5 metres clearance from the floor to the bottom of the overhead object. Overhead structures such as signs, banners, Hoeckers, and stand elements must not be flammable or able to collapse on persons below.

#### 3.24.2 Banners (Low Level)

Any banner installed more than 400mm laterally from any wall or similar vertical surface must maintain at least 2.5 metres clearance from the floor to the bottom of the banner.

### 3.25 Health Rules and Regulations

#### 3.25.1 General Requirements

Clients, their Exhibitor and Agents who conduct the following activities may be subject to special health and/or safety regulations and may require licences in accordance with the provisions of the Health Act, 1911 as well as Local Government Acts or Ordinances:

- Hairdressing
- Acupuncture
- Ear Piercing
- Children's rides\*
- Beauty Treatments
- Mechanical amusement devices
- Tattooing
- Crèche\*

Any enquiries pertaining to the above activities should be directed to:

#### **City of Perth Approval Services**

Council House  
27 St. Georges Terrace  
Perth WA 6000



**Telephone:** +61 8 9461-3333

**Website:** [www.perth.wa.gov.au](http://www.perth.wa.gov.au)

(\*For Children's Rides and Crèches, approval must also be gained from The Department for Communities (WA State Government) [www.communities.wa.gov.au](http://www.communities.wa.gov.au)).

It is important to note events at PCEC may be subject to Health Department checks and, that while PCEC can provide approval for operations to take place, it is the responsibility of the Client or Exhibitor to ensure they have taken all appropriate measures to carry out activities under state and national laws and regulations. PCEC accepts no responsibility for any activity being asked to cease by an external authorised official.

### 3.25.2 Exhibitor Preparation and Distribution of Food and Drink

Cooking and distribution of food by Exhibitors is prohibited unless otherwise approved in writing by PCEC. Each case will be considered on its merits in conjunction with the type of event, the quality of food being cooked and the method used to remove any cooking odours. Early consultation with your Event Manager is essential. Corkage fees may also apply. Please refer to Service Order Forms.

All stands involved in the presentation of food and beverages must abide by the Food Act 2008 and Food Standards Code. Health requirements for an Exhibitor's stand from which food and/or drink is distributed to the public include:

- Perishable packaged foods are required to be refrigerated.
- Where unpacked food is to be given away, openly stored, displayed and handled, the following facilities and services must be provided:
  - A hand basin with hot and cold water.
  - A liquid soap dispenser.
  - A paper towel dispenser.
  - Disposable latex gloves must be worn at all times when handling food.
  - Glass or Perspex screens or sneeze-guards to protect food from contamination.
  - A washable impervious floor and walls (e.g., sheet vinyl) where food preparation or cooking is taking place.
- Where serving implements or utensils are used, a separate double sink with drainer providing hot and cold water, as well as a liquid soap dispenser and paper towel dispensers will be required.
- Where drainage and water is required, stands must be located with access to the appropriate service pits.
- All eating and drinking utensils must be disposable (e.g., paper cups, plastic spoons, plastic wine glasses, etc.) and must not be reused.
- When food or drink samples are given away for promotional purposes:
  - They must be offered in such a manner as to avoid being handled by the public (e.g., apportioned and toothpicks inserted).



- They should be protected from contamination, (e.g., use of trays provided with fitted plastic covers).
- Condiments such as sauce, mustard, etc., are to be contained in squeeze type dispensers or in individual sealed packs.

For specific requirements, please liaise with the City of Perth's District Environmental Health Officer. Their telephone number is +61 8 9461-3353.

Those Exhibitors approved to promote food and or drink must provide receptacles for the collection of rubbish. Such receptacles shall be located at or near the stand and the contents shall be disposed of in a manner approved by PCEC.

NOTE: Extra charges may be imposed for the cleaning of wet areas and the disposal of food waste.

