

**PENSIONS AND  
LIFETIME SAVINGS  
ASSOCIATION**

# **EXHIBITOR TECHNICAL MANUAL**

**SHOW READY**

**INVESTMENT CONFERENCE**  
**11-13 MARCH 2025 | EICC, EDINBURGH**

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## INTRODUCTION

Welcome to the exhibitor manual for show-ready stands at PLSA Investment Conference 2025! This guide aims to streamline your exhibition experience. Inside, you will find step-by-step instructions to help you prepare for the event. Please read it carefully.

As a Show ready exhibitor, Full Circle will act as your exhibition stand contractor. Your two points of contact throughout the stand delivery process will be Beatriz Oliveira from the PLSA events team and Rebecca Towell from Full Circle team.

In addition to the design process with Full Circle, you will have the opportunity to add services such as internet or catering to your stand. Information on how to do this is outlined in this manual.

If you plan on appointing any external service providers e.g. coffee baristas, or other stand entertainment or alternative catering please let Beatriz know to ensure that you receive the relevant and appropriate guidance.

All exhibitors and contractors on site must adhere to the [events code of conduct](#) and [exhibitor terms and conditions](#).

Please ensure you have read and fully understood the full H&S details available in the [H&S appendix](#). This includes information about CDM regulations, PPE during build up and breakdown. The appendix can be accessed via link on page 11 of this manual.

If you have any questions or need assistance, please contact Beatriz at [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) or 020 7601 1739.

We look forward to a successful event!

## CONTACTS FOR EXHIBITION STAND DELIVERY

PLSA – Beatriz Oliveira

Email: [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) or Tel: 020 7601 1739.

Full Circle – Rebecca Towell

Email: [plsainvestmentconference25@fullcircleevensttd.co.uk](mailto:plsainvestmentconference25@fullcircleevensttd.co.uk) or Tel: 016 1393 3949.

## PLSA'S OFFICIAL CONTRACTORS AT INVESTMENT CONFERENCE

Working with our official event suppliers guarantees that your stand meets specifications set out in this exhibition manual, upholds sustainability and accessibility best practice, and ensures transparency in event delivery, allowing PLSA to work with them on any issues during build. Our official suppliers also uphold the events' code of conduct.

Official suppliers include:

- ▶ Full Circle (Exhibition space only and Show-ready stand package options, power, AV, furniture)
- ▶ DSV Exhibition Services (Exhibition freight and deliveries)
- ▶ Leith's (Catering)
- ▶ EICC (IT requirements)

## EXHIBITION OVERVIEW

### VENUE DETAILS

#### **Edinburgh International Conference Centre, EICC**

The Exchange  
Edinburgh  
EH3 8EE  
Scotland, UK

To find how to get to the venue follow [this link](#).

### EXHIBITION OPENING TIMES

Tuesday 11 March 12:30-19:00  
Wednesday 12 March 08:30-17:45  
Thursday 13 March 08:30-14:00

## SHOW-READY STAND PARAMETERS

As a Show ready exhibitor your stand structure is created in the format of either Gold, Silver, Bronze, or White as outlined below. Your stand must meet the parameters of build for this stand type.

### SHOW READY STAND DRESSING

**Monday 10 March** 16:30 – 22:00  
**Tuesday 11 March** 08:00 – 12:00 **No construction may take place during this time.**

### SHOW-READY BREAKDOWN

Thursday 13 March 14:00 – 22:00

**We remind you cannot commence packing up your stand until the official close of the exhibition at 14:00.**

## YOUR GOLD, SILVER, BRONZE OR WHITE SHOW-READY PACKAGE

As a Show Ready exhibitor, you pre-order your stand at the time of booking, as either a gold, silver, or bronze package. White package is solely available for media partner. Please note that you can upgrade the package you selected up to **Friday 7 February**. Should you wish to upgrade your package, please contact [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk).

Show ready gold, silver, and bronze exhibitors will receive an email from Full Circle to start the stand design process within one week of stand confirmation. Any queries should be directed to [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk).

The deadline for providing artwork for your graphics and confirming all stand details is **Friday 7 February**.

Please note that show ready exhibitors with a gold, silver, or bronze package can upgrade their furniture from a bistro / bar table and stools / chair to a sofa chair the cost of this would be £250 + vat per package.

\*\*You can upgrade your stand flooring from £35 per sqm + VAT.

If you intend to build anything within your show ready structure (e.g. raised flooring), or request to have the walls removed, the stand will be treated as a space only and it will be necessary to meet the build criteria set for space only stands.

