

ISE 2024 Event Manual

Fira Barcelona | Gran Vía
30 Jan - 2 Feb 2024

A joint venture
partnership of



CEDIA™



Welcome

We are thrilled to start this journey with you!

The Event Manual we have created will serve as a valuable tool to aid you in your preparations for the upcoming ISE 2024. Consider this manual as your trusted ‘GPS’ to steer you towards a successful show. This comprehensive document includes all the necessary information to ensure that you and your colleagues are well-prepared for the event.

The Manual is divided into two sections:
Exhibitor Area and **Stand Construction Area**.

In the **Exhibitor Area** you will find all the relevant information, such as contact details, deadlines, and essential information during show days. The **Stand Construction Area** provides you with all the rules and regulations regarding stand design, build-up, show days, and breakdown.

We highly recommend that you share this manual with your entire team and your stand builders to ensure efficient preparation. Effective communication is critical, and this manual will help to keep everyone on the same page. We encourage you to read this manual thoroughly and carefully. If you have any questions, please do not hesitate to reach out to us directly at cs@iseurope.org.

Let’s start the preparations with enthusiasm and dedication towards making ISE 2024 a huge success!



Contents



Access ISE 2024	13	Double-deck Stands	29	Hi-Vis Vests & Hard Helmets	25	Rules & Regulations	26
Aisles	37	Early Access	21	Hotel Information	12	Security	24
Balustrades	33	Early Access Rates	21	Important Information	34	Self-unloading vehicles	22
Barcelona Low Emission Zone	23	Electricity	30	Important Show Protocols	15	Separation Walls	29
Breakdown in Halls	24	Enclosed Exhibition Stands	28	In Case of Emergency	19	Service Ducts	30
Breakdown Traffic	24	50% Walling Rule	28	Installation	31	Shell Scheme Stand	38
Build-up and Breakdown Information	21	European Consolidation Points	21	ISE Contact List	5	Shipments Deadline Prior to the Show	21
Build-up in Halls	23	Exhibit Space Air Treatment	18	ISE Exhibitor Services	12	(Advance Warehouse)	
Build-up Restrictions	21	Exhibition Goods Arrangement	37	ISE Fira Store	12	Smoke Detectors in Stands	32
Build-up Schedule	23	Exhibitor Area	4	ISE Official Suppliers	8	Smoking, Alcohol & Drugs	19
Build-up Traffic	22	Exhibitor Back Office (EBO)	12	ISE Recommended Suppliers	11	Space-only Stands	26
Carpet	33	Exhibitor Monthly Updates	5	Laser Features	38	Stand Construction Area	20
Catering	16	Exhibitor Service Desks	19	Lead Retrieval	15	Stand Design Approval	27
CEVA, Logistics and Handling	21	First Aid	18	Liability	18	Stand Height Regulations	28
Children	18	Floor Resistance	32	Lost & Found	18	Stand Numbers & Fascia Boards	38
Cleaning/Waste Disposal	25	Friday’s Phased Breakdown	24	Meeting Rooms at the Show	17	Stand Occupation	16
Cloakrooms & Luggage	18	Fuelled Exhibits	37	Music & Sound Levels	16	Stand Party/Event	16
Complex Structures	36	General Regulations	37	Paging System	19	Stand Restrictions	32
Complex Suspended Structures	35	General Restrictions	32	Parking During Show Days	14	Storage of Empty Cases	21
Considerations when Designing your Rigging Order	35	General Rules	34	Phased Breakdown	24	Timetable for Build-up, Show Days and Breakdown	7
Copyright	18	General Show Information	18	Pillars	29	Traffic Buffering & Vehicle Registration	22
Courier Shipping	21	Get in Touch	39	Power Supply	30	Unloading/Reloading Time Restrictions	22
Critical Suppliers List	10	Glazing	33	Preparing for a Successful Show	5	Vehicle Passes	22
Deadlines & Checklist	6	Hall Lighting	37	Raised Floors	31	Visibility	32
Directions to Fira Barcelona, Gran Vía	14	Handrails	33	Ramps - Disabled Access	33	Water & Plumbing	37
Disabled Facilities	18	Hanging Banner /Ceiling Policy	34	Registration	12	Welcome	2
Distribution of Material	15	Haze or Fog Machines	37	Rigging Limitations	34	Wi-Fi Policy	19
Doors	33	Height Regulations: Walls & Pillars	28	Rigging/Banners	34		

Exhibitor Area

Fira Barcelona | Gran Vía
30 Jan - 2 Feb 2024





Exhibitor Monthly Updates

The most important operational information will be sent to you in the form of our Exhibitor Update emails, sent by our Customer Success team. These emails contain all the necessary information specific to your preparations.

We send this mailing every month to all exhibitors who are registered in the ISE System as the main contact or someone who has specifically requested to receive it.

The subject of these emails is ‘**NEW UPDATES: Exhibitor Monthly Update – Month 2024**’ and the sender is noreply@email.iseurope.org. Please ensure that email communications coming from this address do not end up in your spam folder by marking them as ‘**not spam**’. If you have not yet received the ISE Monthly Update, please check your spam folder.

We cannot stress enough the importance of these emails. Please read them thoroughly and distribute them to anyone that you think may benefit from them, such as your stand builders, lorry drivers, stand personnel, etc. If you have any questions or would like to add someone to the mailing list, please contact our Customer Success Department on cs@iseurope.org

ISE Contact List

Sector	Name/Tel.	Email
Marketing Operations	David Berrios	dberrios@iseurope.org
Meeting Room Rental	Melissa Ortiz	mortiz@iseurope.org
Early Access	Customer Success	cs@iseurope.org
Exhibitor Support	+31 20 240 24 27	cs@iseurope.org
General Office Services	+31 20 240 24 24	office@iseurope.org
Registration Support	+31 20 259 54 73	registration@iseurope.org
General Sales	Sales Team	sales@iseurope.org
International Sales Manager	Dan Cordock	dcordock@iseurope.org
International Sales Manager	Elisabeth Kondakow	ekondakow@iseurope.org
International Sales Manager	Otto Viersen	oviersen@iseurope.org
International Sales Manager	Alex Schurmann	aschurmann@iseurope.org
Accounts Receivable	Accounts Team	accounts@iseurope.org
Conferences	Joe Hosken	jhosken@iseurope.org

Deadlines & Checklist



	Early Bird Deadline	Deadline	Supplier	How to submit
		November		
Stand Design Approval		15/11/23	Abraxys	Stand Plan Submission link
		December		
Update Company Info in EBO		29/12/23	ISE	Via EBO
		January		
Rigging	20/12/23	04/01/24	Servifira	rigging.granviasouth@firabarcelona.com (Halls 1, 2 and 3) rigging.granvianorth@firabarcelona.com (Halls 4, 5, 6 & 7)
Wireless Policy Exception requests		09/01/24	Fira IT Services	ise.internet@firabarcelona.com
Freight Forwarding/Lifting		09/01/24	CEVA Showfreight	ise@cevalogistics.com
Early Build-up/Access Request	09/01/24	21/01/24	ISE	cs@iseurope.org
Standard Catering		22/01/24	Gastrofira	ISE Fira Store
		February		
Cabled Internet and Wi-Fi	04/01/24	End of show	Servifira	ISE Fira Store
Electricity	04/01/24	End of show	Servifira	ISE Fira Store
Hostesses	04/01/24	End of show	Servifira	ISE Fira Store
Security	04/01/24	End of show	Servifira	ISE Fira Store
Water/Compressed Air	04/01/24	End of show	Servifira	ISE Fira Store
Graphics	04/01/24	End of show	Servifira	ISE Fira Store
AV Equipment	04/01/24	End of show	Servifira	ISE Fira Store
Cleaning	04/01/24	End of show	Servifira	ISE Fira Store
Floor Coverings	04/01/24	End of show	Servifira	ISE Fira Store
Floral Decorations	04/01/24	End of show	Servifira	ISE Fira Store
Furniture	04/01/24	End of show	Servifira	ISE Fira Store
Lighting & Wall Sockets	04/01/24	End of show	Servifira	ISE Fira Store
Parking Passes	04/01/24	End of show	Servifira	ISE Fira Store
Carpet	04/01/24	End of show	Servifira	ISE Fira Store
Telecommunications	04/01/24	End of show	Servifira	ISE Fira Store
Air Filtration and Sensors	04/01/24	End of show	Servifira	ISE Fira Store
Refuse Containers/Cleaning Build-up	04/01/24	End of show	Servifira	ISE Fira Store
Lead Retrieval	10/01/24	End of show	Servifira	ISE Fira Store

All products on the Fira Store will have a 30% discount until 4 January 2024. From 5 January 2024 until the beginning of the build-up, services can still be ordered, although they will be subject to availability. During build-up and show days, all orders will have to be placed and paid for at one of the Exhibitor Services Desks which will be located throughout the venue.



Timetable for Build-up, Show Days and Breakdown



Build-Up		
*Sunday 21 January	08:00 – 00:00	Early Build-up only upon request via EBO
*Monday 22 January	08:00 – 00:00	Early Build-up only upon request via EBO
Tuesday 23 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors
Wednesday 24 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors
Thursday 25 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors
Friday 26 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors
Saturday 27 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors
Sunday 28 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors. Decoration and equipment delivery of shell scheme stands/ removal of ALL empty cases.
Monday 29 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed. Decoration for shell scheme stands, no freight allowed.

Please note that the build-up schedule does not allow for 24-hour working. If overnight working is desired it should be requested from Fira Barcelona directly, via ise@firabarcelona.com

Show Opening Times		
Tuesday 30 January	07:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Wednesday 31 January	07:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Thursday 1 February	07:00 – 20:00 10:00 – 18:00	Venue open to exhibitors. Venue open to visitors.
Friday 2 February	07:00 – 20:00 10:00 – 16:00	Venue open to exhibitors. Venue open to visitors.



Breakdown		
Friday 2 February	17:00 – 18:00	Removal of hand-carried goods. Loading docks are closed.
	18:00 – 00:00	Dismantling of stands. Loading docks are closed.
Saturday 3 February	08:00 – 00:00	Dismantling of stands.
Sunday 4 February	08:00 – 00:00	Dismantling of stands.
Monday 5 February	08:00 – 18:00	Dismantling of stands.



ISE Official Suppliers 1

There are multiple companies mentioned throughout this manual. Therefore, it is essential to know who the Official Suppliers are for ISE 2024. On this page is an overview of each Official Supplier, including a detailed description of their responsibilities in relation to the show. **They can be recognised in their communications by our Official Supplier logo.**

OFFICIAL SUPPLIER



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Fira Barcelona, Gran Vía

30 Jan - 2 Feb 2024

Service	Official Supplier	Responsibilities	Company logo
Logistics and Showfreight	CEVA Showfreight	CEVA Showfreight is our official partner for logistics and on-site handling. They assist exhibitors with shipments to and from Fira Barcelona and are the only company authorised to operate motorised equipment within the venue (including forklifts, cranes, electric pallet trucks, cherry pickers and scissor lifts as well as truck mounted forklifts and cranes).	
Exhibitor Services, Shell Scheme	Servifira	Servifira is the Exhibitor Services department of Fira Barcelona. They manage all services available for Exhibitors during build-up, show days and breakdown, and will also be selling basic and premium stand packages through the ISE Fira Store.	
Tailor Made Stands	buildUP by Fira	Fira Barcelona's stand design department specialised in custom-made projects for mid-size and large booths. They create unique stands based off your ideas.	
Stand Design Approval and Health and Risk Assessment	Abraxys Global	Abraxys is our official Health and Safety partner. They are responsible for approving space-only stand designs as well as monitoring health and safety on-site during build-up, show days and breakdown.	

ISE Official Suppliers 2






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30 Jan - 2 Feb 2024

Service	Official Supplier	Company email Suffix	Company logo
RISE Show TV: our official video-on-demand service	Inavate	@imlgroup.co.uk	
ISE Daily: the official newspaper of ISE 2024, distributed on site each day; also official ISE newsletters in the run-up to the show	Future	@futurenet.com or @ise-daily.com	
Hotel Services: our official Accommodation Partner, offering a wide range of hotels	bnetwork	@bnetwork.com	
Show Guide	Xcalibre Communications	@xcalibrecomms.com	

Critical Suppliers List



Service	Company Name	Email Address	Contact Number
Exhibitor Services	Servifira	ise@firabarcelona.com	+34 93 233 20 00
Freight Forwarding/ Lifting	CEVA Showfreight	ise@cevalogistics.com	+44 330 587 7777
Hotel Services	bnetwork	isehotels@bnetwork.com	+34 93 550 03 50
Lead Retrieval	Fira Barcelona	leadretrieval@firabarcelona.com	+34 93 233 27 73
IT Services	Fira Barcelona	ise.internet@firabarcelona.com	+34 93 233 22 00
Rigging & Truss Services	Servifira	Halls 1, 2 & 3: rigging.granviasouth@firabarcelona.com Halls 4, 5, 6 & 7: rigging.granvianorth@firabarcelona.com	+34 93 233 20 00 +34 93 271 48 00 +34 93 004 24 24
Stand Design Information and Approval	Abraxys Global	ise@abraxys.com	+34 68 864 26 50
Catering Services	Gastrofira	isecatering@firabarcelona.com	+34 93 233 20 00
Graphic Services	Servifira	graphics@firabarcelona.com	+34 68 267 01 85



ISE Recommended Suppliers



If you are looking for services to promote your presence on-site or if you need a stand builder, please find a list of Recommended Suppliers on this page.



Services	Supplier	Contact details	Company logo
Stand Builder: Fira Barcelona's in-house stand design department. Click here to check their latest projects.	buildUP by Fira	t: +34 661 780 913 e: mprats@firabarcelona.com w: www.buildupfira.com	
Stand Builder: Custom design & local production, superb service & international project team, high-end AV fits	Iventions Event Architects	t: +34 93 302 86 40 e: ise@iventions.com w: https://iventions.com/ise-2023	
Stand Builder: More than 50 years' experience, based in Barcelona. Customer Green is our corporate colour for sustainability.	Servis Group	t. +34 934 233 107 e: lrebecca@servisgroup.es w: www.serviscomplet.com	
Event Agency: Off-site events, Hospitality services, Immersive activations, Visitor engagement, Press conferences	Iventions Event Architects	t: +34 933 028 640 e: ise@iventions.com w: https://iventions.com/ise-2023	
Communication Services	Jordi Muntal	t: +34 60 997 90 87 e: info@jordimuntal.com w: http://jordifotograf.com/	
Communication Services	Maarten Schuth & Cate Béart	t: +31 645 492 771 e: info@conferencephotography.es w: www.conferencephotography.es	
Communication Services	Albert Mollon	t: +34 661 80 94 96 e: info@albertmollon.net	



Exhibitor Back Office (EBO)

The Exhibitor Back Office (EBO) is a comprehensive and essential tool designed to facilitate your preparations for the upcoming ISE 2024 show. This powerful tool allows you to effectively manage all aspects of your participation and provides useful resources to help you achieve success.

Within the EBO, you will find a range of features and sections to help streamline your preparations:

- > **Company information:** It is crucial that you review and update your contact details, exhibitor categories, logo, company profile and contact details within the EBO, as these will be used on the official ISE website and floorplan.
- > **Exhibitor Resources:** You will find relevant documents such as the Event Manual, deadline overview, and access to the ISE Fira Store. You can also find information on how to book a meeting room. Check the meeting room user guide and submit the booking form.
- > **Marketing Tools:** There are three sections in the EBO meant for marketing tools: Promote your presence, Enhance your presence and Press opportunities. In these sections, you will find the marketing toolkit, conference information and press-related topics. Make sure you explore these tools to have a successful show.
- > **Account Details:** You can check your contract, update your contract signature and password.
- > **Deadline Overview & Checklist:** Find a checklist which isolates all the essential steps you will need to follow and make sure you are up to date with the most relevant deadlines.
- > **Rebooking & Priority Points:** You can find all details regarding rebooking for ISE 2025 and view priority points and ranking number.
- > **Registration & Navigating the Show:** You can access your Exhibitor Registration Portal to register your stand personnel and obtain your Attendee Invitation Code and Invitation Link.

