

Operations manual

The A-Z guide to running your
event at MCEC

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Welcome

Purpose of this manual

The operations manual provides you with all the important information needed to plan and deliver your event. It contains key details about MCEC and our facilities and services, including operating procedures as well as technical details.

Please ensure that the requirements set out in the manual are observed and performed by themselves, all exhibitors, contractors, sub-contractors and event staff.

Updates to information contained in this manual

The information contained in this manual is current however it may be necessary to issue updates and/or changes to information from time to time. Please ensure you refer to the documents provided to you by your Account Manager or Event Planner for the most up to date information for your event.

For more detailed information about any area of the venue or our operations, please contact your Event Planner.



Location of MCEC

MCEC is located on the banks of the iconic Yarra River in South Wharf. Only 20 minutes from Melbourne Airport, and close to trains, trams and buses.



Street address

Convention Centre
1 Convention Centre Place, South Wharf Victoria

Exhibition Centre
2 Clarendon Street, South Wharf Victoria

Postal address

Melbourne Convention and Exhibition Centre
GPO Box 777
Melbourne VIC 3001



General enquiries

Telephone: +61 3 9235 8000
Facsimile: +61 3 9235 8001
Email: enquiries@mcec.com.au

Travelling by public transport

Tram

Tram routes 96, 109 and 12 (Stop 124A Casino/MCEC) will all take you to our Clarendon Street entrance. Otherwise, tram routes 48 and 70 (Stop D5) take you to Flinders Street. From there, it's just a short walk-up Clarendon Street until you reach us.

Train

Our closest station is Southern Cross. Once you exit the station, you can catch the 96, 109 or 12 tram routes and arrive at MCEC in just a few stops.

Bus

From Monday to Friday, bus route 237 goes via Southern Cross Station to Lorimer Street, which is roughly a five-minute walk to MCEC.

Taxi or UBER

If you're heading to the Exhibition Centre, ask your taxi or Uber driver to drop you off at MCEC's Clarendon Street entrance. If you're going to the Convention Centre, ask your driver to drop you off at Convention Centre Place, next to Pan Pacific Melbourne and DFO South Wharf. We have two nearby taxi ranks - Crown, Clarendon Street and DFO, Convention Centre Place.

Airport transfers

When you arrive from Melbourne Airport (also known as Tullamarine Airport), you have three options. You can catch a taxi from outside your terminal or request an Uber by following the signs outside your terminal to the pick-up zones.

You can also get the Skybus, which has a service called the Southbank Docklands Express that stops at the Clarendon Street entrance of MCEC.

Coach bays

Coach pick-up and drop-off bays are located at the front entrance of each building. These bays are for drop off and pick-up only, coach parking is not permitted.

The Exhibition Centre slipway can accommodate a maximum of three coaches at one time. The Convention Centre Place Entrance can accommodate a maximum of two coaches at one time.

As coach arrivals and departures can impact the wider South Wharf precinct, it is important that we have as much information as possible to ensure the smooth facilitation of the coaches.



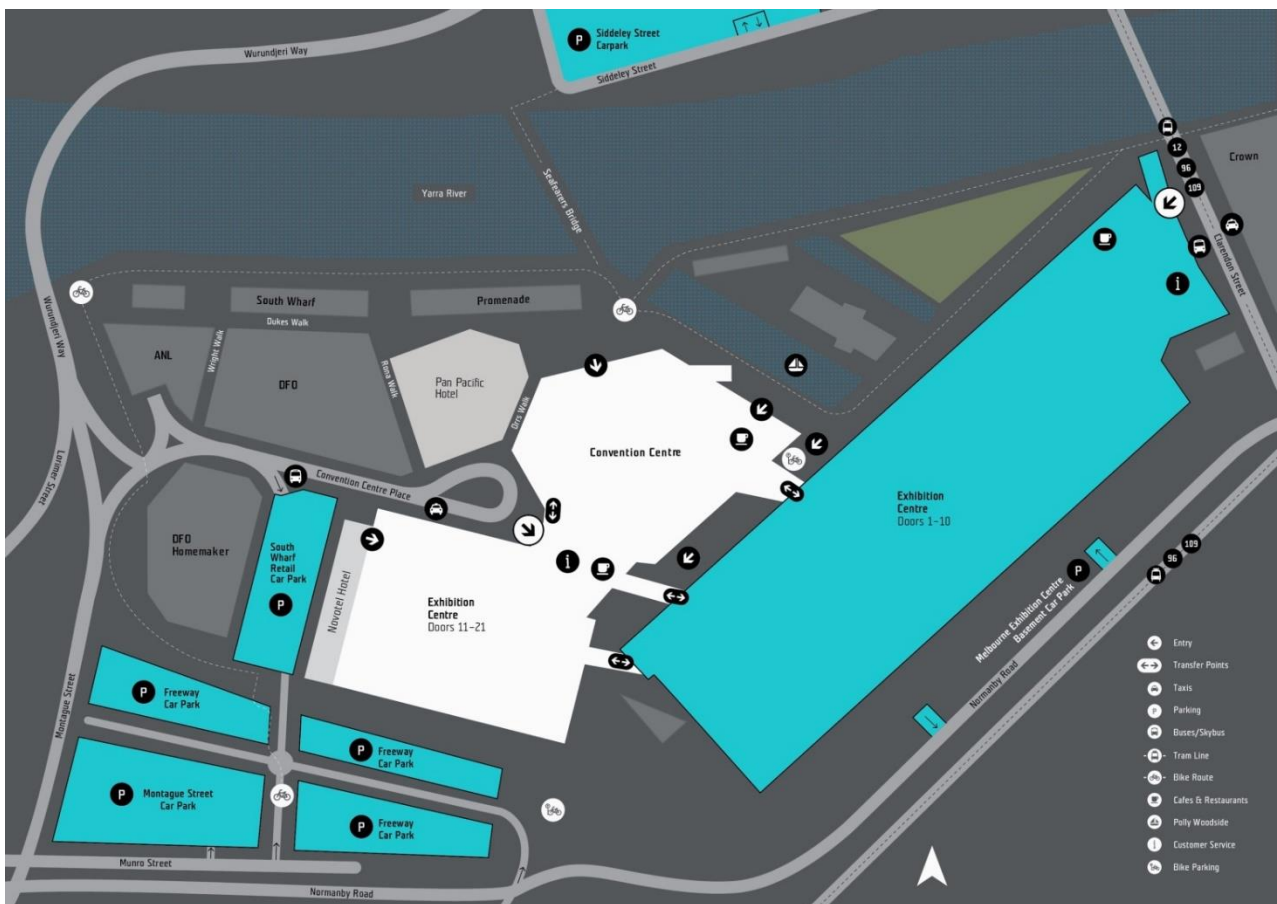
Schedules involving ten or more coaches within a 30 minute period will require traffic management by the MCECs event buys in provider and charges will apply.

Please discuss your requirements with your Event Planner and ensure you provide the following information:

- Arrival and departure dates
- Arrival and departure times
- Number of coaches
- Contact name and telephone number of the coach company

Dedicated coach parking is located on Normanby Road.

Parking



There are multiple car parks within the immediate vicinity of MCEC. Please be advised that the car parks are not managed by MCEC and for any queries, please contact the car park management directly. Click [here](#) for current pricing and information.



Discounted parking tickets

Exhibition Centre car park

One complimentary multiple use car park ticket for the Exhibition Centre car park is provided to the organiser for every four Exhibition Bays contracted.

Although we do not own or manage the Exhibition Centre car park, we are able to offer discounted parking tickets at the same rate as the early bird rate. Please be advised the discounted passes are subject to availability and there is an ordering limit of 50 passes per day, with a total of 250 passes able to be ordered per event. In addition, there is a printing fee of \$0.11 for any unused passes ordered over 50.

Note - We are only able to accept pass orders for MEC Car Park for events that are within 30 days.

There are two discount parking ticket options:

Charged to master account

You may choose to pay for the parking charges for some of your guests and the cost will be added to your final event invoice. The procedure is as follows:

- Enter the Melbourne Exhibition Centre car park (via Normanby Road)
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to boom gate
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket
- Boom gate will open
- Exit as normal

User pays

Guests pay for their own parking at the discounted rate. The procedure is as follows:

- Enter the Melbourne Exhibition Centre car park (via Normanby Road)
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to pay station, located at doors 1, 4, 6, 8 & 10
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket and payment due will reduce to the discounted parking rate
- Press receipt button should a receipt be required
- Make payment by coins, notes or credit card (follow the on-screen instructions)
- Remove ticket
- Take change and receipt if required
- At exit boom gate, enter ticket, boom gate will open
- Exit as normal

Please speak to your Event Planner for more information and to order your discounted tickets.



Siddeley Street carpark

Discounted tickets are available for the Siddeley Street Car Park upon request. Guests pay for their own parking at the discounted rate. The procedure is as follows:

- Enter the Siddeley street car park.
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to pay station, located on the ground floor
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket and payment due will reduce to the discounted parking rate
- Press receipt button should a receipt be required
- Make payment by coins, notes or credit card (follow the on-screen instructions)
- Remove ticket
- Take change and receipt if required
- At exit boom gate, enter ticket, boom gate will open
- Exit as normal

Valet parking

Valet parking is available at the Pan Pacific Melbourne hotel and is not limited to hotel guests. Speak to your Event Planner for more information.



Facilities and services



Customer Service desks

Customer service desks are located at MCEC's two main entrances, operating during event hours to provide a central point for information and assistance.

Convention Centre: +61 3 9235 8310

Exhibition Centre: +61 3 9235 8302

Parents' rooms

Parents' rooms are located adjacent to the customer service desks in both the Convention and Exhibition Centres. These rooms include a microwave, baby change tables, and breastfeeding and toilet facilities and a Prayer room. Separate male and female prayer rooms including washing facilities are located in the Convention Centre, close to the customer service desk.

Cloak room

Cloakroom facilities are conveniently provided at the MCC Customer Service Desk. Please be advised that while we strive to accommodate your event's needs to the best of our ability, there is limited space and capacity within our cloakroom.



Should you wish to secure a dedicated cloakroom for your event, we kindly request that you contact your designated event planner for personalised assistance.

Building security

Security control rooms are located at both the Convention and Exhibition Centres.

Convention Centre: +61 3 9235 8333

Exhibition Centre: +61 3 9235 8332

In an emergency, dial extension 6666 from any house phone or +61 3 9235 6666.

First aid

MCEC's main first aid room is located off the Convention Centre foyer, adjacent to the security control room. A smaller first aid room is located off the Exhibition Centre foyer. Please contact security for first aid assistance on +61 3 9235 8333.

ATMs

ATMs are located between Doors 3 and 4 of the Exhibition Centre concourse.

Vending machines

Vending machines are located throughout the Convention Centre and Exhibition Centre including TechBox consumables which stocks tapes and exhibitor focused supplies, Powerpod with battery recharge options for mobile devices, snack and beverage vending machines and mobile phone charging stations.

Bike racks

Exhibition Centre bike racks are located at the Clarendon Street end of the building and at Door 6. Convention Centre bike racks are located adjacent to the South Wharf car park.

Photocopy services

Photocopy and printing services are available from the Customer Service desks. Click [here](#) for current prices and services available.

Public telephones

Public telephones are located on all levels of the Convention Centre and in the Exhibition Centre foyer and concourse.



Cafes

Shed Café (Located in the Exhibition Centre, next to Door 1)

Open for breakfast and lunch, this contemporary café provides the perfect backdrop for a light and breezy bite. Choose from a selection of fresh, seasonal salads and sandwiches made using Victoria's finest produce, or treat yourself to delicious house-made cakes and pastries while overlooking the Yarra River and South Wharf boardwalk.

Plenary Café (Located inside the Convention Centre, near Stair 3)

If you're waiting for an event or simply a bit peckish between meetings, stop by Plenary Café. With a wide selection of chef-prepared sweet and savoury snacks and seriously great coffee, Plenary Café has all your cravings covered.

Goldfields Café and Bar (Located inside the Exhibition Centre, near Door 14)

Feast on Italian share plates while you watch the rotisserie turn at our newest bar on the block, Goldfields Café and Bar. With its vibrant dining atmosphere and impressive list of beverages, Goldfield's Café and Bar is the ideal place to relax and unwind before or after your event.

In-venue purchases

Your Event Planner can set up an account card which will enable you to charge any purchase made onsite (via cafes, retail outlets and business services) back to the master account. These charges will appear on your final invoice.

MCEC wireless internet

Your Technology Planner will be able to provide a range of cabled and wireless options suited to your event specific requirements. MCEC has made a significant investment in upgrading and maintaining the wireless infrastructure to insure you have a successful event. We have redundancy built in end to end on our network. We have simplified packages and have removed internet data limits. We also have skilled technical event planners who will assist you in designing the environment to meet the needs of your event.



MCEC Free Wi-Fi

MCEC Free Wi-Fi is shared by all conference guests, event attendees and general public in the building during your event. It's not just for event guests and is not designed to provide a guaranteed number of concurrent users for a particular event in a particular location.

It is suitable for basic internet browsing, web-based email, Facebook, Twitter, MSN Messenger, Yahoo Messenger, Skype, Google Talk and IMAP/POP3/SMTP email.

However, it is not suitable for streaming video, VPN connections, peer-to-peer file sharing, running internet-based workshops or presentations.

Speak to your Technology Planner for further information.

Accessibility

MCEC is an accessible venue. We work hard to provide an inclusive environment and to address the needs of all guests, contractors and employees.

Assisted hearing devices

Most meeting rooms within MCEC are equipped with a hearing assistance system. Guests can loan a lanyard style infrared receiver. This will work directly with hearing aids fitted with a T switch or can be fitted with standard headphones.

Contact your Technology Planner prior to your event, to discuss your attendee requirements. This will enable the units to be pre-programmed prior to your guests arriving on-site.

Guests can pre-book a receiver by contacting customer service on +61 3 9235 8310 or emailing customerservice@mcec.com.au The following information is required:

- Date and time the receiver is required.
- Which rooms you plan to use the receiver (this service is not available in some rooms).
- Name of the borrower and contact telephone number.

Units can be collected from the Convention Centre customer service desk. Upon collection we will require some form of identification.



Wheelchairs

A complimentary wheelchair service is available. A limited number of wheelchairs are available on a daily, first come first served basis.

Guests can pre-book a wheelchair by contacting Customer Service on +61 3 9235 8310 or by emailing customerservice@mcec.com.au. Your Event Planner can also arrange this for you.

The following information is required:

- Date and time the wheelchair is required.
- Name of the borrower and contact telephone number.
- Preferred collection location (Convention Centre or Exhibition Centre)

Collection is from the designated customer service desk. Upon collection we will require some form of identification. Wheelchairs can only be used within the venue.

All stages in Plenary are wheelchair accessible, however please advise your Event Planner should you have a speaker requiring this access or if a ramp is required as the centre will provide assistance with access.

Session bells

For events taking place in the Convention Centre, your Event Planner can arrange for session bells to be rung in both the foyers and inside the meeting rooms. This is carried out by our customer service team at times designated by you to your Event Planner.

For events in the Exhibition Bays, session bells can be played via a CD through the PA system. Speak to your Technology Planner to arrange this.

We also have portable session bell units available, free of charge and are recommended for use on levels one and two of the Convention Centre. The portable units are subject to availability and can be reserved via your Event Planner and collected from the customer service desk.

Electrical test and tag

All electrical leads intended for use within the venue need to be tagged and tested in accordance with Australian Standards prior to use on site. This includes any brand new leads.

Onsite accommodation

We are the only centre in Australia to offer onsite accommodation, with the five-star Pan Pacific Melbourne and Novotel Melbourne South Wharf directly connected via private internal walkways. Pan Pacific Melbourne can be accessed via Level 1 of the Convention Centre. Novotel Melbourne South Wharf can be accessed via the ground floor of the Exhibition Centre.



Safety

Introduction to safety at MCEC

MCEC has a legal obligation to ensure the venue is a safe environment for all staff and guests to the venue. In accordance with relevant Australian standards and legal requirements, MCEC has developed stringent safety procedures and policies and is responsible for ensuring these are followed.

As the event organiser, you share this responsibility, as do your event participants, exhibitors and contractors. You must ensure that all the requirements specified in your occupancy permit are met. In particular, in the key areas of:

- Occupancy numbers;
- Exit signs/egress provisions;
- Fire protection;
- Structural integrity of stands and displays; and
- Contractor compliance.

We ask that you ensure that everyone working at your event including staff, contractors and exhibitors maintain the highest standards of safety at all times.

Work health and safety

Familiarisation with the contents of the Work Health and Safety (WHS) Manual is a precondition for permission to work within MCEC. After reading the manual and completing the site induction, all persons working within MCEC buildings should understand the work environment of MCEC and surrounds, including pertinent work health and safety issues such as:

- Emergency procedures at MCEC
- Emergency contacts (identification and sequence)
- Where and when to report incidents and near misses
- Where to park and general housekeeping issues
- Personal safety around an event site

MCEC VenueSafe Plan

While we have moved beyond the toughest measures, [MCEC's VenueSafe plan](#) remains in place to support safe environments and COVIDSafe best practice.

The guidelines allow events to take place here while mitigating the risk of transmission through scalable control measures.

Safety and wellbeing of our team

MCEC aims to provide our employees with a safe work environment. This includes providing an environment free from aggression, harassment, discrimination, abuse, or breach of their privacy, physical safety, or mental safety in any manner.



In supporting of creating a mentally healthy work environment at MCEC, everyone working at your event including employees, contractors, and exhibitors must be familiar with the below standards of behaviour towards our employees:

- Treat all MCEC employees and contractors with respect and courtesy.
- Do not use profanity or abusive language, or tone of voice.
- Do not use or attempt to use force or physical violence.
- Respect the privacy of our employees.
- Follow reasonable directions from the employees in order to let the event flow smoothly.
- Follow all applicable laws.
- Speak up if you witness poor behaviour towards our employees if you feel safe to do so. Alternatively, alert security by calling 03 9235 8333
- In case you have an issue that needs intervention, please ask the employees to direct you to a manager or team leader.

Noise Considerations

Amplified noise can have an adverse impact across adjoining spaces and events, as well as on the health and wellbeing of staff members, and the public. Complaints received around amplified music or noise, in relation to events, may result in MCEC requesting the lowering of the amplification level.

Lighting Considerations

Adherence to a comfortable and safe level of lighting is required in all spaces. MCEC may request adjustments to your events' light levels as required.

Online site induction and contractor management

The following people are required to complete the Linksafe [online site induction](#) module prior to commencing work at MCEC:

- Event organisers directly managing event contractors
- Event contractors prior to commencing works at MCEC
- Exhibitors building or constructing their stand during the exhibition build (including building stands, the use of food trucks, hazardous materials etc)
- Exhibitors only displaying product or any person onsite during bump in/bump out
 - A bump in/out period is generally classified as a period where anyone inside the licenced event space, is present during a build activity or while high risk activities are taking place. This is typically while roller doors are open and/or high visibility vests are required to be worn.

For Contractors:

Prior to completing the Linksafe site induction, you and your contractors will need to be registered with MCEC's Contractor Management System (CMS). To register your company, please email cms@mcec.com.au with the following details:

- Company name
- ABN (Australian Business Number)
- Company representative (person who will be responsible for the documentation)



- Representative email address
- Representative contact number

If you have any queries about the induction, or experiencing any issues, please contact +61 3 9235 8062 or email cms@mcec.com.au.

Emergency evacuation

In any emergency notify your event security provider immediately or dial **6666** internally from the nearest house phone. The MCEC Security Control Centre will dial 000 to co-ordinate emergency service response as required.

Your event security provider has been briefed by MCEC building security on evacuation procedures, as part of their requirements to work at MCEC. Please follow all directions and do not hinder or obstruct any member of an emergency service, medical profession or security officer in the exercise of his or her duties.

For non-emergency security enquiries dial ext. **8333 (or 9235 8333 from any phone)**.

In the event of an emergency one of two alarms may sound:

Alert alarm: “Beep! Beep! Beep!”

The alert alarm is operated from the building’s emergency warning intercommunication system (EWIS). It is designed to alert everyone in the vicinity of a possible emergency. This is only a warning alarm - if it sounds, please standby for further instructions.

Evacuation alarm: “Whoop! Whoop!”

The evacuation alarm is designed to notify all occupants that an evacuation is necessary. When the evacuation alarm sounds, all occupants will be directed by wardens to leave via the emergency exits. Everyone must follow directions issued by the wardens and meet at the nearest evacuation assembly area.

For full details download the emergency evacuation procedure and assembly locations [here](#).

Volunteer briefings on emergency evacuation can be arranged via your Event Planner.

Exhibition stands

As a general rule the MCEC Operations or Logistics Manager will endeavour to inspect all stands to ensure that they are safe and do not pose a hazard to any user at MCEC. MCEC reserves the right to request modification or close any stand which is deemed to be a safety hazard.

Usually simple or ‘shell scheme’ type stands are safe and do not pose any such hazards, however even the simplest of stands may be a safety hazard by virtue of:

Its contents e.g.

- dangerous goods,
- electrical equipment,



- fire load or hazard,

Its design e.g.

- sharp protrusions,
- public able to come into contact with moving equipment,
- naked flame which might catch onto clothing,
- structural integrity.

It is the organiser/exhibitor's responsibility to ensure each stand is presented to the public in a safe manner and maintained as such.

Stand materials

Materials used in stand construction must be in accordance with the Building Code of Australia and must not cause dampness or stain. Materials must not be readily ignitable or be capable of emitting toxic fumes should ignition occur.

The use of crepe paper, corrugated cardboard, straw, hay bales, untreated hessian or PVS sheet (except on floors as a protective membrane) will require approval by MCEC, therefore please notify your Event Planner should you wish to use these materials.

Sawdust, tan bark or wood chips of a reasonable size may be used to decorate floors provided a protective membrane is laid first, and chips are kept slightly moist at all times.

