



وزارة الاقتصاد  
MINISTRY OF ECONOMY

تحت رعاية كريمة من  
صاحب السمو الشيخ محمد بن راشد آل مكتوم  
نائب رئيس الدولة رئيس مجلس الوزراء حاكم دبي

Under the Patronage of  
**H.H. Sheikh Mohammed Bin Rashid Al Maktoum**  
UAE Vice President, Prime Minister and Ruler of Dubai



# ملتقى الاستثمار السنوي

## ANNUAL INVESTMENT MEETING

World's Leading FDI Platform

**Mapping the Future of FDI:  
Enriching World Economies through Digital Globalization**

**8 - 10 April 2019**  
Dubai, United Arab Emirates

Dear Valued Exhibitor,

We are pleased to welcome you to the Annual Investment Meeting 2019!

The purpose of this Exhibitor's Manual is to make your participation at the AIM 2019 as smooth and simple as possible. **Please read the information contained herein carefully.**

We have included only information that is essential to your participation. However, if you require assistance on any other matters, please do not hesitate to contact us.

Certain services are provided by official appointed contractors, and these contractors have already been informed of your participation and will be contacting you separately with specific information.

Please be advised that all forms and related requirements should be submitted to us before their deadline dates so we can provide the best possible service in all aspects.

We wish you success at the Annual Investment Meeting 2019.

Kind regards,

*Annual Investment Meeting Organizing Committee*

## EXHIBITION TIMETABLE

Saturday, 6 April 2019	<b>00:01 AM</b> All open space contractors can start build-up.
Sunday, 7 April 2019	<p><b>01:00 PM</b> All shell scheme exhibitors can access their stands.  <b>10:00 PM</b> Build-up should be completed.</p> <ul style="list-style-type: none"> <li>• <u>Contractors and exhibitors will be asked to leave.</u></li> </ul>
Monday, 08 April 2019	<p><b>09:00 AM</b> Official exhibition opening.  <b>06:00 PM</b> End of exhibition timing.</p>
Tuesday, 09 April 2019	<p><b>09:00 AM</b> Exhibition opens.  <b>06:00 PM</b> End of exhibition timing.</p>
Wednesday, 10 April 2019	<p><b>9:00 AM</b> Exhibition opens.  <b>06:00 PM</b> End of exhibition timing.  <b>07:00 PM</b> Contractors can start dismantling the stands.</p>
Thursday, 11 April 2019	<b>05:00 PM</b> Contractors should evacuate the halls.

**Please note:**

All exhibitors who do not clear their stands or surrounding aisles by the deadline date and/or who dump their discarded materials at the Dubai World Trade Centre complex including the marshalling yard will be charged a fine as deemed appropriate by DWTC authorities.

The Organizer's Office will be located at the main entrance of **Hall 7** and will be operating from 8:00am to 6:00pm starting April 6, 2019 until April 10, 2019 (during build-up days the operating hours are till 8.00pm).

For more information or clarifications, please call **+971 4 392 3232**.

## MAIN CONTACTS

### Organizer:



**Annual Investment Meeting**  
Dubai, United Arab Emirates  
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## EXHIBITION VENUE ADDRESS

### **Dubai World Trade Centre (DWTC)**

P.O. Box 9292

Dubai, United Arab Emirates

T: +971 (0)4 332 1000

W: [www.dwtc.com](http://www.dwtc.com)

## OFFICIAL EXHIBITION CONTRACTOR

### **Event Plus, DWTC**

P.O. Box 9292, Dubai, UAE

UAE Toll Number: 800 – DWTC (3982)

Global Contact Number: +971 4 389 3999

W: <https://www.eventplus.ae>

### **Ms. Jennifer Abustan**

Person In-charge

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## LOGISTICS PARTNER

### **Agility Fairs and Events**

P.O. Box 36683 Dubai, UAE

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## ONLINE SHOP FOR EXHIBITOR ORDERS

Exhibitors may order products/services through **Event Plus** by DWTC such as catering, banners & graphics, data & telecom, technical production equipments, rigging service, utilities, flower arrangements, furnitures, stand cleaning service, parking, security, advertising opportunities, meeting rooms, and onsite accommodations through the EVENT PLUS tab found in the exhibitor online manual.

## GENERAL INFORMATION

### ABOUT THE ANNUAL INVESTMENT MEETING 2019

Annual Investment Meeting (AIM), the premier event in foreign direct investment in the Middle East and North Africa, holds its 9th edition on April 8-10, 2019 at Dubai World Trade Centre, Dubai, United Arab Emirates.