It is crucial that you review and update your company profile and contact details within the EBO, as these will be used on the official ISE website and floorplan. You can add additional contacts if needed, and ensure that your stand builder's contact details are included as well. The deadline to update this information is **29 December 2023**, after which time the information listed in the EBO will be published in the printed Show Guide.

Should you have any questions or concerns about using the EBO, the Customer Success Department is available to assist you directly via email at cs@iseurope.org. Make the most of the EBO's features and resources to ensure that your participation in ISE 2024 is a resounding success.

ISE Fira Store

The **ISE Fira Store** can be accessed via the EBO and is managed by Servifira, the Exhibitor Services Department of Fira Barcelona. Please visit the ISE Fira Store to see the full selection of products and services as well as pricing information. If you have a query regarding your order, or need further information, please contact Servifira directly on ise@firabarcelona.com

Please find below the step-by-step instructions for logging in to the ISE Fira Store.

1. Log in to the EBO.
2. In the upper-right hand corner, click on the button that says Sign In.
3. Click on Create an account (this is only for the first time logging in).
4. Once the account is created, you will receive an email from Servifira informing you that the account has been activated. Click on the provided link to confirm your username and password to sign in.
5. Go back to the sign in area and enter your login credentials

Please note that the ISE Fira Store is a separate system from the EBO, so the credentials for the EBO are not valid for the ISE Fira Store so a new account will be needed.

If you have any difficulties logging in, please contact Servifira on ise@firabarcelona.com

Registration

- > **Exhibitors / Stand personnel:** All exhibitors must be registered via the registration portal in the Exhibitor Back Office. The registration portal is available from **5 October 2023**.

Follow these steps to register your stand personnel:

1. Go to your EBO and click on Registration.
2. Open the Registration Portal and click on Register Stand Personnel.
3. Download the template and fill it in.
4. Upload the template and check if the list has been approved.

Once approved, there will be a green check confirming all people on the list have received a confirmation email. If you still need additional support, contact the Registration team via registration@iseurope.org or check the **Exhibitor Registration Guide**.

Please note that when registering, an email address can only be used once. Please do not share the invitation code with your stand personnel, as they would then be registered as attendees and not exhibitors. All exhibitors need to be registered via the process mentioned above.

Keep in mind the exhibitor badge will give access to the venue during build-up, event and breakdown days.

- > **Contractors / Stand builders:** As for contractor registration, once your stand design has been approved by Abraxys, you will receive the Permission to Build Certificate, in which you will find a link to the contractor registration portal. As soon as the stand design is approved, you will also have access to this Portal via your EBO. Please contact our Customer Success team via cs@iseurope.org if you have any queries.

- > **Attendees:** As an exhibitor, you have an invitation code to make sure all your clients can visit you at ISE. You can find the invitation code on the EBO and on the Registration Portal. Make sure you share this with anyone you think should attend the show.

For ISE 2024, everyone will need to bring their printed badge. Make sure you download the ISE 2024 App and open your Digital Voucher, where you will find a button to download your badge in pdf format. You will need the printed badge to access the venue.

Additionally, anyone requiring a Visa invitation letter can download it directly from their myISE account. The link will be provided in the registration confirmation email.

Should you have any questions or concerns about the registration process, the Registration team is available to assist you directly via email at registration@iseurope.org

Hotel Information

The Official Hotel Accommodations partner of ISE in Barcelona is bnetwork, a renowned agency specialising in hotel and travel arrangements as well as special events. They have the best deals for rooms located in and around Barcelona throughout show days, build-up, and breakdown. We advise you to use bnetwork to book a hotel room for your participation at ISE 2024. Their ISE dedicated webpage isehotels.bnetwork.com shows a wide range of pre-secured accommodation options.

Should you need more details, you can contact bnetwork via email at isehotels@bnetwork.com or you can call them at **+34 935 500 350**.

IMPORTANT WARNING: In previous years, some ISE attendees and exhibitors have experienced problems with scam companies. Please make sure to only book via bnetwork as any other online services may potentially be a scam. bnetwork can be recognised by the **ISE Official Supplier logo**.



Access ISE 2024

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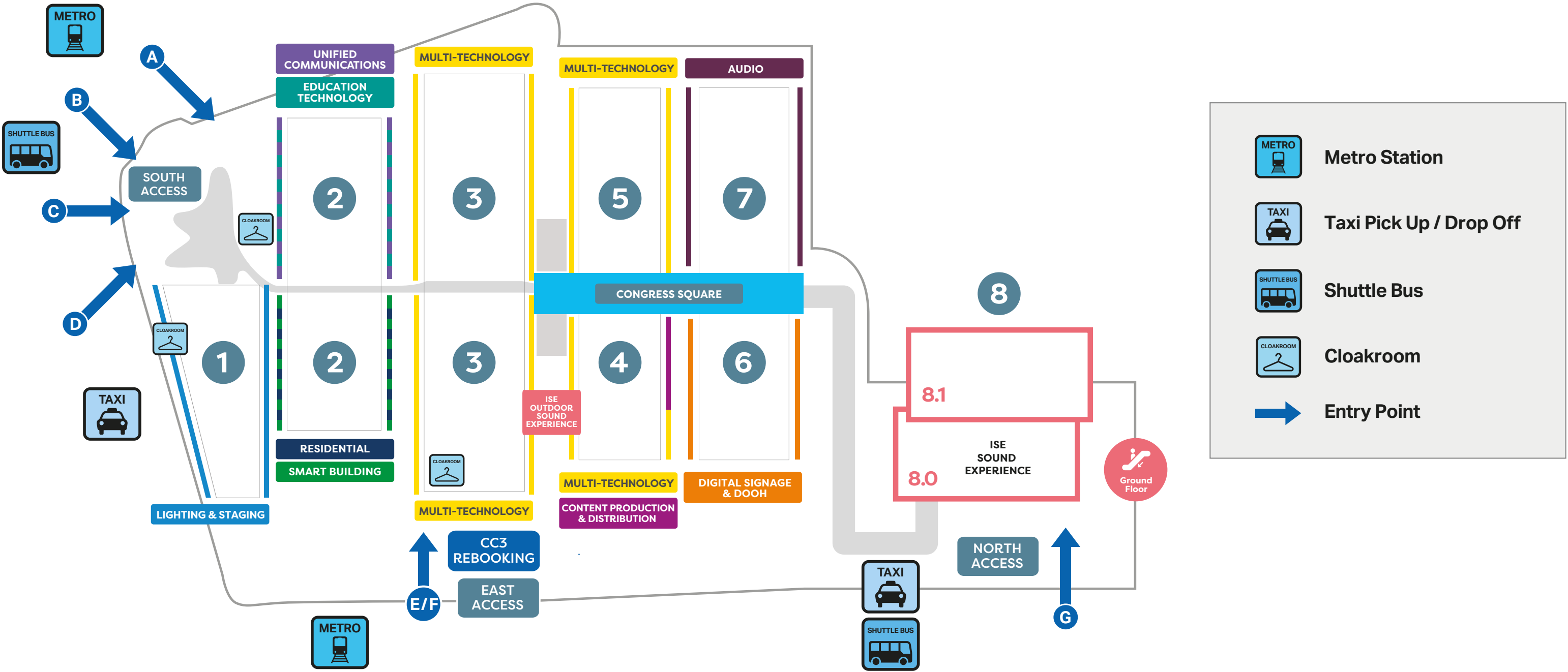
ISE 2024 introduces new access points for your convenience. From 07:00 to 20:00, exhibitors can access the event via the following access points: South Access (A, B, C and D), East Access (E and F) and North Access (G). Please refer to the accompanying image for an overview of the available transportation options, including shuttle buses, taxis, and the metro and the cloakroom points.

Taxis:
To enhance accessibility, we have established a new taxi stop at the North Access.

Metro:
There are three metro stations in close proximity to Fira Gran Via. The nearest station, “Fira,” is situated next to the East Access. The preceding stop, “Europa | Fira,” is closer to the South Access. There is an additional metro station, “Foc”, which is next to the North Access. Both exhibitors and attendees can utilise their free transportation tickets, which are valid for all public transport in Barcelona, including buses and the metro and can be used during all four days of the event. This transportation ticket includes one trip to the Airport. We encourage everyone to collect their transportation tickets at the South Access, East Access, or North Access points.

Shuttle Buses:
Exhibitors and attendees can access the shuttle bus service upon presentation of their badges, offering a convenient means of transportation between the event venue and the city centre. Please consult the schedule below:
Should you require further assistance or information regarding transportation options or access to ISE 2024, please do not hesitate to contact our dedicated support team at cs@iseurope.org

Service	South Access	North Access
From Plaza España to Fira Gran Via		30 Jan – 2 Feb: 09:30 – 11:30
From Fira Gran Via to Plaza España	30 Jan – 1 Feb: 16:00 – 20:00 2 Feb: 14:00 – 18:00	30 Jan – 1 Feb: 16:00 – 20:00 2 Feb: 14:00 – 18:00



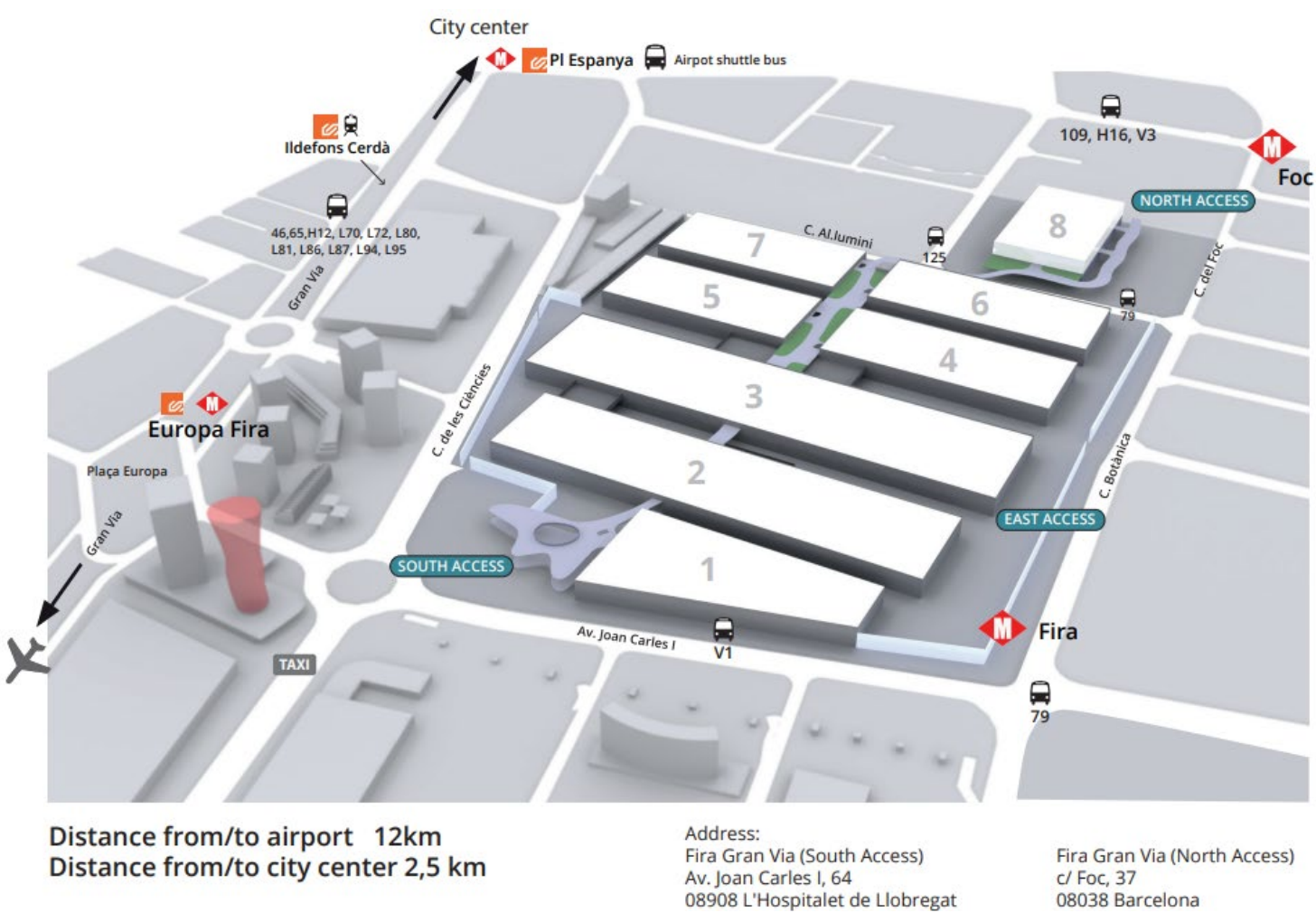
Directions to Fira Barcelona – Gran Vía



Services	Distance From the Fira	Station/Stop
	5-Minute Walk	Underground TMB Metro L9 South: “Fira” and “Europa Fira” stations. East and South Access TMB Metro L10 South: “Foc” station. North Access FGC (Catalan Government Railways): “Europa Fira” station. Lines L8, S3, S4, S8, S9, R5, R50, R6 and R60. South and East Access
	5 to 10-Minute Walk	TMB lines: H12, V1, 46, 65, and 79
	5 Minutes from Europa/ Fira Station	FGC (Catalan Government Railways) Lines L8, S3, S4, S8, S9, R5, R50, R6 and R60 (Europa/Fira station) South and East Access More information Renfe Barcelona-Sants station, 4km from the fairground, is connected to a comprehensive regional, national and international railway network. From the station you can take the TMB Metro system to the venue or a taxi.
	15 Minutes by Taxi	Barcelona-El Prat Airport has two terminals, T1 and T2, where around 100 airlines operate. Direct access from the airport: By road: a 12km journey (C-31) Underground: L9 South (Fira and Europa/Fira stations) Bus: TMB line 46 (Pl. Europa stop) Taxi
	Fira Parking Garages Around the Venue	The Gran Via fairground is located in a new business development area, connected to the main motorways and dual carriageways leading into Barcelona: AP-7, AP-2, A-2, C-16, C-58, C-31, C-32, C-33 GPS coordinates: 41.35448, 2.12698

Parking During Show Days

Vehicles with a maximum height of 2.1 metres can enter the parking garages. Find all the options and rates on the [ISE Fira Store](#) and purchase your ticket.



Alll vehicles with a height exceeding 2.1 meters cannot park in the Fira Barcelona parking facility. Therefore, we recommend alternative options such as a truck parking. Just a 7-minute drive from Fira Barcelona Gran Vía, you can find the Bellvitge Truck Parking. If you wish to inquire about availability or need more information, you can find the contact details below:

Phone: 617757929

Email: info@parkingcamionesbcn.com

Address: C/ Cami de Pau Redo 08907 L'Hospitalet de Llobregat

Important Show Protocols 1



Distribution of Material

The display or distribution of any material in any form, from any area within Fira Barcelona other than within the boundary of your stand, is strictly prohibited. Canvassing (e.g. soliciting for subscriptions and opinions) is also strictly prohibited.

Pop-ups are only allowed on your stand; they are prohibited in the aisles, general areas, catering areas and entrances. Only ISE directional pop-ups are allowed in these areas. When renting a meeting room, pop-ups are allowed at the room entrance only if they do not hinder accessing the corridor. They are not allowed in the corridor leading to the room; any pop-ups there will be removed by ISE management without prior notice.

Floor stickers or wall stickers are not permitted anywhere within Fira Barcelona other than within the perimeter of your stand. Any costs incurred for removing stickers will be passed on to the exhibiting company.

Lead Retrieval

Lead Retrieval by Fira Barcelona gives you total management of the pre-show, at-event and post-show process and is highly recommended by ISE. Using Lead Retrieval, you can scan visitors' badges, retrieve contact data, add photos and even immediately contact visitors by exporting the leads. You can assign licences and use the system to follow up post-event to ensure no leads are lost in the process. Lead Retrieval by Fira Barcelona gives you total control over the sales lead management process.