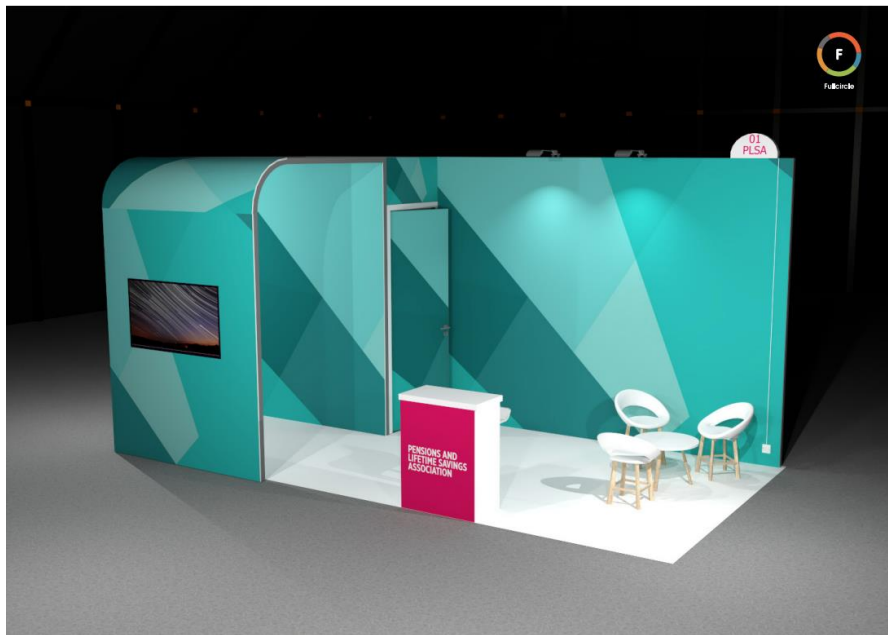
### Show-ready gold stand (based on 18sqm stands)



- ▶ 1, 2 or 3 wall(s) with 3, 2 or 1 open side(s) (depending on location of stand)
- ▶ ecoVISION frames with seamless graphics walls (3m high)
- ▶ 2 x 4m high columns each side of the open edges
- ▶ Storeroom (including vision panel and opening inwards (preferably) or opening outwards (against the rear wall))

- ▶ 43" screen
- ▶ Branded counter and 1 x stool
- ▶ Furniture package of 1 x high table and 3 x stools and 1 x bistro table and 3 x chairs per 9sqm of space
- ▶ Packman number board with stand number
- ▶ Electrical package of 1 x long arm light per 3sqm of space and 1 x 500w socket per socket per 6sqm of space
- ▶ MDF pad for a wall mounted screen and socket
- ▶ Specify your carpet from a set of standard colours\*\*

### **Show-ready silver stand (based on stands between 12sqm and 18sqm)**



- ▶ 1, 2 or 3 wall(s) with 3, 2 or 1 open side(s) (depending on location of stand)
- ▶ ecoVISION frames with seamless graphics walls (3m high)
- ▶ Pack man number board with stand number
- ▶ Branded storeroom and overhead canopy either curved or straight (on this example the door does not incorporate a vision panel or open against the rear wall)
- ▶ 43" screen
- ▶ Branded counter and 1 x stool
- ▶ Furniture package of 3 x sofa style chairs and 1 x coffee table per 9sqm of space
- ▶ Electrical package of 1 x long arm light per 3sqm of space and 1 x 500w socket per socket per 6sqm of space
- ▶ MDF pad for a wall mounted screen and socket
- ▶ Specify your carpet from a standard set of colours\*\*
- ▶ No island stands permitted for this package