Under the theme 'Mapping the Future of FDI: Enriching World Economies through Digital Globalization', AIM 2019 addresses the global challenges in the flow of foreign direct investment. The event remains to be the most relevant and the biggest FDI platform in the world.

Part of its milestone in its previous staging had been putting under one roof 1,000 experts and FDI specialists and 20,000 attendees from over 140 countries, where 1,200 conference delegates benefitted from FDI dealings and strategic networking.

AIM 2019 is an initiative of the UAE Ministry of Economy and is under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai.

### ABOUT DUBAI WORLD TRADE CENTRE

Located at the heart of Dubai along Sheikh Zayed Road, Dubai World Trade Centre is the region's largest events venue. DWTC hosts more than 500 events every year at its 1.3 million square feet covered exhibition and event space. Built in 1979, the modern features of the venue now include 21 halls and over 40 meetings rooms across 3 floors.

The multi-purpose space is an icon in the Emirate of Dubai where most high-profile and large-scale events such as international trade fairs, mega consumer shows, and conventions are held. DWTC welcomes more than 3 million visitors from 160 countries every year.

Aside from exhibition and events space, DWTC has commercial offices- Sheikh Rashid Tower and the Convention Tower, at its complex. It also boasts of an onsite serviced accommodation, The Apartments, and associate hotels Novotel and Ibis.

## ESSENTIAL INFORMATION

### Event Access

#### **Visitors Admittance & Invitations**

The Exhibition will be open from April 8 to 10, 2019. Admittance to the exhibition is free of charge for professional and public visitors who may re-enter at any time during the open days of the exhibition. All visitors must complete a registration form or present their business card to receive a badge. Visitors are required to wear this badge at all times during the exhibition visit.

***Please note that children under 16 years old will not be admitted to the exhibition.***

Each exhibitor will receive a number of invitations prior to the event to send them to the clients he wishes to invite to the show. Additional invitations may be requested from the Organizer free of charge.

### Exhibitors Badge

Only employees and official representatives of the Exhibitor are authorized to work at the Exhibitor's stand. All stand-attendants must have Exhibitor badges issued by the organizer. The Exhibitor badges provide admittance to the Exhibition pavilion during build-up/break-down and exhibition periods. The Exhibitor badges are individual and shall not be handed over to another person. The Security of the Exhibition Centre shall be entitled to inspect at random rightfulness of the Exhibitor badge and in case of revealed violation the Security shall be entitled to the Exhibitor badge requisitioning.

Each exhibitor is requested to submit a list of the names and designation of the staff on his stand within the specified deadline. Please register all your stand attendees in the registration link contained in the Exhibitor Registration tab found in the online manual.

### Dress Code

The dress code throughout all days of the exhibition is business casual, national dress for both males and females from respective countries is also a welcome option.

### Use of Mobile Phone

Visitors and exhibitors are required to keep their mobile phones on silent mode throughout the conferences and forums happening in the venues.

### Smoking

The Exhibition is a 'smoking free' event, therefore smoking in any of the venues is not allowed.

## **Alcohol**

Alcohol will not be served throughout the event; and delegates are kindly requested to abstain from bringing alcoholic drinks to any of the venues.

## **Emergency Numbers**

Police: 999

Fire: 997

Ambulance: 998

Department for Tourist Security: 800 4438 (to report a loss or theft)

## **LOGISTICS / FREIGHT FORWARDING**

The Organizers have appointed AGILITY Fairs & Events as the official freight forwarder and on-site handling contractors. Please see contact details on main contacts page.

The Official freight forwarder will, through their agents worldwide, coordinate the movement of exhibits from their various points of origin through to either the Port of Dubai or Dubai Airport. Full details will be forwarded to each exhibitor individually advising the name of the agent in the particular country from which the consignments are shipped.

Failure to comply with these dates may result in additional charges being incurred over and above the general handling tariff.

**DOCUMENTATION:** Full details of the documentation requirements for the UAE and consignee details will be circulated to all exhibitors by AGILITY Fairs & Events. Please note however, that goods require legalized certificates of origin and must be forwarded with the shipping documents to enable clearance to be effected without delays.

Exhibitors, who are in doubt as to whether the export of their goods to Dubai is restricted, should contact the relevant Government or Trade Office of the country of origin. Additionally, any goods of a hazardous nature and/or containing radioactive materials should be separately listed on invoice forms and full particulars should be supplied to the official contractor so that suitable storage can be arranged. UAE import customs duty will be liable on all items not re-exported again at the close of the exhibition and will be invoiced at the prevailing rate.



## REGULATIONS OF EVENTS & PROMOTIONS

Exhibitors are entitled only to organize events approved by the Exhibition Organizer. The Exhibition Organizer has the right to revoke the approval at any time and demand abolish of the event in case of violations of the Exhibition terms and in case the event attracts visitors in excess in the hallways or if other exhibitors are being annoyed.