The **ISE Fira Store** still offers the opportunity to purchase lead retrieval services until the end of the event. We invite you to take advantage of this service by reviewing the price breakdown below.

Click here to download the [Lead Retrieval Guide](#).

Should you have any questions or concerns regarding the Lead Retrieval products, please do not hesitate to contact the professionals at Lead Retrieval by Fira Barcelona directly at leadretrieval@firabarcelona.com

Description	Early-Bird Price	Event Price
Deadline	Until 10 January 2024	11 January onwards
Lead Retrieval - Small Business Edition (1 licence)	€250	€275
Lead Retrieval - Enterprise (3 licences)	€500	€550
Lead Retrieval - Additional license (ovly available as complementary to Enterprise edition)	€95	€110
Device (smartphone) rental	€190	€200
Device rental (smartphone) + delivery	€235	€250
Device rental (smartphone) + delivery + overnight storage and charging	€285	€300
Loss/Damage Waiver for the smartphone	€100	€100

Device rentals have been configured for Lead Retrieval use and work with 4G connection for scanning. If you wish to use the licenses on your own devices, please be aware of the following requisites:

- > Android 6.0, iPhone 7 with iOS 13 or later
- > Stable connection (4G connection is recommended)

You need a 4G/5G connection or Wi-Fi to use all the Lead Retrieval functionalities, but you may still scan the badges without an internet connection, and subsequently synchronize all the collected data in a Wi-Fi area.



Important Show Protocols 2



Music & Sound Levels

Exhibitors wishing to play music on their stands should obtain permission from the organisers. Please note that no live music is allowed during show hours. Exhibitors are solely responsible for obtaining any licence(s) required to play music on their stand.

The relevant organisation in Spain from which to obtain the licence is SGAE. For more information, you can send an email to infolicencias@sgae.es

Exhibitors using music systems must ensure that they are in possession of the correct licensing and that the volume must be kept to a limit of 70 decibels. A peak of 85 decibels for a maximum of two minutes is permitted for demonstrations twice per hour.

Live music is only permitted at stand parties hosted after 18:00.

Noise levels will be measured throughout the show days by Abraxys. Exhibitors failing to comply with warnings from show management will have their power supply terminated. Please show consideration to other exhibitors at all times.

Stand Occupation

Each exhibitor is responsible for manning its rented stand with at least one person during the opening hours of the show. Failure to do so will result in a fee of €500 per day being charged to the exhibitor. Abraxys will be monitoring this on-site.

Stand Party/Event

Every exhibitor is welcome to host a party, event or reception on their stand.

External catering organisations are not permitted to cater for such events. When ordering catering, please note that you must have an area for catering materials within your stand. If you do not have such a space, you should order disposable materials for the event.

Please note that the venue needs to be cleared by 22:00 every night of the show. At 21:45 everyone within Fira – Gran Vía is requested to leave the premises. **Therefore, we advise you to put 21:30 as the end time on your invitation.**

For every on-stand event, an [Event Request Form](#) must be filled out and sent to ISE. Please send the completed version to Natálie Měkotová at nmekotova@iseurope.org

Please note it is mandatory that you order stand security for every event. This and other services for the parties (tensa barriers, cleaning, etc.) can be ordered via the ISE Fira Store. You will be able to order staff for the stand until the 19 December 2023. We suggest the presence of at least one security guard for the duration of your event. For stands larger than 100sqm, two security guards should be ordered. The role of the security guards is to contain the party within the stand perimeter but also to protect the neighbouring stands.

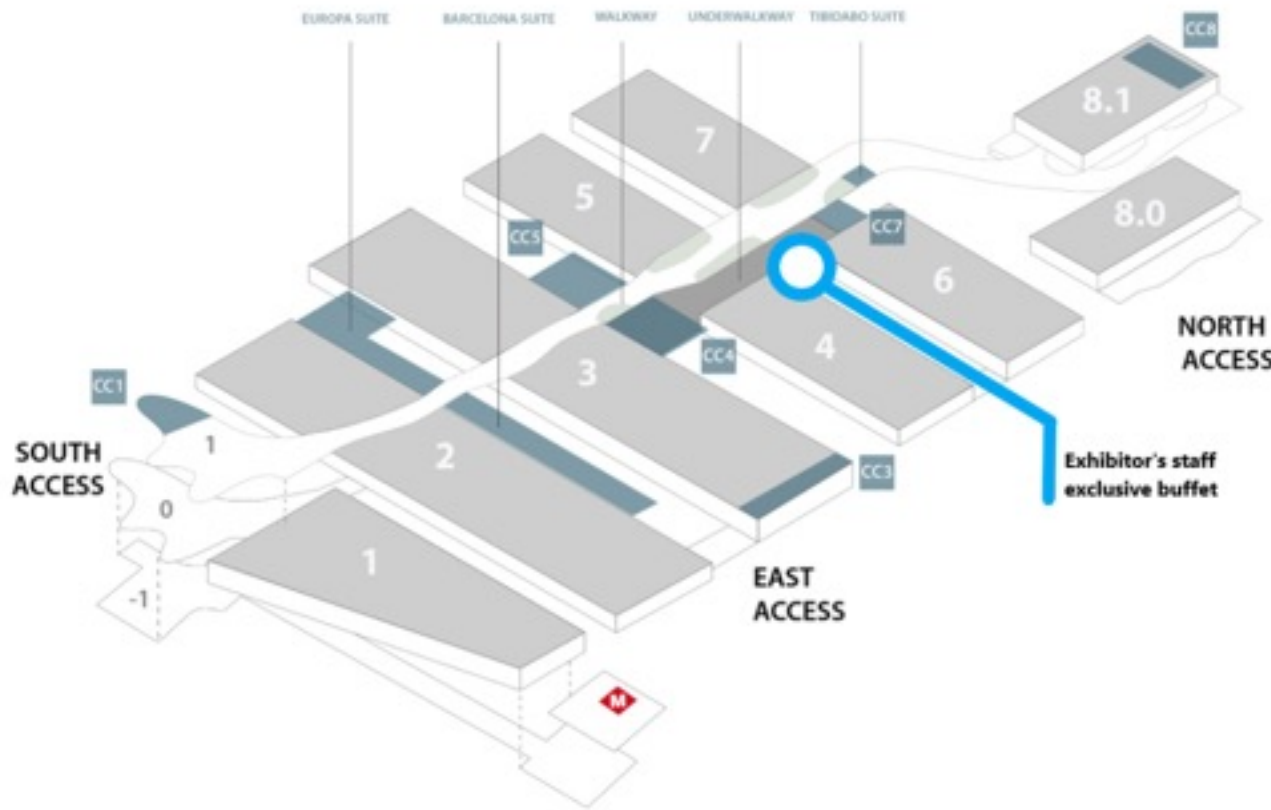
Catering

Gastrofira is Fira Barcelona’s catering department. A wide variety of fresh and delicious food, beverages and equipment can be delivered directly to your stand, meeting room or suite. You can place your catering order through the ISE Fira Store. Please place your initial order before 22 January 2024. Make sure the shopping cart items are paid for and validated before the final deadline date. Afterwards, orders may not be accepted or accepted partially.

If you cannot find what you are looking for, have special dietary requirements, or require a specialised order, please do not hesitate to contact the Gastrofira Sales Department directly. They will work on creating a tailored catering offer especially for you. Please contact Gastrofira directly at isecatering@firabarcelona.com or +34 93 233 20 00. The deadline for tailor-made catering orders is 16 January 2024.

Gastrofira also has a large catalogue of branded items such as paper coffee cups, napkins, stirrers to straws, water bottles, biscuits or apples among many others. If you want your brand to be recognised everywhere on your stand, please check their catalogue, found in the ISE Fira Store, before 18 December 2023.

Gastrofira offers an exclusive exhibitor restaurant located on the upper walkway by Hall 6 during build-up and show days. Vouchers and additional information are available for purchase on the ISE Fira Store or by contacting Gastrofira directly at isecatering@firabarcelona.com or +34 93 233 20 00.



Meeting Rooms at the Show



Exclusive Suites & Meeting Rooms

Our selection of meeting rooms are strategically located within the Barcelona Suites and Europa Suites areas, as well as the spacious CC3, CC4 and CC7 rooms and the Tibidabo Suites.

To make a booking, simply download our [Meeting Room Booking Guide](#) and fill out the booking form which you can find in the Exhibitor Resources section on your EBO. Your request will be promptly reviewed and within 24 hours, you will receive an email with customised options tailored to your specific requirements.

Services

To request any additional services for your meeting room, please visit the ISE Fira Store and indicate your meeting room number. Fira offers a range of services, including internet, hostesses, security, AV equipment, cleaning, and extra furniture.

The initial setup options of boardroom, theatre, classroom, and emptying of the room are included in the price. If you require a second setup change, additional costs will apply. All requests for setup changes must be made before 4 January 2024.

If you need catering services within your meeting room, please contact Gastrofira directly at isecatering@firabarcelona.com or +34 93 233 20 00. Please note that the deadline for catering orders in your meeting rooms is 15 January 2024.

When ordering catering machinery for any meeting rooms, it is mandatory to request electrical needs. Please note that external catering organisations are not permitted to cater inside Fira Meeting Rooms.

Keys

- > Each meeting room has 2 keys included.
- > Access to the meeting room will only be granted on the day of the booking and not before.
- > The keys will be collected and returned at the information point located on the walkway next to the Barcelona and Europa suites.
- > If you require additional keys, they can be requested at the information point for an extra charge of €30 per key, which includes late return or loss of the keys.
- > Please note that if you do not return the keys on the last day of the contract before 20:00, an additional cost of €30 per key will apply.

Meeting Room General Rules

Meeting rooms can only be booked for a full day. Please note that access times for exhibitors and attendees are different.

Service	Exhibitors	Attendees
30 January - 1 February	07:00 – 20:00	09:30 – 18:00
2 February	07:00 – 20:00	09:30 – 16:00

- > When booking a meeting room, please consider the build-up and breakdown days. If necessary, an additional day must be booked. Thes additional day will have an additional cost of a full day.
- > The meeting rooms can be delivered empty, to display products such as screens and/or displays. However, please note that all Barcelona and Europa suites are delivered with a cupboard that cannot be removed. To display products, please verify the electricity needs.
- > Please note that it is not possible to build audio demo rooms in the meeting rooms. The maximum sound level that can be permitted in the rooms is 40dB.
- > Construction within Fira Barcelona meeting rooms is not allowed under any circumstances, particularly but not limited to temporary building, removing of existing furniture, installation of additional power, carpeting, attaching any signage to the walls, glass, or doors. This list is explicitly not meant to be exhaustive.
- > Please note that all the above-mentioned services need to be carried out by Fira official suppliers.
- > If you are planning an event, breakfast, or meeting outside the regular hours, please inform Melissa Ortiz at mortiz@iseurope.org in advance.

Meeting Room Build-Up

- > Fine tuning and goods delivery: 07:00 - 09:00 on the first day the meeting room is booked.
- > For Barcelona/Europa Suites and Tibidabo Suites all goods, flight cases and other types of materials will need to be unloaded via the goods lift located at Hall 8.0.

Meeting Room Breakdown

- > Breakdown hours during show days: 18:00 - 20:00 on the last day the meeting room is booked.
- > The breakdown should be carried out before returning the key, on the last day of the contract.
- > The room must be left clean and empty. A fee will be applied if the room requires cleaning.
- > For Barcelona/Europa Suites and Tibidabo Suites all goods, flight cases and other types of materials will need to be unloaded via the goods lift located at Hall 8.0.

For more information regarding meeting rooms, please contact Melissa Ortiz via mortiz@iseurope.org or +34 93 271 2053. You can also download our [Meeting Room Booking Guide](#).

In the event there are no meeting rooms available onsite, you can contact Creative Spirit and they will help you find a meeting space. They have built a venue finding tool to support ISE exhibitors with their requirements for social events. Contact them directly via ise@creativespirit.eu or +34 93 218 39 60.



General Show Information 1



Children

Due to ISE’s business nature and high volume of pedestrian traffic, **children under the age of 16 are not permitted in Fira Barcelona during ISE build-up, show days and breakdown.** Children between 16 and 18 can enter if accompanied by an adult.

This information is also mentioned in the Terms & Conditions of the online registration portal.

Cloakrooms & Luggage

There are four cloakrooms at the venue. Find one in the South Access, another one in the outdoor area between the South Access and Hall 1, a third one in the East Access and a last one in the North Entrance.

The cloakroom service for ISE 2024 is free of charge.

Lost & Found

If you have lost an item or found something that belongs to someone else while at the venue, please go to the Exhibitor Service Desk located in the South Access -1.

Copyright

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

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

Disabled Facilities

Fira Barcelona is fully accessible for people with disabilities. There are multiple elevators that enable access to the different levels, disabled restrooms, dedicated parking facilities and more. Download Fira’s [Accessibility Guide](#) for more information.

First Aid

During periods of build-up, show days and breakdown, first aid services will be available in the First Aid Centre, next to doors 3.14 in Hall 3, in CC7 and in Hall 8.0.

In case of emergency, please call Fira Barcelona control room on +34 93 233 41 00.

Exhibit Space Air Treatment

Fira Barcelona has taken many technical measures to keep the air in the exhibit halls safe for all attendees and exhibitors. However, you may wish to consider standalone air sanitisers in case the air does not flow well through some of your exhibit space.

Recycling of air in smaller spaces and in high traffic meeting spaces may promote virus contamination; this may be the case in closed off meeting rooms or at stands that are boxed in. For such cases, you can easily order stand-alone medical grade HEPA filtration units through the ISE Fira Store.

It is recommended to not bring your own units and it is prohibited to introduce sanitisers that expose UVC or that are based upon Plasma or Ozone. Both Barcelona and Europa Suites are already set up with their own filtering systems.

Liability

The exhibitor is solely responsible for the safeguarding of materials, equipment and displays at all times during build-up, show days and breakdown. We recommend that you always keep an eye on your materials, goods, equipment etc., and/or hire stand security. It is imperative that you never leave valuable items unattended. ISE management employs general security when the exhibition halls are closed. **However, ISE, Fira Barcelona, and ISE’s official contractors are not responsible for any loss, theft, damage, injury, or destruction of an exhibitor’s property or the property of its agents or employees, by or from any cause whatsoever.**

The exhibitor expressly releases ISE, ISE’s official contractors, Fira Barcelona and their respective officers, employees, members and agents, from any and all claims for such loss, theft, damage, injury or destruction, or for loss of goodwill (whether or not in relation to any property). It is suggested that exhibitors obtain insurance covering losses such as theft and damage to property. The exhibitor assumes all responsibility and hereby agrees to protect, indemnify, defend and hold ISE, Fira Barcelona, and ISE’s official contractors

and their respective officers, employees, members and agents harmless from and against any and all claims, losses, injuries and damages to persons or property, governmental charges or fines and attorney’s fees arising out of, or caused by, the exhibitor’s installation, removal, maintenance, occupancy or use of the exhibition premises, or any part thereof, or arising out of, or caused by, the exhibitor’s participation in exhibition activities. Exhibitors must comply at all times with the rules and regulations of ISE and Fira Barcelona. These rules and regulations are subject to change prior to the time the exhibition is held. Failure to follow ISE and Fira Barcelona’s rules and regulations will constitute a breach of contract. In addition, by signing the ISE exhibit contract, exhibitors agree to comply with ISE’s interpretation of its rules and regulations. Should an exhibitor wish to hire their own surveillance service for their stand, this can be requested through the ISE Fira Store via Servifira.

If the exhibitor wishes to hire a surveillance service or security company **other than that of Fira Barcelona, they must contact Servifira at ise@firabarcelona.com at least 48 hours in advance.** This form contains the regulations and conditions for the provision of this service.



General Show Information 2



Paging System

The hall PA system may only be used to pass messages on to exhibitors and contractors during build-up and breakdown, by ISE Show Management. During show days it can only be used for venue emergencies.

Smoking, Alcohol & Drugs

Smoking is not permitted inside Fira Barcelona venue at any point. There are no dedicated smoking areas, other than outside areas. Please keep in mind not to smoke directly in front of the entrance areas, to avoid any inconvenience for non-smokers. It is strictly forbidden to smoke in the halls.