Display equipment likely to injure a member of the public or a swimming pool containing water must be separated from the public by a physical barrier and attended at all times.

Provided that suitable and adequate provision is made to prevent water leaking onto the floor and the floor is otherwise protected, you may permit an exhibitor to display fountains, aquariums, spas, rock pools and swimming pools in the licensed area.

A suitable safety plan to prevent stand materials igniting should be developed. This may include non-flammable surface sprays to remove risk and fire protection devices.

Beauty and body art activities and events

It is a requirement under the Public Health & Wellbeing Act, that Beauty and Body Art events/activities within your event are registered with the City of Melbourne.

Examples of activities include but not limited to:

- Hairdressing or barbering
- Tattooing (including cosmetic tattooing, microblading or feathering)
- Body piercing (including ear piercing)
- Waxing, IPL or laser
- Nails - acrylic, pedicure or manicure
- Skin care - facials, eyelash extensions, tinting, tooth gems, makeup application



The registration of these activities is to ensure all necessary guidelines are met, to ensure the safety and wellbeing of patrons is protected.

The City of Melbourne, Health & Wellbeing Branch requires the submission of the “Temporary Personal Care & Body Art Premises Application for Registration” form at least 8 weeks prior to your event.

For these activities to take place at your event within the MCEC, you will be required to submit to your Event Planner the following documentation:

- Your approved “Temporary Personal Care & Body Art Premises Application for Registration” form the City of Melbourne
- Adherence to the City of Melbourne’s “Operating at a Personal Care & Body Event - Event Operator Guidelines” which include the following:
 - Artists are required to have access to a plumbed hand wash basin connected to warm water and provided with liquid soap and paper towels in addition to a plumbed general purpose cleaning sink supplied with hot and cold water. These sinks are to be installed in the immediate procedure area. Please note, sinks located in bathrooms cannot be used as dedicated hand washing sinks or cleaning sinks for this activation. Please ensure you communicate this requirement to the Event Organiser as they will be required to assist with the provision of access to mains water and sewer and engage the services of a plumber.
 - Flooring that is smooth, impervious and easily cleanable
 - Layout plan of both, showing location of equipment, fixtures, fittings and surfaces
 - Safety Data Sheet (SDS)
 - Clinical waste bins, sharps containers, sterilisation equipment
 - Handwashing and equipment wash facilities equipped with hot and cold water
- The aforementioned items documented on your overall event floorplan
- Risk Assessment (outlining hazard compliance and other guidelines being met as required)

For more information on the Event Operator Guidelines and Registration Application please contact the City of Melbourne Health & Wellbeing Events team on 03 9658 9058 or email hsevents@melbourne.vic.gov.au

Dangerous goods

If you or your exhibitors wish to use dangerous goods whilst within the venue, please seek approval via your Event Planner. Information about the type, size, volume, location and purpose of the dangerous goods will be required and Safety Data Sheets (SDS) supplied.

No more than one day’s supply of any dangerous goods shall be stored on a display stand or at any one time. Dangerous goods are to be stored in the appropriate containers and have the appropriate markings. Storage is to comply with the Dangerous Goods Act and Regulations.

Discharge of noxious waste

No paint, oil, spirit, chemicals or other noxious substance shall be discharged into the sewage system. All such substances shall be collected and disposed of in a lawful manner.



LP gas cylinders

All LP gas cylinders are to be removed from the exhibition area overnight to be stored in the locked compound situated on the Exhibition Centre loading dock. Please notify your Event Planner as to any gas cylinders located within an event or exhibition.

The installation and use of gas appliances and gas cylinders shall be undertaken in accordance with relevant acts, regulations and Australian Standards as amended from time to time.

Specific guidelines surrounding LP gas at the MCEC can be obtained or further clarified by contacting your Event Planner.

Storage of cylinders containing gas other than LPG

The storage of gas cylinders is regulated by the Dangerous Goods (Storage and Handling) Regulations. These regulations state that gas cylinders must not be left in a freely standing position. These rules are to be complied with on venue premises.

Risk assessments

For events involving high risk activities, please provide a risk assessment schedule; inclusive of a risk matrix that covers:

- The concept of the event;
- The contents of the event;
- Profile and details when appropriate of participants in the event;
- Possible controversial aspects of the event, e.g. political, environmental or social impact; and

Organisers to speak to their event planners to receive a copy of the risk assessment template.

You will also need to source an activity specific risk assessment from your contractors for the following types of activities:

- Pyrotechnics
- Aerial artists
- Hazardous materials
- Fire twirling
- Rigging
- Amusement rides

When an event's requirements change prior to or onsite, an SDSs or secondary event risk assessment will be required prior to any changes in work being approved.

Hot works

A Permit to Work must be obtained before any hot works can be conducted onsite. All permits are issued under the approval of MCEC's Operations or Safety Manager. No hot works will be



conducted onsite without a SWMS and express approval. All questions should be directed to permittowork@mcec.com.au

Incidents

A copy of all incidents including medical and security incidents shall be provided by the event security contractor to the MCEC Security Control Room at the earliest time and no later than 24 hours after the incident.

Occupancy

MCEC is bound by the conditions of the building's occupancy permit which limits the total number of people allowed in the Exhibition Bays, concourse and kiosks (this includes all occupants including staff and exhibitors).

It is the responsibility of the organiser to ensure that the maximum number of occupants allowed in the licensed area does not exceed the requirements outlined in the space hire charge plan.

If MCEC believes on reasonable grounds that the occupancy numbers are being exceeded, MCEC reserves the right to stop admittance into the licensed area until excess numbers are cleared and/or request the excess number of people to be removed.

Fire safety

Fire safety controls are determined based on review of a risk assessment. Please ensure that any potential risks are brought to MCEC's attention, and all fire equipment is visible and accessible to the public. MCEC requires the following stands to implement extra fire safety measures:

- Fitting the requirements for certification by an engineer a roof area greater than 18sqm or wider than 3m in any direction;
- Raised floors of any height made of or containing combustible material; and
- Where pyrotechnics, smoke machines or flutter-fetti cannons are to be used.

Stands in these categories will also be required to install smoke detectors and fire extinguishers. Fire extinguishers must be a minimum 2.3kg A: B(E) dry powder type and meet AS/NZS 1841: 2007 Portable Fire Extinguishers. Smoke detectors must comply with AS 3786: 1993.

MCEC may also require extra fire safety measures be implemented on any other stands deemed to pose a fire risk and will advise you and the exhibitor in these cases. These requirements will generally be identified during the event sign off inspection, prior to the show opening.

Naked flames

Naked flames include the use of cooking equipment, barbecues, heaters, candles, oil burners, etc. Please advise your Event Planner if you wish to use any of these elements within your event and note the following:



- A fire extinguisher and/or a fire blanket shall be kept on the stand in an area accessible to the general public. This fire extinguisher shall be properly signed
- Under no circumstances will the stand be left unattended when the flame is alight
- No flammable material shall be within 1m of the flame
- Flames shall be extinguished 15 minutes prior to the stand being vacated at the end of the day
- Flames will be situated so that members of the public cannot come into contact with the flame or any surface likely to burn the person or ignite their clothing. Suitable guarding must be in place and approved the MCEC
- Facilities used for cooking must have an automatic emergency cut off switch
- Appropriate first aid equipment/items must be in place

Exit signs

Exit signs are to comply with Australian Standards. Exit signs to be mounted between 2m and 2.7m above the ground and the viewing distance of standard signs are not to exceed 24m.

MCEC is equipped with oversized exit signs on the entrances and when these are obstructed by stands, members of the public must be able to follow signs to an exit from any location within the Exhibition Bays. The organiser will be responsible for the installation of temporary exit signs.

Before installation, MCEC will approve the positioning and number of signs shown on plans. In some circumstances additional signage may be required; additional signage must be provided by the organiser.

The design should be consistent with AS/NZS which is a 'running person graphic as per below.



Viewing distances should ideally fit within the following parameters:

Exit Sign Size

The minimum allowable size of any pictorial element on an exit sign must be determined by the maximum viewing distance intended under the design as follows:

(a) For viewing distances less than 32 m, see the following table:

Maximum Viewing Distance (m)	Minimum pictorial element height (mm)
16	100
24	150
32	200

(b) For viewing distances greater than 32 m, see the following equation:

$$\text{Minimum element height} = \frac{\text{Maximum viewing distance}}{160}$$



Electrical installation

Temporary electrical installations must be carried out by a registered electrical contractor. All electrical installations must be in accordance with Victorian OH&S legislation and relevant standards. Only unmodified appliances may be plugged in to general-purpose electrical outlets.

All electrical leads need to be tagged and tested in accordance with Australian Standards prior to use on-site. An MCEC Electrical Safety Certificate must be completed by contractors after any electrical installation works. The electrical safety certificate must be provided to the MCEC Logistics department prior to the exhibition opening.

MCEC will be phasing out the use of halogen lighting. The move towards LED technology is in line with industry and best practice, with the old Halogen lighting being phased out due to the associates fire hazard and for sustainability reasons.

Working from heights

It is important that all tasks' contractors undertake from heights are identified. It is also important to evaluate the likelihood that someone may run the risk of a fall. Organisers are urged to assess all factors that could contribute to a fall, including the type of job to be done, physical surroundings, conditions and the time needed for completion of the task.

It is the responsibility of the organiser to ensure compliance with the current OH&S legislation. All hazard identification, risk assessments along with appropriate solutions to the issues are to be provided during planning stages.

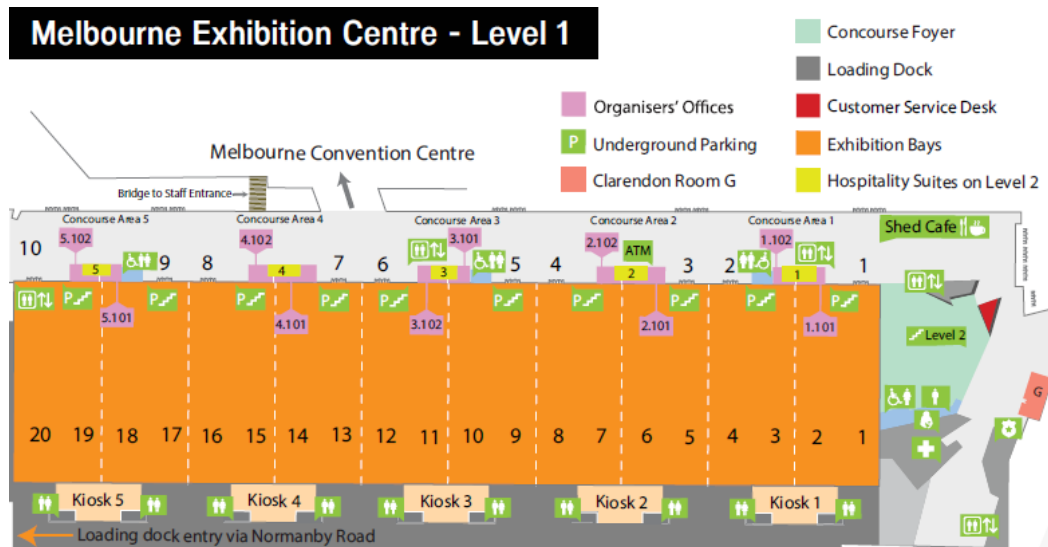
Working from heights procedures and approaches:

- Risk control measures should be put in place to first eliminate and minimise any risk of a fall
- Ladders should only be used where other methods of working from height are not practicable; the fall height is the distance the person's feet are supported on the ladder to the level below
- Organisers are advised to ensure that procedures are in place for any incidents and all employees gain all information, instructions and training about risks of working from heights

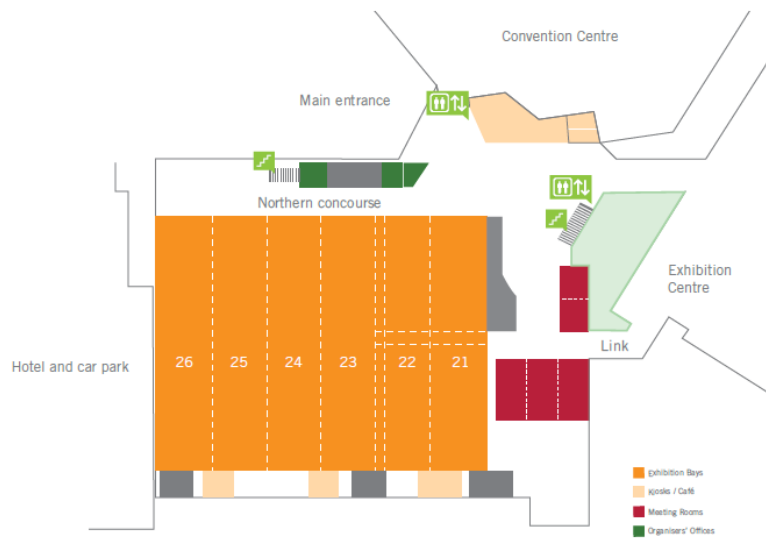


Exhibition Bays: General information

Bays 1-20



Bays 21-26



Dimensions

Description	Area	Length	Width	Maximum roof height	Client hanging height
Total space (Bays 1-20)	30,000sqm	84m	358m	18m	11.5m
Total space (Bays 21-26)	900sqm	84m	108m	18m	11.5m
Per bay	1,500sqm	84m	18m	18m	11.5m
2 bays	3,000sqm	84m	36m	18m	11.5m

Note: Height varies due to building architecture. Clear hanging height is 11.5m (floor to bottom of wall track)

Loading dock doors

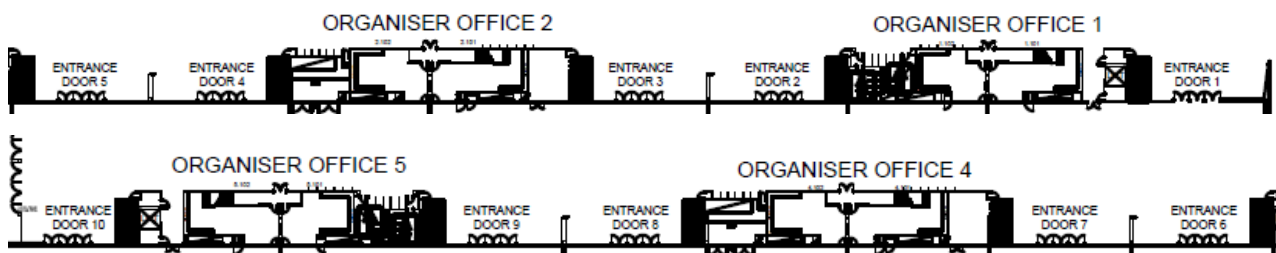
There are 13 loading dock doors which provide access from the loading dock to the Exhibition Bays.

Loading dock door sizes	Clear Width	Clear height
Roller doors (Doors 1-10)	7.4m	6.8m
Bi-fold door (Doors 11-13)	7m	6.5m

Note: Door 11 is equipped with dual doors for increased acoustic performance

Concourse entry doors

There are 10 sets of entry doors that provide access to Exhibition Bays 1-20. Height clearance through the doors is 2.1m, the total width of the entrance doors is 1.5m.



Northern Concourse entry doors

There are nine sets of entry doors that provide access to Exhibition Bays 21-26. Doors 15-19 are considered the main entry points for exhibitions in Bays 21-26. Space is allowed at the front of each of these doors for entrance features to be built as required. Height clearance through the doors is 2.7m and width is 1.6m.



Concourse loading doors

Loading doors are located adjacent to Concourse Doors 3, 8 and 18. These are used to move large display items (e.g. cars) and/or build materials onto the concourse.

Doors adjacent to concourse Doors 3 and 8:

- Width 5.4m
- Height 3m (maximum height clearance under bulk head is 2.8m)

Door adjacent to concourse Door 18:

- Width 2.8m
- Height 3m

Building permit conditions restrict the use of these doors to loading only. They must not be used for guest access/egress during an event under any circumstances. Please speak to your Event Planner if you require the use of these doors.

Dividing operable walls

Five operable walls can be placed in 14 different positions, allowing Bays 1-20 to be divided into five entirely separate exhibition spaces.

Two operable walls can be placed within Bays 21-26 in multiple different positions, allowing Bays 21-26 to be divided into three entirely separate exhibition spaces.

- Each wall is made up of 55 panels - each are 1500mm wide plus one end panel at 2200mm wide.
- There is no door access through the bay walls.
- The Bay 1-20 walls have an acoustic rating of 55dB when all panels are in place and locked to the floor.
- The Bay 21-26 walls have an acoustic rating of 45dB when locked to the floor
- The walls are stored in stack bays located at the concourse end inside of the exhibition bays when not in use.



- The walls will be in position for the commencement of your tenancy unless otherwise stated in your space hire charge plan.
- The walls are to be kept clear of equipment and nothing is to be leant against them.
- All stand/display construction is to be built so as not to contact the operable wall.
- Any gaps in the walls must be clearly marked on your exhibition floor plan including measurements.

The Goldfields Theatre and Goldfields Event Space have additional operable walls and tracks for increased flexibility.

The Goldfields Theatre has a double operable wall for increased acoustic separation and performance. When double operable walls are in place, an acoustic rating of 60dB is achieved.

There are two sets of double doors that pass through from the Goldfields Theatre to the Goldfields Events Space.

Utility services

Service pits

Services to support event-related requirements are supplied to the Exhibition Bays through the system of in-floor service pits:

Bays 1-20

- 30 primary in-floor service pits are provided in each bay to supply services to exhibitors' stands.
- 54 secondary pits per bay allow cabling to be brought up to other locations on the Exhibition Bay floor in a north-south direction only.

Bays 21-26

- 30 primary in-floor service pits are provided in each bay to supply services to exhibitors' stands.
- 48 secondary pits per bay allow cabling to be brought up to other locations on the Exhibition Bay floor in a north-south direction only.



The network of primary and secondary pits maintain a 6 x 9m grid. Each primary service pit has the following services available:

Service	Description	Note
Power Bays 1-20	1 x 50A three phase outlet per service pit 1x15A single phase (general purpose) outlet per service pit	Additional power can be run to primary or secondary service pits as required, including additional three phase power. The three phase power can remotely be switched on/off per bay.
Power Bays 21-26	1 x 50A three phase outlet per service pit 1 x 32A three phase outlet per service pit 2 x 15A single phase (general purpose) outlet per service pit	Additional power can be run to primary or secondary service pits as required, including additional three phase power. The three phase power can remotely be switched on/off per bay.
Communications: telephone, internet, data Bays 1-20	6 x RJ45 category 5 data ports	High speed broadband, digital telephone, fax, EFTPOS and ISDN connections. Digital TV signal.
Communications: telephone, internet, data Bays 21-26	6 x RJ45 category 6 data ports 1 x 6 Core single mode Fibre per service pit	High speed broadband, digital telephone, fax, EFTPOS and ISDN connections. Digital TV signal.
Drainage Bays 1-20	1 x 100mm drainage grate, discharge rate 6l/s	Connection also possible via 40mm VSP male nipple over grate.
Drainage Bays 21-26	1 x 50mm drainage outlet, discharge rate 6l/s	Connection also possible via 40mm fitting.
Compressed air	1 x 690kPa industrial quality air, 15mm ball valve (half inch BSP female) on 15mm galvanised steel piper risers, delivers 25l/s, 2-3 degrees, maximum pressure 700 kPa (7bar)	Air lines connected to this service must take pressure up to 700 kPa.
Natural gas	Bays 1-20 natural gas connections are located in the carpark beneath. Connection points for 21-26 are located at the north and south of bays.	Brought to service pits by arrangement with MCEC.



Additional services are available through arrangement with your Event Planner. Charges apply for the provision and use of most services and these are detailed in the [MCEC Exhibitor Services Kit](#). Only licensed contractors approved by MCEC may access power, water or other services provided on the exhibition floor.

Water

Water is available to stands by arrangement with your Event Planner through the in-floor service pits. Water cannot be taken from fire hydrants or hose reels without written approval from MCEC.

Lower Service Tunnel (LST) and Upper Service Tunnel (UST): Bays 1-20

These areas contain high-level services including high amp three phase power. They can only be accessed by qualified electricians by prior arrangement with MCEC and with a suitable safety plan in place. Contractors must obtain a Permit to Work (PTW). You should discuss any requirements to access these services with your Event Planner.

Cable Reticulation: Bays 21-26

Due to building structure, temporary cable reticulation differs to that of Bays 1-20. This section of the Exhibition Centre is situated above a car park. This allows for cable reticulation via cable trays run through (and accessed by) the car park.

Due to Bays 21-26 being located above a retail shopping centre (DFO) there is no access underneath to reticulate cables. A series of trenches and pits provide access to a 'sub-floor' and network of trenches that allow cables and hydraulic services to be reticulated to the required location from 'primary pits' to 'secondary pits'.

Ceiling pits

Bays 21 -26 have 28 pits within each bay in the ceiling. These pits are located at each end of the rigging beams. The pits alternate with the following services:

- 1 x 50A 3-phase/1 x 32A 3-phase
- 6 x Cat6 Data
- 1 x 6 Core Fibre

Outside broadcast / generator connections

The loading dock adjacent to Bays 21 and 22 has services required to run an outside broadcast. This includes:

- 1 x 200A Power lock
- 1 x 6 core fibre
- 1 x connection point providing the ability to connect a temporary generator to the building supply.



Load limits

The Exhibition Bays have been designed to tolerate loads of up to 20 kPa or two tonnes per sqm. If you anticipate your event will have heavy loads, you need to discuss this with your Event Planner.

Written approval from MCEC is required to bring in any heavy or vibrating equipment which might cause damage to the floor or any part of the Centre.

Lighting

The bay lights are programmed from the Central Control Room and are turned on and off automatically. Your Event Planner will advise you of the final lighting costs post event. Bays 21-26 use fully dimmable LED luminaires and are divided into sections for additional control.

Additional temporary lighting may be installed provided it is supplied and fitted by an authorised electrical contractor or stand builder.