Following the Event schedule set forth by the Contract the Organizer shall ensure the due time closing of the Event and compliance with the regulations in force at the DWTC.

### **Deliveries and Storage**

DWTC cannot accept any deliveries on behalf of organizers nor exhibitors. Deliveries shipped directly to the Venue and not through the organizer's official freight forwarder can only be received and signed for by yourself or the freight forwarder during the tenancy.

DWTC does not provide storage facilities. Please contact your freight forwarder for alternative solutions. Please note that all shipments must be delivered via the marshalling yards and loading docks as DWTC does not allow any deliveries to the exhibition halls via the main entrances.

The following address format is to be used for all delivery purposes:

Dubai International Convention and Exhibition Centre  
Sheikh Zayed Road  
PO Box 9292  
Dubai - United Arab Emirates

The shipment should always carry stickers with the following details:

- Event name
- Event dates
- Exhibitor's company name, stand number, hall number / name
- Exhibitor's onsite contact name and contact details
- Description of shipment items and total number of items

For offsite storage, please contact the official freight forwarder for assistance.

## Contractor Badge Policy

All contractor staff must obtain a DWTC contractor badge in exchange of a valid proof of identity. The below rules and regulations have been introduced by DWTC's Protocol and Security and are required by the Dubai Naturalisation and Residency Department.

# TEMPORARY CONTRACTOR BADGES

## Local Contractors (UAE Based)

### *Individual Application*

- All contractor staff must report to the cashier's cabin at the Za'abeel main marshaling yard to receive a temporary contractor badge in exchange of a valid proof of identity. This can either be a UAE labour or UAE national ID card, UAE driving license or a UAE government organisation ID card which will be kept at the cashier's cabin until the contractor badge is returned.
- Each contractor badge costs AED 20.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badge.

### *Group Application*

- A contractor may also apply for DWTC's contractor badges for the company's entire team one hour before the build-up/tear-down starts. A representative of the company should submit the application at the cashier's cabin at the Za'abeel main marshaling yard along with each staff's original proof of identity (UAE labour or UAE national ID card, UAE driving license or a UAE government organisation ID) which will be kept at the cashier's cabin until the contractor badges are returned.
- Each contractor badge costs AED 20.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badge.

## International Contractor Badges (non-UAE based)

- All contractor staff must report to the cashier's cabin at the Za'abeel main marshaling yard to obtain a temporary contractor badge in exchange of a passport copy. The badge will be valid for a maximum of 15 days. A charge of AED 200.00 per badge applies; these AED 200.00 represent an entrance fee of AED100.00 and a refundable deposit of AED100.00. The refundable deposit can only be claimed upon returning the badge within 15 days from the date of payment.

### Annual Contractor Badges

- Stand contractors working regularly within DWTC's venue can apply for an annual contractor badge.
- The price for each badge depends on the total number of badges that are issued for the same company:
  - 0 - 49 badges: AED 500.00 per badge
  - 50 - 99 badges: AED 400.00 per badge
  - 100 - 149 badges: AED 350.00 per badge
  - 150 - 199 badges: AED 300.00 per badge
  - 200 - 249 badges: AED 250.00 per badge
  - 250 and above: AED 200.00 per badge

To apply for annual contractor badges a representative of the company should send the following documents to [contractorbadges@dwtc.com](mailto:contractorbadges@dwtc.com):

- Request letter on company letterhead
- Copy of the company's trade license
- Copy of the passport and visa (on one page) for each applicant
- 2 recent photographs (in JPEG format) for each applicant
- Completed application form

Alternatively, all required documents can be submitted to the Command Control Centre of DWTC's Protocol & Security Department (above hall 8). Upon payment settlement with DWTC's Finance Department (located at Al Wasl Building next to Exhibition Gate entrance, Level 1), the company's representative can collect the annual contractor badges from the same location they previously handed in all paper work.

If the applicant is no longer under the company's sponsorship and/or the badge has expired, the contractor badge must be returned to DWTC. The charge for lost badges is AED 250.00 each.

### Collection Points

DWTC contractor badges can be collected at:

- Cashier's cabin at the Za'abeel main marshaling yard. This applies to temporary and international contractor badges.
- Outside Hall 6 / Organiser Office 6.1 for international contractor badges. This facility will only be in operations upon prior approval.
- Loading docks of Sheikh Maktoum, Sheikh Rashid and Sheikh Saeed Halls for pick-up drivers delivering goods. This facility will only be in operations upon prior approval.