Moreover, the excessive consumption of alcohol and the use of drugs are not permitted.

Anyone detected smoking in the halls during build-up, show days or breakdown, or using alcohol and/or drugs during build-up or breakdown will be requested – by the will be requested by show management – to leave the premises, effective immediately, without any warning.

In Case of Emergency

During the periods of build-up, show days and breakdown, Fira Barcelona will provide general surveillance of the exhibition areas regarding fire safety and other emergencies.

In case of an emergency, please inform the uniformed security guard if there is one nearby. Otherwise, please call the emergency Fira number at **+34 93 233 41 00**.

This emergency number is Fira’s control room, and any emergency will be coordinated from there.

Exhibitor Service Desks

You will be able to purchase goods and services from the Exhibitor Service Desks located throughout the venue.

Exhibitor Service Desk 1

- > In the existing customer service in South Access -1. This front desk can provide services to exhibitors in Halls 1, 2 and 3.

Exhibitor Service Desk 2

- > In CC7, rooms CC7.8 and CC7.9. This desk can provide services to exhibitors in Halls 4, 5, 6 and 7.

See below the opening hours for the Exhibitor Service Desks:

Date	Opening Times
Early Build-Up	
Sunday 21 January	08:00 – 20:00
Monday 22 January	08:00 – 20:00
Build-Up	
Tuesday 23 January	08:00 – 20:00
Wednesday 24 January	08:00 – 20:00
Thursday 25 January	08:00 – 20:00
Friday 26 January	08:00 – 20:00
Saturday 27 January	08:00 – 20:00
Sunday 28 January	08:00 – 20:00
Monday 29 January	08:00 – 18:00
Show Days	
Tuesday 30 January	07:00 – 20:00
Wednesday 31 January	07:00 – 20:00
Thursday 1 February	07:00 – 20:00
Friday 2 February	07:00 – 20:00
Breakdown	
Saturday 3 February	08:00 – 20:00
Sunday 4 February	08:00 – 20:00
Monday 5 February	08:00 – 18:00

Wi-Fi Policy

Fira Barcelona is the sole authorised provider of Internet and Connectivity Services, including Wi-Fi, across the exhibition halls. It is strictly prohibited to install or operate personal Wi-Fi or wireless devices that emit signals at the 2.4GHz or 5GHz frequency bands. To ensure the optimal experience for all attendees and exhibitors, Fira’s IT team reserves the right to identify and deactivate any unauthorised wireless networks. All exhibitors are required to comply with the [Fira Barcelona’s Wireless Policy](#). If you have any queries regarding IT services, please contact Fira’s network and communications team by sending an email to ise.internet@firabarcelona.com.

Important Note: The Wi-Fi service is exclusively provided in the 5GHz band by Fira Barcelona. Exhibitors should ensure that the devices they use for the event are **compatible with 5GHz**.



Stand Construction Area

Fira Barcelona | Gran Vía
30 Jan - 2 Feb 2024



Build-up and Breakdown Information 1



Early Access

For ISE 2024, we have two Early Access days, Sunday 21 January and Monday 22 January as of 08:00. The Early Access days are only available upon request. Please send your requests to [rruiz@iseurope.org](mailto:r Ruiz@iseurope.org) by Tuesday 9 January 2024 - 17:00 CET to have the Early Bird discount. If you have any questions regarding Early Access, please contact Raúl Ruiz at [rruiz@iseurope.org](mailto:r Ruiz@iseurope.org). The payment will only be accepted from the exhibitor – no third-party exceptions.

The regular build-up schedule will begin on Tuesday 23 January at 08:00 and will run until Sunday 28 January at 00:00. There will be no build-up allowed whatsoever on Monday 29 January.

Build-Up		
* Sunday 21 January	08:00 – 00:00	Early Build-up only upon request via email.
* Monday 22 January	08:00 – 00:00	
Tuesday 23 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Wednesday 24 January	08:00 – 00:00	
Thursday 25 January	08:00 – 00:00	
Friday 26 January	08:00 – 00:00	
Saturday 27 January	08:00 – 00:00	
Sunday 28 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors. Decoration and equipment delivery of shell scheme stands/ removal of ALL empty cases.
Monday 29 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed. Decoration for shell scheme stands, no freight allowed.

Early Access Rates

Description	Early-Bird Price	Event Price
Deadline	Until 09/01/24	Until 20/01/24
Early Access 1 Day	€ 500	€ 1,000
Early Access 2 Days	€ 1,000	€ 2,000

Please note the build-up schedule does not allow for 24-hour working. If overnight working is desired it should be requested from Fira Barcelona directly, via ise@firabarcelona.com Keep in mind there is a cost for this service.

CEVA, Logistics and Handling

CEVA Showfreight is bringing its exhibition site logistics and forwarding services to ISE 2024 as the sole official appointed freight and lifting contractor for the show. The company has offices and specialised partners across the globe to take care of your shipping and on-site needs.

For detailed information regarding shipping and handling at ISE 2024 please follow [this link](#).

In addition, CEVA Showfreight is the only company authorised to operate motorised equipment at the show. This includes forklifts, cranes, electric pallet trucks, cherry pickers and scissor lifts as well as truck mounted f orklifts and cranes. To order these services, please complete the relevant order form and a unique booking reference will be provided for you and your lorry driver if applicable.

For empty case storage, please contact CEVA Showfreight prior to the show. For more detailed information on this service please refer to the next section.

Storage of Empty Cases

Empty stand build cases are all the empty cases, crates and material involved in building your stand. Every exhibitor that has been granted Early Access must have their cases available by 14:00 on Saturday 27 January at the latest. Every exhibitor that starts during the regular build-up days (Tuesday 23 January onwards) must have their cases available for collection by 14:00 on Sunday 28 January at the latest.

Any empty cases removed from the floor on Monday 29 January will incur a 100% surcharge.

There will be a Priority Service with a maximum of 10cbm which will ensure the return of empty cases by 00:00 on Friday 2 February; and a Next Day Service which will ensure the return of your empty cases by 10:00 on Saturday 3 February.

Courier Shipping

We do not recommend using courier companies for shipping to ISE due to the difficulty in dealing with customs clearance. Goods over 10kg in weight and €40 in value require a Spanish importer of record. **Therefore, we suggest you contact CEVA Showfreight who will recommend a shipping partner in your region.**

Shipments Deadline Prior to the Show. (Advance Warehouse)

Shipments should arrive at the receiving warehouse, customs cleared, no later than three days before the requested delivery date to your stand. Shipments that arrive which need to be delivered under 72hrs will incur a 30% surcharge for priority delivery. Goods should be sent to the Advance Warehouse at FIRA MONJUIC and CEVA Showfreight must be notified accordingly.

For more detailed information, please make use of the Official Shipping Instructions and Tariffs, by clicking [here](#).

If you have further queries, please contact ise@cevalogistics.com

European Consolidation Points

CEVA Showfreight has strategic storage facilities throughout Europe so that goods for ISE can travel together directly to Fira. This saves exhibitors money and avoids multiple handling of shipments, thus reducing the risk of damages.

For more information about your nearest consolidation point and prices please email: ron.hayes@cevalogistics.com

Build-up Restrictions

Please note that in the loading bays of Halls 6 and 7 (by Alumini Street) and in the rear sides of Halls 5 and 7, no work can be carried out from 22:00 to 07:00. See blue marked areas on floorplan.

This however has no influence on the time frame for working within the halls, this is still allowed until 00:00.



Build-up and Breakdown Information 2



Traffic Buffering & Vehicle Registration

Vehicle registration and traffic buffering take place during ISE’s build-up and breakdown, allowing all parties to work as efficiently as possible. Vehicle registration entails all cargo vehicles registering at the Buffer Zone called Sot del Migdia (SOT). Cargo vehicles are only allowed to drive to the exhibition site at their booked unloading and reloading time slot. This enables optimum throughput on-site and drivers will be given limited unloading and reloading time.

Buffering entails that all vehicles first gather at an external site, called the “buffer zone”, and are only allowed to drive to the exhibition site for their booked unloading and reloading slot. Please see the address below.

CEVA / RESA

Sot del Migdia – Truck Waiting Area
Carrer del Foc, s/n
E-08004 Barcelona, Spain
GPS 41°21’34.7”N 2°08’58.3”E

Notify CEVA prior to arrival with:

1. Exhibitor name
2. Hall number
3. Stand number

For security reasons and to ensure efficient traffic management at the venue, only full trucks that have loaded at the exhibitor’s premises, driven directly to the venue, and unloaded to the exhibitor’s stand, are permitted to enter via The SOT Buffering Zone. All other shipments and cargo for multiple exhibitors onboard the same truck must be delivered to and collected from the advance warehouse located in FIRA MONTJUIC Barcelona.

Please contact Melanie Shipway on melanie.shipway@cevalogistics.com or +44 330 587 7429 more detailed information.

Please note that **no cars are allowed to park at the loading docks**, you will need to make use of Fira’s parking garages. If you need to unload a large amount of goods from your vehicle, please make sure to go to SOT to register to access one of the loading docks.

Unloading/Reloading time restrictions

There will be a zero-tolerance policy regarding parking at the loading docks; when the assigned unloading or reloading time has elapsed, you are obliged to leave the loading areas immediately. Any vehicles using the exhibition site as a parking area will be towed away without warning.

Vehicle passes

At the buffer zone/vehicle registration area (SOT), only one space is available at any given time. The driver will be issued with a vehicle pass accompanied by a map. The map will show, in detail, the location of the entrance gate. The pass will state the allocated time allowance at the exhibition site.

Self-unloading vehicles

Drivers of vehicles 12 metres or longer that need to be unloaded or re-loaded by hand, will need to purchase a pass from the registration area (SOT) at a fee of **€ 100 per single entry**. For additional entries you will need to report to SOT and purchase a new pass.

Drivers of lorries and vans shorter than 12 metres will need to purchase a pass from the registration area at a fee of **€ 12 per entry**. For any additional entries, it is necessary to report to SOT and purchase a new pass.

Location of the registration area is detailed above.

Build-up Traffic

To help improve congestion in and around the show-site, we will be enforcing a CEVA-ONLY-UNLOADING timeframe. Please see the exact timings below:

Build-up Traffic Schedule		
Sunday 21 January - Sunday 28 January	08:00 – 12:00	CEVA
	12:00 – 00:00	CEVA & Self-unloaders
Monday 29 January	Fine tuning for all exhibitors, no vehicles allowed onsite	

Exhibitors who have been granted access on the 21 January can unload only from 15:00 on 20 January (at CEVA’s discretion) but work cannot commence until 21 January at 08:00. The regular build up schedule will begin on Tuesday 23 January and will run until Sunday 28 January at 20:00. Also, exhibitors who have been granted access on January 22 can also unload the day before, January 21, after 15:00.

Please send an email to cs@iseurope.org if you would like to unload a day earlier.

Build-up and Breakdown Information 3



Barcelona Low Emission Zone

All non-Spanish vehicles entering the ‘Low Emission Zone’ (ZBE) of the Barcelona Metropolitan Area (AMB) must apply for a permit. The Barcelona Metropolitan Area (AMB) includes the Fira Barcelona venues.

This system has been implemented to control the access of vehicles that do not meet the required low emissions standards.

Vehicles meeting the low emissions standards will receive a long-term permit valid to access the city anytime during the validity of the permit. This permit is free of charge, although there is a one-off administration fee. It can take up to 15 working days from application for the permit to be issued, short notice applications for entry will be subject to an additional charge.

Vehicles not meeting the low emissions standards will receive a permit that allows the vehicle 10 single day entries during a twelve-month period. There is a charge for this permit dependent on the vehicle type, details of which can be found at the [AMB Website](#).

Applications for passes can be made at the [AMB Website](#).

Vehicles entering the Low Emission Zone (ZBE) without the required pass will be identified by cameras, the owner of the vehicle will be subject to a penalty fine.

Build-up in Halls

On Sunday 28 January, all stand-fitting empty cases must be labelled and ready for collection by 14:00 at the latest. Please note that the storage and return of crates is not based on last out, first in.

Sunday 28 January

The following activities must be finished by 20:00:

- > Vehicle movements
- > Collection of empty cases and toolboxes
- > Movement of forklifts, cherry-pickers, cranes and movable platforms
- > Rigging, securing of safety chains
- > Working at height

Monday 29 January

The following activities are allowed until 17:00:

- > Fine tuning of equipment
- > Decoration of the stand
- > Cleaning
- > Training of stand personnel

This also applies to shell scheme stands, any freight/ goods must be delivered by Sunday, Monday is purely meant for decoration.

This enables a safe working environment on the day prior to show opening for attendees while there will be a considerable number of exhibitor staff present within the halls.

Build-up Schedule

Build-Up		
* Sunday 21 January	08:00 – 00:00	Early Build-up only upon request via EBO.
* Monday 22 January	08:00 – 00:00	
Tuesday 23 January	08:00 – 00:00	Build-up for all space-only exhibitors/contractors.
Wednesday 24 January	08:00 – 00:00	
Thursday 25 January	08:00 – 00:00	
Friday 26 January	08:00 – 00:00	
Saturday 27 January	08:00 – 00:00	
Sunday 28 January	08:00 – 00:00	LAST Build-Up Day for all space-only exhibitors/contractors. Decoration and equipment delivery of shell scheme stands/ removal of ALL empty cases.
Monday 29 January	08:00 – 17:00	Fine tuning for all exhibitors. No stand building allowed. Decoration for shell scheme stands, no freight allowed.

Build-up and Breakdown Information 4



Friday’s Phased Breakdown

Friday 2 February

16:00

ISE 2024 closes and power will be switched off. Please make sure you order power for dismantling at the Exhibitor Service Desk before 12:00 on Monday 29 January. Catering machinery will be removed at 15:00.

17:00

Hand carried goods may be brought out to the parking garages around the venue, but it will not be possible for lorry drivers to enter the loading area until Saturday 3 February at 08:00.

18:00

After 18:00 the official dismantling will start but the freight doors will remain closed until Saturday at 08:00. Dismantling will finish at 00:00. CEVA will begin bringing priority empty cases into the halls, finishing at 00:00.

00:00

CEVA will start the overnight service for returning empty cases from storage, finishing at 10:00 on Saturday morning.

Breakdown Traffic

During breakdown, vehicles are allowed on to site from the buffer zone/ registration area (SOT) at the time slot allocated to them. **It is of great importance that you contact CEVA Showfreight to receive a loading slot for the breakdown.** Your vehicle can only arrive at the buffer zone a maximum of two hours prior to the designated reloading slot. The buffer zone/registration area cannot be used as a parking area and is not open overnight. There is a strict policy regarding no parking or access to SOT during the show days.

Cars and vans with a height up to 2.1 metres (1.9 metres in some areas) have parking areas available around the venue to allow loading of hand-carried goods.

Friday 2 February	
16:00 – 17:00	ISE Show finishes at 16:00. Contractors will not be allowed to access the venue until 17:00 to enable all visitors to leave and carpet to be removed from the gangways.
17:00 – 18:00	Removal of hand-carried goods. The loading docks will not be open.
18:00 – 00:00	<p>Dismantling can start but the loading docks will not be open.</p> <p>No vehicles will be permitted to enter the loading docks until Saturday morning.</p> <p>It is only possible to take your goods to the car parks throughout the venue. Please note the car parks have a maximum height of 2.1 metres (1.9 metres in some areas).</p> <p>The priority service for returning empty cases from storage will operated during this period.</p>
Saturday 3 February	
00:00 – 10:00	The overnight service for returning empty cases from storage will operate
08:00 – 11:00	CEVA and self-loaders up to 8 metres for single stand collections
11:00 – 19:00	CEVA-only reloading
19:00 – 00:00	CEVA and all self-loaders for single stand collections
Sunday 4 February	
08:00 – 00:00	CEVA and all self-loaders for single stand collections
Monday 5 February	
08:00 – 18:00	CEVA and all self-loaders for single stand collections

Security

Although every reasonable security precaution is taken throughout build-up, show days, and breakdown, show management nor Fira Barcelona cannot be held responsible for any loss, damage or accident which may occur to any exhibitor’s (or their contractors’) property or personnel.