## Show-ready bronze stand (based on stands between 12sqm and 15sqm)

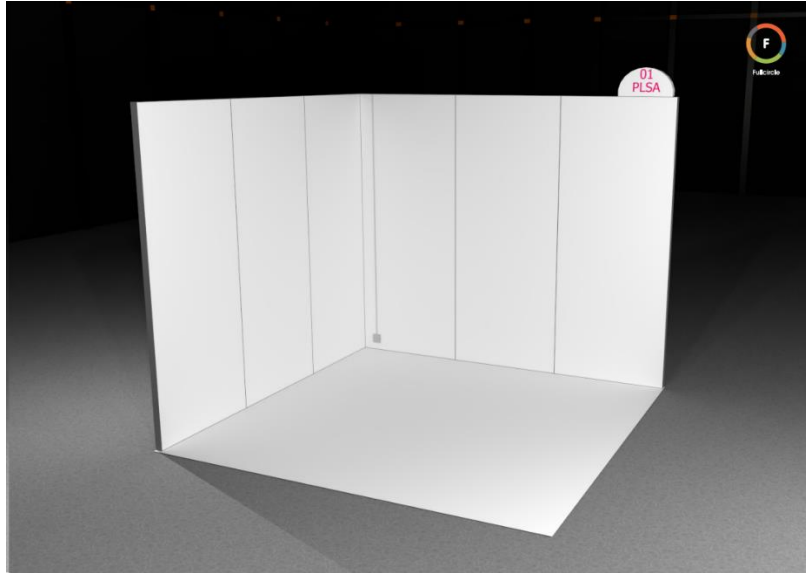


- ▶ 1, 2 or 3 wall(s) with 3, 2 or 1 open side(s) (depending on location of stand)
- ▶ ecoVISION frames with seamless graphics walls (2.5m high)
- ▶ Pack man number board with stand number
- ▶ Electrical package of 1 x long arm light and 1 x 500w socket per socket of space inc. mains and testing
- ▶ Furniture package of 1 x high table and 3 x stools or low bistro and 3 x chairs per 9sqm of space
- ▶ Branded counter
- ▶ Specify your carpet from a set of standard colours\*\*
- ▶ No island stands permitted for this package



## Show-ready white (based on 9 sqm stand only)

Your stand includes exclusively a white wall. To order any graphics, furniture, internet, electrics or catering, please follow the instructions below and the deadlines outlined in the table above. No island stands permitted for this package.



**Show ready White** exhibitors should place orders via the following:

- ▶ AV orders – please contact [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk)
- ▶ Internet orders - submit [this form](#) to [events@eicc.co.uk](mailto:events@eicc.co.uk)
- ▶ Stand cleaning orders - submit [this form](#) to [events@eicc.co.uk](mailto:events@eicc.co.uk)
- ▶ Catering – via the [IV25 Catering order portal](#) (only available 2 weeks prior to the event)
- ▶ Electrics, graphics and stand extras via Full Circle team - [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk)
- ▶ Furniture requirements via [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk), catalogue in [Dzine](#)

## Exhibition stand floor covering

All show ready stands are ramped and have recycled carpet. The venue is permanently carpeted with grey floor tiles. The flooring of your stand will be organised through Full Circle, during the consultation process.

## Walls between adjoining stands

Show-ready stands will have solid partition walls between themselves and their neighbours to the height specified in your Show ready type. Any boundary not directly attached to another exhibitor remains open. Open sides are depicted on the floor plan with a dotted line. Closed sides are depicted with a solid line. Please refer to the exhibition floor plan.

## Solid walls

**Solid walls are not permitted on the perimeter of any stand which faces an aisle.**

Where a stand faces an aisle, the open side must remain open and free from obstruction. Items may not extend into the aisles or protrude above the maximum build height.

## DELIVERIES AND LOGISTICS

### USING OUR OFFICIAL COURIER – DSV FAIRS AND EVENTS

Having one official courier for the event means that we can reduce the number of individual deliveries to site, therefore reducing the carbon emissions.

### DELIVERY ADDRESS

#### **PLSA Investment Conference 2025 (11-13 March)**

Edinburgh International Conference Centre, EICC

The Exchange

Edinburgh

EH3 8EE

Scotland, UK

### DELIVERY INSTRUCTIONS

Orders can be placed by filling [this order form](#) and emailing [ricky.straw@dsv.com](mailto:ricky.straw@dsv.com) directly.

Should you opt for a different courier, please note that courier shipments (up to 25 kgs) sent directly to a stand **must be signed for by a representative from your company**. Any courier shipments that arrive for an unmanned stand will automatically be diverted to DSV, who will sign for, store, and deliver your shipment when you arrive onsite and handling charges will apply dependent on size/weight as per the [handling tariff/order form](#).

All deliveries to the event should be clearly marked with the following:

**Company name:**

**Stand number:**

**PLSA Investment Conference 2025 (11-13 March)**

**Edinburgh International Conference Centre, EICC**

**The Exchange**

**Edinburgh**

**EH3 8EE**

**Scotland, UK**

[Map here](#)

A pre prepared label is available [here](#).

Ahead of the event, please inform the events team of how many parcels you are sending to the venue, so we can best support you, should you wish to use a different courier from the official one. The same applies to returning parcels, please ensure you include a returning parcel and inform the events team of how many parcels you are returning and any returning instructions, such as supplier used.