### Notes

- DWTC's contractor badge is the property of DWTC and must be used in accordance with the agreed terms and conditions
- Contractors without a valid DWTC contractor badge are not allowed to enter the halls.
- Contractor badges cannot be transferred to another person. A fine of AED 250.00 applies for violating this rule.

- DWTC contractor badge holders enter the venue at their own risk. DWTC does not hold responsibility for any injuries caused or for any damage to a vehicle or property.
- Access for contractors is restricted to the tenanted hall(s) during build-up and tear-down.

## DILAPIDATION

Exhibitors are liable for any damage they may cause to buildings, floors, walls, columns or to any shell scheme equipment or any other exhibitor's property. Exhibitors are also responsible for any damage caused by their agents or contractors.

No exhibitor may apply paint, lacquer, adhesives or coating to the building or shell scheme panels nor drill holes into the floor.

The organiser will inspect the halls before build-up and after dismantling of the stands and any damage caused will be charged directly to the exhibitor. This includes a charge for removing any carpet tape or heavy building waste left behind.

### Adhesive Tapes used for Stand Mark-out

In an effort to keep the exhibition hall floors at an optimum standard of cleanliness and appearance, please adhere to DWTC's below guidelines during the exhibition build-up:

- No chalk is to be used to mark floors in any permanently carpeted areas.
- The only approved brands of tapes to be used are:
  - Euro Tape
  - Eurocel
  - Advance Tape

Please do not use markers, plastic packing tape, gaffer tape, masking tape and drafting tape as they are extremely difficult to remove. A higher rate will be charged for the removal of tapes that are not DWTC-approved.

Please note that you are responsible for ensuring that adhesive tapes used to fix carpets or other materials to floor areas are removed after use, without damage to the floor.

### **Removal and Wastage**

Exhibitors are responsible for their own waste removal during build-up and tear-down. Your contractor(s) should remove the build-up material outside DWTC premises and not inside the marshalling yards. The paint cans should not be thrown inside the skips and should be removed from DWTC premises instead. The skips area must be kept free at all times to allow uninterrupted access for DWTC. The tenanted space must be vacated with all adhesive tapes, paint and similar traces completely removed.

### **Cleaning**

Cleaning for exhibitor stands must be ordered directly from Event Plus. Online orders for products and services provided by DWTC can be purchased through the Event Plus link.

## AUDIO VISUAL EQUIPMENT/COMPUTER EQUIPMENT & SUPPLIES

A comprehensive list is available provided by DWTC. To order, please proceed to the Event Plus tab found in the online manual.

## TELECOMMUNICATIONS

DWTC can provide telephone and fax at local, national (UAE) or international levels. Please indicate your requirement on Data & Telecom Form in the Event Plus Website. All phones can be locked to prevent unauthorized use.

- Orders through PABX. Charges must be paid in full in advance. This payment covers installation, connection, line rental, equipment rental and purchase of units for line usage. If line usage exceeds deposit during exhibition, additional units can be purchased. (After the exhibition, a statement will be sent to you showing line usage, and a refund where appropriate). No service will be provided without payment in advance.
- Orders received less than 21 days / 3 weeks before the start of the exhibition will be subject to a 100% surcharge and may not be processed.
- Devices attached to Etisalat line require being “type approved” by Etisalat. Devices, which are not “type approved”, cannot be guaranteed to operate. Installation of exhibitor-provided equipment is entirely at the exhibitor's risk and DWTC is unable to take any responsibility for malfunction or failure to operate.
- DWTC will only provide telecommunication lines to exhibitor's stands. DWTC is unable to provide any modem (dial-up and ISDN) or set-up support. If the exhibitor wishes to order an ISDN Line, an ISDN Modem or a terminal adaptor is a must.
- All line and equipment usage during the period of hire is the responsibility of the exhibitor
- Once handed over, the equipment becomes the responsibility of the hirer and must be returned to the Organizer's office within 1 hour of the close of the last day of the show.
- It is advisable that the Exhibitor insures the equipment hired.
- Remember to order a power point for the fax machine
- Tell your stand contractor that you have ordered telecommunications.
- It is the responsibility of the exhibitor to cancel their Internet account at the end of the exhibition.
- Missing or lost telecommunication instruments will be charged accordingly.

- Order requirements on Data & Telecom received after the deadline will be subject to surcharge and cannot be guaranteed.

## MOVING MACHINERY

This covers, for example, cranes, forklifts, boom lifts, MEWP's etc. An inspection will be carried out prior to the machinery being used on site and in addition the exhibition centre requires that the following documents are produced:

- Third party test certificate
- Competent operator valid driving license
- Operator training certificate
- Preventive maintenance records (3 months)
- Lifting tackles test certificate (if applicable)
- Banksman Details and certificate
- Driver should wear the harness (if applicable)

Failure to comply with DWTC Rules & Regulations will result in work being stopped. The appropriate documentation will be required before work can recommence.

