

## EXHIBITOR INFORMATION

### RETAIL TECHNOLOGY + E-COMMERCE EXPO 2024

Those of you that use an external stand builder, please forward this following information:

<b>VENUE</b>	Kistamässan, Arne Beurlings Torg 5, 164 40 KISTA (visiting address)	
<b>ORDERING AND QUESTIONS</b>	For technical questions and ordering stand service: Workman Event, phone: 08-410 356 60 e-mail: <a href="mailto:monterservice@workman.se">monterservice@workman.se</a>	
<b>ORDER IN TIME SAVE 30%</b>	SEE LAST DATE OF ORDER for stand service, furniture etc: 30% will be added on top of the regular price after this date. 50% will be added for orders made on site during moving in/open hours. Changes/canceling after this date - will be charged in full. Visit our online shop to order: <a href="http://www.workman.se/shop/en/">www.workman.se/shop/en/</a>	<b>Deadline for order:</b> Friday 26/4  <b>Deadline for Final Artwork:</b> Friday 26/4, 16:00
<b>MOVING IN</b>	Carpets will be laid out in all aisles during the last day of construction. All the public areas must be kept clean from exhibitor items, waste material and packaging from 17.00 on this day to facilitate this. Address for moving in: Kistamässan, Vågögatan 3, S-164 40, Kista	<b>GATE 2A</b> Tuesday 28/5, 07.00 – 20.00
<b>MOVING OUT</b>	<b>NOTE!</b> Starting to pack your items and moving out of the stand before closing the last day of the exhibition is not permitted.  The first 30-60 minutes after the exhibition closes, the visitors are leaving the exhibition halls – during that time are we for safety reasons, not allowed to deliver the empty packaging into the halls. Neither can we open the loading doors and gates during this time for safety reasons. The aisles must be kept free from goods and other things, so that we can begin with the goods handling as soon as the visitors has left the halls.	Thursday 30/5, 16.30 – 22.00
<b>DELIVERIES BEFORE THE EXHIBITION</b>	<b>Workman Event, Nordic Live Expo or Kistamässan takes no responsibility for losses or damages on exhibitor products or items before, during or after the exhibition!</b>  Please write following address and marking on items to be delivered: Fair/ Your Company/ Stand number /Contact person and Number Kistamässan, Vågögatan 3, S-164 40 KISTA See complete information under "Goods handling".	Monday 27/5, 07.00 – 16.00  Goods pickup: Thursday 30/5, 17.00 – 20.00 Friday 31/5, 07.00 – 16.00
<b>HANDLING OF GOODS</b>	<b>NOTE!</b> All goods must be packed and placed on pallets or in rolling cages during appointed moving out times. This is a demand as we need to move the goods. Goods not being picked up will be charged per cubic meter and week started. The exhibitors are responsible for booking transportation of their goods. In those cases a freight company comes with goods, asks us to transport/unload the goods to the booth, we will unload and take it to the exhibitors booth on the expense of the exhibitor. Regardless of what has been agreed between the freight company and the exhibitor. For machines or materials that are weighing over 1000kg (or bulky), must forklift services be ordered atleast 2 weeks in advance. See complete information under "Goods handling".	
<b>OPENING HOURS</b>	The exhibition is open for visitors: Visitors to the morning seminars has access to the hall area from 08.00 on Wednesday and Thursday.  You as an exhibitor have access to the hall area from 07.00 on Wednesday and Thursday. The hall area has to be cleared 1 hour after the exhibition has closed on Wednesday, i.e. 18.00.	<b>Wednesday 29/5, 09.00 – 17.00</b> Mingle: 16.30  <b>Thursday 30/5, 09.00 – 16.00</b>