To save power and costs, choose to cut lighting in exhibition bays to 25% or 50%.

For multi-day events, please ensure you request power be turned off overnight in the exhibition bays.

Rigging

Rigging is a high risk activity and must be carried out by an accredited rigging company. Your Event Planner will be able to provide you with a list of accredited companies who are permitted to work at MCEC.

All rigging plans and associated safety documents must be submitted to MCEC for review 10 days prior to your event start date.

Exhibition Centre

Points to note:

- There are 22 eye bolt rigging points provided in the ceiling of each Exhibition Bay. Each point can bear a direct weight of up to 25kg.
- There are 13 rigging truss I beams in each bay of bays 1-20 which can bear up to 2000kg per point with a maximum of two tonnes (2000kg) on any one beam.
- There are 14 Rigging beams in each of bays 21-26 which can bear up to 2000kg point loads on a 6 x 6mt grid. The Goldfields Theatre has pre-installed rigging on some of these beams however the system has been designed to not restrict access for exhibition rigging.
- Banner hanging points are located on the roof of the concourse opposite each set of entry doors leading from the concourse to the Exhibition Bays (10 sets of entry doors).
- There is a total of 19 banner hanging points being two for each set of doors 1-9, door 10 only has one. The points have a limited load of between one and five kilograms. Only banners made from silk or similar lightweight materials can be used. Please refer to the MCEC Branding Opportunities and sponsorship document.
- It is important that only the existing supports are utilised when installing exhibition displays and that the facility is not damaged.
- The organiser will be responsible for costs associated with any damage caused.



- Temporary exit signs must be installed if draping of the space or stand construction covers the permanent illuminated signage.

MEC Concourse

Banner hanging points are located on the roof of the concourse opposite each set of entry doors leading from the concourse to the Exhibition Bays (10 sets of entry doors).

There is a total of 19 banner hanging points being two for each set of doors 1-9, door 10 only has one. The points have a limited load of between one and five kilograms. Only banners made from silk or similar lightweight materials can be used.

MECE Concourse

Hospitality Suites cantilever above the Exhibition Centre concourse. These areas present rigging opportunities for signage and branding.

Hospitality Suites 6-8 are equipped with 2 x 100kg chain motors each (eight in total) and can be lowered remotely without needing to access via elevated work platforms.

Additional eyelets (100kg) capacity is available throughout the concourse area adjacent to Bays 21-26.

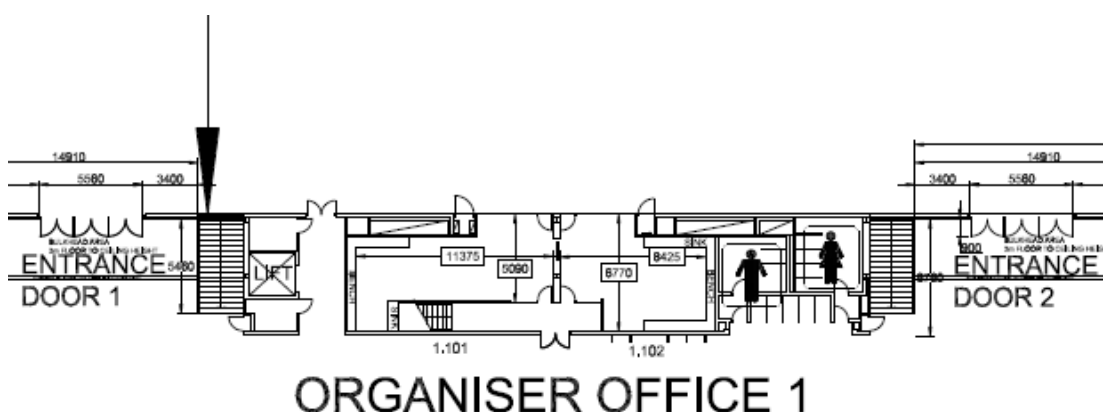
Hub

Integrated rigging points are available throughout the Hub space. There is a total of 10 x chain motors with cable reticulation available for signage or theatrical use. Point loads of 500kg apply. Speak to your Event Planner for further details on rigging in this space.

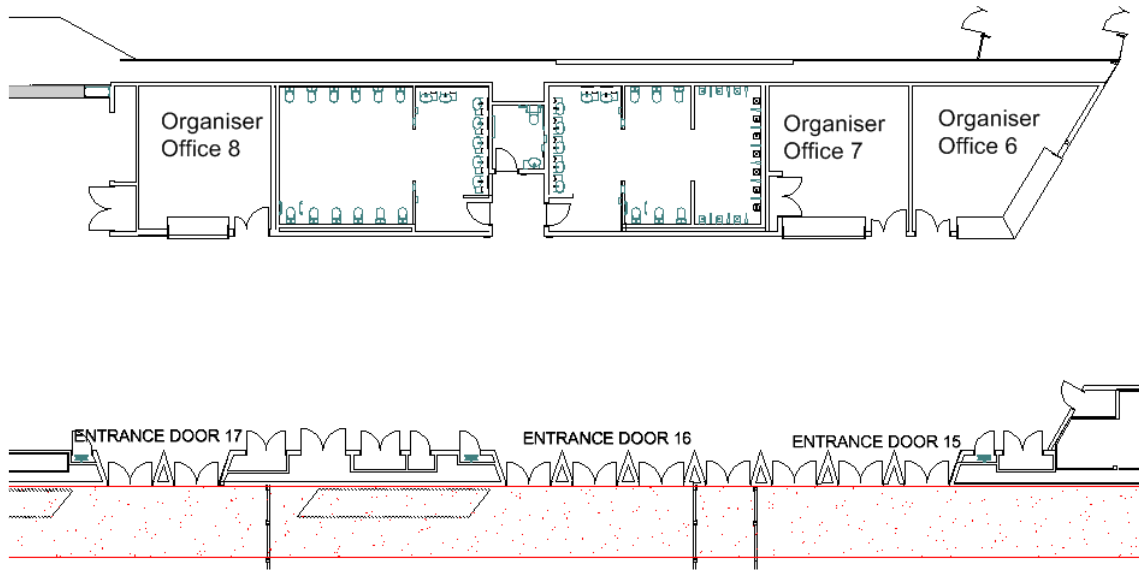
Public address system

The Exhibition Bays have a public address system for announcements and music which can be operated from the organiser office via the bays PA system. This system is for use inside your contracted bays only. Music and announcements cannot be made on the concourse or within public areas. Please speak to your Technology Planner for more information.

Organiser offices, VIP rooms and hospitality suites



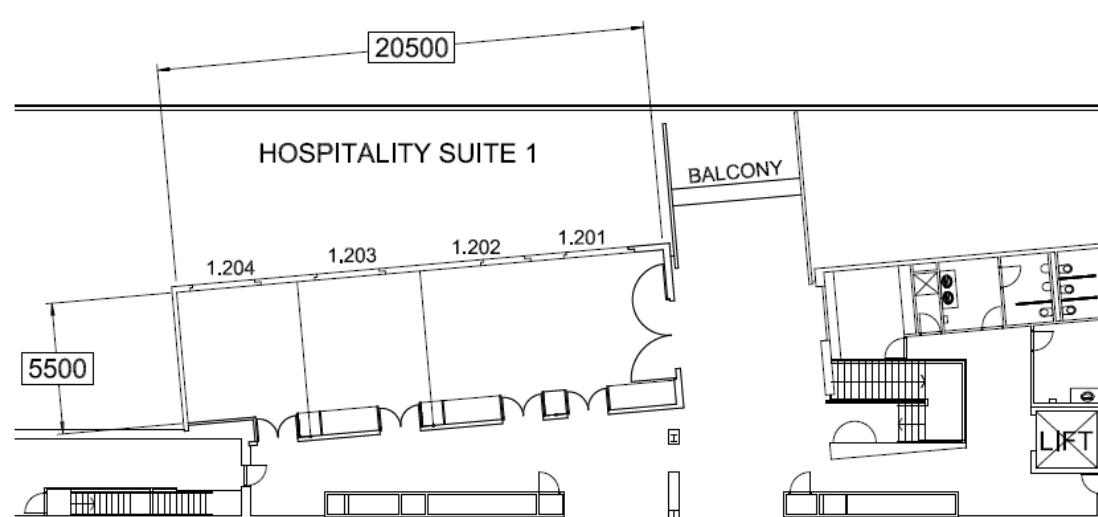
Five 120sqm organiser offices are accessible from Exhibition Bays 1-20, providing access to power, telephone and data connections, a sink, boiling water unit and bar fridge.



Three 30sqm organiser offices are located on the northern concourse located opposite Doors 15, 16 and 17 to service bays 21-26.

Each office has operable panels at the front which can be opened to act as a service counter which can be used as a ticket/registration window.

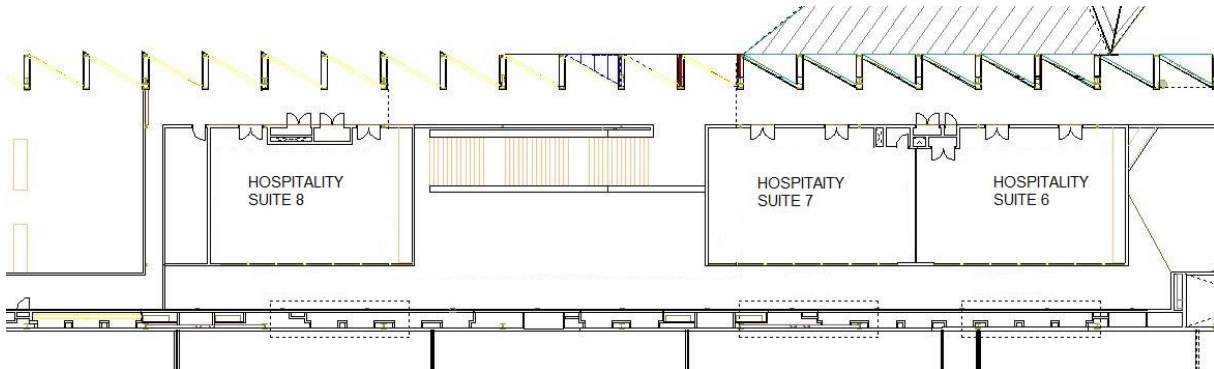
Hospitality suites



Five 100sqm hospitality suites for bays 1-20 are located on level one, above organiser offices 1-5. The hospitality suites overlook the Exhibition Bays and concourse. Suites 1, 2, 4 and 5 can be divided into three separate spaces with operable walls. Suite 3 can be divided into two separate spaces.



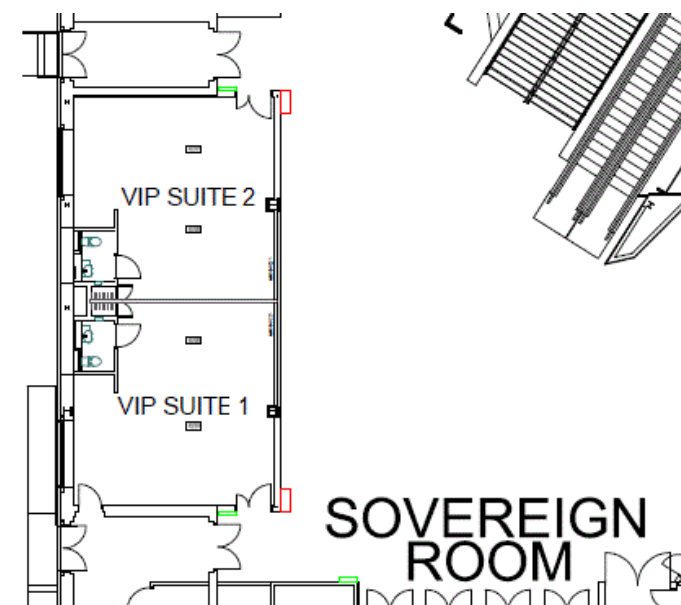
The rooms feature blackout blinds for presentations, lift access from the concourse (next to organiser offices 1, 3 and 5), toilets, telephone and data points. Note there is no direct access to the Exhibition Bays from these rooms.



Three 130sqm hospitality suites are located on level 1, above organiser offices 6-8. Suites 6 and 7 can be combined into one large space with an operable wall.

Access doors to both spaces can be secured and accessed via swipe cards which can be organised by your Event Planner.

VIP suites



Two VIP suites act as support rooms for the Sovereign Room. These rooms are equipped with ensuites and lounge furniture. VIP Suite 1 can be accessed via a discreet entry for ease of guests to the Sovereign Room without going front of house. The suites have an operable wall dividing the two rooms which can be opened into one single room.



Concourse foyer

The concourse foyer is located at the Clarendon Street end of the Exhibition Centre. It provides 676sqm of floor space, which is ideal for registration, promotional events and other pre function uses. Refer to your space hire charge plan for allocation of this space.

The ceiling height of the concourse foyer is 2.78m. Limited 10 amp and 3 phase power is available in this space, and locations should be taken into consideration when assigning exhibitors. There are no floor pits, however some power points are available on the pillars and 3 phase power is also available in the ceiling.

Venue condition report

At the commencement of the licensed period an inspection of the licensed area is conducted by a member of the MCEC logistics team and a condition report is completed. This report must be signed by the organiser and MCEC.

All parties are responsible for reporting damage during the licence period and you as the organiser will be responsible for any damage to the venue within your licensed area.

At the conclusion of the licensed period, an inspection of the licensed area will be conducted by the organiser and MCEC.

Swipe cards

Customers with events in the Exhibition Centre can be provided with swipe cards to access their licensed areas. The doors can remain online (locked) with access via swipe card only, enabling you to manage who has access to your space.

Pin code pads

Pin code pads are available for concourse door access to the Organiser Offices along Bays 1-20. If you have an event in these Exhibition Bays, you may wish to use the pin code pad instead of a swipe card. This is particularly useful if you have multiple team members who need access to the Organiser Office or if you are using the Hospitality Suite for sponsors or exhibitors.

Public spaces

The concourse of the Exhibition Centre is a public space and provides access to the South Wharf Precinct. Entry doors may be secured on request however will require operational approval and is considered on a case by case basis.

The concourse provides access to the public underground car park which is open 24 hrs a day and managed by Wilsons. Access to the car park out of hours is via Door 1. Times are dependent on event activity.



Storage

It is recommended that exhibitor and production storage be factored into your floor plan or allowances be made in the auxiliary rooms.

Limited open air storage is available at the Exhibition Centre loading dock; however, charges will apply. Contact the Exhibition Centre logistics team on mecdockenquiries@mcec.com.au for more information.

Power

You will need to arrange power for exhibition stands, concourse features and registration desks to be supplied by your appointed stand builder or production company.

Security

For events being held solely in the Exhibition Bays, it is the responsibility of the event organiser to contract a security supplier within the licensed area.

Security must be engaged for event security and/or guest control in addition to RSA requirements. MCEC requires licensed security contractors be employed during your event's licensed period, during move in and move out periods and when the concourse or loading dock roller doors are open.

Refer to your event planner for more information about security at the Exhibition Centre and for a list of accredited security providers. The final security schedule will need to be forwarded to your Event Planner for approval and confirmation.

Cyber Security

Stay cyber safe at MCEC by following our simple guidelines.

Set a strong password

Whether on MCEC Wi-Fi or using your devices, keep things safe with a strong password. The password should be easy for you to remember yet difficult for someone else to guess.

Bringing your own devices?

To avoid issues on the day of the event

- Ensure all devices are updated with the latest security patches before the event.
- Declare any devices and settings to MCEC to minimise potential disruptions during the event.

Report suspicious activity

If you notice any suspicious activity or individuals during an event, please don't hesitate to report it to an MCEC staff member.



Are you receiving suspicious SMS or emails?

If you receive a suspicious SMS or email attempting to impersonate MCEC, do not click on any links or call any numbers. Instead, please confirm with your MCEC Event manager, forward a copy of the SMS or email, and delete it immediately.

Need to access documents during your event?

For easy access to your documents on the day of your event, speak to your Event Planner about using MCEC's secure file transfer system.

Fire wardens

Low risk - no isolation required

- Any task that creates significant dust, smoke or heat, e.g. most carpentry, electrical works and water-based paint works;
- Oil based or spray paints, machine grinding and sanding (wash bays only)

High Risk - isolation required

- High risk activities such as hot works, naked flames, welding, smoke/fog/haze machines, fireworks, cooking demonstrations, concrete works.
- Event Activities such as Flutter-fetti cannons (please note the use of confetti is not permitted within the MCEC)
- Any other activity that may affect the smoke or heat detectors

Any isolation requires a fire warden to be present at all times

Use of combustible fuels

1. The use of flued gas appliances in the exhibition bays (or anywhere inside the venue) is a prohibited activity- unless an exemption has been approved for an exhibitor by ESV (Energy Safe Victoria)
2. The use of brickettes, wood and charcoal for the purpose of demonstrating non-flued appliances is permitted upon completion of permit approval and provision of appropriate mitigation and safety documentation
3. The use of brickettes, wood and charcoal for the purpose of demonstrating flued appliances will be assessed on an event-by-event basis (with the relevant Organiser or Exhibitor and considering any exemptions from ESV), where we will need to gauge if all MCEC mitigation processes and preplanning checks can adequately and safely address any risks or hazards

Popcorn machines

Isolation required for low ceiling spaces (8m or less).



Retail popup stations

Retail popup stations, with inbuilt exhaust fan, up to two stations (equipment) in a high ceiling space (e.g. Main Foyer or Exhibition Bays) do not need isolation, anything over 2 stations will be isolated.

Please note: Any flued cooking units (i.e. Woodfire pizza ovens) or the use of charcoal grills aren't permitted indoors.

Food Trucks

No isolation required

2 or less trucks that have an internal exhaust system and is positioned in a high ceiling space (e.g. Main Foyer or Exhibition Bays)

Isolation required

- Any trucks that have no internal exhaust system
- Trucks positioned in low ceiling spaces (8m or less which includes Melbourne Room)
- 3 or more food trucks in a high ceiling space will require isolation.

Isolation Fire Warden Rules

Whenever isolation is in place a trained fire warden must be present at all times. Whoever signs the isolation form with Security Control must be the fire warden.

Internal outlets including retail and catering - a trained staff member can act as the fire warden.

External isolations must have a MCEC event security representative as Fire Warden Present.

1 fire warden required for every 4 bays.



Cleaning

IKON Services Australia (IKON) is MCEC's sole cleaning and waste management provider for Licensed Areas and must be engaged for your entire tenancy within your licenced area including, move-in, event days and move-out.

Waste management

Front of house

MCEC's cleaning and waste contractor, IKON Services, will provide each event with 240 litre wheelie bins with covers in the following waste streams: recycling (yellow), organic waste (green), paper/cardboard (blue) and landfill (red). Bins should remain in sets of four to encourage proper waste sorting and to help prevent contamination. Please do not separate bins from one another.

Back of house

The following waste bins, cages or skips are provided on the loading dock: recycling (yellow), paper/cardboard (blue), landfill (red) and soft plastic.

Other waste streams available on request or as deemed necessary include timber, metals, e-waste, furniture, clothing, collateral.

For a comprehensive guide of which bin to use, refer to our back of house [A-Z Waste & Recycling Guide](#).

Mandatory Cleaning Charges

For all public and trade events the public toilets, clearway areas and kiosks must be cleaned and maintained, whether in use or not. IKON Cleaning Services will be engaged by your Event Planner to provide this service. This will be charged to your master account.

Post Show Bay Scrubs

Once your event has concluded and all equipment has been removed, your Event Planner will engage IKON Cleaning Services to undertake a bay scrub. A bay scrub is a deep clean with specialist equipment to bring the area back to the same condition as when the tenancy commenced. This will be charged to your master account.



Exhibition Bays: Exhibitions

Floor plans

Exhibition floor plans are required to be submitted to MCEC for approval before an event goes on sale. Floor plans should be submitted to your Event Planner no later than 30 days prior to the event move-in or set-up date.

Floor plans should be drawn at a scale of 1:200 and be submitted in both PDF and DWG format.

The following information must be included on all floor plans submitted for approval:

- Event name (as shown on the MCEC license agreement)
- Event open dates
- Details of the organisation who has drawn the plan (i.e. title block of production company or exhibition builder)
- Event space (e.g. bay number - include concourse and roller door numbers also)
- Maximum capacity or occupancy
- The location of temporary exit signs
- All build dimensions i.e. stands, theatres (with ingress and egress), activations, food, and beverage allocations.
- Version number/date drawn
- Dimensions of all aisle ways

The following specific conditions apply to exhibitions in the Exhibition Centre:

- Aisle widths of at least 3m must be maintained for all aisles.
- Main aisles must be provided in both directions (north-south and east-west) to provide alternate directions of egress. These include the existing fire access paths on the north and south side.
- Exhibitions of four or more bays (6000sqm) must provide at least 3 main aisles in each direction.

The following general design requirements apply to all floor plans:

- Stand numbers and dimensions.
- Location of storage areas and access (note - storage areas must be enclosed)
- Items such as audiovisual and electrical cupboards, air returns and fire hydrants need a minimum of 1m clearance on either side.
- Clear access to emergency exits, toilets, public and house telephones and lifts must be maintained.
- Location of feature areas including entrance features, registration desks, ticket booths, theming and draping, signage etc.
- Layout and configuration of seminar areas including seating arrangements, aisles, and entry/exit points and total number of pax.
- Details of baffles, nibs and block-off walling.
- The location of service pits.
- Any gaps in the walls must be clearly marked including measurements.



Exit signs

Exit signs are to comply with Australian Standards. Exit signs are to be mounted between 2m and 2.7m above the ground and the viewing distance of standard signs are not to exceed 24m.

MCEC is equipped with oversized exit signs on the entrances and when these are obstructed by stands, members of the public must be able to follow signs to an exit from any location within the Exhibition Bays. The organiser will be responsible for the installation of the signs and ensuring the cooperation of stand holders to see that the signs can be placed on or near their stands.