## RIGGING RULES & CHARGES

DWTC has recently issued a new regulation regarding rigging works at the exhibition halls. For Annual Investment Meeting 2019, all rigging work will be done only through DWTC against certain charges. Please complete the Rigging Form online for your rigging requirements at the Event Plus link. Please find below the necessary procedures:

### RIGGING PLANS

- All rigging plans submitted must be clear and concise.
- Rigging points must be plotted with metric measurements between each rigging points and from each side of the stand.
- Precise weight of each individual rigging point must be clearly mentioned in kilograms along with the total weight of structure.
- The stand orientation must be clearly shown by the direction of the main entrance and by the stands or the walls on the neighboring three sides.
- The desired metric height from the floor to the bottom of the structure when fully suspended must be shown.
- Type of structure along with the metric measurements of its width, length and height must be clearly stated.
- Any rigging plans that do not match the above criteria will not be accepted.

- Any bottom rigging, lifting equipment or lifting eyes that are not stamped, rated and approved with a valid test certificate will not be accepted.
- Rigging points that have to be changed due to incorrect submitted rigging plans will be charged at the surcharge rate.

## AVAILABLE RIGGING POINTS IN THE HALLS

<b>Exhibition Halls 1 and 2</b>	7100 mm
Rigging points under the air wall (between halls)	6800 mm
Rigging points under the bulk head (between Exhibition Halls 2 and 3)	4800 mm
<b>Exhibition Halls 3 and 4</b>	9700 mm
Rigging points under the air wall (between Exhibition Halls)	9580 mm
<b>Exhibition Halls 5 and 8</b>	7100 mm
Rigging points under the air wall (between Exhibition Halls)	6700 mm
<b>Za'abeel Hall 1</b>	6450 mm
<b>Za'abeel Hall 2 and 3</b>	7000 mm
<b>Sheikh Rashid Hall</b>	12250 mm
<b>Sheikh Maktoum Hall</b>	6500 mm
<b>Sheikh Saeed Hall 1, 2 &amp; 3</b>	9600 mm
<b>Trade Centre Arena</b>	13600 mm

Please refer to <https://exhibit.dwtc.com/aim2019> for the fees and charges of banner and rigging.

Contractors will be able to choose from the following four options:

- Drop Wire** – 6 mm wire rope fitted with a quick term connector. Wire will be left for the contractor the item and set to desired height. (For banners, light weight set pieces, truss weighing 30 kg or less).
- Drop Wire (Hoist & Fix)** – 6 mm wire rope fitted with a quick term connector. DWTC will hoist and fix your trussing, banners or set pieces to the desired height and later will be responsible for the tear down.
- Roof Point (30 kg to 250 kg)** - For heavy items weighing more than 30 kg. DWTC will supply a roof point anywhere in the venue for the contractors to attach their own lifting equipment, either a manual or electric hoist.
- Roof Point with Lifting Equipment** - DWTC will supply one roof points and an electric or manual chain hoist. DWTC will be responsible for lifting the bottom rigging to the desired height. All roof points will be installed at approximately 40 cm below the bottom roof truss within the halls. Any request for a change of standard height will be classed as a (special roof point)

### Storage of all Posters and Artwork

- All posters, banners etc., will be disposed of immediately after the last day of tenancy unless prior arrangement for collection of the same has been made and mutually agreed upon.

### Liability

- Where the clients provides their own graphics / signage for installation by DWTC whilst exercising all care, DWTC cannot accept any liability for loss or damage to graphics incurred during transportation, storage, installation or de-rig.
- DWTC rigging is not responsible for secondary rigging installed by constructors.

### Additional Information

- All DWTC Rigging hardware is inspected and tested by Municipality approved agents and carries valid certification.
- All DWTC Rigging personnel are certified in both rigging and the use of Access Equipment.
- No stand structure is to be attached to DWTC ceiling (even as a Precautionary or added safety measure)

The stand must be self-supporting and under no circumstances is the structure to be attached in any way to the ceiling of the exhibition hall.

### Working Hours

Rigging working hours are between 08:00 and 17:00, Saturday to Thursday. Any requests out with these times are subject to availability and surcharge. Rigging not ready for installation by 17:00 on the last day of build-up will be the responsibility of the contractor.

## VENUE GUIDELINES AND POLICIES

### Health and Safety Rules and Regulations

The full '[DWTC Health and Safety Rules and Regulations](#)' are available in this document.