# KISTAMÄSSAN

by EASYFAIRS



**WorkMan**  
EVENT

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<b>ALCOHOL</b>	Please note that alcohol found on the premises, that aren't purchased from KM Restaurants, will be seized/taken care of. Swedish alcohol laws don't allow You to bring alcoholic beverages into Kistamässans premises. For further information or to order please contact <a href="mailto:konferens@kmgrou.se">konferens@kmgrou.se</a> tel. +46 (0)8 410 608 20		
<b>CEILING HEIGHT</b>	Hall 1: 6,7 meter and in Hall 2: 10,0 meter		
<b>CHILDREN</b>	The exhibition centre during the moving in and moving out period is a place of work and forklift trucks, other vehicles and machines are in constant use. Due to this children younger than 16 years are not allowed in the exhibition halls during those times. Please respect this for your children's and our forklift driver's safety. <i>Thank you for your cooperation!</i>		
<b>CLEANING</b>	Kistamässan are responsible for cleaning all public areas in the halls. If you wish to order stand cleaning, contact <a href="mailto:monterservice@workman.se">monterservice@workman.se</a> (stand cleaning is combined with a cost). We want that all stands to be cleaned well in time before the exhibition opening, at latest 20.00 the night before opening day. Stands that are not cleaned will be cleaned by the centre staff in the evening before opening <u>and charged to the exhibitor.</u>		
<b>CLOAK ROOM</b>	The cloak room will be open during the fair opening hours.		
<b>CONTACT INFORMATION, ORGANIZER</b>	Sales Manager Patrik Friberg +46 (0) 763-27 84 00 <a href="mailto:pf@liveexpo.se">pf@liveexpo.se</a>	Business Manager Jennifer Björk +46 (0)738 53 65 24 <a href="mailto:jb@liveexpo.se">jb@liveexpo.se</a>	Project Manager Karin Emanuelsson +46 (0)763 01 26 00 <a href="mailto:ke@liveexpo.se">ke@liveexpo.se</a>
<b>CONTACT INFORMATION, TECHNICAL DEPARTMENT</b>	Project Manager Henrik Axberg +46 (0)726 00 63 67 <a href="mailto:Henrik.Axberg@workman.se">Henrik.Axberg@workman.se</a>		
<b>EARLIER MOVING IN</b>	Earlier moving in time is offered by quote. Please contact responsible project manager at Workman Event.		
<b>ELECTRICAL INSTALLATIONS</b>	All electrical installations and equipment must be made in accordance with current regulations. All connections to the Kistamässan fixed installations must be done through the Kistamässan presidency. The power grid has 230 V 1-phase and 400 V 3-phase 50Hz and all outlets are grounded. Electrical installation in the stand may only be carried out by a qualified electrician. If unauthorized connection damages the distribution network or connected installations, Kistamässan will claim damages from the company responsible for the connection. Normally, the voltage in the mains is switched on in about 30 minutes before the opening of the fair/event and is shut down approximately 30 minutes after closing. However, the power grid must always be regarded as live. If you want power at other times, please contact the Service Center for ordering night power. On top of the walls, our power stations for the power grid are mounted for the stands and these as well as other power stations in the venue are not allowed to cover. All use of electricity is charged, and the sockets must not be used without the order being made.		
<b>EXHIBITOR CARD</b>	Your exhibitor badges are printed on sight at gate 2A. Please note that you need to register in advance in Trippus Exhibitor Portal and bring your confirmation/voucher to be able to print your badge on site. The exhibitor badge must always be worn when you are in the venue, even during moving in/out times.		
<b>EXHIBITORS INSURANCE</b>	Exhibitor insurance is <b>mandatory</b> at all Live Expo events. The exhibitor insurance costs 1350 SEK and will be invoiced in advance. <a href="#">More information, terms and conditions can be found here.</a>		

**FIRE REGULATIONS**

We have a strict non smoking policy in all halls. Open fire in the halls is prohibited.

**There is an automatic fire alarm** and the facilities are equipped with sprinklers. The alarm is directly linked to the Fire department and our smoke detectors are very sensitive. **An exhibitor causing a fire emergency response by mistake will be charged any costs arising.** If the alarm is triggered a siren howls, and a spoken message in both Swedish and English, will urge everybody to evacuate the facilities – the assembly point is the big parking lot next to the highway.

**All textiles used for decoration in the stand must be fire resistant or non-flammable.**

For cooking or baking in the stand sufficient ventilation must be installed. If you need advice regarding ventilation contact our Technical Department. All cars and motor cycles must be fully tanked with lockable fuel caps, and a fire extinguisher has to be available in every stand.

When handling flammable liquids please contact our technical manager:  
Jan Torén, +46 (0)8 506 650 49 or [Jan.Toren@easyfairs.com](mailto:Jan.Toren@easyfairs.com)

Technical Information and Fire regulations: <https://www.kistamassan.se/en/for-exhibitors/>

**FOOD HANDLING/  
LIQUOR LICENSE**

Kistamässans restaurateur (KM Restauranger) holds the food- and alcohol permits in our premises. It is therefore not allowed by Swedish law to give out any alcoholic beverages or food in the stands if they are not ordered through our restaurateur. If you want to order or have questions, please contact: Stand service at KM Restauranger, phone +46(0)8-410 608 20 or on e-mail: [konferens@kmggroup.se](mailto:konferens@kmggroup.se)

**GOODS HANDLING**

Goods arriving at the fair are transported to the designated booth at a cost. See current prices on our online shop under Forklift-Empties [www.workman.se/shop/en](http://www.workman.se/shop/en). The same cost also applies to outgoing goods that are left in the booth. These costs will be charged the exhibiting companies after the fair. Forklift help are ordered on site from the Technical department.