### 3.26 Height Restrictions

The following information relates to the building of structures within the various areas of PCEC. Ceiling heights in each pavilion vary due to the curvature of the roofline hence all construction must facilitate a minimum of a one metre allowance to ceiling height.

Pavilion 1:	11–15 metres
Pavilion 2:	9.5–13.5 metres
Pavilion 3:	9–12.5 metres
Pavilion 4:	8.5–12 metres
Pavilion 5:	8.5–12 metres
Pavilion 6:	9.5–14.5 metres

Any structure erected in the BelleVue Ballroom must not be higher than 6 metres and in the BelleVue Ballroom foyer the ceiling height varies between 7 metres and 10 metres.

### 3.27 Insurance

Where the Client is an entity other than a natural person, or is a natural person conducting an Event for commercial purposes, the Client is to obtain a Public and Products Liability insurance certificate prior to the commencement of an event with the Public Liability sum insured to be not less than \$10 million indemnifying PCEC and PCEC's owner (Wyllie Group).

A copy of the Insurance Policy or a Certificate of Currency must be submitted to PCEC not less than 20 Business Days prior to the Commencement Date.

Should more than one event per year be held at PCEC, one copy of the insurance certificate is required provided the date is concurrent with the period of insurance.

It is recommended an insurance/liability clause be included in any correspondence with third parties including Exhibitors and Agents. All Exhibitors and Agents are responsible for their own insurance.





### 3.28 Lighting - Minimum Safe Levels

The Client will ensure that lighting levels sufficient (in the opinion of PCEC) to provide for the safety of the Client, Exhibitors, Agents and Staff is maintained at all times during the Hire. The Client is responsible for the cost of any associated electrical consumption in those areas of PCEC where electrical consumption is not an inclusion (refer **Section 1.8.2**).

### 3.29 Materials Handling and Equipment

PCEC's preferred supplier for material handling services is Agility Fairs & Events. Agility Fairs & Events provide a complete service including transport, materials handling and storage service and can assist in planning, preparation, pickup, Customs clearance, transportation to venue, direct delivery to stand, full storage and return forwarding. Contact details can be found in **Section 1.11**.

### 3.30 Move-In / Move-Out

Access to the Venue is only available during the Hire. Access outside of the Hire cannot be guaranteed and is subject to the requirements of PCEC. Where access outside the Hire is granted, additional charges may apply.

At the time of booking an Exhibition, the Client must give full consideration to the time required for move-in/move-out and provide an event schedule detailing construction phases and move-in move-out times for Exhibitors. Access will not be permitted to Exhibitors during the construction phase.

For all other events, the Client must allow time for equipment move-in / move-out / rehearsals, as required. The Client is responsible for ensuring Agents adhere to these schedules.

All schedules pertaining to move-in and move-out, for the Client's staff and Agents, must be finalised and provided to your Event Manager not less than 20 Business Days prior to the Event.

Only authorised vehicles will be permitted onto PCEC's loading dock ramps for loading and unloading. All vehicles are to be removed once this has been completed.

A minimum of 24 hours' notice is required for changes to the schedule for security and dock control purposes.

### 3.31 Music

The Australasian Performing Right Association trading as OneMusic Australia administer the licensing of music usage and sound recording for all recorded music played in Australia. Licences are issued and tariffs levied for recorded music that will be played during any event.

It is a requirement of PCEC that Clients and Exhibitors are responsible for obtaining the necessary licences required for the playing of music during events. Details of the licence can be provided by your Event Manager upon request.





Contact details for licences and enquiries are as follows:

**OneMusic Australia**

16 Mountain Street, Ultimo NSW 2007

Phone: +61 1300 162 162

Email: [hello@onemusic.com.au](mailto:hello@onemusic.com.au)

**3.32 Occupational Health and Safety**

Your Agent/s has a duty of care under the Western Australian Occupational Safety and Health Act 1984 and the Occupational Safety and Health Regulations 1996, to ensure that all personnel contracted by them are aware they have a responsibility, so far as reasonably practicable, for the health, safety and welfare of all employees and that any plant or systems of work which may be used are safe and without risks to health. This includes providing all employees with information, instruction, training and supervision to ensure not only their own health and safety but also that of others working or attending in the vicinity.