### Risk Assessment and Method Statement

Insert the 'Risk Assessment Template and Method Statement' document to identify work related hazards and to evaluate whether enough precautions have been taken.

### Special Effects / High Risk Equipment and Substance Approvals / Vehicles Display on Stands

If you plan to have special effects such as pyrotechnics, haze, laser or smoke machines, use air compressors, compressed gas, aquariums, fountains, water screens, electrical fat fryers (for food related events only), balloons, candles or flames on your stand, please complete the '[Submission Forms for High Risk Equipment and Substance Approvals](#)' to get the required approvals from DWTC's Health and Safety team and if necessary from Dubai Police and/or Dubai Civil Defense.



The deadline for submitting the documents is at least 2 weeks prior to the use of the equipment.

### **Emergency Procedures and Evacuation Plan**

For the Venue's full [Emergency Procedures and Evacuation Plan](#), please refer to the Venue – Map.

### **Telecommunication Services**

Wireless and wired internet services as well as telephone lines and telecom services for exhibitors must be ordered using the Event Plus link.

Due to the variability of wireless network signals within the exhibition environment, Dubai World Trade Centre operates the following:

- Wireless internet networks installed by exhibitors and their contractors can only function on 2.4GHz, however DWTC does not recommend this for product demonstration due to interference from multiple networks and is unable to offer any technical support on this frequency.
- Dubai World Trade Centre operates a “Clean Air” policy on wireless internet networks functioning on 5GHz and will reserve the right to switch off any unauthorised 5GHz wireless networks
- The “5GHz Wireless Internet Access” product only operates on the 5GHz wireless band. To know if your device supports 5GHz radio you can search
- [www.gsmarena.com](http://www.gsmarena.com) to see the specifications of your smartphone or tablet under DATA \_ WLAN. If it has “Wi-Fi 802.11 b/g/n” then it only supports 2.4GHz, if it has “Wi-Fi 802.11 a/b/g/n” then it supports 5GHz.

## **CLEAN AIR POLICY**

### **a. Purpose**

- As the 5GHz Wi-Fi wireless networking uses the shared resource of the unlicensed radio frequencies, it is necessary to regulate the usage of such devices within the Dubai World Trade Centre (DWTC) venues.
- By applying this policy, reliable and secure Wi-Fi based services can be provided at DWTC. This policy applies to all 5GHz wireless networking devices and users on DWTC premises.

### **b. Policy**

#### **Ownership and Management of Radio Airspace**

- DWTC is the owner of the 5GHz unlicensed radio frequencies on its property, that is, the 5GHz Unlicensed National Information Infrastructure (UNII) bands used in wireless networking. DWTC is responsible for managing these radio frequencies for the benefit of DWTC users. DWTC may restrict use of any devices that can cause interference in the unlicensed radio frequency ranges.
- DWTC is solely responsible for providing wireless networking services within its venues and offices. No other entity may deploy wireless network access points or other wireless service in its space. Private wireless access points in the exhibition halls, concourse areas, meeting rooms or offices are strictly prohibited. DWTC reserves its right to sanction non-compliance.
- DWTC is responsible for maintaining a secure network and will deploy adequate security mechanisms to support wireless networking in the venues.
- DWTC deployed a 5GHz wireless network to cover all its venues, based on the 802.11a/n standards. DWTC will work with other entities to accommodate special needs, where technically feasible. DWTC will collaborate with organizers and tenants where devices used for specific business reasons may require specific solutions.

### Wireless Service Considerations

- Wireless networking has bandwidth limitations compared to the wired network. The wireless network should be viewed as augmenting the wired network, to provide more flexible network use. Applications that require large amounts of bandwidth, or are sensitive to changes in signal quality and strength may not be appropriate for wireless access.

### Standards supported

- IEEE 802.11a/n is the preferred wireless networking standard.
- Security standards may be applied as needed.

### Wired internet:

- A computer or device with a RJ45 network interface is required to use DWTC wired internet connections.
- Internet lines are activated on the last day of build-up. Please advise if you require the service prior to this date.

## LIVE ENTERTAINMENT

If you are planning any form of live entertainment such as singers, musicians, fashion show models, dancers, DJs or band players on your stand you must apply for an [Entertainer's Permit](#) through the organizer.

If you do not apply for the Entertainer's Permit on time (3 months up to 4 weeks before the performance) or if you do not receive an approval and the performance goes ahead, you will be subject to a fine issued by the Dubai Department of Tourism and Commerce Marketing.

## RAFFLE DRAW

If part of your stand activities includes conducting a raffle draw, you must be aware of the policy that has been issued by the Dubai Department of Economic Development. This policy and the '[Raffle Draw Application form](#)' can be found in this document. Once completed, please return this form to the organizer.