Before installation, MCEC will approve the positioning and number of signs shown on plans. In some circumstances additional signage may be required; additional signage must be provided by the organiser.

The design should be consistent with AS/NZS which is a 'running person graphic as per below.



Viewing distances should ideally fit within the following parameters:

Exit Sign Size

The minimum allowable size of any pictorial element on an exit sign must be determined by the maximum viewing distance intended under the design as follows:

(a) For viewing distances less than 32 m, see the following table:

Maximum Viewing Distance (m)	Minimum pictorial element height (mm)
16	100
24	150
32	200

(b) For viewing distances greater than 32 m, see the following equation:

$$\text{Minimum element height} = \frac{\text{Maximum viewing distance}}{160}$$

Concourse build considerations

Drawings and plans of static concourse displays including all signage displays must be submitted to your Event Planner for review.

Please consider the following when planning the position of your concourse features:

- All structures are to be built within a maximum of four metres from the glass side of the concourse along bays 1-20.



- Display builds on the bays side of the concourse cannot impede past the wall line of the organiser offices along bays 1-20.
- Display structures cannot be placed directly opposite doors 6, 7 or 9 due to the internal links connecting the Exhibition Centre to the Convention Centre.
- The Northern Concourse along bays 21-26 has limited build areas available please discuss options with your event planner.

Construction on the concourse can only take place between 1900 and 0700 and may be restricted to allow for other events taking place during that time. Your Event Planner will confirm times with you.

All display features, registration booths, entrance features and other temporary structures built in public areas are the sole responsibility of the organiser. MCEC does not take responsibility for any theft or damage caused to any temporary structure built in public areas. The security of these structures is the responsibility of the exhibitor/organiser and your contracted security provider.

Custom stands and upgrades

Custom stand plans and upgrades will need to be approved by the organiser and forwarded to your Event Planner for review.

If more than 10 custom stands are to be approved per show, the Operations Manager will create a SharePoint folder for you to upload plans, which your Event Planner will share with you.

MCEC Requirements for Custom Stand Review

- Company to be inducted into Linksafe, providing the following:
 - \$20 million PLI
 - Workers Comp
 - SWMS
 - Individual workers inductions + relevant licenses

Operations Managers to receive the following:

- Drawings: plan, front and side elevations of the stand (no hand drawings)
 - These drawings are to include...
 - Construction materials
 - Measurements
 - Flooring

Operations Managers may request additional documentation around the type of equipment that will be in operation and/or displayed, including but not limited to; machinery, stages, amusements.

Engineering documentation and/or sign off will be required when the following are present:

- High risk
- Large, occupied structures
- Multi-levelled structures
- Amusement



We always recommend you speak to your Event Planner for additional documentation that may be required around your specific display needs.

Stand certification

Certification by an engineer is required for:

- Stands of two storeys or more, where the second or subsequent storey will be occupied (note: if the floor of any occupied area is more than 1.5m above the ground level, it will be deemed to be a two-storey structure whether the bottom area is occupied or not)
- Any structures within stands that are constructed with steel.

Certification is required to confirm the structural integrity of the stand. The exhibitor, or the builder of the stand, is responsible for proving that the stand is structurally sound and safe for occupancy.

The engineer must certify that the design of the stand complies with Australian Standards and the structural parts of the Building Code of Australia 2006 regulation 1507. Before the stand is occupied, the exhibitor must engage an engineer to inspect the stand after it has been constructed to complete the certification process and confirm that additional fire safety measures have been carried out.

All costs for the certification process are the responsibility of the exhibitor or stand builder.

It is the responsibility of the organiser to ensure that all information, plans and evidence of certification are collated and provided to MCEC prior to the opening of the exhibition.

Stand height

Any stand with a height greater than 2.4m must be approved by the organiser and discussed with your Event Planner.

Raised flooring

Flooring that is between 0mm to 32mm requires edging with a grading of 1:1.3, and flooring above 33mm to 115mm high requires a beveled edge, which does not exceed an angle of 30 degrees or a grading of 1:1.8. The beveled edge is to be incorporated into the stand space and not encroach into the aisle.

All flooring that exceeds 115mm in height is deemed to be a step. If the stand is to be occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.

Theatre / seminar room builds

All theatre-style grouped seating must be assembled in a manner that ensures a safe egress in the event of an emergency. Seats must be in groups of not less than 4 and no more than 16. Any enclosed seminar areas on the show floor will require adequate emergency exits and temporary exit signs installed.

The following egress requirements must be observed for theatre/seminar room builds within the Exhibition Bays:



Number of persons	Number of exits required	Aggregate width of exits (mm)
1-25	1	1000
26-50	2	1500
51-75	2	2000
76-100	2	2500
101-200	2	3000
201-400	3	4500
401-600	4	6000
601-800	5	7500
801-1000	5	9000
Over 1000	5 plus one additional exit for each additional 450 pax or part thereof.	9000mm plus 500mm for each additional 50 pax or part thereof.

Sustainable stand design

To help prevent waste, reusable or recyclable materials in custom stand designs are strongly encouraged. Materials that are destined for landfill, such as MDF, PVC and corflute, are strongly discouraged. Organisers are charged a higher rate for landfill waste.

Poster boards

Poster board displays are required to be included on a floorplan for approval with occupancy. All types of poster boards are permitted to be displayed.

They are to be of a high standard of presentation (not tattered).

Emergency egress and fire safety

No stand, vehicle or display is to block an aisle, emergency exit or fire cupboard. Aisles and crossover aisles are to be no less than three meters in width and should be designed to ensure clear vehicular access to all areas from the loading dock doors. Each aisle system must allow for at least two means of exit.

Temporary exit signage must be provided and installed by the organiser when display material obscures existing signage and access to exits. Additional signage may also be required should existing exit signs be obstructed by banners or custom stands.

The design should be consistent with AS/NZS which is a 'running person graphic as per below.





Viewing distances should ideally fit within the following parameters:

Exit Sign Size

The minimum allowable size of any pictorial element on an exit sign must be determined by the maximum viewing distance intended under the design as follows:

(a) For viewing distances less than 32 m, see the following table:

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32	200

(b) For viewing distances greater than 32 m, see the following equation:

$$\text{Minimum element height} = \frac{\text{Maximum viewing distance}}{160}$$

Access to fire emergency exits, hydrants, electrical cupboards, air returns and sensors must be kept clear at all times.

Some stands will be required to implement extra fire safety measures. This applies to stands with any of the following features:

- a false ceiling, or a ceiling generated by a two-storey structure, with an area greater than 18sqm or wider than 3m in any direction;
- where pyrotechnics, smoke machines or flutter-fetti cannons are to be used

Stands in these categories must install smoke detectors and fire extinguishers.

MCEC may also identify other stands deemed to pose a fire risk and will advise you and the exhibitor in these cases.

Exhibitor manual

In order to ensure exhibitors, have all the information they need about exhibiting at your event, it is recommended that you compile and distribute an Exhibitor Manual. MCEC has a range of information for your use in the MCEC Exhibitor Services Guide. Click [here](#) for more information or contact the Exhibitor Services team at exservices@mcec.com.au

You as the organiser are responsible for ensuring that all pertinent information is provided to your exhibitors and a copy of your exhibitor manual is required to be forwarded to MCEC for review prior to distribution.

Any unusual or additional requirements for exhibition stands or exhibition layout should be discussed with your Event Planner.



Move in and move out

All move in and move out activity should take place via the loading dock roller doors unless exhibitors have handheld items or small collapsible trolleys.

A move in/move out schedule will need to be supplied by your stand builder detailing the following information:

- Build Location (building & room/level) - e.g. Melbourne Exhibition Centre - Bays 1-2
- Shell scheme build times
- Custom stand build times
- Exhibitors move in/out
- Show open/close
- Distribution and collection of furniture and signage
- Build times for entry features, registration desks etc.
- Contact on site (name and number)

A freight forwarding contractor must be appointed to manage the move in and move out freight process for your event, including the receipt of all materials and transfer of loads into the bays. The freight forwarder will liaise with your exhibitors regarding a move in and move out schedule.

All contractors, tradespeople, exhibitors and event staff are to wear high visibility safety vests at all times whilst in the Exhibition Bays and loading dock area during move in and move out of all exhibitions.

Closed toe shoes are also required and children under 15 are not permitted.

Any cutting or sawing that is required must be completed in the wash bay located on the loading dock. This removes the risk of interfering with other contractors onsite and reduces the level of cleaning required prior to the event opening.

Move out meeting

In order to confirm the logistics of the move out of your exhibition and any special considerations, a move out meeting will be scheduled by a member of the MCEC Logistics team. The following parties should attend when possible:

- Organiser
- Principal stand builder
- Security contractor
- Freight forwarder
- Principal rigging contractor
- Principal custom stand builder
- MCEC logistics representative
- MCEC Operations Manager
- Other relevant contractors



Typically, this meeting takes place on the final move in day or first show day, one hour after the show opens. Please advise your Event Planner if you have a preferred time for this meeting to take place. A member of the MCEC Logistics or Operations team will reconfirm the meeting time with you on site.

Move out letters

The MCEC Logistics team can provide a move out letter for you to distribute to your exhibitors during the show, detailing the logistics of your exhibition move out. Speak to the team on site during your move in.

Toolbox meeting

It is highly recommended that a toolbox meeting is scheduled on a daily basis each morning during the move in of your exhibition. The aforementioned parties should attend these meetings to discuss the progress of move in, challenges, incidents from prior days and the action plan for the day.

Event sign off

A preliminary inspection of all exhibition stands will be carried out during the final move in day by the MCEC Operations Manager, in conjunction with the organiser and a representative of the stand builder. You as the organiser will be required to sign the report, acknowledging any items of concern or action, and committing to the rectification of these items before the exhibition opens.

An MCEC Electrical Safety Certificate must be completed by contractors after any electrical installation works are carried out and supplied to a member of the logistics or operations team during the move in of the event.

A final inspection will be carried out by the MCEC Operations Manager prior to the exhibition opening.



Exhibition Bays: Dinners and special events

Technology

Recognised as some of the best in the industry, the MCEC technology team offers diverse skills across lighting, audio, vision, rigging, multimedia, and IT, as well as decades of experience at the venue. We will work with you to make your event truly memorable and ensure that it runs smoothly and professionally every step of the way.

There is no pre-installed technology provided in the exhibition bays. Please speak to your Technology Planner for more information about the options available and for a customised proposal.

Production

A production schedule will be required to be submitted to your Event Planner or Technology Planner, detailing:

- Production move in/out times
- Rehearsals
- Sound checks times
- Rigging
- Entertainment arrival/departure
- Distribution and collection of theming/props/signage
- Contact on site (name and number)

This will be cross referenced with surrounding events to ensure minimal impact by noise generated by your event. In order to avoid disturbance to other events in the venue, MCEC reserves the right to change or prohibit sound check and performance times.

All deliveries for the event will need to be made via the Exhibition Centre loading dock and must have an event specific delivery label (available from your Event Planner).

Stage height

Stages with a height of 600mm and over will need to be reviewed by the MCEC Operations or Safety Manager to ensure all handrail requirements have been considered. Typically, if two or more steps are installed, there should be a handrail on at least one side of the stair.

A balustrade must be provided where people on the stage could fall more than 1m. Exemptions do apply based on the activity on the stage. Speak to your Technology Planner for more information.

Feature stairs

When a feature stair (e.g. Tivoli stair) is in use at the front of the stage, handrails will not be enforced provided a secondary stair with handrail is provided at the side of the stage. This ensures all accessibility requirements have been met.



Draping

When draping the space, please ensure that all emergency exits are kept clear. Drape must not be positioned across exit doors. Drape baffles may be setup to mask sight lines whilst keeping access open to exits.

Temporary illuminated exit signs must be installed in all areas where the permanent sign has been covered.

Entertainment

Please advise your Event Planner or Technology Planner of any entertainment proposed for your event. Performances may be permitted on the concourse (public) areas providing no amplification is used and pending surrounding events. If amplification or larger scale entertainment is required in these spaces, please speak with your Event Planner.

Specific artist requirements (rider) should be submitted as early as possible to your Event Planner. We will be happy to tailor any catering to meet the artist's requirements.

Please note, as MCEC has sole catering rights, no external food or beverage is permitted to be brought into the venue.

Floor plans

Floor plans are required to be submitted to MCEC for approval before an event can be held. Floor plans should be submitted no later than 14 days prior to the event move-in or set-up date.

Floor plans should be drawn at a scale of 1:200 and be submitted in both PDF and DWG format.

The following information must be included on all floor plans submitted for approval:

- Event name (as shown on the MCEC license agreement)
- Event dates
- Details of the organisation who has drawn the plan (i.e. title block of production company)
- Event space (e.g. bay number)
- Maximum capacity or occupancy*
- Stages and backdrops
- The location of temporary exit signs
- Version number/date drawn

* Final occupancy number includes all patrons inclusive of exhibitors, event organisers, event staff, all MCEC staff servicing the event and contractors within the licensed event space

The following general design requirements apply to all floor plans:

- Items such as audiovisual and electrical cupboards, air returns and fire hydrants need a minimum of 1m clearance on either side.
- Clear access to emergency exits, toilets, public and house telephones, and lifts must be maintained
- All MCEC furniture must be to scale. Contact your Event Planner for measurements if required.

Note - The layout and configuration of the area will affect the maximum number of occupants that can be accommodated.



MCEC may request amendments to the capacity or occupancy noted on the floor plan before providing written approval.

Concourse features

Drawings and plans of static concourse display including all signage displays must be submitted to your Event Planner for review.

Please consider the following when planning the position of your concourse features:

- All structures are to be built within a maximum of four metres from the glass side of the concourse.
- Display builds on the bays side of the concourse cannot impede past the wall line of the organiser offices.
- Display structures cannot be placed directly opposite doors 6 and 7 due to the internal link connecting the Exhibition Centre to the Convention Centre.

Construction on the concourse can only take place between 1900 and 0700 and may be restricted to allow for other events taking place in the MCEC during that time. Your Event Planner will confirm times with you.

All display features, registration booths, entrance features and other temporary structures built in public areas are the sole responsibility of the organiser. MCEC does not take responsibility for any theft or damage caused to any temporary structure built in public areas. The security of these structures is the responsibility of the exhibitor/organiser and their contracted security provider.

Auxiliary rooms

Your space hire charge and plan will detail the organiser offices and hospitality suites assigned to you based on your licensed space. You may wish to use these areas as green rooms for entertainers. Please note that there is no back of house access to these rooms and you may wish to build alternative spaces to suit your event needs.



Exhibition Centre: Meeting rooms

Dimensions

Ground Level

Room	Length	Width	Height
Clarendon Foyer	26m	26m	2.7m
Clarendon Room G	14m	17m	3m
Eureka Meeting Room 1	18.2m	9.9m	5m
Eureka Meeting Room 2	18.2m	9.9m	5m
Eureka Meeting Room 3	18.2m	9.9m	5m
Courtyard Meeting Room 1	10.4m	7.2m	5m
Courtyard Meeting Room 2	10.4m	7.2m	5m

Level One

Room	Length	Width	Height
Clarendon Auditorium	25m	16m	4.3m
Auditorium Foyer			4.4m
Clarendon Room C	8.7m	8.7m	2.7m
Clarendon Room D	13.1m	7.5m	2.7m
Clarendon Room E	13.1m	6.5m	2.7m
Clarendon Room D & E	13.1m	14.9m	2.7m
Clarendon Room F	8.2m	5.5m	2.7m
Hospitality Suites 1-5 (each)	20m	5m	3m
Hospitality Suites 6-7 (each)	14.6m	9.3m	4.5m
Hospitality Suite 8	13.9m	9.3m	4.5m
VIP suites 1-2 (each)	8.2m	8.2m	4.5m



Level Four

Room	Length	Width	Height
Clarendon Room A	17m	8.5m	4.5m
Clarendon Room B	17m	8.5m	4.5m
Clarendon Rooms A&B	17m	17m	4.5m
Clarendon Room	16m	7.3m	4.5m

Lifts

Area	Length	Width	Height
Clarendon lift (behind Customer Service desk) door opening	1.5m	2.22m	2.5m
		1.08m	2.1m
Convention Centre dock lift door opening	2.2m	1.6m	2.5m
		1.4m	2.4m
Eureka Meeting Rooms service lift door opening	2.2m	1.6m	2.5m
		1.4m	2.4m
Eureka Meeting Rooms goods lift door opening	3.5m	2m	2.5m
		1.6m	2.4m

The front of house lifts are located behind the customer service desk and provide access to levels two and five. The lift on the left-hand side (when facing the lifts) is the largest and provides additional space. There are no back of house lifts.

Meeting Room doors

Room	Width	Height
Eureka Meeting Rooms (front of house)	1.8m	2.6m
Eureka Meeting Rooms (back of house)	1.8m	2.6m
Courtyard Meeting Rooms (front of house)	1.8m	2.6m
Hospitality suites (front of house)	1.8m	2.6m
Sovereign Room (front of house)	1.8m (four sets)	2.6m
Sovereign Room (back of house)	3m	2.6m



Sovereign Room (vehicle access door)	2.6m	2.6m
Clarendon Room A	2m	2m
Clarendon Room B	2m	2m
Clarendon Room C	1.7m	2m
Clarendon Room D	1.8m	2m
Clarendon Room E	1.8m	2m
Clarendon Room F	1.7m	2m
Clarendon Room G	2m	2.7m

Dividing operable walls

The following rooms are divided by an operable wall which folds away entirely when in combined mode. The wall does not have a door, so when in place there is no connection to the two rooms:

- Clarendon Rooms A&B
- Clarendon Rooms D&E
- Eureka Room 1&2
- Eureka room 2&3
- Courtyard Room 1&2
- Hospitality Suite 6&7
- VIP Suites 1&2

Panels can be removed on request to connect the rooms however this must be organised in advance as the walls are moved by an external contractor.

Refer to your space hire charge plan for your contracted rooms.

Utility services

Power and data connections are provided in the Exhibition Centre meeting rooms via wall outlets. There are no service pits and water is not available. Your Event Planner can provide a floor plan indicating the location of the power outlets.

Clarendon Auditorium

The Clarendon Auditorium provides tiered seating for 466 people. Some seating may be removed if requested at an additional fee. Blinds can be lowered to reduce the capacity in the room. Please speak to your Event Planner for more information.



The foyer adjacent to the auditorium is accessed by the main staircase from the Exhibition Centre foyer and provides 800sqm of space.

Goldfields Theatre

The Goldfields Theatre is contained within Bays 21-22 and provides tiered seating for 1023 people. The theatre can be configured to cater for smaller numbers. Please speak to your event planner for more information.

Load limits

The Exhibition Centre meeting rooms have been designed to tolerate loads of up to 5 kPa or 0.5 tonne per sqm. If you anticipate heavy loads will be involved in your event, please discuss this with your Event Planner.

Written approval from MCEC is required to bring in any heavy or vibrating equipment which might cause damage to the floor or any part of the Centre.

Lighting

Lights inside the meeting rooms can be reduced via the AMX panel at the back of the room or at the intelligent lectern. There are multiple pre-set lighting functions to assist with lighting for presentations and displays.

To save power and costs, choose to cut lighting in exhibition bays to 25% or 50%.

For multi-day events, please ensure you request power be turned off overnight in the exhibition bays.

Rigging

Banners in the auditorium can be installed either side of the main stage from the upstage lighting bar. There are no rigging points in the Exhibition Centre meeting rooms. Please speak to your Technology Planner for more information.

Room turnaround charges

Each room listed on your space hire charge plan comes with an initial complimentary room set up (completed prior to your tenancy time). Should you wish to change the room set up during the day, this can be arranged for an additional fee. Your Event Planner will be able to provide you with a quote, including the timeframe by which the turnaround is achievable.

Note - additional time will be required for the movement of operable walls.



Move in and move out considerations

There is no back of house access to the Exhibition Centre meeting rooms with the exception of the Eureka Meeting Rooms, therefore please take the following into consideration when planning the move in and out of your event:

- Access for stand builders is before 0700 and after 1900. Please speak to your Event Planner for access outside of these times. These access times include access to the lifts and loading dock.
- Due to the small size of the lifts, items will need to be unloaded at the base of the stairs and carried up by hand, therefore it is important to adhere to the access times.

Security will be required for bump in and out of exhibitions and displays in the foyers.

Swipe cards

Customers with events in the Exhibition Centre meeting rooms can be provided with swipe cards to access their licensed areas. This enables doors to remain online (locked) and access via swipe card only, allowing you to manage who has access to your space.

Security

When holding an event in the Exhibition Centre meeting rooms, security is provided by our venue partner, please discuss your requirements with your Event Planner.

Refer to the [Event Services Information Kit](#) for more information.

Fire Wardens

Low risk - no isolation required

- Any task that creates significant dust, smoke or heat, e.g. most carpentry, electrical works and water-based paint works;
- Oil based or spray paints, machine grinding and sanding (wash bays only)

High Risk - isolation required

- High risk activities such as hot works, naked flames, welding, smoke/fog/haze machines, fireworks, cooking demonstrations, concrete works.
- Event Activities such as Flutter-fetti cannons (please note the use of confetti is not permitted within the MCEC)
- Any other activity that may affect the smoke or heat detectors

Any isolation requires a fire warden to be present at all times



Popcorn Machines

Isolation required for low ceiling spaces (8m or less).

Retail popup stations

Retail popup stations, with inbuilt exhaust fan, up to two stations (equipment?) in a high ceiling space (e.g. Main Foyer or Exhibition Bays) do not need isolation, anything over 2 stations will be isolated.