Under the purposes of the Act and Regulations, the Client is the Principal Contractor. The Principle Contractor is responsible for requesting proof that Agent/s, Exhibitor/s and their Agents will ensure the stability of stands and structures; implement safe systems of work when using plant, materials, machinery and equipment on-site; and provide proof of public liability and work cover insurances. In order to fulfil their statutory duties, Clients must satisfy themselves that Agent/s and Exhibitors' Agent/s have instigated a full Health and Safety Management Programme, including undertaking and implementing a suitable and sufficient risk assessment. PCEC may request copies of Risk Assessment forms and Health and Safety Declarations.

**3.33 Plant and Equipment**

All plant and equipment must be used in accordance with the manufacturer's instructions, safe work practices and industry standards. Also, all safety devices and guards that the plant and equipment is required to have must be installed and used. Any plant or equipment deemed to be unsafe by PCEC management will need to be removed from the site immediately.

**3.34 Prizes and Lotteries**

It is the responsibility of the Client to obtain all necessary permits and/or licenses for any event that conducts a sweep, raffle, door prize, Calcuttas, etc., from the Department of Racing, Gaming and Liquor.

Any business or trade organisation wishing to conduct a trade competition, which involves a chance to win a prize, is required to obtain a permit. This applies only to business and trade organisations, and not to non-trade bodies such as sporting clubs, associations and charities.



For further details on obtaining a permit, please contact:

**Department of Racing, Gaming and Liquor**

Level 1, 87 Adelaide Terrace  
East Perth

**Phone:** +61 8 9425-1888

**Free Call:** 1800 634 541

**Website:** [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)

**3.35 Pyrotechnics – Requirements for Use**

The use of pyrotechnics on PCEC’s premises will only be permitted after approval in writing from PCEC. An Exhibitor Service Order Form entitled “Pyrotechnics Request Form” is to be submitted to PCEC not less than 20 Business Days prior to the Commencement Date.

Only cold pyrotechnics suitable for indoor use manufactured by a licensed company and nominated on the notifications of the Department of Mines and Petroleum (Phone +61 8 9358-8002) may be used.

The following documentation must be completed with copies to be forwarded to the Event Manager prior to the event commencing:

- A copy of the Department of Mines and Petroleum Notification.
- A copy of the Department of Mines and Petroleum Acknowledgement of Notifications.
- Western Australia Fire and Rescue Authority Authorisation (copy of fax sent out needed).
- Copy of Company Public Liability Insurance outlining; name, address, and contact number of the operator, operator license number and description and list of pyrotechnics to be used, including size and type.
- Floor plan layout of the positioning stating; the clearance distances for spectators and firing sequence; date and time of display; and location of the display within PCEC.
- A copy of the manufacturer’s conditions of use.
- A copy of the operator’s Safety and Procedures and Methods of dealing with Misfires.

At least 2 suitable fire extinguishers and persons trained in their use must be available for the duration of the display. The 2 persons shall be, a person nominated by the pyrotechnics supervisor and a Security Officer of PCEC. A standard cost will apply for the provision of the fire extinguisher and the Security Officer for the duration of the display.

All pyrotechnics and special effects displays must be under the control and supervision of a certified shot-firer who will personally supervise the display including the security of the pyrotechnics whilst on site, safe storage and coordination of events.



The pyrotechnics supervisor must inspect the pyrotechnics and associated equipment prior to their use. Only pyrotechnics used within the display are to be held at the display area and must be kept in a locked carry box.

Any damaged pyrotechnics must be secured and returned to the manufacturer. Damaged pyrotechnics must not be used.

Pyrotechnics used must be securely affixed so the charge will fire as vertical as possible or away from spectators to ensure that no possibility exists for them to fall loose.