## SERVICE OF ALCOHOL AND ALCOHOL DISPLAY

DWTC is the sole alcohol license holder for the premises and reserves the right to serve alcohol at events after prior approval. As per the local regulations any kind of alcohol service during an exhibition is not allowed on stands or on the exhibition floor. The service of alcohol at a private event is subject to Dubai Police approval.

## FIRE & ACCIDENT PROCEDURES

Action in Case of Fire and Personal Injury:

### Fire Alarm

Set off a fire alarm. There is one adjacent to each goods and exit/entry door inside the halls and others are located around the perimeter of the halls as well as at strategic positions within the Centre, which are clearly identifiable.

### Extinguishers

Try to quench the fire or confine it by the use of extinguishers and/or removal of goods, etc. in the vicinity. Avoid doing anything likely to create panic or danger to yourself or others.

### Telephone Numbers In Case of Fire

Either dial 6299 on the nearest internal telephone (located adjacent to the goods and entry/exit doors as well as strategically placed around the Centre) or dial 997 on a public telephone, and afterwards notify a Security Officer or call Command Control Centre on +971 4 306 4600 / +971 4 308 6112 for assistance, giving the location of the fire to enable the security staff to direct the Fire Brigade by the most direct route.

### Telephone Numbers In Case of Personal Injury

If you need assistance during your time at DWTC, please call +971 (0)4 306 4040 to speak to the on-duty medic or call the Command Control Centre on +971 (0)4 306 4600 / +971 (0)4 308 6212 for assistance. If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

## SECURITY

The Organizers control the general security arrangements for the Exhibition together with the DWTC and the local authorities. Whilst the Organizers make all reasonable arrangements for security coverage, they decline responsibility for any loss or damage that may occur and the responsibility for stand security, its exhibits and contents (including personal property) is that of the exhibitor, and suitable insurance cover should be affected. To order stand security services, please proceed to the Event Plus link.

## FOOD AND BEVERAGES IN THE EXHIBITION HALLS

The Dubai World Trade Centre (DWTC) is the sole concessionaire for food and beverage services within the Trade Centre Exhibition complex. According to the licenses issued by the Ministry of Health and health and safety regulations, all food to be consumed during the open hours of the exhibition must be supplied by the Dubai International Catering Centre only. The opening hours of the exhibition are defined from 9:00 am until 6:00 pm on March 26 until March 28, 2019.

For your catering requirements, you can contact Event Plus by telephone +971 4 389 3999 or email: [eventplus@dwtc.com](mailto:eventplus@dwtc.com) and/or order from their Shops 1 & 2 onsite at DWTC.

During build-up and breakdown of the exhibition, outside hours stated above, stand contractors and stand personnel may bring their own food and non-alcoholic drinks into the exhibition.

Please ensure that all your staff is aware of these regulations.

## PUBLICITY

A comprehensive visitor promotion campaign is being mounted with the objective of bringing the Exhibition directly to the attention of importers/exporters, manufacturers, suppliers, contractors, architects and all other industry professionals related to the wood, construction and furniture industry.

The campaign will include advertising and direct mailings, full details of which are contained in the Visitor Promotion Program, sent automatically to the Exhibitors.

### Press Office

A Press Office will be maintained during the Exhibition to pass on information, news items, and photographs to the Press. Exhibitors are invited to supply suitable materials in English and/or Arabic, together with suitable captioned photographs for display and distribution. 10 press releases will be sufficient.

## TEMPORARY STAFF AT EXHIBITION STANDS

If you intend to employ temporary staff for your event such as hosts and hostesses, promoters and supporting temporary staff please complete [Temporary Staff List](#). This policy is also applicable to exhibitors or agencies involved in your event. A consolidated list needs to be returned to the organiser 3 weeks prior to the start of build-up and is required by Dubai local authorities.

## VENUE OVERVIEW

### Parking Access

Car parks are available for organizers, exhibitors and visitors within the perimeter of the Venue. The car parks operate on a first come, first-served basis.

Please note that DWTC does not have a free parking anymore. Instead, the Happiness Street Parking Facility offers a total of 2,470 spaces including dedicated spots for Electric Vehicles, People of Determination and 140 bicycle storage racks. The car park uses a smart parking technology solution with bay availability indicators and floor counts detailing with bay availability indicators and floor counts detailing available spaces. Please refer to the [Parking Map](#) for illustration.

Currently, on its first phase, it now includes four operational floors from grounds 1 to 3 with 1,450 spaces.