## POST EVENT COLLECTION / FREIGHT

We recommend using DSV Fairs and Events for your return collections. For returns, attach return labels to parcels and bring them to the loading bay area. If using DSV, label your freight and leave it on the stand for collection. Items left on or near your stand after 20:00 without paperwork will be shipped to DSV's warehouse at a cost of £35.00 for up to 25kg, with higher rates for larger items.

## SERVICES FOR YOUR STAND

### FULL CIRCLE – STAND DELIVERY, POWER, FURNITURE, AV

Your stand already includes electrics. Should you require additional electrical orders, please liaise directly with Full Circle Events & Exhibitions through Tel: 0161 393 3949 and/or [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk).

Please ensure your orders are placed by the associated deadlines. If you do not meet the deadlines, then a surcharge will be applied.

Please note that any services in addition to the stand design, electrics, AV and furniture are arranged with other suppliers, e.g. catering, internet, or stand cleaning. Full Circle does not supply these services and should not be contacted about these. If you have queries or are unclear on delivery of services, then please contact [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) or Tel: 020 7601 1739.

Power to the exhibition hall will be turned on at 08:00 and shut down at 20:00 on each open day. If you require a 24-hour power supply, please contact [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk).

Additional electrical orders and 24-hour power supply – **deadline 14 February**

Include the stand number, company name and main contact in any correspondence.

### Furniture orders

Any additional furniture that you would like to order to your package must be placed by **14 February**. You can browse furniture catalogue via the official furniture hire company [DZine](#). If you need any help, you can contact [plsainvestmentconference25@fullcircleeventsltd.co.uk](mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk).

## DSV FAIRS AND EVENTS - OFFICIAL EVENT COURIER AND ON-SITE STORAGE

DSV Fairs and Events is the official courier for the event. We recommend their services for freight, delivering and forwarding post event. Having one official courier for the event means that we can reduce the number of individual deliveries to site, therefore reducing the carbon emissions.

### Courier, freight handling and lifting

Orders can be placed by completing [this order form](#) and emailing [ricky.straw@dsv.com](mailto:ricky.straw@dsv.com) directly. Deadline **25 February**.

## On-site storage

We encourage all exhibitors to plan for or build storage into their exhibition stand. For health and safety and security reasons flight cases, empty boxes and stand stock cannot be stored in the void area of the show. DSV Fairs and Events provides secure accessible storage during the event. For more information, please contact [ricky.straw@dsv.com](mailto:ricky.straw@dsv.com). Please bear this in mind when planning/designing your stand. Deadline 25 February.

## LEITH'S - STAND CATERING

Please note that all food and beverages distributed or given away from exhibition stands must be supplied by the official caterers, Leith's. If you intend to provide food or beverages not supplied by Leith's you will need to contact Katy Allen [katy@eicc.co.uk](mailto:katy@eicc.co.uk), Tel: 0131 519 4002 to discuss your requirements. Please note that charges may be applied.

The stand catering menu is available in [IV25 Catering order portal](#) and orders can be placed in through the same link, two weeks prior to the event (**from Tuesday 25 February and only and up until 7 March**).

Any exhibitor providing food or drinks on-site will need to have the allergens clearly on display.

### Service of alcohol

PLSA understands that hospitality is an important part of hosting an exhibition stand at our events. We are committed to creating an environment that is inclusive and welcoming to all and are encouraging that non-alcoholic options are available at exhibition stands. We are also requesting that our exhibitors refrain from serving alcohol prior to the afternoon refreshment break.

## SERVICES - EXTERNAL CONTRACTORS

If you plan on appointing any external service providers e.g. coffee baristas, or other stand entertainment or alternative catering please let Beatriz know to ensure that you receive the relevant and appropriate guidance. Email: [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) or Tel: 020 7601 1739.

## EICC – INTERNET, WATER AND WASTE, EXHIBITORS' STAND CLEANING

### Internet

The PLSA will be providing a wireless internet connection throughout the venue for the duration of the event to facilitate the conference app. If you require a secure and dedicated connection for your exhibition stand, please organise this by using [this form](#). Deadline **14 February**.

### Water and waste

For water and water waste requests, please contact [events@eicc.co.uk](mailto:events@eicc.co.uk) directly. Deadline **14 February**.

## Exhibitors' stand cleaning

The carpet in the exhibition hall (including stands) will be vacuum cleaned at the close of each day. If you feel your stand will require a more thorough clean, it is possible to arrange this as an additional service. This is a paid for service that can be arranged through the venue. Please organise by filling in [this form](#) and following the instructions in it. Deadline **14 February**.