All manufacturers' conditions for safe use are to be followed by the supervisor and there shall be a clear zone where no person, set, curtain or scenery shall be allowed within a minimum of 3 metres of any display.

Pyrotechnics or Special Effects are not to be left unattended or unprotected once on PCEC's premises. They are to be kept in a locked carry box. PCEC's Security Department must confirm smoke isolation has been completed prior to firing (Refer also **Section 3.40.1**).

The use of overhead or line rockets is not permitted in the BelleVue Ballroom, however, an application can be made for their use in the Exhibition Pavilions and must be fully outlined in all documents submitted for authorisation.

### 3.35.1 The Display

When the pyrotechnics supervisor and the Event Manager have satisfied themselves conditions are safe and suitable and all preparations are complete the display may start.

All pyrotechnics, except those which are actually being prepared for firing, shall be within a locked carry box, and be a safe distance away from the firing area. Every precaution should be taken to prevent unauthorised access and accidental ignition.

If, while a display is being held, any member of PCEC, the Client or Shot-Firer is of the opinion there is a good reason why the display should not continue then they may order the display to cease.

Any misfired pyrotechnics must be cordoned off, not be approached for at least 15 minutes but must be disconnected from the firing device and made safe. Misfires may only be cleared when the room is clear of Patrons and PCEC staff. The procedure listed below in **Section 3.36.4** must be followed when dealing with misfires.

It will be necessary upon request from PCEC to provide a demonstration of the pyrotechnics intended for use at any event. Personnel and talent associated with the display are to be advised of the firing zone surrounding the display.

All surrounding sets, scenery, drapes and costumes worn by talent and likely to be exposed to any fire during such displays are to be fire retardant and certification of this must be supplied to PCEC upon request.

At all times, whilst the display is in operation the required persons detailed above must be in attendance.



### 3.35.2 After the Display

On completion of the display the pyrotechnics supervisor must ensure the area is clear by conducting a walk around inspection to check for any misfires, ignited materials, or any other trace of pyrotechnic component that may have failed to explode and to ensure the area is left in a safe and clean condition.

Any remaining misfires must be handled in accordance with the pyrotechnics supervisor's documented misfire safety procedure and disposed of in a safe manner.

All spent pyrotechnics must be collected and disposed of by the shot-firer away from PCEC.

### 3.35.3 Transportation, Storage and Manufacture

All manufacturing of pyrotechnics must be within the confines of the nominated manufacture store area. The Department of Mines and Energy Safety and Health Division Explosives Inspectorate must have approved this area for manufacturing.

All persons wanting to conduct pyrotechnic and special effects displays must comply with the Explosives Act 1999, Explosives Regulations 1955 and the Australian Dangerous Goods Code with regards to the transport and storage of pyrotechnics on the PCEC's premises.

No quantity of pyrotechnics in excess of 15kg can be stored within or brought onto PCEC's premises.

Pyrotechnics and special effects stored within PCEC must be secured in a container acceptable to PCEC so as to prevent the escape of, or unauthorised access to such pyrotechnics or effects there from and on the outside of such container there shall be affixed in a conspicuous label marked "Pyrotechnics or Special Effects". Preparation of pyrotechnics is not to be within 6 metres of any display area.

### 3.35.4 Misfires

PCEC's misfire procedure is:

1. Misfires cabling is to be disconnected from the firing device.
2. The cables are to be made safe by twisting together.
3. Do not approach the misfire for 15 minutes.
4. The misfire is not to be touched until the room or area is totally free of Patrons, and PCEC staff.
5. The PCEC Security Department is to be immediately informed of a misfire.
6. The room or area is to cordoned off to restrict unauthorised entry.

Misfired pyrotechnics must be disconnected from their support stand and placed into a bucket of water then removed from PCEC.