- Exhibition Street Parking: Behind Sheikh Rashid Hall (capacity: 1,160 cars)
- Sheikh Rashid Tower Paid Car Park: Next to Arena Hall (capacity: 863 cars)
- Za'abeel Paid Car Park: Front of Za'abeel Hall 6 (capacity: 358 cars)

### Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking token is issued on arrival and must be submitted for payment on departure. Lost parking token will be charged in addition to the respective hourly parking charges and is not refundable. Vehicles are not allowed to park overnight neither to park within the 'no parking zones'. Any vehicle left overnight or parked incorrectly and / or causing obstruction to other road users will be charged a daily fee plus administration fees. DWTC reserves the right to remove all vehicles violating the above.

### Disabled Access at the Venue

All exhibition halls, meeting rooms and public areas are accessible by wheelchair. Car park spaces are also reserved for the disabled. Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have low-level buttons. Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Station, located next to Exhibition Hall 5, by depositing an appropriate identification.

### Stand Catering

DWTC is the exclusive supplier of food and beverage to all exhibitors at the Venue. As per DWTC's policy and Dubai Municipality's Hygiene and Food Safety regulations, it is not allowed to bring any food or beverages from external sources into the premises during build-up, event days and tear-down.

DWTC can prepare custom-made menus to accommodate your special requirements. All our food is strictly halal and does not contain any pork products or alcohol.

Please refer at Event Plus online for the 'Stand Catering' requirements for more information.

Exhibitors are welcome to use DWTC's snack bars, cafés and trolley services inside the exhibition halls. Organizing a reception on a stand during or around the exhibition official inauguration is not permitted for security reasons.

### **Lost and Found**

Tel.: +971 (0)4 306 4600

The Lost and Found office is located on Level 1, above Hall 8 and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found office operates 24 hours, 7 days a week.

DWTC assumes no responsibility for the care and/or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance including theft, vandalism, or malicious mischief of any such belonging.

Anybody losing property should report the details to the Lost and Found office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found office or in person and must be followed up with an official report of loss, theft or disappearance.

### **Emergency Medical Services (EMS)**

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5 right in front of the Al Multaqua Ballroom. If you need assistance during your time at DWTC, please call +971 (0)4 306 4040 to speak to the on-duty medic or call the Command Control Centre on +971 (0)4 306 4600 / +971 (0)4 308 6212 for assistance. If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

### **Prayer Rooms**

The men's prayer room is located at Sheikh Rashid Hall on level 2 opposite Exhibition Hall 5 while the ladies' prayer room is on level 2 opposite Exhibition Hall 7. An additional ladies' prayer room is also available at the main entrance of Za'abeel Hall as well as in Sheikh Saeed Hall 3 when the hall is in operation.

## Retail Outlets

There are a number of retail outlets available in Concourses 1 and 2 with most of them being operational from Saturdays to Thursdays. Please note that those shops are not managed by DWTC.

### **Adnan Jewellery**

Concourse 1, next to Hall 4  
Tel: + 971 4 331 3368  
10am to 6pm Sunday to Thursday

### **Al Rostamani International**

Concourse 2, next to Hall 6  
Tel: + 971 4 332 8339  
9am to 7pm Sunday to Saturday

### **Blooms Flowers**

Concourse 1, near Hall 4  
Tel: + 971 4 332 1255  
9am to 6pm Saturday – Thursday

### **Camel Company**

Concourse 1  
Tel: + 971 4 331 3636  
10am to 2am Sunday – Saturday

### **Dollar Car Rental**

Concourse 1, next to Hall 1  
Tel: 971 4 331 8623  
8am to 5pm Saturday – Thursday

### **DNATA**

Sheikh Rashid Tower  
Tel: + 971 4 331 4115  
8am to 5pm Sunday to Thursday

### **House of Samsonite**

Concourse 1  
Tel: + 971 4 217 0840  
9am to 6pm Sunday to Saturday

### **Life Pharmacy**

Concourse 2, next to Hall 5  
Tel: + 971 4 329 1162  
9am to 9pm Sunday to Saturday

### **Emirates NBD Bank**

Concourse 1 & 2  
Tel: + 971 4 373 3022  
8am to 2pm Sunday to Thursday

### **Emirates Post Office**

Concourse 2, next to Hall 5  
Tel: + 971 4 329 0555  
8am to 8pm Sunday to Thursday

### **Thrifty Car Rental**

Sheikh Rashid Tower  
Tel: + 971 4 331 4465  
8am to 5pm Saturday to Thursday

## Food Outlets

DWTC has a vast variety of food outlets to offer in addition to the ones from the adjacent 'Ibis' and 'Novotel' hotels with the majority operating from Saturdays to Thursdays.

DWTC also operates several themed food counters on Concourse 1 and 2.

Their locations and opening times depend on the number of concurrent exhibitions.