## HEALTH & SAFETY

Please ensure that you have read and understood the contents of the [H&S appendix](#) for essential information including CDM and PPE requirement during build and breakdown. Any questions regarding health and safety, should be directed to Ray Critchley, from Event Management Safety Solutions, through [enquiries@em-ss.co.uk](mailto:enquiries@em-ss.co.uk), Tel: 07711 475107.

Every exhibitor and contractor must complete and return the [Venue Client & Contractor Guidelines](#) to [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) no later than **Friday 21 February**.

## SUSTAINABILITY

As we take steps to reduce the carbon emissions associated with the event, we ask exhibitors to provide us with the following information for both your deliveries and any contractors building and delivering items to site. Please provide your best guestimate and submit this information to [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) by **Friday 7 March**.

- ▶ Approximate mass of goods
- ▶ Distance travelled
- ▶ Type of vehicle
- ▶ Fuel type (petrol or diesel, basically)

To reduce the amount of waste generated by this event we ask all exhibitors and their contractors to consider the items they send to site. The conference app can host documents and brochures, videos and more. We also encourage exhibitors to take any left-over products with them at the end of the show.

EICC sustainability programme can be found [here](#).

Full Circle uses:

- ▶ All items are stock items (lightweight aluminium frames) and go back into stock to be reused or 100% recycled (graphics and carpet)
- ▶ Rewind carpet - The Rewind range is designed to be 100% recyclable. Rewind is latex free, meaning no water is needed in its production. This results in up to 85% less energy required to produce, with a 55% reduction in CO<sub>2</sub> emissions compared with standard event carpets.
- ▶ Electrics and lighting - we use a plug and play system, which eliminates the need for manual installation, including no waste on cabling and we only use 100% LED which saves 80% on energy consumption.

- ▶ Graphics are PVC free and use water-based inks, graphics are 100% recycled post show (going into either energy, back into yarns (fabric for cotton) or back to reboard.
- ▶ Using Full Circle / PLSA Show Ready Stands offers a cost effective and sustainable solution sharing crew and logistics - reducing the number of contractors coming to site.
- ▶ Show ready exhibitors are able to receive a calculation for the carbon footprint of their stand at the event this will be provided to you by Full Circle once your stand design is confirmed.

## GENERAL INFORMATION FOR ALL EXHIBITORS

### DELEGATE REGISTRATION

Please refer to your contract to confirm the number of registrations included in your package. Registrations are non-transferable between colleagues. Registrations must be used for representatives of the exhibiting organisation. This cannot be applied to guests or anyone outside of the exhibiting organisation.

**In order to capture important delegate details, we ask that the delegate register themselves.**

All registrations are subject to the [terms and conditions of booking](#). If you would like your delegates to appear on the official delegate list, please ensure that they are registered before **24 January 2025**.

### DELEGATE DATA CAPTURE

As an exhibitor you can scan delegate badges and capture leads and data via the conference app. You will use your own phone to do this. You can either scan the physical badges that delegates will wear or there is an option to scan the digital badge within the app. This will enable you to firstly know who's visited your stand or who you've met on-site and will provide you with their contact details.

Full instructions on how to do this will be sent with the exhibitor joining instructions. The instructions will also be available within the conference app.

### CONTRACTOR PASSES

#### Passes for contractors during build up

Contractor passes required during build up will be issued by the venue upon arrival.

#### Contractor passes for open days

Submit requests for contractor passes to [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) by **Friday 7 March**.

**Yellow contractor passes** provide the bearer access to the void area of the show. These will be issued to contractors working on behalf of space only exhibitors for the purpose of maintaining or responding to issues with their stand. Contractors may not be on the show floor without prior consent of the PLSA events team. If works are required to be carried out on an

exhibitor's stand this will be confirmed by the PLSA at a time that is safe to do so and does not disrupt the show.

**Purple contractor passes** will be issued to contractors working on behalf of exhibitors for the purpose of delivering a service or entertainment on the exhibition stand, e.g. bar tenders, baristas. These passes provide access to the show floor but are restricted to the specific exhibition stand. They are not intended for use by exhibitors' sales or marketing teams.

Contractor passes will be issued at the discretion of the PLSA based on the activity/role specified by the exhibitor. There is no fixed number of contractor' passes that can be awarded, the number of passes issued will be based on the need of the individual exhibitor and what is deemed appropriate by the PLSA. Contractor passes do not include catering or access to the networking events.

Contractors must wear the appropriate contractor pass allocated to them. Failure to produce the appropriate pass may result in the contractor being asked to leave the show. If a contractor is deemed to not be acting in accordance with the [code of conduct](#) or [exhibition terms and conditions](#), they will have their pass revoked and will be asked to leave the event.