### 3.36 Risk Assessment

In accordance with Occupational Health and Safety standards, risk assessments should be a careful and studied examination of your activities, ensuring that your move-in, show open period and move-out are achieved safely, and nothing occurs which could harm any person.



Clients will be required to provide PCEC a copy of a risk assessment for the construction and installation of all exhibition stands.

### 3.37 Seating in Pavilions

Details of non-exhibition seating arrangements must be submitted to PCEC a minimum of 20 Business Days prior to the build-up of the event.

If seating arrangements are required for public meetings or entertainment, all seating must be set up and arranged according to all statutory requirements. Please ask your Event Manager for further details.

Tiered seating is subject to approval by PCEC and the City of Perth. Please discuss your needs with your Event Manager.

### 3.38 Security

#### 3.38.1 Additional Event Security

PCEC's preferred supplier SRS provides the defined level of security services outlined in **Section 2.22** of this Event Manual. PCEC reserves the right to individually review the minimum security requirements for each Event based on an internal risk assessment. Additional event security requirements identified are mandatory and are at the Client's expense.

The minimum requirements applying to Events in pavilions are:

#### Move in and Move out phases of an event

- One security officer per open loading dock Bi-fold door during all stages of event move in and move out.
- One security officer per open foyer access door
- One security officer per open loading dock door not noted as a Bi-fold door
- Roaming security officers as required by PCEC in consultation with the event client.
- 
- Event Operational phase
- At all times when a bifold door is open – bifold doors being open during event operational times must be approved by PCEC management.
- Roaming security officers as required by PCEC in consultation with the event client.
- As required under liquor licensing requirements, or requirements placed upon the event by external authorities.

At all times, the minimum requirements for move-in move-out for Events utilising the Riverside Theatre and Administration Docks are:

- One security officer per open loading dock door.



### 3.38.2 The Client's Security Agent's Responsibility

The Client is to ensure that all security Agents are to comply with the Event's security requirement and conditions, which are available on request from your Event Manager.

All persons who are carrying out the role of a security officer / agent must comply with the Security and Related Activities (Control) Act 1996 and the Security and Related Activities (Control) Regulations 1997.

The Client is responsible for providing security personnel, equipment, stock and anything else that is required for Event security to:

- The Venue.
- The loading dock area during move-in / move-out including traffic management for vehicles intending to enter the venue.
- The pavilions during an Event.
- Each of the pavilion dock access doors during move-in / move-out.
- Screening and pass issues for personnel using meeting rooms, Riverside Theatre and BelleVue Ballrooms.

The Client is to ensure all security planning and implementation is in accordance with Occupational Safety and Health Act of 1984 and its accompanying regulations, Australian Standards and Codes of Practice.

### 3.38.3 Security Access for Clients, Exhibitors, Agents and Patrons

Clients are to ensure all their Agents, Exhibitors and staff entering PCEC will be accounted for and that information presented to PCEC in the form of a manifest. This information is to include:

- Number of Exhibitors / Agents / staff and their names (per stall).
- Stall or organisation name.
- Contact details (mobile phone preferable).

The Client is responsible for ensuring all personnel and Agents under their charge, and Exhibitors, have some form of pass and means of identification so they can be checked off by security. Whilst on site all personnel are to display their passes clearly. Any person attempting to gain entry into the venue without the above mentioned security items will not be allowed to enter.

### 3.38.4 Radio Transmission

Persons proposing to use radio-transmitting equipment other than conventional mobile phones, either for two-way speech communication or for any other reason, shall submit details of the equipment to PCEC's security control giving the frequency and power of the signal and a copy of the Transmitting Licence. Such details must be submitted to the Event Manager 20 Business Days prior to the event for approval by PCEC's Security Manager.