Food Trucks

No isolation required

2 or less trucks that have an internal exhaust system and is positioned in a high ceiling space (e.g. Main Foyer or Exhibition Bays)

Isolation required

- Any trucks that have no internal exhaust system
- Trucks positioned in low ceiling spaces (8m or less which includes Melbourne Room)
- 3 or more food trucks in a high ceiling space will require isolation

Isolation Fire Warden Rules

- Whenever isolation is in place a trained fire warden must be present at all times. Whoever signs the isolation form with Security Control must be the fire warden.
- Internal outlets including retail and catering - a trained staff member can act as the fire warden.
- External isolations must have a MCEC Event Security Provider Fire Warden Present.
- 1 fire warden required for every 4 bays.

Cleaning

The cleaning of all meeting rooms and adjacent foyers (except for exhibition builds) in the Exhibition Centre meeting rooms is included in your space hire. Charges may apply for excessive waste or the use of special effects (e.g. flutter fetti).

All events held in the Exhibition Centre meeting rooms that have an exhibition component or trestle table display are required to have a pre-opening and post event clean. IKON Cleaning Services will ensure that all rubbish is removed from the exhibition area before and after your event.

Refer to the [Event Services Information Kit](#) for more information and speak to your Event Planner for a tailored quote.



Waste Management

Front of house

In the Exhibition Centre, front of house bins are located on the show floor. The 240L wheelie bins with covers are placed in sets of a recycling bin (yellow), a paper/cardboard bin (blue), a landfill bin (red) and where relevant an organics bin (green). Each bin has clear signage indicating what items can go in each. If you require additional bins, please contact your Event Planner who can arrange this for you.

Please help us reduce landfill waste and contamination by using the correct bins.

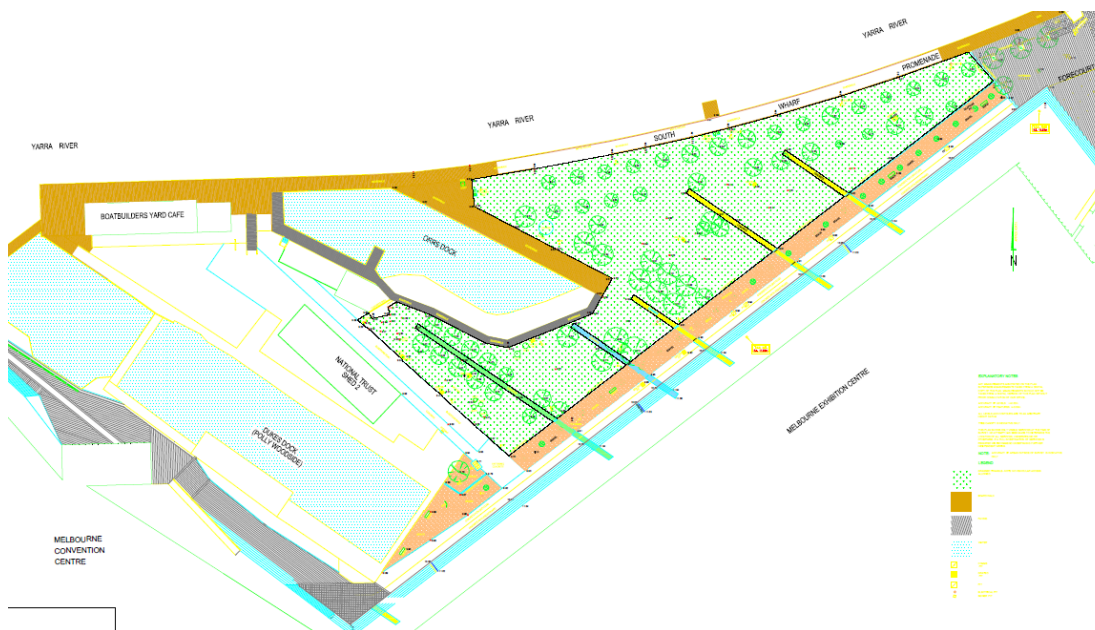
Back of house

The following waste bins, cages or skips are provided on the loading dock: recycling (yellow), paper/cardboard (blue), landfill (red) and soft plastic.

Other waste streams available on request or as deemed necessary include timber, metals, e-waste, furniture, clothing, collateral.

For a comprehensive guide of which bin to use, refer to our back of house [A-Z Waste & Recycling Guide](#).

Exhibition Centre: External grassed area



The external grassed area sits adjacent to the Exhibition Centre, along the banks of the Yarra River. The usable event space is 4800 sqm. Occupancy will need to be calculated and confirmed by MCEC, taking into consideration service areas, production, site furniture and structures.



Floor plan

You will need to provide a detailed floor plan of the space, including all activation areas and entry/exit points.

Site access

Due to council noise restrictions, site access for events including move in and move out is strictly between 0700 - 2200. The only access is via the slip lane, outside the Exhibition Centre on Clarendon Street.

Temporary fencing

Temporary fencing will be required to determine the perimeter of the event space, ensuring that access is maintained to precinct requirements.

This will need to be in place prior to the move in and stay in place till the move out is completed. This needs to be included in the move in/out schedule and on your floorplan.

Your Event Planner will provide guidance.

Move in and move out

The move in and move out schedule must be provided to MCEC at least 14 days prior to your event and should include:

- Details of each of your event contractors
- A time-slotted schedule for the delivery and pick-up of goods
- Traffic management schedule

Traffic management

A traffic management company will need to be engaged to provide a detailed traffic management plan including closure of the bike path.

Removal of the bollards to access the Exhibition Centre outdoor area must be pre-arranged with your Event Planner.

Vehicles must travel no more than 10km/h along the granitic sand/pedestrian pathway (not on the grass) with hazard lights on and a spotter walking in front.

Parking onsite is not permitted unless pre-approved. Please ensure your exhibitors and contractors are aware of this.

If excessive movement across the bike path is identified, MCEC will determine whether physical barriers and/or manned traffic control is required.



Move out meeting

In order to confirm the logistics of the move out of your event and any special considerations, a move out meeting will be scheduled by a member of the MCEC Logistics team. The following parties should attend when possible:

- Organiser
- Security contractor
- Freight forwarder
- MCEC logistics representative
- MCEC Operations Manager
- Other relevant contractors

Typically, this meeting takes place on the final move in day or first show day, one hour after the show opens. Please advise your Event Planner if you have a preferred time for this meeting to take place. A member of the MCEC Logistics or Operations team will reconfirm the meeting time with you on site.



Utility services

Power

There is a limited amount of power available within the external grassed area. The only power source is located adjacent to concourse Door 3 (of the Exhibition Centre). Power requirements should be discussed with your Event Planner at least three weeks prior to your event. Your Event Planner can organise power to the external grassed at an additional charge.

Water

There is one water supply connection on the grassed area adjacent to concourse Door 3. Use of the water supply is to be organised by your Event Planner, at least three weeks prior to your event. The cost of water supply connection will be included on your final invoice.

Load limits

The external grassed area is capable of a static load bearing pressure up to 20kPa (2000kg/m²). All equipment, vehicle and temporary structure loads must be approved by MCEC.

Appropriate all terrain tyres and floor matting must be in place when plant or vehicles are being used.

Grass penetration

Due to services and infrastructure below the surface, penetration into the grass is not permitted. Suitable weights are required to anchor structures.

Venue condition report

At the commencement of the licensed period (or day prior to event bump in) an inspection of the licensed area will be conducted by an MCEC and Plenary representative and a condition report will be completed. This report must be signed by the organiser, Plenary and the MCEC representative.

Any grass damaged (extending to all trees, sprinklers, granite and street furniture) incurred during move in, event, and move out is the responsibility of the organiser.

A post event condition report will be completed after the conclusion of bump out by an MCEC representative with the organiser and any damaged areas will be noted. You will be responsible for costs incurred in repairing any damaged areas.



Security

For events at the Exhibition Centre external grassed area, security must be provided by MCEC's event security provider.

Security is required for the duration of your licensed period, including move in, move out and overnight. A minimum of one guard per entry point is required 24hrs a day during tenancy and an entry and exit point must be included at either end of the event area.

A security quotation will be provided by your Event Planner pending numbers, timings, and event requirements (including event associated security risk or vulnerabilities, demographics and type of event).

Cleaning

Cleaning must be provided by our venue partner, IKON Cleaning Services. Your Event Planner will be able to source a tailored quote for you including a waste management plan.

At a minimum, landfill (red) and recycling (yellow) and organics (green) bins must be provided, along with bin signage to encourage sorting.

Site inductions

All contractors, organiser and event staff are required to complete the MCEC Site Inductions prior to coming on site. Click [here](#) for more information and a link to our Contractor Management System.

Risk assessment

A risk assessment will need to be submitted to your Event Planner detailing the following information:

- The concept of the event
- The contents of the event
- Profile and details when appropriate of participants in the event
- Possible controversial aspects of the event e.g. political, environmental, or social impact; and

Food and wine

Any proposal to engage any type of food van or temporary sale of food must be submitted to MCEC via your Event Planner. MCEC will determine a loss of revenue fee dependent upon the proposal.

All vendors serving alcohol will be required to provide an RSA (Responsible Service of Alcohol) certificate.

The service of alcohol is required to conclude 30 mins before the scheduled conclusion time of the event (excluding Gala Dinners).



If MCEC has been engaged to supply food and beverage, we will open public catering outlets based on available space and subject to demand, in consultation with the organiser.

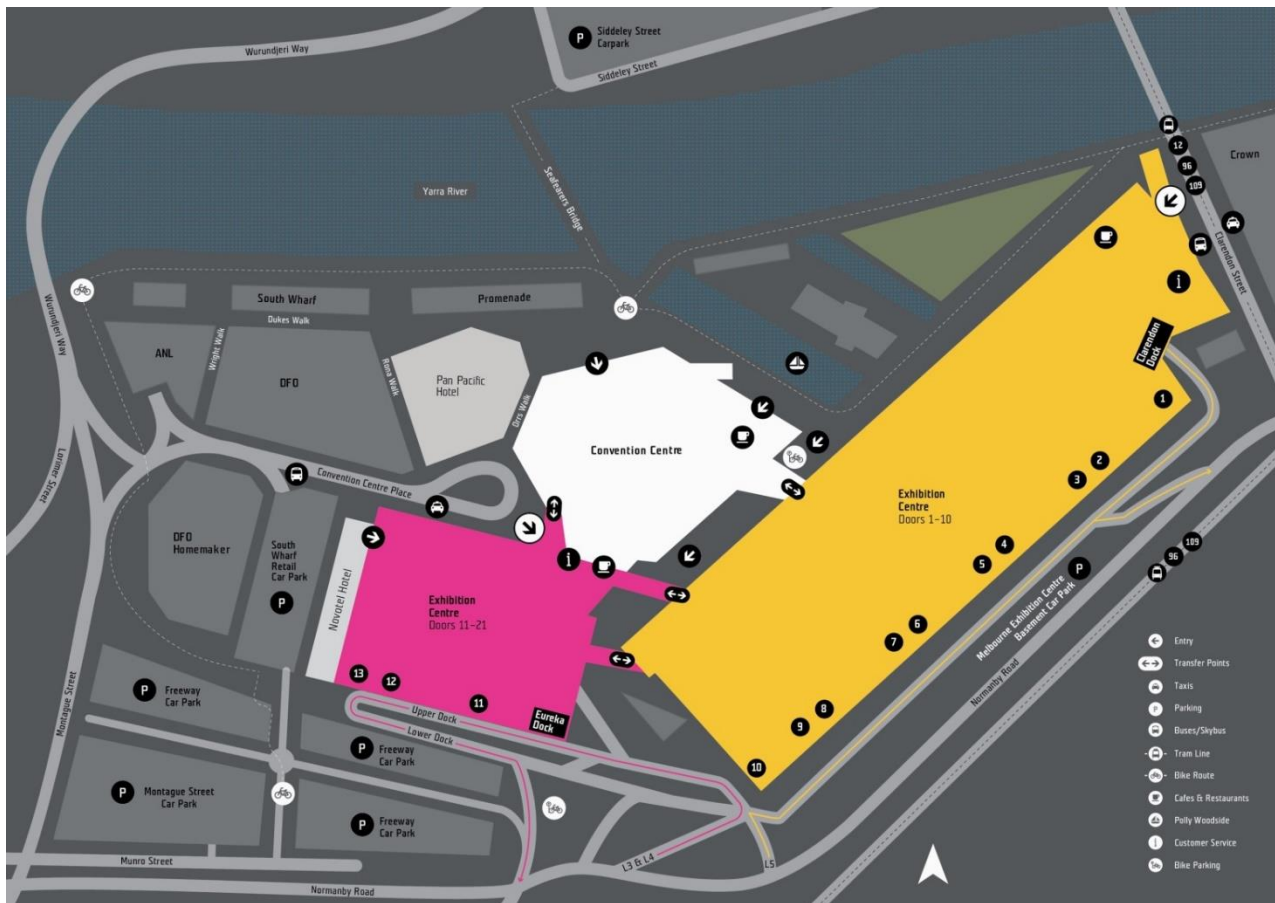
Permits

All necessary City of Melbourne permits required must be submitted to MCEC at least 14 days prior to the event for review. Permits required may include:

- POPE - place of public entertainment
- Building permit
- Siting permit
- Street trading permit
- Liquor licence



Exhibition Centre loading dock and deliveries



General Information

Entry to the Exhibition Centre loading dock is via Normanby Road, South Wharf. The loading dock is managed and controlled by MCEC's Logistics department.

The loading dock servicing Bays 1-20 runs the full length of the Exhibition Centre and is 45m deep. The loading dock narrows above the entries to the underground car park and behind the kiosks.

Traffic flows in a one-way direction in from and out to Normanby Road. All vehicles entering the loading dock will be required to check in at the boom gate. If not manned, please use the intercom and speak to security.

The Exhibition Centre (Bays 21-26) loading dock is split across two levels ('upper' and 'lower').

The upper dock is at the same level as the floor of Exhibition Bays 21-26 and is the main dock used for Exhibition bump ins. Adjacent to Door 11, is a separate loading area and door that provides access to the Eureka Meeting Rooms, Sovereign Room and Courtyard Meeting Rooms. The door provides access to the ground level servery and services lifts.

The lower dock is intended for use by smaller vehicles (up to 8m), couriers and exhibitors. This dock is at street level.

There is a ramp, stairs and two dock levellers to provide access between the two loading docks.



Storage on the upper dock is not permitted, however there is partially covered storage available on the lower dock (under the freeway).

The Exhibition Centre (Bays 21-26) loading dock is linked via an internal road network to all existing loading docks.

Children under 15 and animals are not permitted on any of the loading docks.

A 30 minute parking limit applies for drop-off/pick-up of goods during the move in and move process. Vehicles and their contents are the responsibility of the owner.

Plant and equipment

All plant and equipment, including electrical tools brought into MCEC, must be adequately constructed and fitted with any safety devices required by state and federal laws.

- Machinery must be used only for its intended function.
- Machinery requiring foundations must be mounted on appropriate bases. Core drilling or fixing into the floor is not permitted.
- All equipment used to set-up your event must be removed from inside the venue when work is completed.
- Forklifts may be stored in designated parking bays beside the wash bay in the Exhibition Centre loading dock during your event and must be promptly removed from the site on the completion of the event move out. It is the responsibility of the hirer to ensure hire companies provide relevant compliance certification for plant or equipment operating within MCEC.

Delivery of all plant and equipment **must** be approved by MCEC's Logistics department.

Operation of plant and equipment

Plant and equipment operators must carry a current WorkSafe Victoria Licence to perform high-risk work, or a national equivalent in the relevant class.

MCEC reserves the right to request evidence of competency at any time. All plant operators must comply with relevant standard operating procedures required by state or federal laws or regulations and must abide by any instructions made by MCEC.

Pedestrians and equipment

Under the guidance of WorkSafe Victoria, MCEC operates a zero tolerance procedure of mixing plant/equipment with pedestrians.

Plant and equipment entering the Exhibition Bays must be accompanied by an inducted spotter to ensure pedestrians and equipment remains separated.

Operators must ensure they comply with this guidance note. Breach of Safety notices will be issued that may exclude the operator from continuing on-site.



Clarendon Dock

The Clarendon Dock is located at the north east end of the Exhibition Centre loading dock and is accessible from Normanby Road. This dock services events taking place in the Exhibition Centre meeting rooms.

There is a dock leveller to allow vehicles to unload at floor level however there are no goods lifts available at the Clarendon Dock and this should be taken into consideration when planning the logistics of your move in or move out. Trolleys can be made available upon request however these are subject to availability.

Deliveries

All deliveries must be delivered to the Exhibition Centre via the loading dock on Normanby Road. No deliveries will be accepted through the front entrance of the Exhibition Centre on Clarendon Street.

Loading dock business hours are Monday to Friday, 0700 - 1630. If you require access to the dock outside of these hours your Event Planner can assist with arranging access (charges may apply).

For large exhibitions and events, it is recommended that a freight forwarder is appointed to manage the move in, move out and storage process, including receipt of all materials and transfer of deliveries into the venue. Please provide the details of your freight forwarder to your Event Planner.

For events that have deliveries for meeting rooms, the Exhibition Centre Logistics team can assist with portering services pre and post event. Please discuss this option with your Event Planner as portering charges apply.

Delivery labels

Your Event Planner will be able to create a delivery label specific to your event for use on all deliveries. Deliveries will not be accepted by MCEC if labelling is insufficient.

Storage

Storage space on the loading dock is limited and charges do apply. Contact the Exhibition Centre Logistics team for more information at mecdockenquiries@mcec.com.au.

Forklift and porter hire

Forklifts must be operated by a licensed driver and accompanied by a trained spotter.

Forklift services are available upon request for small exhibitions of less than four bays. Refer to the [Event Services Information Kit](#) for information on forklift hire and porter fees.



Convention Centre: General information

Dimensions

Level 1

Room	Length	Width	Height
101 Small	7.5m	9.5m	4m
102 Small	7.5m	9.5m	4m
101 & 102 Combined	7.5m	19.5m	4m
103 Medium	17m	8.5m	5m
104 Medium	17m	8.5m	5m
105 Large	19.5m	12m	5m
106 Large	19.5m	12m	5m
105 & 106 Combined	19.5m	24.5m	5m
107 Small (cantilevered)	9m	7.5m	4m
108 Small (cantilevered)	9m	7.5m	4m
109 Large	20m	12m	5m
110 Large	20m	12m	5m
109 & 110 Combined	20m	24.5m	5m
111 Small	8.5m	8.5m	4m
112 Small	8.5m	9m	4m
111 & 112 Combined	8.5m	17.5m	4m

Level 2

Room	Length	Width	Height
Melbourne Room 1	42.5m	28.5m	8.5m
Melbourne Room 2	42.5m	28.5m	8.5m
Melbourne Room 1&2 Combined	42.5m	56.5m	8.5m



203 Large	19.5m	12.5m	5m
204 Large	19.5m	12.5m	5m
203 & 204 Combined	19.5m	24.5m	5m
205 Small (cantilevered)	9m	8.5m	4m
206 Small (cantilevered)	9m	8.5m	4m
207 Medium	15.5m	8m	5m
208 Medium	15.5m	8m	5m
209 Medium	15.5m	8m	5m
210 Large	19.5m	12m	5m
211 Large	19.5m	12m	5m
210 & 211 Combined	19.5m	24.5m	5m
212 Large	19.5m	12m	5m
213 Large	19.5m	12m	5m
212 & 213 Combined	19.5m	25m	5m
214 Small (cantilevered)	8m	9m	4m
215 Small (cantilevered)	8m	9m	4m
216 Medium	15.5m	8m	5m
217 Medium	15.5m	8m	5m
218 Medium	15.5m	8m	5m
219 Large	19.5m	12m	5m
220 Large	19.5m	12m	5m
219 & 220 Combined	19.5m	25m	5m

Meeting room doors

Room	Width	Height
Level 1 (front of house)	1.9m	2.55m
Level 1 (back of house)	1.7m	2.6m



Level 2 (front of house)	1.9m	2.6m
Level 2 (back of house)	1.7m	2.6m
Melbourne Room (front of house)	2m	3.88m
Melbourne Room (back of house)	2.18m	3m
Melbourne Room (three panel bi-fold door)	4.7m	3.9m

Lifts

	Length	Width	Height
Truck lift	9.5m	3.5m	4m
Vehicle lift	8.1m	3m	3m

Dividing operable walls

Melbourne Rooms 1 & 2 are divided by an operable wall which folds away entirely when in combined mode. The wall does not have a door, so when in place, there is no connection to the two rooms. Panels can be removed on request to connect the rooms however this must be organised in advance as the walls are moved by an external contractor. Speak to your Event Planner for more information.

Similarly, large and small sized rooms are also divided by an operable wall and when open, create a larger combined room. Panels can be removed on request to connect the rooms however this must be organised in advance as the walls are moved by an external contractor.

Refer to your space hire charge plan for your contracted rooms.

Utility Services

In-floor service pits with power and data connections are provided in the Convention Centre. External contractors must have current licences and registrations and comply with MCEC requirements. Please note that contractors must enter the building through the loading dock and back of house areas only. Water is not available via the floor pits. Your Event Planner can provide a floorplan with locations of the service pits.

Load Limits

The Convention Centre has been designed to tolerate loads of up to 5 kPa or 0.5 tonne per sqm. If you anticipate heavy loads will be involved in your event, please discuss this with your Event Planner.

Written approval from MCEC is required to bring in any heavy or vibrating equipment which might cause damage to the floor or any part of the centre.



Lighting

Lights inside the meeting rooms can be reduced via the AMX panel at the back of the room or at your intelligent lectern. There are multiple pre-set lighting functions for presentations and displays.

The lighting in the Convention Centre foyers can be reduced. The change in lighting for the foyer areas will need to be discussed with your Event Planner or Technology Planner prior to your event start date.

Rigging

Rigging is a high-risk activity and must be carried out by an accredited rigging company. Your Event Planner or Technology Planner will be able to provide you with a current list of approved companies who are permitted to work at MCEC.

There are rigging points located in all meeting rooms within the Convention Centre as well as throughout the Main Foyer, Level 1 and Level 2 foyers.