## PLSA EVENTS APP

As an exhibitor, you have an interactive profile in the event app. To learn more about how to set your profile and take advantage of all the features, please visit [this guide](#).

## SECURITY

Interest from demonstrators has become more common place at large scale events. The PLSA is committed to planning for any potential disruption and keeping our delegates, sponsors and exhibitors safe. If you are aware of anything that may make your organisation a focus for demonstration, please let us know as early as you can so that we may share information with the venue security team. Contact [beatriz.oliveira@plsa.co.uk](mailto:beatriz.oliveira@plsa.co.uk) at your earliest convenience with any information.

## PARKING

There are many car parks in close walking distance to the EICC. Please access the following links for further details:

[National Car Parks \(NCP\)](#) in central Edinburgh

[Sheraton Hotel Car Park](#) located 150 meters from the EICC, with limited accessible parking spaces

[Semple Street Car Park](#) located 300 meters from the EICC

[Spaces near EICC available via \[yourparkingspace.co.uk\]\(http://yourparkingspace.co.uk\)](#)

## ACCOMODATION & TRAVEL

Preferential rates and a seamless booking service for accommodation in Liverpool is a priority. We're working with Reservation Highway, an accommodation booking service to secure the best deals. Reservation Highway are available to assist with any bookings, particularly larger groups and to call or email for help.

View the available hotels [here](#).

For further support, contact 01423 525577 or [admin@reservation-highway.co.uk](mailto:admin@reservation-highway.co.uk).

## ACTIONS CHECK LIST FOR SHOW-READY STANDS

Action	Delivery	Delivery deadline
Submit delegate registrations	Sponsor to register delegates <a href="#">here</a>	24 January
Deadline for any upgrade to Show ready package	Sponsor to send information to <a href="mailto:beatriz.oliveira@plsa.co.uk">beatriz.oliveira@plsa.co.uk</a>	31 January
Submit any electrics and additional AV orders	Sponsor to contact <a href="mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk">plsainvestmentconference25@fullcircleeventsltd.co.uk</a>	14 February
Submit internet orders	Sponsor to submit <a href="#">this form</a> to <a href="mailto:events@eicc.co.uk">events@eicc.co.uk</a>	14 February
Submit Stand cleaning orders	Sponsor to submit <a href="#">this form</a> to <a href="mailto:events@eicc.co.uk">events@eicc.co.uk</a>	14 February
Joining instructions received	PLSA	18 February
Submit “No significant risk” and “exhibitor induction” forms signed	Exhibitor to send “ <a href="#">No significant risk</a> ” and “ <a href="#">exhibitor induction</a> ” forms to <a href="mailto:beatriz.oliveira@plsa.co.uk">beatriz.oliveira@plsa.co.uk</a>	21 February
Submit Venue Client Contractor Guidelines signed	Exhibitor to send <a href="#">filled in form</a> to <a href="mailto:beatriz.oliveira@plsa.co.uk">beatriz.oliveira@plsa.co.uk</a>	21 February
Submit catering orders	Sponsor to submit through the <a href="#">IV25 Catering order portal</a>	From 25 February until 7 March
Submit extra furniture orders	Sponsor to request via <a href="mailto:plsainvestmentconference25@fullcircleeventsltd.co.uk">plsainvestmentconference25@fullcircleeventsltd.co.uk</a>	25 February
Book freight handling shipping	Sponsor to contact <a href="mailto:ricky.straw@dsv.com">ricky.straw@dsv.com</a>	25 February
Submit requirements for contractor passes	Contractor to request from <a href="mailto:beatriz.oliveira@plsa.co.uk">beatriz.oliveira@plsa.co.uk</a>	7 March



## **EXHIBITOR TERMS AND CONDITIONS**

### **Definition of terms**

In these regulations the term Exhibition in all cases refers to the Trade Exhibition being held in conjunction with the 2025 Investment Conference of the PLSA. The term Exhibitor includes any person, firm, company or corporation and its employees and agents to whom space(s) has been allocated for the purpose of exhibiting at the Exhibition. The term Organisers means the PLSA. The term Premises refers to those portions of EICC (Edinburgh International Conference Centre) licensed to the Organisers.

### **Bankruptcy or liquidation**

In the event of an Exhibitor becoming bankrupt or entering into liquidation (other than voluntary liquidation for the purposes of amalgamation or reconstruction) or having a Receiver appointed, the contract with such an Exhibitor will terminate forthwith, the allotment of stand space will be cancelled, and all sums paid by the Exhibitor under contract shall be forfeited.