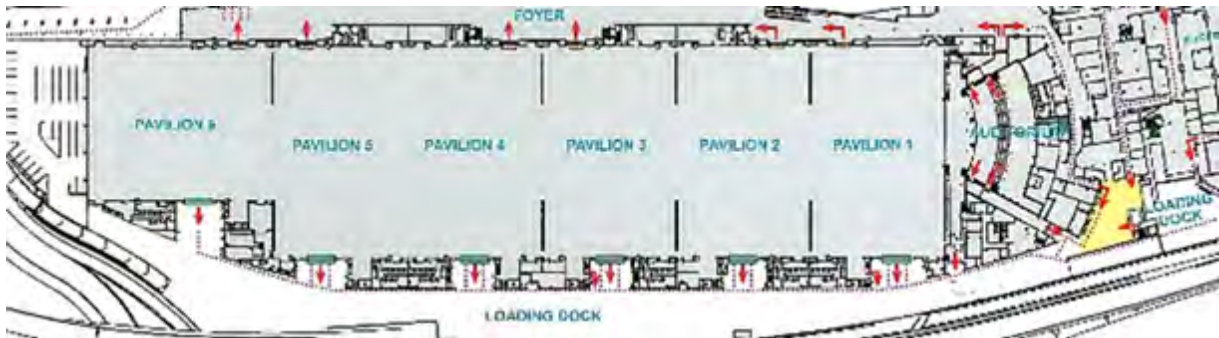
### 3.39 Smoking Policy

PCEC is a no-smoking venue in compliance with the Tobacco Products Control Regulations 2006. Smoking is not permitted anywhere within the venue or within 5



metres of any entry or exit. PCEC's pavilion dock bays and the balcony on Level 3 are considered 'substantially enclosed' and the Regulations also prohibit smoking in these areas.

A Designated Smoking Area exists at the Eastern end of the loading dock (indicated in yellow on the plan below) and may be used by Exhibition Clients, Exhibitors and Agents during the Move-in, Move-out phase of the Hire. They are not accessible to Patrons at any time.



### 3.40 Special Requirements/Services

PCEC requires written notice for use of any of the following during an event at least 20 Business Days prior to the Commencement Date. Special preparations may be required and your Event Manager will be able to assist:

- Open flames (includes candles).
- Lasers.
- Smoke machines.
- Flammable substances.
- Snow machines.
- Running of combustion engines.
- Welding or cutting equipment.
- Fire juggling acts.
- Bubble Machines.

#### 3.40.1 Smoke Detector De-Activation: Fire Warden Requirement

Where the Client requires isolation of smoke detector/s during their Event, PCEC will designate and provide a fire warden to the Event for the period during which the smoke detector/s is isolated. The Client accepts and will be charged on an hourly basis for a fire warden at a rate consistent with that charged for a PCEC security officer for the actual period the fire warden is provided (minimum two hours).

### 3.41 Storage on Site

PCEC will neither offer storage, nor accept delivery of goods outside the Hire. The Client must remove all items related to their Event from the Venue at the end of the Hire. PCEC's preferred logistics supplier will remove all uncollected items from the Venue and hold off-site for a period to be determined at their absolute discretion prior to disposal.





Clients are responsible for all costs related to transportation and storage of any and all such item/s.

For pre-event or post-event storage PCEC's preferred logistics supplier is Agility Fairs & Events, contact details can be found in **Section 1.11**.

Each pavilion contains a self-contained meeting room that may be used for storage during the H. Clients may build their own temporary storage rooms as part of their exhibition layout within pavilions, but these will need to form part of the approved floor plan for their Event. Temporary storage rooms within Exhibitions must include the following:

1. One entry and one exit point set in diametrically opposite positions.
2. One CO2 fire extinguisher at each entry point with a trained operator available throughout the duration of the event.
3. Doors are fitted in compliance with Building Code Australia with all doors being 820mm wide and 2,400mm high.
4. A prominent sign is to be displayed on all doors stating: "EXHIBITION STORAGE AREA. NO ENTRY".

Only stock sufficient for the short-term purpose of distribution of product or information is to be stored on stands. PCEC reserves the right to deny requests for temporary storage, based on the content, extent, poor location and/or non-compliance with the above.