It is important that only the existing supports are utilised when installing exhibition displays, banners or technical equipment and that the facility is not damaged. The organiser will be responsible for costs associated with any damage caused.

Temporary exit signs must be installed if draping of the space or stand construction obstructs the permanent illuminated signage.

All rigging plans and associated safety documents must be submitted to MCEC for review 10 days prior to your event start date.

Public address system

A public address system is not available for use within the foyers of the Convention Centre unless in an emergency. Background music is played when the centre is not busy or can be requested.

A portable spruiker kit is available for use. Please note this is subject to availability and any impact the announcements may have on surrounding events. Please discuss your requirements with your Event Planner.

Public spaces

All foyers of the Convention Centre are public spaces and provide access to the South Wharf Precinct. Entry doors may be secured on request however will require operational approval and will be considered on a case by case basis.

Registration desks

Mobile registration desks are available for events held in Plenary and consist of mobile units which can be assembled into a range of configurations. The modules can have data and power connections installed and include storage cupboards and chairs



Please note that due to their modular nature the units are not able to be locked and should be staffed at all times.

Event signage can be installed in the removable A4 (landscape) signage holders. Corflute signage can also be installed along the top of the storage cupboard tracks or at the front of the registration desks.

Please contact your event planner for more information about the registration desk units, including dimensions.

Speak to your Event Planner if you would like to reserve a registration desk. If your event is not being held in Plenary, registration desk units are assigned on a first come, first served basis.

Storage

It is recommended that exhibitor storage be factored into your floor plan. Limited storage is available at the Convention Centre loading dock; however charges will apply. You may wish to utilise allocated auxiliary rooms for storage. Speak to your Event Planner for a tailored quote.

Room turn-around charges

Each room listed on your space hire charge plan comes with an initial complimentary room set up (completed prior to your tenancy time). Should you wish to change the room set up during the day, this can be arranged for an additional fee. Your Event Planner will be able to provide you with a customised quote, including the timeframe by which the turnaround is achievable.

Note - additional time will be required for the movement of operable walls.

Swipe cards

Customers with events in the Convention Centre can be provided with swipe cards to access their licensed areas. The doors can remain online (locked) with access via swipe card only, enabling you to manage who has access to your space.

Use of adhesive tape in Main Foyer

The use of tape on the tiled area in the Convention Centre main foyer is permitted however, the product must be from the approved tape list to ensure no damage to the tiles. A list of approved tapes is available from your Event Planner.

Organisers will be required to source their own supply of the tape. Please note that some products e.g., Astro turf will require a layer of PPS surface protect (72mm) direct to the tiles with double sided tape on top of this. Please speak to your Event Planner if you plan to install any elements of this nature.



Security

For events at the Convention Centre, security must be provided by the MCEC's event security provider. A security quotation will be provided by your Event Planner pending numbers, timings and event requirements (including event associated security risk or vulnerabilities, demographics and type of event).

For all exhibitions held in foyer areas, security is required during your licensed period, including move in, move out and during the building open hours. Dinners and special events will require security to monitor for Responsible Service of Alcohol. Refer to the [Event Services Information Kit](#) for rates. Please discuss your requirements with your Event Planner.

Fire warden

A fire warden is required when operating the below activities as they involve the isolation of the smoke detectors:

- Cooking demonstrations
- Pyrotechnics
- Smoke/fog machines/haze
- Flutter-fetti cannons (please note the use of confetti is not permitted within the MCEC).
- Any other activity that may affect the smoke or heat detectors

The fire warden must be provided by the MCEC's event security provider, and a minimum charge of four hours will apply.

Cleaning

The cleaning of all rooms and foyers (except for exhibition builds) in the Convention Centre is included in your space hire. Charges may apply for excessive waste or the use of special effects (e.g. flutter fettis). Your Event Planner can source a quote for you from our venue services partner IKON Cleaning Services.

All events held in the Convention Centre that have an exhibition component or trestle table display are required to have a pre-opening and post event clean. IKON Cleaning Services will ensure that all rubbish is removed from the exhibition area before and after your event. Refer to the [Event Service Information Kit](#) for further information.

The cleaning of individual stands can be organised via the Exhibitor Services team at exservices@mcec.com.au

Waste management

Front of house

In the Convention Centre, front of house recycling stations are located in foyer spaces, as opposed to individual function rooms. Recycling stations consist of a recycling bin (yellow), an organics bin (green) and a landfill bin (red). Each recycling station has clear signage indicating what items can go in each bin. If you require additional bins or waste streams (such as paper/cardboard) please contact your Event Planner who can arrange 240L wheelie bins with covers for you.



Please help us reduce landfill waste and contamination by using the correct bins.

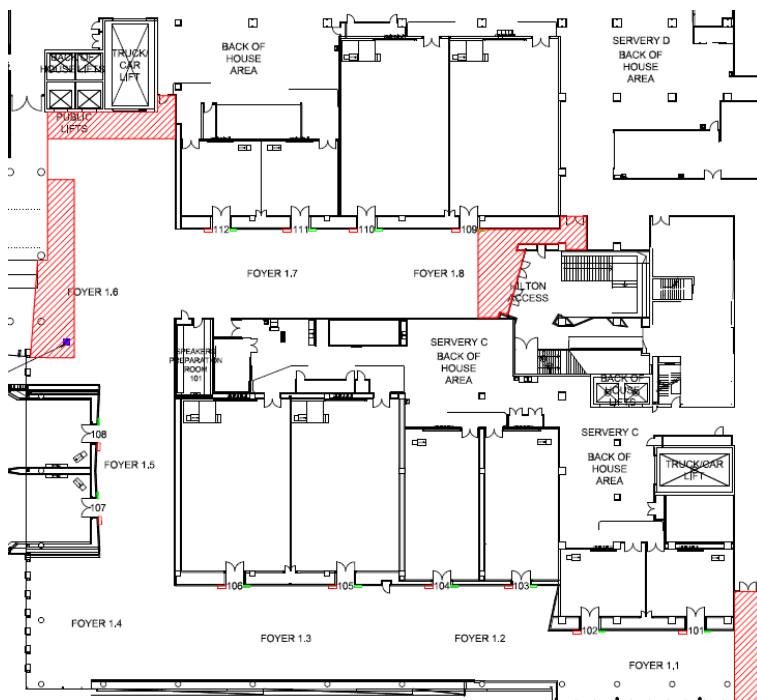
Back of house

The following waste bins, cages or skips are provided on the loading dock: recycling (yellow), paper/cardboard (blue), landfill (red) and soft plastic.

Other waste streams available on request or as deemed necessary include timber, metals, e-waste, furniture, clothing, collateral.

For a comprehensive guide of which bin to use, refer to our back of house [A-Z Waste & Recycling Guide](#).





Convention Centre level one - no build zone

Level Two Foyer

Exhibition stands may be built in the Melbourne Room foyer, subject to available space and occupancy. Due to limited depth of space, it is not recommended that shell scheme booths be built within other foyers on level two as egress must be maintained in order to provide a clear pathway and access to rooms.

All construction and exhibitor move in must be completed by 0700 in time for building open times unless otherwise agreed.

Melbourne Room

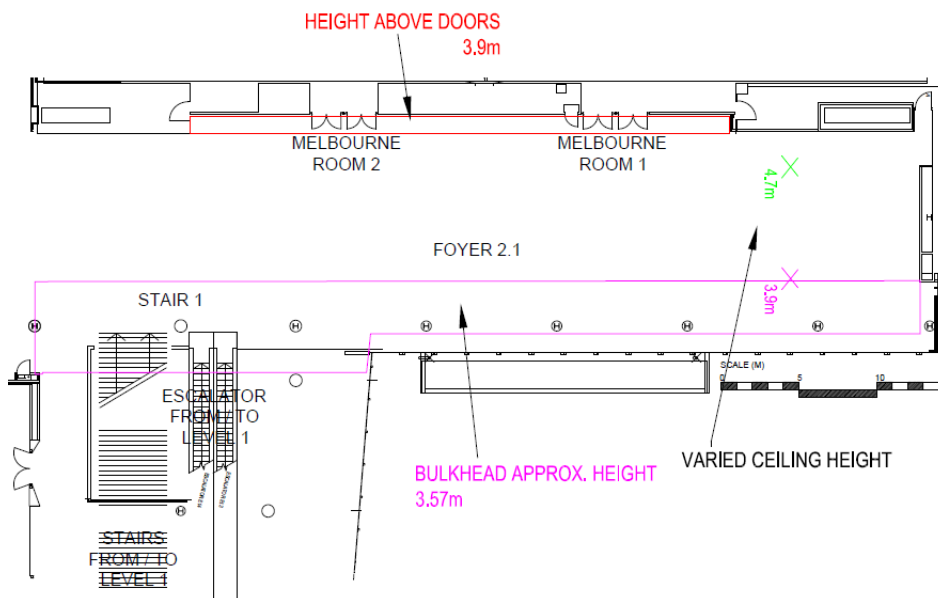
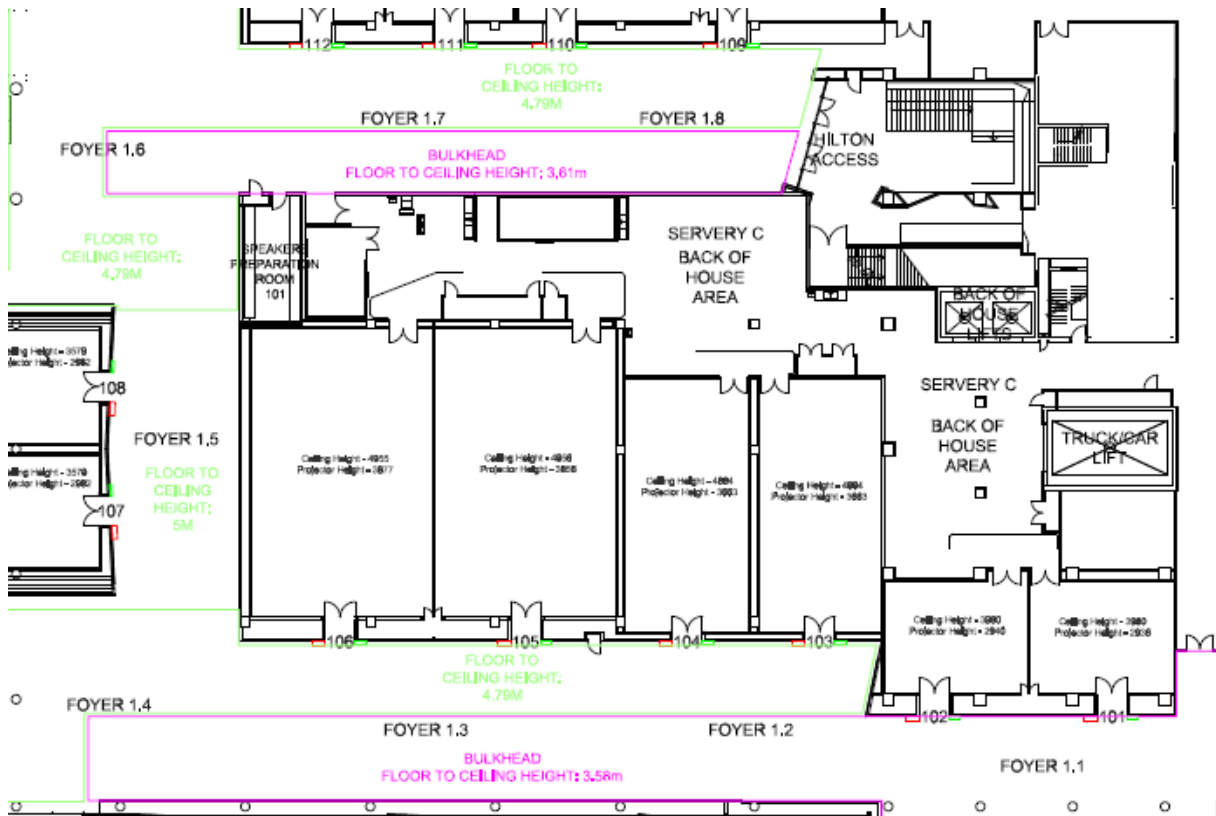
All exit doors within the Melbourne Room requires clear access. Stands and furniture may not block the exits at any time.

All entry features or registration desks in the Melbourne Room foyer must be built prior to 0700 in time for building opening however construction within the room can continue in accordance with your space hire charge plan tenancy times.

Ceiling heights

The ceiling height of the level one and two foyers varies and this should be considered when planning the positioning of your exhibition booths and stand heights.





Convention Centre level two - foyer ceiling heights

Floor plans

Exhibition floor plans are required to be submitted to your Event Planner for approval before an event goes on sale. Initial floor plans should be submitted to your Event Planner no later than 30 days prior to the event move-in or set-up date.



The following information must be included on all floor plans submitted for approval.

- Event name (as shown on the MCEC licence agreement)
- Event open dates
- Details of the organisation who has drawn the plan (i.e. title block of exhibition stand builder)
- Event space (e.g. Main foyer 2)
- Maximum capacity or occupancy
- Version number/date drawn

Floor plans should be drawn at a scale of 1:200 and be submitted in both PDF and DWG format.

The following specific conditions apply to exhibitions in Convention Centre:

- Aisle widths of at least 3m must be maintained for all aisles
- Designated no-build areas must be kept clear to ensure adequate access and egress is maintained at all times.

The following general design requirements apply to all floor plans: rigging

- Stand numbers and dimensions.
- Location of storage areas and access (note - storage areas must be enclosed).
- Items such as audiovisual and electrical cupboards, air returns and fire hydrants need a minimum of 1m clearance on either side.
- Clear access to emergency exits, toilets, public and house telephones and lifts must be maintained.
- Location of feature areas including entrance features, registration desks, ticket booths, theming and draping, signage etc.
- Layout and configuration of seminar areas including seating arrangements, aisles, and entry/exit points.
- Details of baffles, nibs and block-off walling.
- The location of service pits.

Custom stands and upgrades

Custom stand plans and upgrades will need to be approved by the organiser and forwarded to your Event Planner for review.

Stand height

Any stand with a height greater than 2.4m must be discussed with your event planner. The following height restrictions apply for exhibitions in the Convention Centre:

- Exhibits in the main foyer and Melbourne Rooms must not exceed 3.5m
- Exhibits in the level 1 and level 2 foyers must not exceed 3.2m



Raised flooring

Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelled edge is to be incorporated within the stand space and should not encroach into the aisle way. All flooring that exceeds 115mm in height is deemed to be a step. If the stand is to be occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.

Grouped seating

All theatre-style grouped seating must be assembled in such a manner that safe egress can be obtained if there is an emergency. Any enclosed seminar theatres on the show floor will require adequate emergency exits and temporary exit signs installed.

Stand certification

Certification by an engineer is required for:

- Stands of two storeys or more, where the second or subsequent storey will be occupied (note: if the floor of any occupied area is more than 1.5m above the ground level, it will be deemed to be a two-storey structure whether the bottom area is occupied or not).
- Any structures within stands that are constructed with steel.

Certification is required to confirm the structural integrity of the stand. The exhibitor, or the builder of the stand, is responsible for proving that the stand is structurally sound and safe for occupancy.

The engineer must certify that the design of the stand complies with Australian Standards and the structural parts of the Building Code of Australia 2006 regulation 1507. Before the stand is occupied, the exhibitor must engage an engineer to inspect the stand after it has been constructed to complete the certification process and confirm that additional fire safety measures have been carried out.

All costs for the certification process are the responsibility of the exhibitor or stand builder.

It is the responsibility of the organiser to ensure that all information, plans and evidence of certification is collated and provided to MCEC prior to the opening of the exhibition.

Sustainable stand design

To help prevent waste, reusable or recyclable materials in custom stand designs are strongly encouraged. Materials that are destined for landfill, such as MDF, PVC and corflute, are strongly discouraged. Organisers are charged a higher rate for landfill waste.

Poster boards

Poster board displays are required to be submitted on a floor plan for approval with occupancy calculated as above.

All types of poster boards are permitted to be displayed. They are to be of a high standard of presentation (not tattered).





Emergency egress and fire safety

No stand, vehicle or display is to block an aisle, emergency exit or fire cupboard.

Aisles and crossover aisles are to be no less than three metres in width and should be designed to ensure at least two means of exit.

Temporary exit signage must be provided and installed by the organiser when display material obscures existing signage and access to exits. Additional signage may be required should existing exit signs be obstructed by banners or custom stands.

The design should be consistent with AS/NZS which is a 'running person graphic as per below.



Viewing distances should ideally fit within the following parameters:

Exit Sign Size

The minimum allowable size of any pictorial element on an exit sign must be determined by the maximum viewing distance intended under the design as follows:

(a) For viewing distances less than 32 m, see the following table:

Maximum Viewing Distance (m)	Minimum pictorial element height (mm)
16	100
24	150
32	200

(b) For viewing distances greater than 32 m, see the following equation:

$$\text{Minimum element height} = \frac{\text{Maximum viewing distance}}{160}$$

All fire equipment needs to be visible and accessible to the public. Access to emergency fire exits, hydrants, electrical cupboards, air returns and sensors must be kept clear at all times.

Some stands will be required to implement extra fire safety measures. This applies to stands with any of the following features:

- A roof area greater than 18sqm or wider than 3m in any direction;
- Raised floors of any height made of or containing combustible material; and
- Where pyrotechnics, smoke machines or flutter-fetti cannons are to be used

Stands in these categories must install smoke detectors and fire extinguishers and may require a fire warden to be present. Speak to your Event Planner for more information.

MCEC can also request extra fire safety measures be taken on any other stands deemed to pose a fire risk and will advise you and the exhibitor in these cases.



Exhibitor manual

In order to ensure exhibitors, have all the information they need about exhibiting at your event, it is recommended that you compile and distribute an Exhibitor Manual. MCEC has a range of information for your use in the MCEC Exhibitor Services Guide. Click [here](#) for more information or contact the Exhibitor Services team at exservices@mcec.com.au.

You as the organiser are responsible for ensuring that all pertinent information is forwarded to your exhibitors and a copy of your exhibitor manual is required to be forwarded to MCEC (via the Exhibitor Services team) for review prior to distribution.

Any unusual or additional requirements for exhibition stands or exhibition layout should be discussed with your Event Planner.

Power

Power for exhibition stands, entry features and registration desks is to be supplied by the appointed stand builder and arranged by the organiser.

Power for trestle table displays or MCEC registration units can be arranged via your Technology Planner. Charges may apply.

Move in and move out

Stand builds and minor construction works are permitted in the public foyers of the Convention Centre between the hours of 1900 and 0700 unless otherwise contracted or approved. Please refer to your space hire charge plan for the contracted tenancy times.

All move in and move out activity should take place via back of house doors unless exhibitors have hand held items or small collapsible trolleys.

The following detail must be included in the move in/out schedule. If the event takes place across both the Convention Centre and Exhibition Centre, please include details for both buildings.

- Build Location (building & room/level) - e.g. Melbourne Convention Centre - Level 1 foyer
- Shell scheme build times
- Custom stand build times
- Exhibitor move in/out
- Show open/close
- Distribution and collection of furniture and signage
- Build times for entry features, registration desks etc.
- Contact on site (name and number)

All contractors, tradespeople, exhibitors and event staff are to wear high visibility safety vests at all times whilst in the exhibition space and loading dock area during move in and move out of all exhibitions.

Safety vests and closed toe shoes are also required. Children under 15 are not permitted.



The use of venue supplied ply wood boards must be used when using plant equipment in the main foyer (tiled area) as well as the Plenary flat floor as this will assist to evenly distribute the weight and prevent damage. The MCEC Logistics team will assist in supplying these boards.

Move out meeting

In order to confirm the logistics of the move out of your exhibition and any special considerations, a move out meeting will be scheduled by a member of the MCEC Logistics team. The following parties should attend when possible:

- Organiser
- Principal stand builder
- Security contractor
- Freight forwarder
- Principal rigging contractor
- Principal custom stand builder
- MCEC logistics representative
- MCEC Operations Manager
- Other relevant contractors

Typically, this meeting takes place on the final move in day or first show day, one hour after the show opens. Please advise your Event Planner if you have a preferred time for this meeting to take place. A member of the MCEC Logistics or Operations team will reconfirm the meeting time with you on site.

Move out letters

The MCEC Logistics team can provide a move out letter for you to distribute to your exhibitors during the show, detailing the logistics of your exhibition move out.

Venue condition report

At the commencement of the licensed period an inspection of the licensed area is conducted by a member of the MCEC Logistics team and a condition report is completed. This report must be signed by the organiser and MCEC.

All parties are responsible for reporting damage during the licence period and you as the organiser will be responsible for any damage to the venue within your licensed area.

At the conclusion of the licensed period, an inspection of the licensed area will once again be conducted by the organiser and MCEC.

Event sign off

A preliminary inspection of all exhibition stands will be carried out at the completion of the final move in day by the MCEC Operations Manager, in conjunction with the organiser and a representative of the stand builder. A copy of the event sign off report will be signed by the organiser, acknowledging any items of concern or action and committing to the rectification of these items before the exhibition opens.



An MCEC Electrical Safety Certificate must be completed by contractors after any electrical installation works are carried out and supplied to a member of the Logistics team during the move in of the event.

A final inspection of the exhibition area will be carried out by the MCEC Operations or Logistics Manager prior to the exhibition opening.



Convention Centre: Dinners and special events

Production

A production schedule will be required to be submitted to your Event Planner or Technology Planner, detailing:

- Production move in/out times
- Rehearsals
- Sound checks times
- Rigging
- Entertainment arrival/departure
- Distribution and collection of theming/props/signage
- Contact on site (name and number)

This will be cross referenced with surrounding events to ensure there is minimal impact by noise generated by your event. In order to avoid disturbance to other events in the venue, MCEC reserves the right to change or prohibit sound check and performance times.

All deliveries for the event will need to be made via the Convention Centre loading dock and must have an event specific delivery label (available from your Event Planner).