### **Damage to premises**

The Exhibitor shall not cause or permit any damage to the Exhibition premises, fixtures, or fittings. No display or publicity material is permitted on the walls of the building. Due to the risk of damage to lighting and ventilation equipment, helium balloons cannot be allowed in the exhibition hall.

### **Exclusive rights**

The Organisers will not give any Exhibitor exclusive rights to exhibit or display any specific product or service.

### **Exhibition management**

Full Circle Events has been appointed to provide services including furniture hire, electricity, and show ready. It is obligatory to use the official contractors for electrical and modular system work. This includes all extra electrical work, and a schedule of charges are included on the relevant order forms/links made available within the Exhibition technical manual.

### **Exhibitors subject to forfeiture**

In the event of there being an outstanding account or claim against the Exhibitor at the end of the Exhibition, the Organisers shall have the right of forfeiture on the exhibits of the Exhibitor, firm or person concerned.

### **Failure to vacate**

If the Exhibitor, or their servants, agents or subcontractors should fail to remove all their property or otherwise fail to vacate the exhibition premises by 22:00 on Thursday 13 March 2025 due to any cause whatsoever, the Organiser would hold the Exhibitor fully responsible for any penalties imposed by the venue owner, or any other losses and costs incurred by the Organisers as a result of the Exhibitor failing to vacate the premises by the agreed time.

### **Insurance**

### **Third party insurance**

The Exhibitor is responsible for all claims arising from personal injury or damage to property arising in connection with the erection and dismantling of the Exhibitor's stand and anything permitted, omitted or done thereon or there from during the period of the Exhibition or the set-up and dismantling periods caused directly or indirectly by the Exhibitor or any contractor, subcontractor, servant, agent, licensee or invitee of his or the act, omission or neglect of any such person or by any exhibit, machinery or other article or thing of the Exhibitor or in the possession of or use of the Exhibitor or any servant or agent of his. The Exhibitor will indemnify the Organisers in respect of each and every such claim and all actions, proceedings, costs, claims and demands in respect thereof. The Exhibitor must take out adequate insurance for all circumstances.

### **Insurance of exhibits – exhibitors' or stand holders' property**

The Organisers do not accept responsibility for theft or any loss or damage from any cause whatsoever, in respect of any property brought to the Exhibition premises by Exhibitors or stand holders or the servants, agents, subcontractors or any other persons, and the Exhibitor or stand holder is required to indemnify the Organisers in respect of theft, loss or damage to property etc supplied, hired or lent by the organiser (e.g. shell-stand, furniture etc).

### **Consequential loss**

Exhibitors are advised to insure against costs and losses which they may incur in the event of the Exhibition being abandoned, cancelled or suspended in whole or in part for causes beyond the Organisers' control since the Organisers accept no liability in such an eventuality.

### **Nuisance**

No flashing lights, bright lights or noise that constitutes a nuisance to other exhibitors or visitors to the Exhibition will be permitted. All Exhibitors and staff must conduct themselves in such a manner that is not objectionable to others. Exhibitors must endeavour to conduct business on their own stands and must not, under any circumstance, canvass away from their stand. Exhibition stands must be staffed by responsible representatives during exhibition open hours. The Organisers have the right to expel or remove any person, article, display or exhibition stand, which in their opinion, is prejudicial to the interests of the Exhibition or the PLSA.

### **Catering**

No food and drink may be served on exhibition stands unless it is supplied by or authorised by Leith's. Please contact Katy Allen, [katy@eicc.co.uk](mailto:katy@eicc.co.uk), Tel: 0131 519 4002, with your requirements.

### **Restrictions**

#### **Use of exhibition space**

Exhibitors or any other related organisation may not sub-let or share any part of the space allotted, may not represent and may not advertise or distribute literature for the products or services of any other firm or individual except as approved by PLSA.

## **Competitive activity**

Exhibitors or any other related organisation may not sub-let or share any part of the space allotted, may not represent and may not advertise or distribute literature for the products or services of any other firm or individual except as approved by PLSA.

Competitive Organisations may not conduct any of the following acts outside their exhibition stand within the confines of EICC (Edinburgh International Conference Centre) that might, in the sole judgement of the PLSA, reasonably be seen as competing with the Event during official conference open hours:

Advertisements, canvassing amongst delegates, conferences, demonstrations, displays, entertaining, hospitality events, research amongst delegates, surveys amongst delegates.

## **Promotional material**

It is not possible for Exhibitors to distribute any promotional materials outside its exhibition stand. This includes the distribution to bedrooms or in public areas of any of the designated conference hotels to be detailed on the PLSA website.