ISE disclaims any and all warranties, whether express or implied, including the warranties of fitness for a particular purpose, merchantability, and non-infringement. In no event will ISE nor Fira Barcelona be liable to Exhibitor or any other person for lost profits, or any indirect, special, incidental, consequential, exemplary, or punitive damages of any sort. Exhibitor shall hold ISE and Fira Barcelona free and harmless from any third-party claims (including attorneys’ fees) in respect of the above.

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

You can order stand security to secure your valuable items during build-up, show days, and breakdown. The official contractor for stand security is Servifira (ise@firabarcelona.com). Please refer to the ISE Fira Store for more information on how to order these services.

Build-up and Breakdown Information 5



Cleaning/Waste Disposal

Exhibitors are responsible for arranging their own cleaning and waste disposal during build-up, show days and breakdown. Cleaning services can be ordered through the ISE Fira Store.

Cleaning will be carried out at night to minimise the impact of the service during show days.

Please keep in mind that although ordering a cleaning service is not mandatory, during show days, we recommend all display material is cleaned and sanitised before and after every occasion it is handled.

For waste disposal during build-up and breakdown you must order refuse containers via the ISE Fira Store. Please note that refuse containers must be placed on the stand; do not place them in the aisles. 20 and 30 cubic metre containers will be placed outside of the Halls due to their bigger size. All other smaller containers must be placed inside of the booths. Waste will be monitored on-site by a dedicated team.

After the exhibition, you must leave your stand swept clean and remove all floor tape. Any waste left will be photo-documented and the exhibitor responsible will be recharged for its disposal.

- > Waste, paper, cardboard, empty packaging and other combustible materials for disposal must be removed from the stands and their surrounding areas on a daily basis.
- > No materials may be stored behind stands.
- > Any waste materials should be contained within the exhibitor's assigned space.
- > It is strictly prohibited to place any waste or other items in the aisles. Exhibitors can contract waste removal in the ISE Fira Store via Servifira.

Hi-Vis Vests, Hard Helmets

All contractor personnel needing to gain access to the halls before 08:00 on Monday 29 January must wear a hi-vis and hard hat. After this deadline it is still advisable to wear these items. Please note that Abraxys will be selling the following items onsite:

- > Hi-Vis Vest € 5.00
- > Hard hat € 7.00

These items can be pre-ordered and pre-paid one month in advance of the show to be collected at the venue.



Integrated Systems Events takes the health and safety concerns of both the venue and its exhibitors and contractors very seriously. Therefore, ISE has implemented a set of standards when it comes to this topic, which are set out in this Event Manual. **We highly recommend that you and your contractors read this document thoroughly and pass this on to any person that is involved before, during or after the show.**



Our documents are updated regularly, so to ensure that your stand complies with our current regulations, and those of Fira Barcelona, make sure that you and your contractors are aware of our current regulations by making use of this document and [Fira Barcelona Technical Regulations](#).

It could be the case that for some matters the regulations of Fira contradict ours, in which case ISE's always overrule. Only when these rules are upheld will stands will be issued with 'Permission to Build Certificate'.

Space-only Stands

Space-only stands are required to be inspected by Abraxys so that they comply with the Health and Safety Law and Approved Codes of Practice. Besides that, please note that all structures must meet with CTE (Codigo Técnico de la Edificación) Spanish Technical Building Code. Below is a list of important aspects that every exhibitor with a space-only stand must comply with. Please make sure that everyone involved is aware of this.

- > The Exhibitor is responsible for its stand design.
- > When cladding or decorating columns that are fitted with fire equipment, extinguishers, fire alarm call points, signage or any other informational element of the venue, you must ensure that these are always visible, accessible and clear of obstacles that may prevent their normal use. All of these elements must not be manipulated or disassembled.
- > Fire exits, firefighting equipment, emergency signs, technical services and emergency exits must be kept clear at all times.
- > Do not purposely obstruct the view of other stands and that of the exhibition as a whole, when designing your stand.
- > It is prohibited to carry out channelling, bracing or any other structural modifications to the interior of the halls or to the outer areas of the venue. Both indoor and outdoor exhibition spaces must not be cladded with paint or glue.
- > For safety, health and environmental reasons, tools that produce dust, such as all types of saws, must not be used inside Fira Barcelona halls, unless they are equipped with dust holding bags or suction systems designed for this purpose.

- > Separation walls must consist of solid walling. The use of hall walls or those of neighbouring stands, including shell scheme, is not allowed. ISE has the right to place shell scheme walls at the exhibitor's expense if the exhibitor does not uphold this rule.
- > Separation walls, used as bordering walls with other exhibitors, that are higher than 2.5m must be finished to a professional standard so that they present a neutral (e.g., white, black, tan), flat surface to the bordering stand, down to 2.4m. Signage, logos and projections on the side of the bordering stand are not allowed.
- > Signage on the rear side of a wall is only allowed when the wall is higher than 400cm and more than 100cm from the edge of that stand.
- > A space-only stand location refers to a raw space that does not include walling, stand fittings, carpets, electrics and the like. The exhibitor has to arrange this at their own expense.
- > A space-only stand must be designed and built by a 'qualified' stand designer and stand-builder.
- > Stands must be built within the parameters of the assigned stand space. ISE has the right to alter stand designs, at the exhibitor's expense, if this rule is not upheld.
- > Stand spaces that include venue columns and service points must design their stands to ensure the venue has 24-hour access to these services. It is compulsory to keep these areas open and accessible at all times. You may incorporate them into your stand design, but you must not build around them or enclose them entirely. Venue fire exit signs must be visible at all times even if the signs are attached to a venue column within your stand space.
- > All stand related documents and plans for 'Permission to Build Certificate' must be submitted to Abraxys before Wednesday 15 November 2023.

The ISE Operations team reserves the right to oblige the stand contractor to make any amendments to a stand build on-site, at the expense of the contractor/exhibitor, if they feel that it deviates from the rules and regulations, and/or standard health and safety policies.

Stand Design Approval



For ISE 2024 every space-only exhibitor is obliged to send their stand design, including the Risk Assessment Form and the Method Statement, to Abraxys for approval.

Please submit the stand design via the ISE 2024 – [Stand Plan Submission link](#) before Wednesday 15 November 2023.

Abraxys will perform a Stand Plan Inspection (SPI) on the stand design that has been submitted. The Stand Plan Inspection fee covers the independent review of your stand plans and your supporting health and safety documents to ensure compliance to the organiser and venue regulations.

The SPI fee forms part of your plan submission and can be paid via the Abraxys secure online retail site here in either GB Pounds or Euros:

- > [ISE 2024 SPI fee GB Pounds currency](#)
- > [ISE 2024 SPI fee EURO currency](#)

Also, please note that the following requirements will be requested when submitting the stand design.

1. Detailed technical plans in a recognised scale, not less than 1:50, detailing:

- > An overall 3D graphic of the stand design
- > Visible stand number included in the stand design
- > Plan view, showing clearly all dimensions, walling, height of flooring and all major exhibits
- > Scaled side elevations showing a clear indication of the height of all elements, including all rigged elements.
- > Stand plans that include hanging banners must fully describe all construction materials and weight of the rigged item. There will be a compulsory secondary review of all rigged items undertaken by the venue’s engineering team so it is important that all relevant information is included on your plan drawings.

2. On-site contacts’ details

Exhibitors will be responsible for designating their stand designers, and these designers will be responsible for their subcontractors. In the event of changing the company responsible for stand design or the subcontractors, Abraxys must be informed. Failure to communicate a change or address any issues will result in the exhibitor assuming responsibility.

Please note that after a successful plan review has been completed by Abraxys, then a ‘Permission to Build Certificate’ will be issued by Abraxys. Please obtain this certificate from Abraxys before you order your rigging services from Fira or commence build-up on-site. Rigging that has not been included on your stand plans will not be able to be ordered. Abraxys will work in conjunction with the venue’s rigging department to review the submitted plans.

If you are required to make amendments to your stand design, there will be no additional fee when you submit your stand design again.

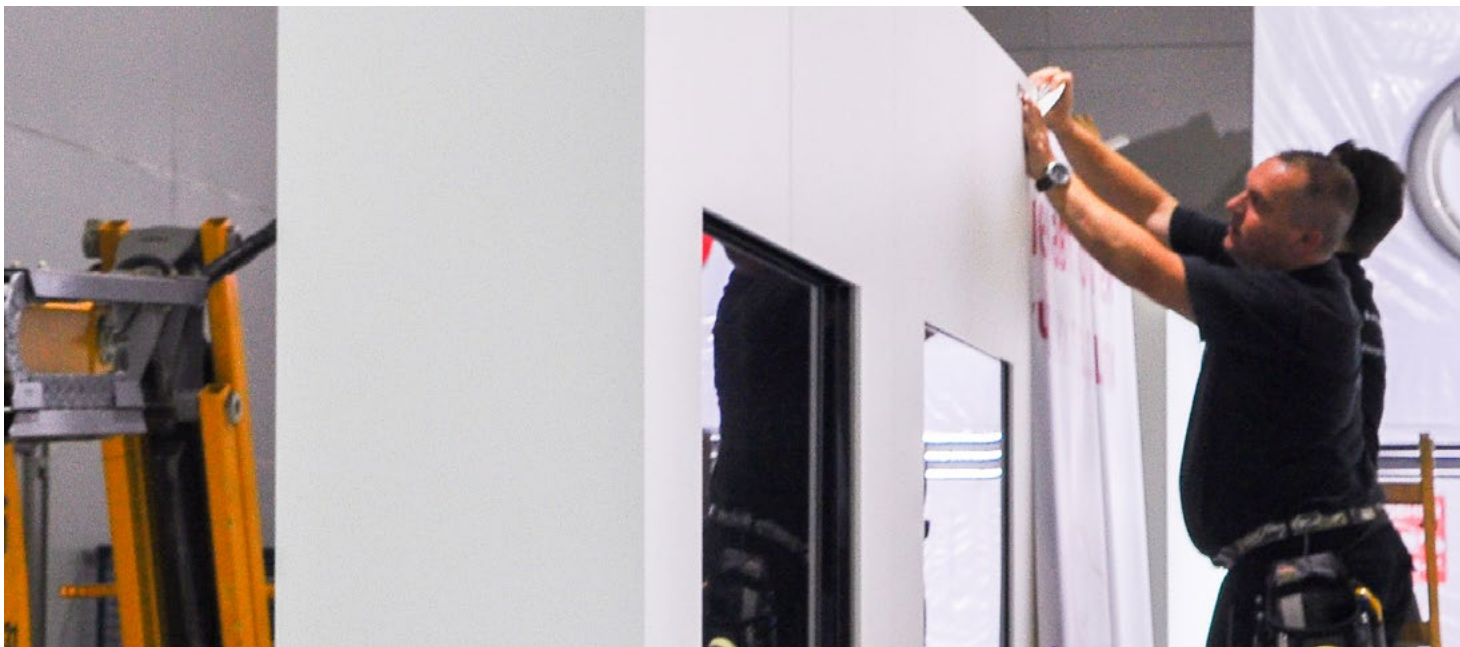
The Stand Plan Inspection fee is applicable to all space-only stands. All rigging is deemed complex and additional complex fees and rigging certification fees will apply, Abraxys will advise of the additional fees due once your plans are under review.

If you have a space only stand, then your stand plans and health and safety documents must be submitted to Abraxys for review via the [ISE 2024 – Stand Plan Submission](#). Even if you believe you are only planning a simple build in your space in the hall such as placement of carpet and AV – the space-only plan submission process still applies to you and the process must be followed until you receive your ‘**Permission to Build Certificate**’.

Please note that exhibitors who have ordered shell scheme or a Premium Stand Package via our preferred supplier Servifira, are not obliged to submit their stand design.

We kindly remind you not to submit your stand plans to Abraxys by email, please only submit your stand plans and health and safety documents via the link provided.

If you have any questions about your stand design, please contact ise@abraxys.com



Height Regulations: Walls & Pillars 1



Enclosed Exhibition Stands. 50% Walling Rule

Up to 50% of an open side to any aisle can be closed with solid walling or fixings, this is providing the whole stand design meets the requirements of fire regulations, this includes appropriate numbers of exits, and appropriate length and width of escape routes on the stand.

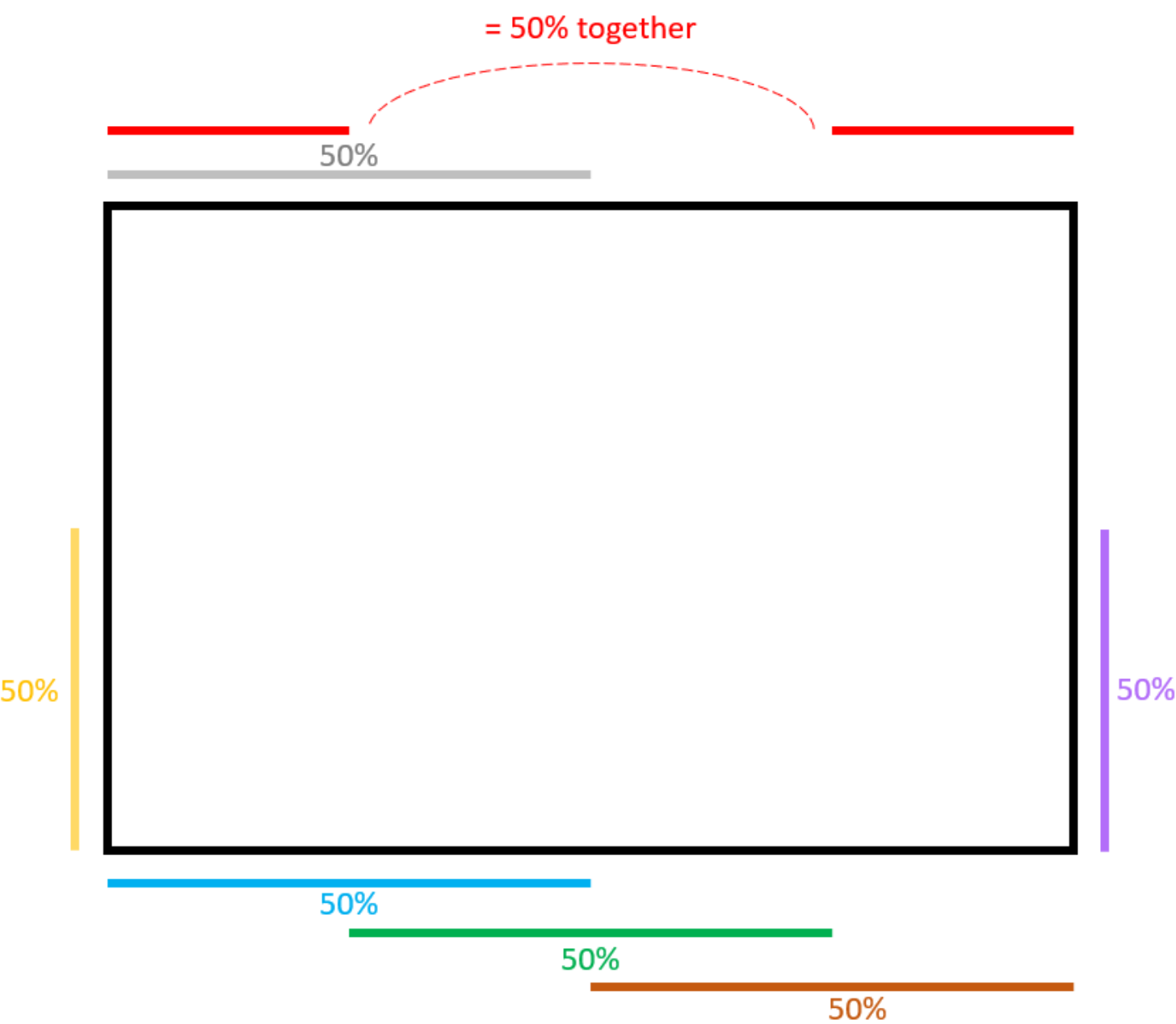
ISE or Abraxys will refuse any designs which do not meet the required regulations and are entitled to request amendments to your design on this basis to ensure the stand build is compliant.