Stage height

Stages with a height of 600mm and over will need to be reviewed by the MCEC Operations or Safety Manager to ensure all hand rail requirements have been considered. Typically, if two or more steps are installed, there should be a handrail on at least one side of the stair. This is a requirement of the Places of Public Entertainment (POPE) permit of which MCEC adheres to.

A balustrade must be provided where people on the stage could fall more than 1m. Exemptions do apply based on the activity on the stage. Speak to your Technology Planner for more information.

Feature stairs

When a feature stair (e.g. Tivoli stair) is in use at the front of the stage, handrails will not be enforced provided a secondary stair with handrail is provided at the side of the stage. This ensures all accessibility requirements have been met.

Draping

When draping the space, please ensure that all emergency exits are kept clear. Drape must not be positioned across exit doors. Drape baffles may be used to mask sight lines.

Temporary illuminated exit signs must be installed in all areas where permanent signage has been obstructed.

Entertainment

Please advise your Event Planner or Technology Planner of any entertainment proposed for your event. Performances may be permitted in foyer areas (public spaces) provided



no amplification is used and pending surrounding events. If amplification or larger scale entertainment is required in these spaces, please speak with your Event Planner.

Specific artist requirements (rider) should be submitted as early as possible to your Event Planner. We will be happy to tailor any catering to meet the artist's needs.

Please note, as MCEC has sole catering rights, no external food or beverage is permitted to be brought into the venue.

Floor plans

Your Event Planner will draw a floor plan of the layout of your room. Should you be engaging an external production company to construct a technical plan, this will need to be reviewed and submitted to your Event Planner for approval within 14 days of your event start date.

Floor plans should be drawn at a scale of 1:200 and be submitted in both PDF and DWG format.

The following information must be included on all floor plans submitted for approval:

- Event name (as shown on the MCEC license agreement)
- Event dates
- Details of the organisation who has drawn the plan (i.e. title block of production company)
- Event space (e.g. bay number)
- Maximum capacity or occupancy
- Stages and backdrops
- The location of temporary exit signs
- Version number/date drawn

The following general design requirements apply to all floor plans:

- Items such as audiovisual and electrical cupboards, air returns and fire hydrants need a minimum of 1m clearance on either side.
- Clear access to emergency exits, toilets, public and house telephones and lifts must be maintained
- All MCEC furniture must be to scale. Contact your Event Planner for measurements if required.

Note - The layout and configuration of the area will affect the maximum number of occupants that can be accommodated.

MCEC may request amendments to the capacity or occupancy noted on the floor plan before providing written approval.

Auxiliary rooms

Two dressing rooms are provided for the Melbourne Rooms (refer to your space hire charge plan to confirm your allocation) and consist of a make-up mirror and dressing table, full-length mirror, toilet, shower and change area as well as a screen that can display a feed from the Melbourne Room.

For events held in other meeting rooms, speak to your Event Planner in regard to auxiliary room requirements for performers or speakers.



Plenary

General information

Plenary has a total seated capacity of 5,500 and can be divided into three self-contained, separate theatres, one with a capacity of 2,500 and two for up to 1,500 guests each.

The seating arrangements within the theatre can be varied to cater for cabaret, conventions, theatrical productions or sporting events, by utilising the retractable seating and floor movement to create several configurations.

There are multiple access points for guests that require wheelchair access. Assisted-hearing facilities are also available.

Operable walls

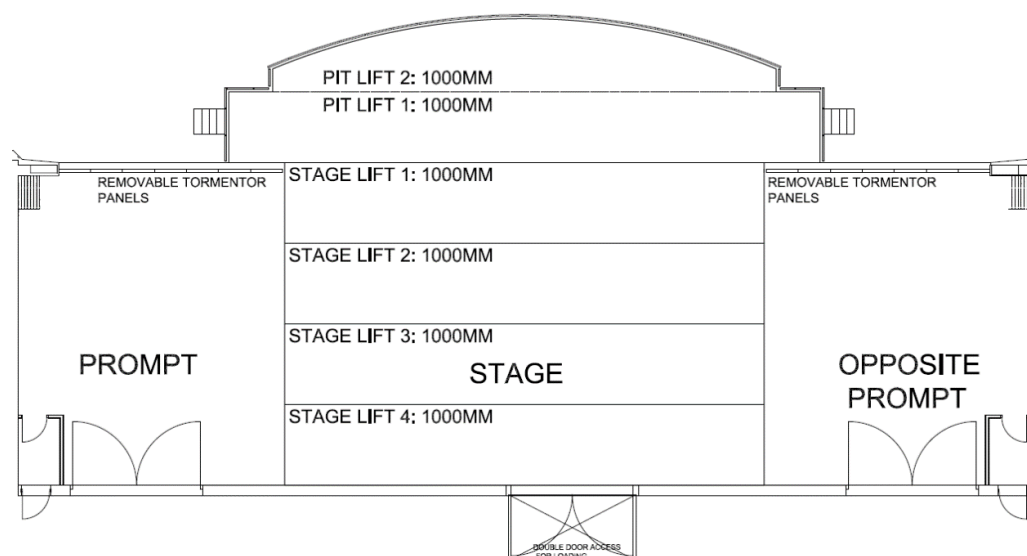
Two internal double operable walls allow Plenary to be divided into three individual spaces. The walls are acoustically treated to minimise disturbance to neighbouring events.

Sub-divisional blinds

Blinds can be lowered at the fixed tiered seating and/or at balcony level to conceal seating not utilised for your event. Blinds are fully motorised and controlled at the AV desk. Please confirm your preferred blind position pre-event with your Event Planner or Technology Planner.

Main stage (Plenary 2 and Entire Plenary)

The main stage is made up of four mechanical elevators providing flexibility in stage configurations and height. There are also two forestage elevators that can be lowered to create an orchestra pit.



The forestage has two mechanical sections consisting of a 22m rectangular section and a 19m wide curved section. When in orchestra pit mode, the forestage is 1.75m below flat floor level. A safety barrier is also installed with a finish height of 1m above flat floor level.

- Total overall stage width - 38m (124ft)
- Total overall stage depth - 12m (40ft) not including orchestra pit/thrust

Plenary stage

Stage width	Stage depth	Prompt/opp prompt wing width	Prompt/opp prompt wing depth	Orchestra pit max depth	Stage to technical grid height	Fly gallery height
18m	12m	10m	12m	1.75m	16m	7.6m

Surface

- Masonite - painted matte black
- Stage must not be screwed or nailed into
- Tenacious K969 tape must be used (can be supplied if required)

Loading capacity

- 7.5kPa when elevated
- 20kPa when flat (ground level with loading dock and flat floor).
- Rake 0 Degrees

Tormentor panels (masking)

Removable tormentor panels are located at the front of the stage to change proscenium (front of stage) from approximately 18m wide up to 38m wide. The tormentor panels are located on each side of the main stage. These tormentor panels can be either in or out (i.e. we cannot take out one panel at a time) to change the width of the stage. Please speak to your Technology Planner for more information or for special requests.

Stage setup / moves

The stage will be pre-set to your desired height which can be organised with your Event Planner.

Please note, MCEC employees do not control the movement of the stage, so any last minute changes whilst you are on-site are not always possible as contractors need to be called and charges may apply. Any changes to stage height during a setup or bump in should be arranged prior to your event with your Event Planner or Technology Planner.

Stage crossover

A 2m(W) x 2.5m (H) stage crossover runs behind the stage allowing movement from one side of the stage to the other.



Plenary 1 and 3 stage

Demountable stages are provided in Plenary 1 and 3. The demountable stage floor has hinged openings to enable cables to be passed through to the service pits below.

Stairs with a handrail provide access to the stage from floor level.

Stage width	Stage depth	Stage height	Prompt/opp prompt width	Prompt/opp prompt depth
10m	7.5m	1m	12m	8m

All stages in Plenary are wheelchair accessible however please advise your Event Planner should you have a speaker requiring this access so that a wheelchair lifter can be arranged if required.

Rigging

A rigging plot, cover sheet and a Safe Work Method Statement (SWMS) must be submitted to your event planner no less than 10 days prior to your event. All rigging must be performed by MCEC's approved riggers. A current list of MCEC accredited riggers is available from your Event or Technology Planner.

Please contact your Technology Planner for specific weight loading capacities and rigging plans.

Catwalks / fly gallery

Plenary is fitted with seven dedicated lighting bridges and a fly gallery. This building infrastructure can support heavy loads and sophisticated rigging for concerts and other major performances.

Fly system

- 30 x assisted rigging bars (fly lines) above the main stage
- 5 x assisted rigging bars (fly lines) Front of House (FOH) (Plenary 1 and Plenary 3)

Note: fly system is not suitable for flying people.

Proscenium

Proscenium height: 9.5m from stage at standard height (10.5m from floor level).

Technical grid

- Height to underside of technical grid: 15.9m from stage
- Max trim height of fly bars: 14m from stage.



Power

Your Technology Planner can provide you with a floor plan indicating available power locations.

Note the Outside Broadcast power is located in the loading dock, approximately 10m from the stage door.

Translation booths

There are six locations for temporary interpretation booths with hardwired electronic patching points. Two booths can be located in each Plenary. Up to two translators can be accommodated per booth.

Internal dimensions are 1600mm (l) x 1600mm (d) x 2000mm (h).

The booths sit on a removable floor platform which enables ventilation. Additional ventilation is provided through a removable ventilation system located on the roof. Plenary seats may need to be removed dependent on the location. The installation of the booths will need to be organised pre-event via your Technology Planner.

Seating distances

The distance from the front row of seats on the flat floor to the downstage edge is 1.8m (6') when the pit lifts are up, or 4.5m (15') for the standard stage configuration for a concert*.

*Standard configuration for a concert: Pit lift 2 at floor level, all other stage lifts at 1000mm.

Crowd control

A crowd control barrier is required for the front of the stage when Plenary is in General Admission (GA) standing mode or when deemed to be necessary by MCEC's Security Manager. A 28m Framelock Barrier with two variable hinges is available. Please speak to your Event Planner if this is required.



Loading dock to stage access



Loading dock to stage access

Loading dock to stage	Clear width	Clear height
Combined and divided modes	4m	4.5m
Divided modes	3m	4.5m

Plenary can be accessed via the Convention Centre Loading Dock. This is adjacent to the back and side stage areas and is at the same level as the Plenary floor. Access is via Normanby Road, South Wharf.

The loading dock has a total size of 2,000sqm and offers:

- A clear working height of 4.4m
- Three dock levellers allowing vehicles to load and unload at floor level
- A sound insulating wall with roller shutter doors separating the stage and loading dock
- Full weather protection
- Clear access from the loading dock to the stage, and
- A wash bay for the preparation of paints, trade materials and cleaning purposes.



The loading dock can accommodate one full size Outside Broadcast truck and has dedicated power outlets. For concerts, up to six 48' semi-trailers can be accommodated. Please provide your Event Planner with vehicle details prior to your arrival on site.

As other areas of the venue share the loading dock, car parking is not permitted. A 30-minute parking limit applies for the drop-off/pick-up of goods during the move in and move out process. Vehicles are not permitted to park on the loading dock at any other time.

Children under 15 and animals are not permitted on the loading dock during move in and move out times. Vehicles and their contents are the responsibility of the owner while on the loading dock.

Storage space on the loading dock can be arranged however space is limited and charges may apply. Please speak to your Event Planner for more information.

Entertainment

Please advise your Event Planner or Technology Planner of any entertainment proposed for your event. Performances may be permitted in foyer areas (public spaces) providing no amplification is used and pending surrounding events. If amplification or larger scale entertainment is required in these spaces, please speak with your Event Planner.

Specific artist requirements (rider) should be submitted as early as possible to your Event Planner. We will be happy to tailor any catering to meet the artist's requirements.

Please note, as MCEC has sole catering rights, no external food or beverage is permitted to be brought into the venue.

Auxiliary rooms

There are a number of auxiliary spaces adjacent to Plenary. Please refer to your space hire charge plan for rooms allocated to your event. All rooms are fully furnished and floorplans and furniture lists are available on request from your Event Planner.

Dressing rooms

Two group dressing rooms are provided for groups of up to 15 people (per room) along with two individual dressing rooms for principal speakers or lead artists. All dressing rooms have full-length make-up mirrors, showers and toilets.

Green rooms

Two green rooms are provided for up to 30 people (per room). Green room guests have access to male and female toilets, showers, change rooms and a kitchenette.

VIP suites

Two VIP suites are available for up to 30 people per room. Each suite includes male and female toilets, showers, change rooms and make-up mirrors.



Speakers' Preparation Room

The Speakers' Preparation Room is provided for speakers to prepare for their presentation.

Plenary lounge A and B

A lounge area with casual furniture is available. The lounge can be used as a respite area for cast and crew as well as after-show and cocktail parties for up to 70 pax. The lounge can accommodate up to 50 pax banquet style for catering and can be themed with mood lighting. Speak to your Event Planner for more information on how this space can be utilised for your event.

Additional furniture

MCEC has a wide range of furniture available for use including stools, lounges and tub chairs. Please speak to your Event Planner for more information.

Plenary customer service staff

For events in Plenary, MCEC customer service staff will assist in managing seating and work with the security team in the event of an emergency. Depending on the nature of the event, the requirement for and number of Plenary customer service staff will vary at MCEC's discretion.

For allocated seating and ticketed events, MCEC recommends three customer service employees per entry door, charges apply. A quote will be provided by your Event Planner for each event pending estimated numbers, timings and event requirements.

If your ticketing company provides staff to scan tickets, a minimum of one employee and scanner per door (up to a total of 16 doors) is required. MCEC will then provide the additional two customer service employees per door (charges apply).

Security

Event security services are provided by the MCEC's event security provider. A security quotation will be provided by your Event Planner pending numbers, timings and event requirements (including event associated security risk or vulnerabilities, demographics and type of event). Refer to the [Event Services Information Kit](#) for further information.

A security briefing will be conducted before the start of your event to discuss any details or requirements with positioning and procedures.

At no time during a performance is the artist permitted to leave the stage and enter the audience. MCEC reserves the right to turn on house lights and re-gain control of the crowd should large movements of people occur due to the artist leaving the stage.



Fire warden

A fire warden is required when operating the below activities as they involve the isolation of the smoke detectors:

- Cooking demonstrations
- Pyrotechnics
- Smoke/fog machines/haze
- Flutter-fetti cannons (please note the use of confetti is not permitted within the MCEC).
- Any other activity that may affect the smoke or heat detectors

The fire warden must be provided by the MCEC's event security provider. A minimum charge of four hours will apply.

Cleaning

The costs of standard cleaning are incorporated in the venue room hire however additional charges will be incurred for the use of flutter-fetti, streamers, flyers, brochures or cleaning due to excessive food and beverage waste. This will be determined by your event requirements. A quote will be provided by your Event Planner.



Ticketing

MCEC is not contracted to a ticketing company and does not take ticket sale commissions for events in Plenary.

If tickets are being sold for your event in Plenary, you will need to appoint an external ticketing agency. Box office facilities can be made available for your use (subject to availability) and can be operated on the day of your event by your preferred ticketing agent. It is recommended that one agent is used to distribute all tickets.

Specific ticket printing guidelines apply to plenary events these details are available from your Event Planner.

Ticket proofs must be submitted to your Event Planner for approval prior to any tickets going on sale.

Merchandise

Display benches and furniture are available and can be setup in the Main Foyer for the display and sale of event merchandise. MCEC does not take any merchandise commissions.

Reserved Seating

Reserved seating hats are available and can be used to identify reserved seating. Please speak to your Event Planner. Subject to availability.

VIP lift

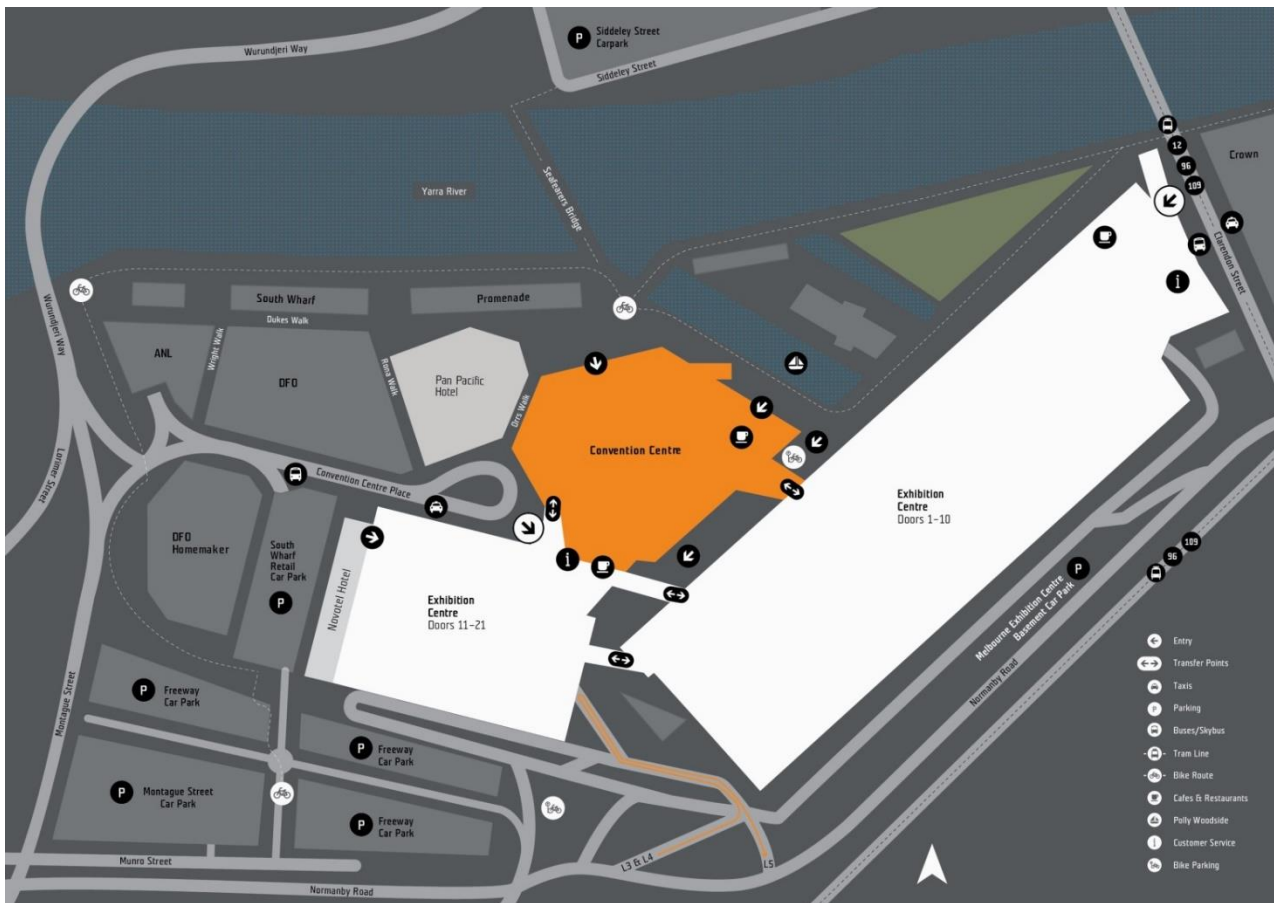
A VIP lift is located within close proximity to the Customer Service desk in the Convention Centre with direct access to the lower ground dressing rooms. These lifts are secure and require swipe card access which can be arranged via your Event Planner.

The only time the VIP lift can be offline (not require swipe card access) is when an event security or customer service staff member is positioned on the ground level near the VIP lift to stop non-event personnel accessing the lift.

The VIP lift must remain on swipe access unless an event security guard is stationed on the ground floor.



Convention Centre loading dock and deliveries



General information

Entry to the Convention Centre loading dock is via Normanby Road, South Wharf.

The dock is managed and controlled by MCEC's Logistics team and is located on the lower ground level of the Convention Centre.

- Total size of 2,000sqm
- Clear working height of 4.4m
- Fully weather protected
- Three dock levellers allow vehicles to load and unload at floor level
- A 30 minute parking limit applies for drop-off/pick-up of goods during the move in/move out process. Vehicles are not permitted to park on the loading dock at any other time.
- Children under 15 and animals are not permitted during move in and move out
- Vehicles and contents are the responsibility of the owner while on the loading dock



Truck and vehicle lifts

Lift	Length	Width	Height
Truck lift	9.5m	3.5m	4m
Vehicle lift	8.1m	3m	3m

There is one truck lift at the Convention Centre with access via the loading dock. The lift allows for large deliveries and equipment to be transported directly to all levels. The truck lift is large enough for a vehicle to fit inside. The maximum weight load for the truck lift is 13.9 tonne.

A vehicle lift is located behind Melbourne Room 1 with access via Rona Walk. Large deliveries and equipment can be brought directly to Levels 1 and 2. The maximum weight is 10 tonnes.

For further information, please contact our Logistics team on: +61 3 9235 8386 or mccdockenquiries@mcec.com.au.

Plant and equipment

All plant (scissor lifts and boom lifts) must be delivered and stored at the Exhibition Centre loading dock.

All plant and equipment, including electrical tools brought into the venue, must be adequately constructed and fitted with any safety devices required by state and federal laws.

- Machinery must be used only for its intended function.
- Machinery requiring foundations must be mounted on appropriate bases. Core drilling or fixing into the floor is not permitted.
- All equipment used to set-up your event must be removed from inside the venue when work is completed.

Forklifts must only be operated by a licensed MCEC staff member, charges apply.

Forklifts and pallet jacks are permitted on the loading dock and in back of house areas. However, loads must be transferred on to trolleys for transport front of house and in carpeted areas.

Delivery of all plant and equipment **must** be approved by MCEC's logistics department, contact mccdockenquiries@mcec.com.au.

The use of venue supplied ply wood boards must be used when using plant equipment in the MCC Main Foyer (tiled area), Plenary floor and stage, as this will assist to evenly distribute the weight and prevent damage. MCEC's Logistics team will assist in supplying these boards.