## **Directional signage**

It will not be possible for Exhibitors or any other related organisation to post, nail, screw, attach, or otherwise place any signage or other materials or devices to columns, walls, floors, or other parts of EICC (Edinburgh International Conference Centre) including the immediate external area outside the venues during conference open hours.

## **Safety**

Exhibitors must, at all times, comply with Local Authority Regulations relating to dangerous substances or power-driven machinery. All materials used in stand fitting should meet standard fireproof regulations as recognised throughout the exhibition industry and certificates should be available on request. Failure to comply with this may result in a request to remove the offending materials. It is the responsibility of Exhibitors to see that their staff are acquainted with the nearest firefighting equipment and the procedures to be followed on discovering a fire. No children under the age of 16 shall be allowed into the exhibition hall during build up and breakdown.

## **Stand set-up**

### **Space only stands**

Monday 10 March 08:00 – 22:00

Tuesday 11 March 08:00-12:00 stand dressing only

### **Show ready stands**

Monday 10 March 16:30 – 22:00

Tuesday 11 March 08:00-12:00 stand dressing only

All work to be completed to the satisfaction of the Organisers by 22:00 on Monday 10 March.

## **Date for dismantling**

Strictly not before 14:00 on Thursday 13 March. All areas to be cleared by 22:00 on Thursday 13 March. Exhibitors must report to DSV Fairs and Events before loading commences.

### **Left items**

Any items left on or near your stand for breakdown without the appropriate paperwork, not collected by **20:00** on Thursday 13 March will be shipped by DSV Fairs and Events to their warehouse at a cost of £35.00 up to 25kg. Anything over this will be charged at a higher rate dependent of the size and weight of the shipment.

### **Service of alcohol**

PLSA understands that hospitality is an important part of hosting an exhibition stand at our events. We are committed to creating an environment that is inclusive and welcoming to all and are encouraging that non-alcoholic options are available at exhibition stands. We are also requesting that our exhibitors refrain from serving alcohol prior to the afternoon refreshment break.

### **Code of conduct at PLSA events**

We are committed to providing a safe, respectful, and inclusive environment for all attendees, staff and suppliers at our events. We appreciate your cooperation and commitment to safeguarding as we work together to create a positive and secure environment for everyone.

This code of conduct outlines our expectations for participant behaviour and the consequences of unacceptable behaviour in line with the Equality Act 2020.

#### **Expected behaviour**

- ▶ **Respectful communication:** All participants should engage in respectful and constructive communication. Harassment, discrimination, or any form of abusive behaviour will not be tolerated.
- ▶ **Inclusivity:** We value diversity and inclusivity. All participants should treat each other with respect, regardless of gender, sexual orientation, disability, physical appearance, body size, race, or religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity, as protected under the Equality Act 2020.
- ▶ **Professional conduct:** Participants are expected to conduct themselves in a professional manner at all times. This includes respecting the venue, suppliers, staff, and other attendees.

#### **Alcohol consumption**

- ▶ **Moderation:** Alcohol may be served at certain events. We encourage all participants to consume alcohol responsibly and in moderation. Individuals are responsible for their consumption.
- ▶ **Behaviour:** Excessive alcohol consumption leading to disruptive or inappropriate behaviour will not be tolerated. Participants who are visibly intoxicated may be asked to leave the event.

- ▶ **Non-alcoholic options:** Non-alcoholic beverages will be available at all events where alcohol is served.

### **Unacceptable behaviour**

- ▶ **Harassment and discrimination:** Harassment of any kind, discrimination, or any form of abusive behaviour towards any participant will not be tolerated.
- ▶ **Disruption:** Disruptive behaviour that interferes with the event or the enjoyment of other participants is unacceptable.
- ▶ **Damage to property:** Any damage to the venue or property will be the responsibility of the individual involved.

### **Reporting and consequences**

- ▶ **Reporting:** If you experience or witness any form of unacceptable behaviour, please report it immediately to [kate.hadley@plsa.co.uk](mailto:kate.hadley@plsa.co.uk) or 07717 895 070. Or [angela.chapman@plsa.co.uk](mailto:angela.chapman@plsa.co.uk) or 020 7601 1775. All reports will be handled confidentially.
- ▶ **Consequences:** Participants who violate this code of conduct may be subject to expulsion from the event without a refund and may be banned from attending or working for the PLSA at future events.

We appreciate your cooperation in creating a positive and respectful environment for everyone. Thank you for your commitment to upholding these standards.



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