- > Fully enclosed stands are not permitted on the exhibition floor
- > A side of a stand on the exhibition floor can only be closed off up to 50%, unless the side directly faces a venue wall
- > Under no circumstances are neighbouring stands to be visually blocked off from the rest of the exhibition
- > Walling and/or showcases must be positioned in such a way that they do not obstruct the view of the neighbouring stand and/or the exhibition as a whole
- > ISE will not allow walls to be stepped back in order to overcome this rule
- > The walls of the upper deck of a double-deck stand may be completely closed off
- > A wall that is completely closed off, needs to be decorated and branded appropriately within the boundaries of the stand
- > As the rule is to ensure visibility, handrails and low boundary walling up to 1.1m in height are permitted
- > Any wall or element with a height exceeding 1.1m will be considered as a solid element.
- > The outside finish of the stand must be of the same quality as the inside

- > Clear glass is considered an element that allows visibility through it and is therefore acceptable as long as it meets the following conditions:
 - > Glass must be safety glass or laminated glass. The glass must be 100% transparent, with no vinyl, tinting, blinds, or curtains.
 - > Important Note: Even if the glass is 100% transparent, it will not be accepted if it belongs to a room because the presence of interior walls does not ensure visibility.

Exceptions to the above points referring to enclosed exhibition stands will be considered by the organiser on a case-by-case basis and will be permitted only if all affected neighbouring stands’ exhibitors have agreed in writing.

No more than 50% of any one side can be enclosed – in any format.



Stand Height Regulations

Space-only stands, including those that make use of a double deck, are allowed to build up to 700cm. However, for stands classified as peninsula, corner or inline, and bordering another stand, the walls bordering the other stand(s) cannot be built higher than 400cm unless the part that is higher than 400cm is built 100cm from the edge of the neighbouring stand.

Shell scheme stands have a height of 245cm and, therefore, are permitted to be decorated up to 245cm. It is not permitted to use any wall of a neighbouring stand as a wall, nor to use it for decoration for your own purpose. If you would like to order a shell scheme, please do it through the ISE Fira Store.

Please note that there are height variances in the halls. Please refer to **chapter 11** of **Fira Barcelona Technical Regulations**, which specifies the height restrictions of all halls. Below, you will find a summary of height restrictions per hall.

Hall	Build Height Restriction	Exceptions
Hall 1	700cm	N/A
Hall 2	700cm	There are some restrictions, please view the floorplan for further information
Hall 3	700cm	N/A
Hall 4	700cm	N/A
Hall 5	700cm	There are some restrictions, please view the floorplan for further information
Hall 6	700cm	N/A
Hall 7	700cm	There are some restrictions, please view the floorplan for further information
Congress Square	400cm	There are some restrictions, please view the floorplan for further information
Upper Walkway	300cm	There are some restrictions, please view the floorplan for further information

Height Regulations: Walls & Pillars 2



Double-deck Stands

- Space-only stands that make use of a double deck, are allowed to build up to 700cm. However, for stands classified as peninsula, corner or inline, and bordering another stand, the walls bordering the other stand(s) cannot be built higher than 400cm unless the part that is higher than 400cm is built 100cm from the edge of the neighbouring stand.
- Stands with enclosed rooms under a second level (regardless of the m2) or with more than 100m2 enclosed space will require the following:
- > A professional smoke detector system that meets the requirements of UNE 23007-14:2009 including
 - > Alarm buttons
 - > Interconnected smoke detectors
 - > Control panel
 - > Certified by an authorised and competent local supplier
 - > At least one smoke detector per enclosed room
 - > The smoke detector system must be connected with Fira’s Control Centre using a communication device which has to be hired from Servifira
 - > The smoke detector system requires a 24h power supply in order to operate correctly
 - > It is recommended to contact Servifira at ise@firabarcelona.com for a quote regarding installation by Fira’s official supplier of these systems. Below is a list of some of the requirements for such installations as an example:
 - > Alarm buttons must be placed so that any person within these spaces should not have to move more than 25m in order to reach/press the alarm button. In places where it is expected that users may have limited mobility, the distance covered should be reduced. In general, the buttons should be set at a height between 1.2m and 1.6m from the floor
 - > The sound of the fire alarm must have a minimum level of 65 dB

- (A) or 5 dB (A) above any other noise that will probably persist for a period of 30 seconds if this level is higher. The sound level should not exceed 120 dB (A) at any point where there is likely to be people
- > If you are building a double deck stand and require electricity on the top level, please contact Servifira to make sure that the cables reach up to the required location.
 - > When your stand includes a stair with two or more steps, a continuous handrail is required
 - > Where stairs include a platform, the continuous handrail is also required on the platform
 - > The handrail must be placed at a minimum height of 900mm, measured vertically from the step of the stair to the top of the handrail, and the width of the handrail must not extend more than 100mm
 - > On double-deck stands, it is necessary to install railings not only in all places which pose a threat of falling from height, but also where there is risk of impact by an object in the case of glass walls

Double Deck Certification Costs

Upper Deck Meterage	Certification Costs
1 - 20 sqm	€ 636
21 - 50 sqm	€ 823
51 - 100 sqm	€ 1604

Pillars

Pillars can be found throughout Fira Barcelona. It could be the case that one of these pillars is located within the perimeter of your stand. If you have any questions related to the pillar(s) located in or near your stand, please contact Operations at cs@iseurope.org.

Exhibitors are encouraged to include the pillar(s) in their stand design, taking into account the following regulations:

- > You are allowed to clad professionally around the pillar in your stand space, provided that you maintain a distance of 15cm - 20cm from the pillar and check that there is no fire extinguisher signage on the column that will be affected while raising the truss (this is in terms of rigging only)
- > If there is a venue pillar half in the stand and half in the gangway, it will be permitted to clad all around the pillar professionally, in keeping with the stand design.
- > Sticking decals, screwing, nailing or attaching a structure in any form at all, to the pillars of Fira Barcelona is strictly prohibited. The exhibitor will be charged in full for the removal of these items and for repairs of any damage that occurs.
- > Where there is a venue column in your stand space that includes a fire extinguisher, there is a ‘no-build area’ between the fire extinguisher and the gangway. This means no construction in front of the fire extinguisher under any circumstances. The venue must have access to all emergency service points at all times even if these are located in your stand space

If you share a pillar with another exhibitor, please contact Abraxys via ise@abraxys.com to discuss the possibilities of pillar cladding or wrapping within your stand space.

Separation Walls

All space-only stands must provide their own self-supportive back walling, when backing onto a neighbouring stand or perimeter, with a minimum height of 250cm. Separation walls can be placed between stands that share a border. The standard maximum height of a separation wall is 400cm. **Higher separation walls are allowed under the condition that both exhibitors have agreed this in writing and have received acknowledgement from ISE.** The rear of all side and/or back walls should be finished to a professional standard in a clean, tidy and neutral manner; logos should only be used on the exhibitor’s side of the wall unless the separation wall is higher than 400cm and is placed at least one metre from the edge of the stand.



Service Ducts

The official supplier of electricity is Fira Barcelona and can be contacted via Servifira, ise@firabarcelona.com or +34 93 233 20 00.

- > **All service ducts must be accessible at all times.** Service ducts with no live services coming from them must also remain accessible in case of emergency.
- > **If your stand contains multiple service ducts, you are free to decide which ones you want to use.** If you order your electrical installation through Servifira, should include a floorplan marking the service duct you want to use.
- > **If your service duct is shared with another exhibitor(s)**, it must be accessible for your neighbouring exhibitor(s) at any time. Therefore, shutting off power or placing a lockable cover on the service duct is strictly prohibited. Servifira will inform you which duct will be used by the other exhibitor(s) if this is the case.
- > **Where there is a live service duct, the carpet should have a cut area of 100cm or, in the case of a raised floor, an access hatch should be incorporated into the design.** With a hatch, a platform of 5cm is recommended for electrical cables only, and 10cm if a water connection is planned for any of the neighbouring stands.
- > Please note that it could be the case that live services are being sourced from the service duct on your stand to yourself and neighbouring exhibitors. **If you are unsure whether you have a service duct on your stand**, please contact Servifira on ise@firabarcelona.com.

For technical details of electrical installations, please read this [Fira Barcelona document](#).

Power Supply

- > **All ‘space-only’ stands** will need to order power through the ISE Fira Store.
- > All electrical installations must be standardised and certified by a licensed electrical installer, authorised by the Autonomous Catalan Government (Generalitat de Catalunya) which draws up the necessary documentation. Please contact Servifira for more detailed information as they are the official licensed supplier of ISE.
- > Non-EU electricians are highly recommended to order their power box through Servifira. If it is not ordered through them, the stand constructor or exhibitor, as applicable, must ensure that the installation is made by an officially certified electrician in Catalonia or a European electrician who has prior experience in carrying out the aforementioned procedure.
- > Electricity installation ordered through Servifira includes the following: all the installation, the power box with 10m of cabling, the power supply for the last two build-up days and event days (let Servifira know if you need extra power for the rest of the build-up days), the certificate showing (daily or continuous), the certificate showing compliance with legislation according to local laws, electricity taxes and assistance in case of any incidents. The power boxes are installed the first day of the official build-up period.
- > All exhibitors with ‘space-only’ stands who do not order a power box through Servifira, must order electricity through the ISE Fira Store in order to have a power supply to the stand. Power is charged in € per kW and day. Exhibitors can order as much power as they need for build-up, show and breakdown days. If this power requires special installation this may result in extra charges which will be advised by Servifira in advance. Electricity consumption will be billed before the event and Fira Barcelona must have received payment for the installation to be approved and to ensure electricity at the stand.

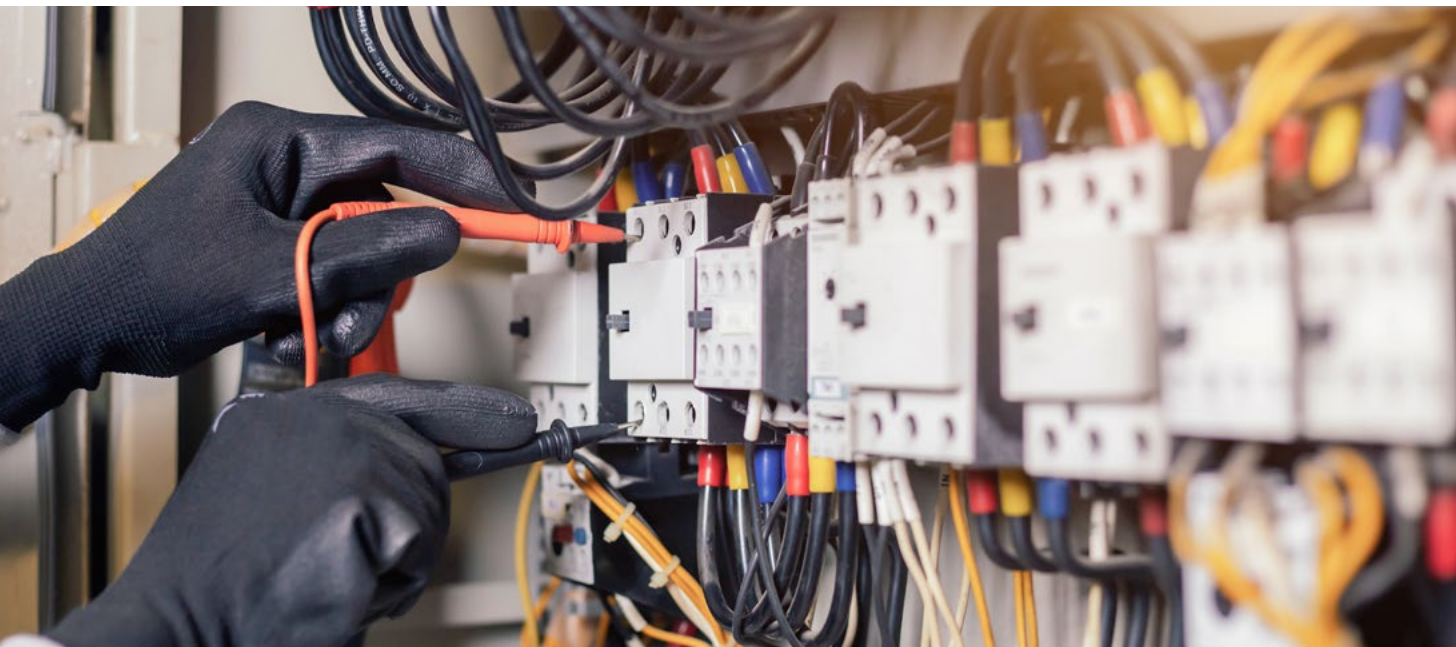
- > Stands with more than 50 kW require a Technical Design Project and must be approved by a local collegiate engineer. A fee is required in order to receive approval. Please find more detailed information in [Fira Barcelona Technical Regulations](#): Chapter 6.2 – Page 22 or contact Servifira at ise@firabarcelona.com.
- > The power supply will be available from 48 hours before the opening of the show. On the last event day, Friday 2 February 2024, power to stands in exhibition halls will be switched off at 18:00 for logistical reasons. If you need power at any other time (including build-up and breakdown) you should order it before x:00 from Servifira, via ise@firabarcelona.com or at the Exhibitor Services Desk located at the venue.
- > For large amounts of electricity (this can include exterior areas) a power generator may be needed. Please contact Servifira for more information.
- > If you are building a double deck stand and require electricity on the top level, please contact Servifira to make sure that the cables reach up to the required location.
- > Should you require a high amount of kW or a three-phase switchboard in any of the halls, please contact Servifira for more information.

Electricity 2



Installation

- > Metal structures or anything that contains metal parts and that could cause harm if a fault occurred, shall be connected to the ground distribution.
- > Trusses, steel constructions and aluminium system stands must be earthed if any electrical installation (light fitting, wall outlet, cable or any related objects) is present in its immediate vicinity (on/below/through).
- > Where earthing takes place by using a separate wire, connect this as close as possible to or at the earthing point of the switch and distribution.
- > Junctions can be made with wire connectors, provided these are suitable for the cable in question.
- > In any situation, junctions must be protected by a junction box.
- > Earth leakage circuit breakers must have classification A (AC are not permitted).
- > Splitters are not permitted.