### 3.42 Vehicle Access and Displays

#### 3.42.1 General Access

Vehicles can be displayed on Levels 1, 2 and 3 of PCEC. Placement fees associated with the supply of ramps, removal and replacement of doors and supervision required for the movement of vehicles on PCEC's premises may apply. Access arrangements for vehicles must be made through your Event Manager, and access and egress times will be dependent on other bookings.

Vehicles on display must use a drip tray and have a full tank of fuel. A set of keys for each vehicle is to be provided to the Event Manager or PCEC Floor Manager upon arrival at the venue.

Display of vehicles is at the Client's risk and PCEC will accept no responsibility for the loss of, or damage to, any vehicle/s.

#### 3.42.2 Vehicles - Use and Operation

No vehicles or mobile equipment (including bicycles, skate-devices, motorbikes, scooters, buggies, etc.) are to be used or operated within PCEC without approval from PCEC. The Client or their Agent is responsible for ensuring vehicles are operated in a safe manner and in accordance with any legislated requirements (e.g., licenses, safety harness, passengers, loads, etc.).

No vehicle is to be left unattended within PCEC without permission. The Client is to ensure that no vehicle is started within the venue during public exhibition periods or at any unscheduled times.





### 3.42.3 Access to Levels 2 and 3

Vehicle access to Level 2 and Level 3 is via PCEC's goods service lift located at the administration loading dock. A tilt tray vehicle is required for unloading of vehicles to the dock. Information on the vehicle/s to be displayed will be required not less than 20 Business Days prior to the Commencement Date.

The dimensions of the goods service lift are - length 6.0m x width 2.6m x height 2.2m; maximum load - 4050kg.

No access is permitted through the main entrance of PCEC without prior arrangement.

### 3.42.4 Access to Level 1

Vehicle access to the exhibition pavilions will be via pavilion loading docks. Access to Level 1 foyer may be permitted through the front plaza entrance to PCEC with prior arrangement with the Event Manager.

For loading dock management purposes, the Client will be required to provide a schedule of vehicle arrival and departures for move-in and move-outs to the Event Manager no less than 20 Business Days prior to the Commencement Date.

### 3.42.5 Client's Responsibilities

- Providing information on the width, height and weight of the vehicle for lift and door access.
- Providing carpet protection.
- Ensuring that vehicle/s' fuel tank/s is full.
- Providing and maintaining a drip tray under the vehicle/s.
- Providing a set of keys to the Event or Floor Manager on arrival at the venue.
- Ensuring their appropriately licensed and qualified personnel drive the vehicle from the loading dock to the area of display and vice versa.

## SECTION 4: SERVICE ORDER FORMS

PCEC provides a range of services to support Clients and Exhibitors during Events. These services can be booked using Service order forms found on the PCEC website

Please note and comply with the notice period requirements highlighted on each Service Order Form to avoid surcharges and ensure the delivery of the requested service.



## SECTION 5: DOCUMENT CHANGE SCHEDULE

8.06.21	Updated section 1.11 – addition of Phenomenon and HA Hire
18.05.21	Updated section 1.6 – Left align phone
	Updated section 1.8.3 – Update Technician on Duty to Technical Representative (TR)
	Updated section 1.11 – Addition of Serenity Risk Solutions contact details
	Updated section 2.13.6 – Left align phone
	Updated section 2.19 – Replace all text
	Updated section 2.22 – Replace all text
	Updated section 3.13 – Remove “Security or”
	Updated section 3.17- Remove “a Security Officer”
	Updated section 3.17 – Replace “Officer” with “the PCEC Security Control Room”
	Updated section 3.17 – Replace “Officer” with “Control Room or Floor Manager as per the above contact details”
	Updated section 3.38.1 – Add in “s preferred supplier SRS”
	Updated section 3.39 – Amended text and floorplan image