Operation of plant and equipment

Plant and equipment operators must carry a current WorkSafe Victoria Licence to perform high-risk work, or a national equivalent in the relevant class.

MCEC reserves the right to request evidence of competency at any time. All plant operators must comply with relevant standard operating procedures required by state or federal laws or regulations and must abide by any instructions made by MCEC.

Pedestrians and equipment

Under the guidance of WorkSafe Victoria, MCEC operates a zero tolerance procedure of mixing plant/equipment with pedestrians.

Plant and equipment entering the Convention Centre must be accompanied by an inducted spotter to ensure pedestrians and equipment remains separated.

Operators must ensure they comply with this guidance note. Breach of Safety notices will be issued that may exclude the operator from continuing on-site.

Move in and move out

Movement of materials through the foyers of the Convention Centre must be scheduled to avoid impacting normal business and other events and must therefore be included in the move in and move out plan and discussed with your Event Planner.

Standard move in and move out hours are after 1900 and before 0700 unless otherwise stated on your space hire charge plan or discussed with your Event Planner.

No trolleys are to be used in public areas between the hours of 0700 - 1900 unless exhibitors have hand held items or small collapsible trolleys.

Deliveries

All deliveries to the Convention Centre must be made via the loading dock. No deliveries will be accepted through the main entrance of the Convention Centre.

Loading Dock business hours are Monday to Friday, 0700 - 1600. If you require access to the docks outside of these hours your Event Planner can assist with arranging access (charges may apply)

For large exhibitions and events, it is recommended that a freight forwarder is appointed to manage the move in, move out and storage process, including receipt of all materials and transfer of deliveries into the venue. Please provide the details of your freight forwarder to your Event Planner.

For deliveries to meeting rooms, the Convention Centre Logistics team can assist with portering services pre and post event. Please discuss this option with your Event Planner, portering charges will apply.



Delivery labels

Your Event Planner can create a delivery label specific to your event for use on all deliveries. Deliveries will not be accepted by MCEC if labelling is insufficient.

Storage

Storage space on the loading dock is limited and charges do apply. Contact the Logistics team at mccdockenquiries@mcec.com.au or speak to your Event Planner for further information.

Forklift and porter hire

Forklift and porter services are available upon request. Refer to the [Event Services Information Kit](#) for information on forklift hire and porter fees. Speak to your Event Planner for a tailored quote.

Miscellaneous

Acknowledgment of Country

Customers may wish to acknowledge the traditional owners of the land during the welcome to their event. Some suggested wording that can be used is:

Built on the banks of the Birrarung (Yarra River), Melbourne Convention and Exhibition Centre (MCEC) Acknowledges the Traditional Owners of Narm, the Wurundjeri Woi Wurrung people of the Kulin Nation. We pay our respects to their Elders past and present, and to Elders of all First Nations communities that visit MCEC. We recognise the ongoing significance of the Birrarung to Traditional Owners as a life source and a meeting place for millennia and seek to honour this long-standing tradition of building community and exchanging ideas on these lands.

Should you wish to organise a Welcome to Country, you can contact the below organisations for assistance:

Aboriginal Affairs Victoria

Ph: 1800 762 003

Email: aboriginalaffairs@dpc.vic.gov.au

OR

Wurundjeri Tribe Land & Compensation Cultural Heritage Council Incorporated

Ph: 03 8673 0901

Some points to bear in mind if you are holding a Welcome to Country:

- Will body paint be used by those conducting the welcome? Your Event Planner can arrange for plastic to be laid in the dressing room.



Smoking Ceremony

Smoking Ceremonies are permitted in Exhibition Bays, Melbourne Room and Plenary. For all other spaces, please contact your Event Planner to discuss.

For more information on Acknowledgment of Country, Welcome to Country and cultural celebrations, refer to our [Positive Impact Guide](#): Celebrate First Nations

Adhesive tapes and decals

The use of tapes and decals are permitted however, the product must be from the approved tape list to ensure no damage to flooring. A list of approved tapes is available from your Event Planner.

No adhesive tapes are permitted to be attached to walls or ceiling surfaces. All decals must be submitted to your Event Planner for MCEC approval.

Organisers will be required to source their own supply of the tape. Please note that some products e.g. Astro turf will require a layer of PPS surface protect (72mm) direct to some surfaces with double sided tape on top of this. Please speak to your Event Planner if you plan to install any elements of this nature.

Aerial performers

Aerial artists and acrobats will need to provide a copy of their public liability insurance and be included in the event risk assessment. They will also be required to complete the [online site induction](#). Any associated rigging for these performers will need to be carried out by an MCEC accredited rigging company with plans submitted for review within 10 days of your event start date.

Amusement rides

The use of amusement rides is permitted in the Exhibition Centre bays or in external areas, however, is subject to review and must be approved by MCEC's Safety Manager.

Amusement companies must be registered with the MCEC Contractor management system (CMS) in order to operate on site. They are also required to provide the following for review by MCEC Safety Team:

- Copy of the company's current occupational health and safety policy
- Certificate of currency of the company's WorkCover policy
- A certificate of currency of the company's public liability policy (at least \$20 million)
- A copy of the company's site and event specific Safe Work Method Statement
- Risk Assessment
- Proposed location of amusement rides

Additionally, a certificate of compliance - 1507 must be provided by an engineer to ensure the build is compliant as per the specifications.

- Special conditions exist when the amusement is erected outdoors, where wind management plans will need to be put in place.



The company must ensure all staff are registered in the CMS and have completed all relevant inductions: <http://www.mcec.com.au/about-mcec/site-induction/>
The above documents can be tracked and reviewed via the [Amusement Ride Review process](#).
Event Planners can find instructions [here](#).

Animals

Animals or pets (other than service animals) are only permitted at MCEC as an approved exhibit, activity or performance requiring the use of animals. Such animals must be on a leash or in an enclosed pen under the control of a handler at all times and comply with all requirements prescribed by law for the exhibition of such animals and in compliance with the relevant acts and regulations.

An animal management plan detailing the purpose of the animal, conditions on site and removal of waste must be provided to your Event Planner prior to approval. All waste will need to be disposed of offsite and animals are not permitted to remain in the venue overnight or left unattended at any time in the precinct. For further information on animal management considerations please contact Event Operations Specialist Enquiries or your Event Planner for more information.

Balloons

The use of balloons within your event is permitted however please seek approval via your Event Planner. Balloons should be weighted down to stop them floating to the ceiling. Should balloons accidentally activate any part of the venue's fire protection system, all costs incurred, including the attendance of the Metropolitan Fire Brigade will be the responsibility of the organiser.

Balloons contribute to landfill waste. Please consider the environment when deciding to use balloons at your event.

A minimum charge of \$300 (inc GST) may be incurred if a scissor lift is required to retrieve loose balloons from the ceiling of the venue.

If helium balloons are being inflated on site, please speak to your Event Planner regarding the storage and removal of the gas cylinder.

Crèche facilities

Should you wish to offer crèche facilities at your event, you will need to assign an appropriate room and engage a crèche or child minding company. The engaged company will need to provide the below:

- Contact Details
- Crèche opening/closing hours
- Public Liability Insurance
- Provider Approval under the National Quality Framework OR Licenced Registration under the Victorian Children's Services Act



Flutter fetti

The use of flutter fetti is permitted in both the Convention Centre and Exhibition Centre. Flutter fetti must not be shot into the audience and should be contained to the stage area. All flutter fetti must be fire retardant and be of minimum size 30mm x 20mm.

The use of **confetti** is not permitted at MCEC.

Smoke isolation is required, and a fire warden must be provided by the MCEC's event security provider. A minimum charge of four hours will apply.

A risk assessment must be completed when flutter fetti machines are to be used. Additional cleaning charges also apply, and your Event Planner will be able to provide tailored quotes for all additional charges upon request.

Gas cylinders

Approval is required for the use of gas cylinders and full details must be submitted to your Event Planner at least seven days prior to your event. Each application will be assessed for the safety of the public as its prime prerequisite. The following information will be required:

- How many gas cylinders will be brought onsite?
- What are the gas cylinders being used for?
- What dates will the gas cylinders be onsite?
- When will the gas cylinders be delivered?
- When will the gas cylinders be collected?

Gas cylinders delivered onsite may be refused if the delivery is made without prior approval or if the representative of the exhibitor in attendance is not present to accept the cylinders.

LPG cylinders shall not exceed 9kg in size with a maximum of two per 3m x 3m stand.

The installation and use of gas appliances and gas cylinders shall be undertaken in accordance with Australian Standard AS/NZS 1596:2008 The Storage and Handling of LPG Gas AS 5601-2004-Gas Installations.

All LPG cylinders are to be removed from the exhibition area overnight and stored in the gas cage in the Exhibition Centre's loading dock. The exhibitor is responsible for moving the cylinders to and from the gas cage. For events at the Convention Centre, your Event Planner will advise of the storage location.

Glitter

The use of glitter on centrepieces or decorations is permitted, however additional cleaning charges will apply. Glitter is not to be used in conjunction with flutter fetti or thrown amongst crowds or within the event space.

Glitter is often made of plastic and contributes to pollution. Please consider the environment when deciding to use glitter at your event.



Haze

Haze is permitted for use within your event space. Measures must be in place to ensure fluid is not spilt onto stage or floor surfaces.

Smoke isolation is required, and a fire warden must be provided by the MCEC's event security provider. A minimum charge of four hours will apply.

Laser shows

Proposals to use lasers must be submitted in writing (to your Event Planner or Technology Planner) at least one month prior to the event date and a permit to work must be completed and submitted to MCEC via permittowork@mcec.com.au.

A risk assessment clearly outlining the step-by-step procedure that is going to occur must be completed and submitted to MCEC. All risks and control measures must be identified.

Where entertainment lasers are to be shone into the audience the beams must be aimed above head height to avoid any exposure to eyes or skin.

Motor vehicles

Motor vehicles may be displayed as part of your event, provided your licensed space allows for access.

Each Exhibition Bay can accommodate 40 standard-sized vehicles, taking into account a footprint of 3x5m per vehicle. For larger vehicles, please consult your Event Planner.

In the interests of public safety and security, exhibitors planning to include a vehicle in their licensed space are requested to comply with the following:

- Place a drip tray underneath vehicle.
- Ensure the motor vehicle fuel filler cap must be sealed or secured to prevent easy removal of the fuel cap by unauthorised persons. Under no circumstances is fuel to be decanted or vehicles to be filled on the loading dock or inside the venue.
- For vehicles fuelled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Motor vehicles powered by flammable gas (e.g., LPG, CNG) may be displayed provided systems are fitted in accordance with relevant Australian Standards for gas fuel systems in motor vehicles.
- Provide contact details for the person/s delivering and collecting the vehicles.
- When vehicles are displayed on MCEC carpet flooring, protective carpet or boards are required to be placed under tyres.
- Do not leave keys with the vehicle; keys to be left with event client or provided to venue security in case of emergency.
- Electric and hybrid cars will also require a fire extinguisher and drip tray (as above).



Please also note the following requirements:

Portable fire extinguishers

The number of fire extinguishers required is dependent on the number of vehicles and whether or not they are grouped together in clusters or displayed separately.

The extinguishers can also be for use on flammable liquids spilt on the floor of the venue.

- These extinguishers can be hired from fire safety equipment suppliers.

Number of vehicles	Number of extinguishers	Number of drip trays	Fire extinguisher type
1 vehicle solo (not adjacent to other vehicles)	1 per vehicle	1 per vehicle	2.3kg A: B(E) dry powder extinguisher
2 - 4 vehicles clustered	1 per cluster	1 per vehicle	2.3kg A: B(E) dry powder extinguisher
5 - 10 vehicles clustered	2 per cluster	1 per vehicle	2.3kg A: B(E) dry powder extinguisher

*For example, if your event has a group of 8 vehicles in one area, another group of 2 vehicles in a separate area and a single vehicle, you will require 4 fire extinguishers.

Move in and move out

The exhibitor or organiser will be required to drive the vehicle during the move in and out, under the guidance of a member of the MCEC Logistics team. Keys are not to be left in the vehicle whilst on display and need to be left with a member of the MCEC Logistics team.

Naked flames

Naked flames include the use of cooking equipment, heaters, candles and oil burners. In the case that the smoke detectors are isolated, a fire warden must be provided by MCEC's event security provider. A minimum charge of four hours will apply.

Please note: Any flued cooking units (i.e. Woodfire pizza ovens) or the use of BBQ's or charcoal grills aren't permitted indoors.

Candles

Small tea light candles in holders are permitted however large candelabras will require a fire warden to be present. The lighting and maintenance of candles when used for theming or centrepiece design will be the responsibility of the organiser. Please speak to your Event Planner for more information.



Pyrotechnics

Proposals to use pyrotechnics, flammable gas, smoke generation, naked flames or other special effects in display areas must be submitted in writing to your Event Planner prior to the event date. These proposals require differing notice periods for their approval, due to the potentially high-risk nature of these activities. The required notice period is determined by the level of risk associated with different activities.

High-Risk Activities (requiring a 30-day notice period):

- All aerial shells
- Chinese Firecrackers
- Ground display fireworks
- Aerial salutes

Medium-Risk Activities (requiring a 10-day notice period):

- Flame / Fireball
- Theatrical Pyrotechnics

Low-Risk Activities (requiring a 5-day notice period):

- Cold sparks
- Jets/Cannons (CO₂)
- Confetti/Flutter/Streamers
- Smoke Jet/Vertical Fogger

Note: This is not a comprehensive list. Individual requests to be reviewed on a case-by-case basis, as there can be subtle differences between activities given the diversity of the contractors undertaking them.

The use of pyrotechnics or other special effects require the isolation of the smoke detectors to the area (and surrounding areas). A fire warden must be provided by the MCEC's event security provider. A minimum charge of four hours will apply.

A risk assessment and SWMS clearly outlining the step-by-step procedure that is going to occur must be completed and submitted to MCEC. All risks and control measures must be identified.

A Safety Data Sheet (SDS) must also be submitted for use of any chemicals or flammable substances.

Smoking Policy

MCEC is a non-smoking zone, with the exception of the sunken garden. This also applies to the use of electronic cigarettes and vaporisers. All requirements outlined in Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2016 apply.



Unmanned aerial vehicles (UAV or drones)

The static display of drones or UAV's can be permitted, however there are parameters in place for the operation and demonstration of drones or UAVs to ensure the safety of guests and exhibitors. Contact your Event Planner for more information on the UAV operating procedures at MCEC.

Use of combustible fuels

1. The use of flued gas appliances in the exhibition bays (or anywhere inside the venue) is a prohibited activity- unless an exemption has been approved for an exhibitor by ESV (Energy Safe Victoria)
2. The use of brickettes, wood and charcoal for the purpose of demonstrating non-flued appliances is permitted upon completion of permit approval and provision of appropriate mitigation and safety documentation
3. The use of brickettes, wood and charcoal for the purpose of demonstrating flued appliances will be assessed on an event-by-event basis (with the relevant Organiser or Exhibitor and considering any exemptions from ESV), where we will need to gauge if all MCEC mitigation processes and preplanning checks can adequately and safely address any risks or hazards

Weapons

MCEC has a weapons policy which may restrict the use of, display and/or sale of weapons within your licensed space. Contact your Event Planner for more information.



Signage and branding

Throughout MCEC there are multiple branding opportunities for you or your sponsors. Refer to the [Branding and Sponsorship Opportunities](#) document for more information on opportunities available within your licensed space.

To book your space, please speak to your Event Planner or email the Marketing team at marketing@mcec.com.au.

Digital door card signage

Door card signage is available on the screens positioned at each meeting room door, to display the session name or purpose of the room. The below specifications apply:

- Maximum characters are 40-50, however this is dependent upon the size of the text
- 1 logo can be displayed
- Extra logos can be displayed at an additional charge
- Each Door card screen is a 40 inch LCD panel in Portrait orientation

Your Event Planner can create the door card signage content. For large programs, you may wish to control the content yourself via our iPad application. Your Event Planner will be able to provide more information in regard to this service including a content template.

Wayfinding signage

There are complimentary wayfinding signage opportunities available within both the Convention and Exhibition Centres.

Free standing signage

Freestanding signage is permitted only within your licensed space unless otherwise approved. All free-standing signage organised by exhibition organisers to advertise their show, can only be displayed on the concourse within the boundaries of their contracted exhibition space unless otherwise advised.

Please indicate all free standing signage positions either on the main floor plan or via a separate signage plan and submit to your Event Planner for approval.

Decals

Decals may be used upon approval of the material to ensure adhesive does not damage the floor surface. Signage (including decals) is to be removed from all areas at the conclusion of the event and should be included on the move in/move out schedule. If non approved decals are used and leave a residue there may be additional cleaning charges.



Signage brackets

Custom made brackets are required for the installation of bulkhead signage in the main foyer of the Convention Centre. These need to be hung by an MCEC accredited rigger.

Your stand builder can organise for these to be available by contacting the MCEC Logistics team on 03 9235 8386 or logistics@mcec.com.au This activity should be included in the move in/move out schedule.

Banners

Convention Centre banner locations

The Convention Centre has four locations to hang banners that are highly visible in the Main Foyer.

Exhibition Centre Concourse banners

Hanging points for banners are located on the roof of the Exhibition Centre concourse, opposite each set of entry doors. There is a total of 19 banner hanging points, two for each set of doors, except for Door 10, which only has one.

The points have a limited load of between one and five kilograms. Only banners made from silk, corflute or similar lightweight materials can be used. The signage rods accept a total of two banners each with a maximum width of 2.6m for each banner. The bottom of the banner cannot hang more than 4m below the rod (banners cannot hang lower than 4m as they obstruct the safety exit signs).

The Level 1 balcony provides signage opportunities with multiple eyelets located along the balustrade. Please refer to the [Branding and Sponsorship Opportunities document](#) for more information.

Hospitality Suites cantilever the *Northern concourse* (Bays 21 to 26). These areas present rigging opportunities for signage and branding. Each hospitality suite on the *Northern* concourse is equipped with 2 x 100kg chain motors (eight in total and can be lowered remotely without needing to access with elevated work platforms. Additional eyelets (100kg) capacity is available throughout the Northern Concourse area.

Outdoor digital signage

Outdoor digital screens are located at the Clarendon St and Convention Centre Place entrances to the Exhibition Centre. Events held in the Exhibition Bays can promote your event on the digital screens on event days between the hours of 06.00 - 23.59.

You will need to supply two sizes of artwork - 864 x 324 pixels and 576 x 324 pixels and we recommend following the following artwork guidelines:

- Maximise the space and use event branding and colours to distinguish your event.
- White backgrounds are discouraged as it makes the sign very bright and harsh to look at.
- Avoid excessive text and ensure the design is easy to digest by passers-by.
- Include opening times where appropriate.
- Avoid listing the venue.



- Due to VicRoads safety restrictions, video and fast moving animations are not permitted.
- Artwork needs to be submitted at least one week prior to your event to your Event Planner.



Dressing room signage

Dressing rooms for the Melbourne Room and Plenary allow for paper signage to be printed and installed on the dressing room doors. Your event logo can be incorporated on the signage.

Please advise your Event Planner of the room allocations.

Promotional opportunities

MCEC can help to promote your event through our digital platforms, in-venue signage and to leverage our in-destination partnerships and guest discounts. To find out what opportunities are available for your event, please download our Marketing Guides.

You can also utilise MCEC's image library for your own promotional use, register at <https://medialibrary.mcec.com.au/>



Sustainability and community

MCEC was the first convention centre in the world to be awarded a 6-Star Green Star environment rating by the Green Building Council of Australia for the Convention Centre's innovative environmental design and operational features.

We are Platinum Certified through Earth Check, the world's leading business advisory group specialising in sustainability for the travel and tourism industry. MCEC has been Earth Check certified since 2012 and is one of only 6 convention centres in the world to achieve Platinum status.

Sustainable design features

Some of MCEC's sustainable design features include:

- Maximum natural light with an 18-metre-tall glass façade
- Energy efficient lighting
- Solar hot water
- Displacement ventilation with fresh air being released at lower levels
- Radiant slab heating and cooling
- Low Volatile Organic Compounds (VOC) to enhance indoor air quality
- Sustainable use of building materials.

Sustainable event initiatives

Take a look at our [Sustainable Events Guide](#) for tips on how to integrate environmental sustainability into your event - whether it's food choices, setup, transportation, energy use, or waste management.

Follow our [A-Z Waste & Recycling Guide](#) to help you dispose of waste and recyclables in the correct bin in back of house areas.

Speak to your Event Planner about some of the following sustainable initiatives available for your next event:

- Sustainable menu options including plant-based and locally sourced ingredients
- Avoiding disposable packaging and prioritising reusable items like glassware, crockery and metal cutlery.
- Introducing additional back of house waste streams for recycling, such as electronic waste, soft plastic, textiles, metal, timber, organic waste etc.
- Disposable coffee cup recycling stations for expos (Simply Cups)
- Carbon offsetting your event
- Preventing waste from event collateral
- Reducing lighting levels
- Reusable or digital signage
- Promoting BYO coffee cups and water bottles, and discounts on coffees
- Renting portable drinking stations for water bottle refills
- Encouraging public transport to our venue



- For more ideas, visit our [Sustainable Events Guide](#)

Positive impact initiatives

Take a look at our [Positive Impact Guide](#) for tips on how to enhance your event's positive impact - from connecting you with our community partners to celebrating First Nations, and from accessibility and inclusion to inspiring speakers and add-on experiences.

Community partners

By supporting and partnering with some of Australia's leading charities across food sustainability, health and housing, we believe we can make a real impact to people in need.

We value our long-standing relationships with Launch Housing and OzHarvest and are proud to provide ongoing support to kids in need through the Starlight Children's Foundation, Variety - The Children's Charity and the Royal Children's Hospital Good Friday Appeal.