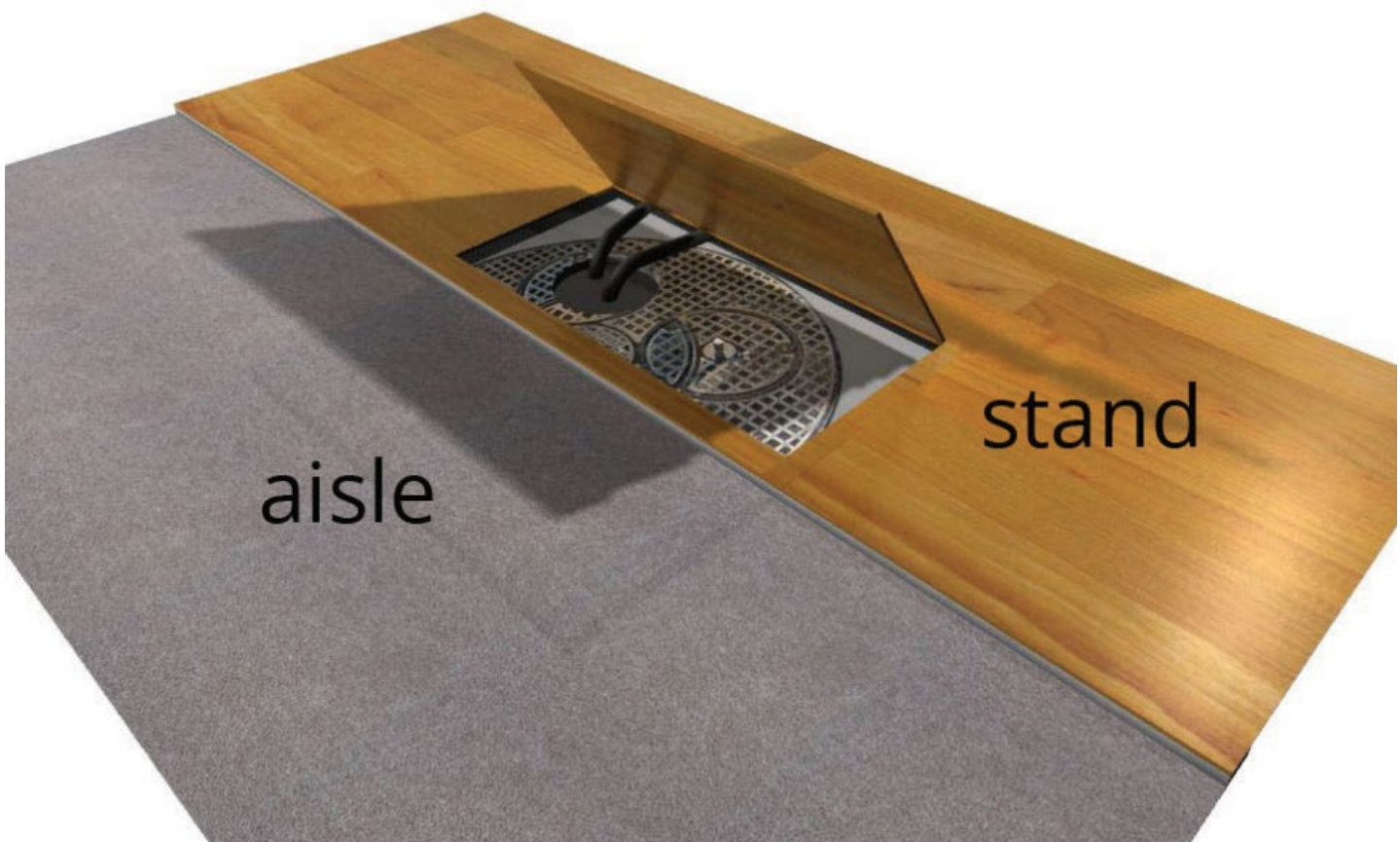


Raised Floors

It could be the case that the electricity outputs are not easily located within your stand. Please take this into consideration when building a stand with a raised floor. A plan with your electricity outputs can be requested from ISE Operations via cs@iseurope.org. Exhibitors who order a large quantity of electricity and/or water are advised to order a raised floor to cover the cables and pipes. A raised floor can be ordered via the ISE Fira Store.

Stands with more than 50kW power must be approved by a local collegiate engineer. This electrical project has a fee. For more information, please find detailed information in [Fira Barcelona Technical Regulations](#): Chapter 6.2 – Page 22 or contact with Servifira at ise@firabarcelona.com.

Please note that raised platform floors higher than 5cm (50mm) are required to have integrated ramp access to provide ease of access for everyone. **Also, if there is a venue service chest located in your floor space, your stand must be designed to ensure that the venue will have access to this service chest at all times, regardless of whether there are live services coming from the service chest or not.**



Stand Restrictions 1



General Restrictions

It is the responsibility of each exhibitor to check for any height and width restrictions that may occur within the rented stand space. The same goes for the location of pillars, fire extinguishers and service ducts.

From the ISE side, there will be a dedicated email sent out to the main contact person of the exhibiting company, notifying the exhibitor if there is a pillar, height restriction or fire extinguisher in the stand. If you require more information, please contact ISE Operations via cs@iseurope.org.

Floor Resistance

There are different levels of floor weight resistance per hall.

Please see an overview below of the different maximum weight resistance per sqm per hall:

Hall	Max Weight
Hall 1	3000kg/m²
Hall 2	5000kg/m²
Hall 3	5000kg/m²
Hall 4	5000kg/m²
Hall 5	3000kg/m²
Hall 6	5000kg/m²
Hall 7	3000kg/m²

Visibility

Space-only stands, located within the yellow zones, are required to be covered with a ceiling structure to hide unsightly areas such as storage rooms, kitchens, etc. Spaces such as a seating or display area are exempt from this rule. This is done to conceal internal structures from gallery viewing and to create a harmonious, aesthetically pleasing effect. If you are not sure whether or not your stand space falls within the yellow zones, please check this with the ISE Operations team directly on cs@iseurope.org

Stands located outside the yellow zones, are not required to have a ceiling structure, but are allowed to have one if desired. In both cases, the material needs to be fire-retardant (see also chapter 1.4 in the official [Fira Document](#)) and approved by Abraxys, the official ISE supplier for Stand Design Approval and Health and Risk Assignment. ISE reserves the right to assign required changes in ceiling finishes at the expense of the exhibitor.

All ceilings in the ‘Visibility Zone’ are dressed to a professional standard. Where solid ceilings are incorporated into stand designs you may be required to order additional smoke alarms or sprinklers to meet the regulations of the venue. Orders for such equipment should be placed directly with Westpoint, via ise@firabarcelona.com

Smoke Detectors in Stands

- > Ceilings made from textile wire mesh are accepted without a smoke detector if they are fire resistant M0, M1 or M2 (Euroclass A, B or C) and have a minimum opening of 2mm x 4mm or 3mm x 3mm. Textile ceilings are to be one layer only and stretched horizontally.
- > Ceilings made with a metal grid are accepted without a smoke detector, if they are fire resistant M0, M1 or M2 (Euroclass A, B or C) and have a minimum opening of 10mm x 10mm.

Stands with more than 100m2 enclosed space or double decker stands

- > Stands with enclosed rooms under a second level (regardless of the m2) or with more than 100m2 enclosed space will require the following:
 - > A professional smoke detector system that meets the requirements of UNE 23007-14:2009 including
 - > Alarm buttons
 - > Interconnected smoke detectors
 - > Control panel
 - > Certified by an authorised and competent local supplier
 - > At least one smoke detector per enclosed room

- > The smoke detector system must be connected with Fira’s Control Centre using a communication device which has to be hired from Servifira
- > The smoke detector system requires a 24h power supply in order to operate correctly

It is recommended to contact Servifira at ise@firabarcelona.com for a quote regarding installation by Fira’s official supplier of these systems. Below is a list of some of the requirements for such installations as an example:

- > Alarm buttons must be placed so that any person within these spaces should not have to move more than 25m in order to reach/press the alarm button. In places where it is expected that users may have limited mobility, the distance covered should be reduced. In general, the buttons should be set at a height between 1.2m and 1.6m from the floor
- > The sound of the fire alarm must have a minimum level of 65 dB (A) or 5 dB (A) above any other noise that will probably persist for a period of 30 seconds if this level is higher. The sound level should not exceed 120 dB (A) at any point where there is likely to be people

IMPORTANT

Westpoint is the venue’s recommended supplier for the installation of a fire alarm on the stand.

In the event of an alarm on the stand, the exhibitor is fully responsible in the first instance to investigate the reason for the alarm as well as notifying the Hall Manager or H&S Team onsite. It is in the best interest of the exhibitor to allow Fira, the venue and Westpoint on to the stand as soon as possible to check the alarm. Failure to do so can delay any action required, the length of time the alarm sounds, disturbing visitors and neighbouring stands as well as the possible health & safety risk.

If you are planning on installing a kitchen as part of your stand design, you must include a detailed layout indicating the exact location of any electrical equipment (ovens/kettles etc.) on your stand plan submission to allow this to be checked by the appointed Health & Safety Company.

If you wish to contract a smoke detector installation, please contact Servifira at ise@firabarcelona.com for further information or call +34.93.233.20.00.



Ramps - Disabled Access

All stands with a platform higher than 5cm must have a uniform access ramp that is no steeper than 1:10. Level landings must be provided at the top and bottom of ramps as well as in any intermediate position where exit doors open on to them. The minimum width of the ramp should be one metre and the slope should be included within the stand and should not protrude into the aisle.

Glazing

- > Any exhibitor using glazing in their stand construction must make use of laminated safety glass. The use of annealed or tempered glass is not allowed
- > When clear glazing is used on large uninterrupted areas, warning markings must be implemented. These could be in form of stripes, dots or logos
- > Glazing or finishing strips for the glazing must be finished in a clean and safe manner
- > Please note that there are certain requirements when it comes to handrails on glass walls on upper levels in double-deck stands
- > Glass shall be laminated. These are the glazing thickness conditions:

Size	Thickness Required
1100mm x 1100mm	8mm
2250mm x 2250mm	10mm
4500mm x 4500mm	12mm
No Limit	15mm

Handrails

- > When your stand includes a stair with two or more steps, a continuous handrail is required
- > Where stairs include a platform, the continuous handrail is also required on the platform
- > The handrail must be placed at a minimum height of 900mm, measured vertically from the step of the stair to the top of the handrail, and the width of the handrail must not extend more than 100mm
- > On double-deck stands, it is necessary to install railings not only in all places which pose a threat of falling from height, but also where there is risk of impact by an object in the case of glass walls

Doors

- > Doors that are placed within stands are not allowed to open outwards
 - > Unless room capacity is more than 50 persons where there are specially appointed emergency exits.
 - > Rooms with maximum 50 persons capacity: door can open inwards
 - > Rooms with more than 50 persons capacity: door must open outwards
 - > Rooms with more than 99 persons capacity: a minimum of two separate doors is needed
- > All emergency doors must open in the direction of exit. This means that doors close to the gangway edge must be recessed sufficiently inside the stand so that when fully open the door remains fully inside the stand space and does not protrude into the gangway.
- > Automatic sliding doors can only be placed in an area with a maximum capacity of 50 people. These doors must either be backed up with a security system that automatically opens the doors in the case of a power cut or have a manual override button that can open the door in case of emergencies. Please note that such installations require a 24-hour power supply to your stand.
- > Manual sliding doors located in emergency routes must also adhere to the above-mentioned points Stand Restrictions.

Carpet

- > ISE carpets the aisles throughout the exhibition halls.
- > Exhibitors with a space-only stand need to arrange for their floor covering, be that a carpet or any other material, on their own account. Only exhibitors with a shell scheme will be provided with a carpet.
- > Exhibitors with a space-only stand are obliged to provide their stand with a floor covering. The material used must be fire-proof and must not harm the venue’s floor. Therefore:
 - > The floor covering must be within the boundaries of the designated stand. ISE retains the right to remove any floor covering that is placed outside the boundaries of the designated stand, at the exhibitor’s expense
 - > The use of adhesive glue, including tape or any other similar material, is not allowed to fix your carpet/flooring to the halls’ floor
 - > Bolting, fixing or screwing to the halls’ floors, by use of cable clips, nails, bolts or any other similar material, is not allowed
 - > The removal of tape or any other show-related material applied by the exhibitor, and the cleaning related to this, must be performed before the tenancy period ends. Material that has not been removed by the exhibitor, will be removed by ISE and charged directly to the responsible exhibitor
 - > Damage to the venue floor, or any other part of the venue, caused by the exhibitor, will be charged directly to the responsible exhibitor
- > Servifira is ISE’s official supplier when it comes to carpets and platforms for your stand. Please refer to the EBO for more information

Balustrades

When landings, balconies or any other form of level change exceeds 360mm, exhibitors are required to install balustrades.

Hanging Banner/Ceiling Policy

Our official rigging partner is Fira Barcelona, Servifira which monitors all rigging requests. All stand designs that include any rigging services must be included in your stand plans and must be reviewed and approved by Abraxys before rigging services can be ordered from the venue. **Any construction that requires use of the venue rigging points will be deemed complex.** Any item that requires rigging must be part of your stand design and must remain within the parameters of the stand.

General Rules

After your rigging has been approved in the stand design stage by Abraxys, then all rigging requests need to be sent directly to Servifira, via:

rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 1, 2 & 3) or rigging.granvianorth@firabarcelona.com (for exhibitors in Halls 4, 5, 6 & 7)

Rigging is not always possible; therefore every request will be dealt with individually. Fira Barcelona will only provide fixing points when requests fall within the allowed parameters of your stand space. Also, in order to make use of the requested rigging points, you must respect the rules relevant to your stand space.

It is vital that you provide the following information to Fira Barcelona:

- > A fully dimensioned drawing in .dwg format
- > Weight loadings of each ordered rigging point including a justifying calculation
- > The dimensions of structure to be hung and final height position

If your stand construction includes any suspended elements, you are required to submit the Rigging Information Form which can be found on the ISE Fira Store.

For detailed information about rigging regulations, please see [Fira's Rigging Regulations](#).

Important Information

For rigging height restrictions, consult directly with Servifira via:

- > rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 1, 2 & 3)
- > rigging.granvianorth@firabarcelona.com (for exhibitors in Halls 4, 5, 6 & 7)

In order to provide exhibitors with an excellent rigging service with maximum flexibility, certain parameters have been established; these can be found below. If your request does not fall within the below parameters, you must submit your project one month prior to build-up, **20 December 2023**, for a comprehensive evaluation. This will provide sufficient time to evaluate the proposal and find the best solution.

If your request is submitted and signed before 20 December 2023, these services will have a 30% discount.

Please note the following:

- > In the case of an Island stand, rigging is only allowed within the measurements of the stand
- > The maximum height of a banner is 700cm up from the floor; it must not be hung any higher, unless permission is given by the organiser. This height includes the truss/wall height.
- > The distance between the rigged item and the neighbouring stand must be at least 1 metre. This rule applies to Inline, Corner, and Peninsula stands
- > Rigging is not possible in the Congress Square and the Upper Walkway
- > To check if (pre)rigging is required within a stand, exhibitors must contact Servifira via:
rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 1, 2 & 3) or rigging.granvianorth@firabarcelona.com (for exhibitors in Halls 4, 5, 6 & 7)

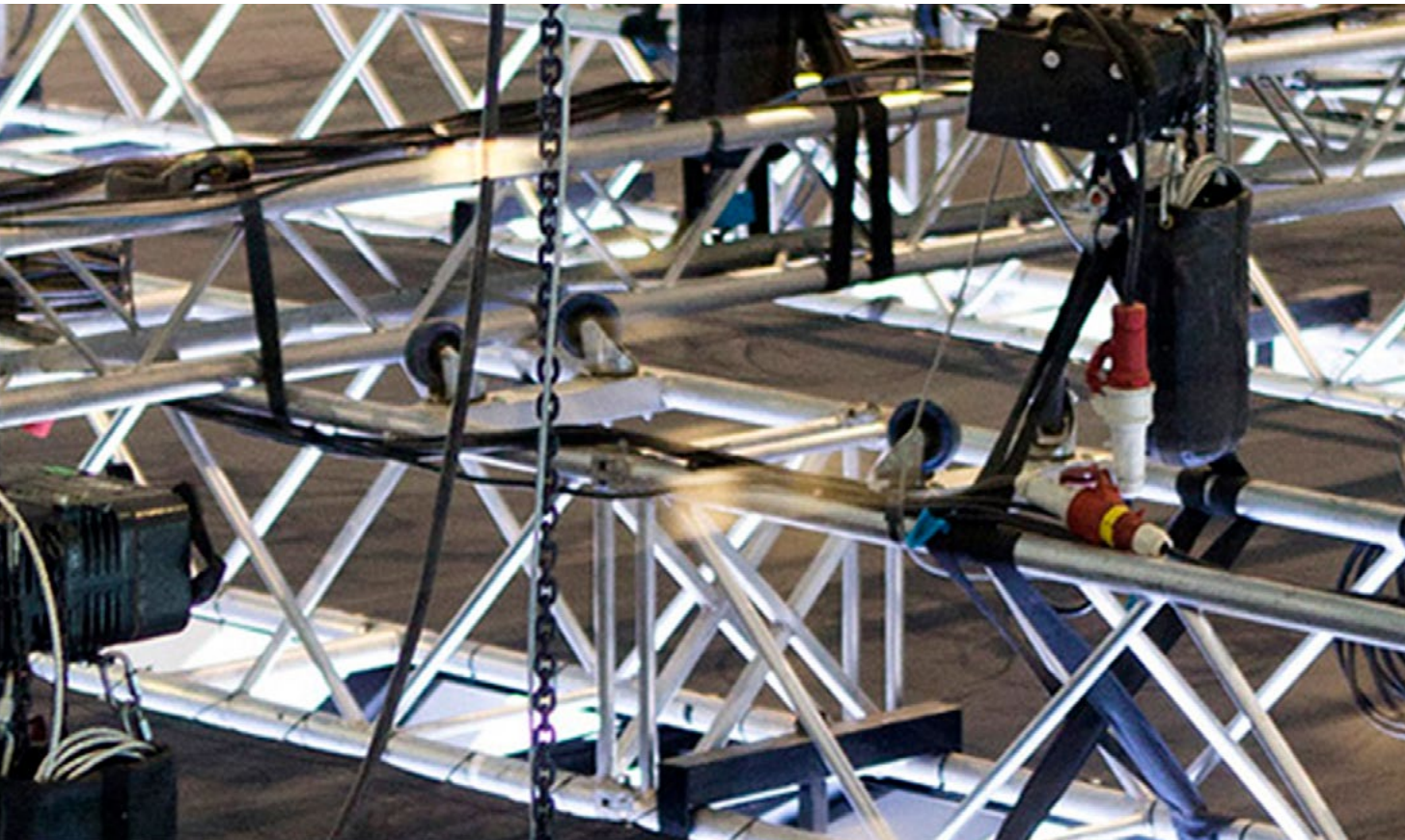
Rigging Limitations

For rigging height restrictions, consult directly with Servifira via:

- > The minimum distance permitted between rigging points for hanging elements is one metre
- > The maximum hanging weight of rigging elements is 15kg/sqm calculated by the ratio between the total weight of the suspended elements and the contracted stand surface
- > It is not permitted to suspend one truss grid with more than six manual chain hoists
- > The maximum load of one rigging point is 1,50kN (150kg) including the self-weight of the hoist.

If any of the above restrictions cannot be met due to the complexity of the rigging request, the project must be submitted for evaluation one month prior to the beginning of build-up (**by 20 December 2023**).

For more detailed information regarding rigging limitations, please see [Fira's Rigging Regulations](#).





Complex Suspended Structures

- All suspended structures are considered complex; thus, they require load distribution calculations and structural certification through Abraxys, our official stand plan inspection agency.
- Please note that all rigged elements must be inspected on-site before being lifted.
- Any additional cost is the responsibility of the exhibitor.
- Points of attention**
- > All rigging and materials must be in accordance with [Fira's Rigging Guidelines](#) and the material specifications
 - > Please note that you are not allowed to hang any element/banner above the height limit as specified on the build height restrictions section
 - > Please also refer to the build height restrictions for more information about special exceptions regarding technical trusses
 - > Rigging orders must be placed before the deadline ends
 - > All rigging has to be finished by **Sunday 28 January 2024**, as machinery is not allowed to enter the hall and no work at height is permitted after that date
 - > Rigging is not permitted above shell scheme stands and hospitality suite packages, nor above public gangways
 - > All rigging must be installed by the official rigging provider of Fira Barcelona. All suspended fittings and apparatus such as lights, TVs sound clusters and speakers and display rigs, must be fitted with secondary safety wires/chains and brackets
 - > It is strictly prohibited to tamper with any equipment installed by the official rigging provider of Fira Barcelona including trusses, cables, shackles or slings

- > All rigging requests will be reviewed by the official structural technicians of Abraxys
- > Rigging services that have not been declared on stand plans and have not received an engineer's certificate in advance, will not be permitted on-site
- > The use of D8+ electric motors (which do not require installation of a security cable) is allowed. If D8+ motors are used, it's important to have all the documents regarding CE certification and maintenance. Documents must be sent to: rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 1, 2 & 3) or rigging.granvianorth@firabarcelona.com (for exhibitors in Halls 4, 5, 6 & 7)

Considerations when Designing your Rigging Order

- In order to design rigging points adequately, you should consider the following advice:
- > All rigging requirements MUST include scaled plans and weights to be checked
 - > Reference the position of the stand with the position of the neighbouring stands and/or aisles and doors
 - > Show the position of the rigging points (X,Y-coordinates) taking one of the corners of the stand as the origin of the coordinates (0,0). This can be achieved by using an Excel spreadsheet or by indicating it directly on the CAD drawing with dimension lines
 - > Use vivid colours for the rigging point symbol. Create a legend to clearly identify rigging points on the plan. Please indicate if it is a simple point, point with safety steel, manual chain hoist or electrical chain hoist
 - > Indicate the rigging point's heights (O-ring), in a table with the reference of the rigging point number. This is compulsory in case the hoists are not provided by the official rigging supplier

- > The distance between the rigging points for lighting/branding trusses should not be more than 10 metres
- > The location of rigging points is normally at the end of trusses/crossings, but in case of heavy weights, they can be designed by load distribution criteria
- > Indicate the load per rigging point on the same drawing. Do not forget to include the hoist and the truss weight
- > Attach as much detail as possible in your AutoCAD drawings, such as trusses (with a simple silhouette or a coloured thick line), lighting, branding, AV or any other hung element. Indicate final heights measured from the floor in a rough elevation drawing
- > Heights of elements must be measured from the ground in the hall, not from the stand platform

All questions relating to these technical floorplans of your stand area should be directed to ISE Operations via cs@iseurope.org.



Rigging/Banners 3



Complex Structures

Our definition of complex structures includes the following:

- > Stands with a height greater than 4 metres, single or double-deckers
- > Double decker stands with two levels that people can access
- > Platforms or stages with a height equal to or higher than 0.50m
- > Grandstands with access to attendees or tiered seating with access to attendees
- > Outdoor constructions
- > Any stand that requires rigging

The complex structures must comply with the requirements set forth in the current regulations and, specifically, in the contents of all sections of the Spanish Technical Building Code, as well as the basic documents of structural safety (BD SS), fire safety (BD FS) and safe use and accessibility (BD SUA).

Authorisation to construct any of these structures must be requested from Fira Barcelona Operations Department through the event management team. The following documentation must be provided:

- > Project approval by the corresponding professional association, which includes:
 - > A descriptive and explanatory report of compliance with the current regulations
 - > A structural study with static calculation, which includes the verification of each element of the structure and the description of loads transferred to the pavement under each support.
 - > A floorplan and elevation drawings, including details of the handrails and stairs
- > The evacuation and fire detection plan for structures with a surface larger than 100sqm

- > Assessment of risks and preventative measures to consider during the construction build-up and breakdown process

All outdoor structures need to withstand wind speeds of up to 100km/h.

Stands deemed complex include all double deck stands, all stands with rigging points, all stands with stage platforms over 0.5 metres high, all stands over 4m in height, any grandstands and tiered seating areas and all outdoor exhibits. All stands deemed complex will require a compulsory secondary level of approval from a structural engineer and are subject to additional fees for this formal certification process. Structural calculations are required to be submitted with complex stand plan submissions. The review and sign-off process for these stands will be coordinated and managed by Abraxys.

There is a fixed price structure for the certification of all complex stands. The tables below are for certification costs only and do not include the supply of the actual rigging point.

Rigging Certification Costs

Number of Rigging Points	Certification Costs
1 – 10	€429.00
11 - 20	€550.00
21 - 30	€700.00
31 - 50	€858.00

Stands with more than 50kW power must be approved by a local collegiate engineer. This electrical project has a fee. For more information, please find detailed information in the [Fira's Rigging Regulations](#), chapter 6.2, page 22.

Alternatively, you can contact Servifira at ise@firabarcelona.com

All fees relating to this review and to official sign-off process for complex stands will be collected by Abraxys. Relevant fees must be paid before 'Permission to Build Certificate' can be granted. Once 'Permission to Build Certificate' is granted, you may request the necessary rigging points for your stand directly with Fira Barcelona via:

rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 1, 2 & 3) or rigging.granviasouth@firabarcelona.com (for exhibitors in Halls 4, 5, 6 & 7)

When approved by Servifira, you may order your rigging points via the ISE Fira Store. All fees relating to ordering the actual rigging points and certifications must be paid to Fira directly through the ISE Fira Store.

To order certifications for Stage Areas and Outdoor Structures, contact ise@abraxys.com.



General Regulations 1



Aisles

- > During the show, all aisles must always remain unobstructed and accessible
- > It is strictly prohibited for any part of your stand, including furniture, exhibits or displays, to be based or projected beyond the boundary of your designated stand
- > Doors or windows must not open outwards on the aisle, apart from official emergency doors. Please note that emergency doors must open outwards (in the direction of evacuation) and must not protrude outside your stand
- > Night sheets, for covering your booth or equipment, for example, must be stored in a proper way throughout show times to avoid obstruction
- > It is strictly prohibited to build, bridge or rig across aisles

Hall Lighting

The majority of the halls of Fira will not be darkened during ISE 2024. The only halls which will be darkened will be Halls 1, 6 & 7.

During build-up the hall lights will be switched on 100%.

During show days the lights will be switched on in all halls.

Exhibition Goods Arrangements

It is not allowed to place, demonstrate or display goods outside your allocated stand space. During show times, displayed goods are not allowed to be covered up.

Also, displayed goods that can pose a danger to others, must be screened off.

ISE retains the right to remove any covers, without any liability on its part.

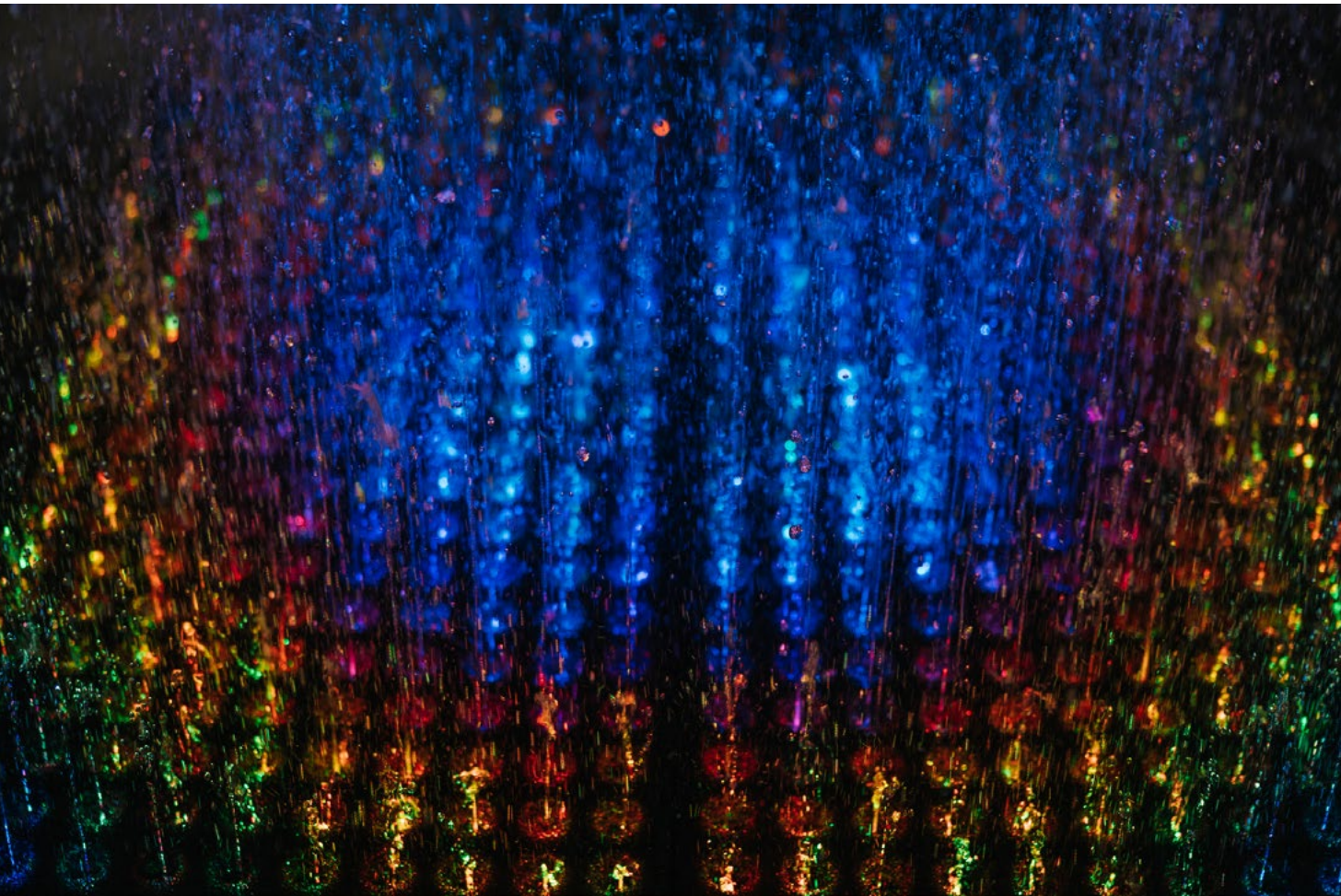
Fuelled Exhibits

All items that run on fuel, including vehicles, machines, vessels and more, are only allowed in the venue when their fuel tanks and hoses are fully empty and properly and permanently sealed. Battery connections also must be loosened. For more in-depth information, please contact Abraxys via ise@abraxys.com

Haze or Fog Machines

Haze machines or fog machines which are used for demonstration purposes are **only allowed for exhibitors situated within the Lighting & Staging Technology Zone during show hours only**. Exhibitors who want to make use of this option are required to ask for permission by contacting the Customer Success department at cs@iseurope.org directly and sending them the following details: intended use explanation, manual of the machine, manual of the product that creates smoke and some explanatory video if possible. Please note that if an exhibitor fails to request permission beforehand, they will be required to remove the haze machine from their stand.

Having a haze machine is strictly prohibited for exhibitors in other halls and other Technology Zones.



Water and Plumbing

Water connections may be available for your stand or hospitality suite depending on where it is located.

If your stand is located in Hall 2 or on the outside of Hall 2, you must contact Servifira in order to check that this service is available, given that there are limitations in these areas.

If you are planning to exhibit with water features, please make sure no water leaks are in place and that all water is treated and that this is fully described on your Risk Assessment. ISE reserves the right to stop any water feature on exhibition stands if these safety measures are not in place.

All exhibitors wishing to use water on their stands should study **Fira's Barcelona Technical Regulations**: Chapter 5.

- > Water and drainage outlets can be found within the halls, but if any additional outlets need to be installed, these will be charged to the exhibitor who has requested them. Please contact Servifira for more information, via ise@firabarcelona.com
- > Pressure piping with double-sided threads must be used. Water pressure in the Fira piping system is 4 bars and at night, can reach up to 5 bars. For arrangements that require constant water pressure, it is recommended that regulators are used and, if necessary, devices installed to maintain or increase the pressure
- > Should you wish to make use of this service through Fira Barcelona, please contact Servifira for more information
- > ISE takes no responsibility for interruptions or irregularities in the water supply. Without exception, the basic regulations governing internal installations to supply water must be complied with.

Please note that the installation of toilets is not allowed.

General Regulations 2



Laser Features

If you are exhibiting laser features, make sure it is contained inside your stand boundaries. It is not permitted to project any lighting effect on Fira Barcelona’s walls, ceilings and/or flooring.



Shell Scheme Stand

Shell scheme stands are only sold via Servifira. You can find the different options in the ISE Fira Store. You can contact Servifira via ise@firabarcelona.com for more information.

The height of the shell scheme stands is 2450mm. All shell scheme stand holders are permitted to decorate their stands up to 2450mm.

Using the wall of a neighbouring stand is NOT allowed. Exhibitors are not allowed to use the shell scheme walls of neighbouring stands for their own purposes.



Stand Numbers and Fascia Boards

Fascia boards or stand numbers are only provided with packages such as shell schemes. ISE does not provide its exhibitors with fascia boards or stand number stickers.

All space-only stands will need to add the stand number into the stand design. It should be visible at all times and without it you won’t receive the ‘Permission to Build Certificate’. Please, contact Abraxys via ise@abraxys.com for more information.



| Get in touch.

If you have any questions, please
contact our Customer Success Team:

cs@iseurope.org

Fira Barcelona | Gran Vía

30 Jan - 2 Feb 2024

A joint venture
partnership of