In those cases a freight company comes with goods, asks the staff from the venue to transport/unload the goods to the booth, we will unload and take it to the exhibitors booth on the expense of the exhibitor. Regardless of what has been agreed between the freight company and the exhibitor.

Write following marking on items to be delivered:  
Fair/ Your Company/ Stand number /Contact person and Number  
Kistamässan, Vågögatan 3, S-164 40 KISTA

If you have machines or other materials that are weighing over 1000kg/package, or that is more than 2 meter wide and/or more than 2,5 meter high, please contact Workman Event at least two weeks in advance. Help with packing of goods can be ordered, contact Workman Event, phone: +46 (0)8 410 356 60 or e-mail: [monterservice@workman.se](mailto:monterservice@workman.se), though at latest two weeks in advance.

If the goods arrive before appointed time, we cannot guarantee we are able to accept the goods. If we do accept the goods, we will take it to storage and the cost for this is at the expense of the exhibitor, the same applies if the goods are not picked up within the appointed time.

Unmarked goods that are left at Kistamässan after the official appointed moving out times and which cannot be identified will be disposed of as we have limited storage facilities.

NOTE! All goods must be packed and placed on pallets or in rolling cages during appointed moving out times. This is a demand as we need to move the goods. Goods not being picked up within the appointed time will be charged per cubic meter and started week.

**Workman Event, Nordic Live Expo or Kistamässan takes no responsibility for losses or damages on exhibitor products or items before, during or after the exhibition!**



<b>GUARD</b>	Kistamässan provides with general guard coverage, <u>but takes no responsibility for exhibitor products.</u> Extra guard coverage of the stand can be ordered through Kistamässans technical manager and is combined with a cost for it. Please book this at latest 2 weeks before the event is open for visitors, contact: Jan Torén at phone +46 (0) 8 506 650 49 or <a href="mailto:Jan.Toren@easyfairs.com">Jan.Toren@easyfairs.com</a>
<b>HEIGHT EXPOSURE /INCREASED HEIGHT</b>	<p>RETAIL TECHNOLOGY + E-COMMERCE EXPO 2024 <b>allows</b> constructions above 2,5 meter/height exposure.</p> <p><b>NOTE!</b> All constructions/exposure above 2,5 meter needs to be approved by Workman Event.</p> <p>The standard construction height in the halls is 2,5 meters, with lighting as the only exception. Tall displays include all stand structures and displays such as banners, roll-ups, signs, walls or other marketing messages that are over 2.5 meters in height. Applications for exceptions to these rules must be accompanied by dimension drawings and sent to Workman Event at least 4 weeks before the event, allowance of building/exposure above 2,5 meters is combined with a cost. Send your sketches and request to: <a href="mailto:monterservice@workman.se">monterservice@workman.se</a> for approval process. Workman Event and Kistamässan reserve the right to deny permission for late applications.</p> <p>Constructions higher than 2,50 meter requires anchoring to the ceiling with safety wires. If the height exposure is closer than 3,0 meter from one or more neighboring stands and is more than 4,0 meter high, a written permission will be needed from the neighboring stands. As a exhibitor you are though allowed to build up to a 4,0 meter high dividing wall, with or without exposure on it. Without permission from neighboring stands, however exposure is not allowed towards neighboring stands for a permission not to be needed. As a exhibitor you are demanded to inform your neighboring stands about your construction plans and leave the back side of the wall white and smooth, or if you agree upon a different finish with your neighboring stands.</p> <p>Stands over two floors must meet the Building Regulations (BBR) of the Swedish Board of Housing, Building and Planning Swedish and its provisions on the application of European design standards (EKR), as well as the specific fire and evacuation regulations that the authorities concerned have established. In addition to these regulations, it is not permitted to construct stands over two floors in Kistamässan's halls where trusses make up the load-bearing structure.</p> <p>When building a structure over two floors, the number of staircases is determined by the distance to the nearest staircase. This distance must not exceed 10 m. The required staircase width is determined by the area of the upper floor – up to 15 m<sup>2</sup> square meters requires a staircase at least 0.8 m wide. For each additional 15 m<sup>2</sup> of surface area, or part thereof, an extra 0.8 m staircase width is required. 2 x 0.8 m staircases can be exchanged for 1 x 1.2 m wide straight staircase.</p> <p>Responsibility for safety and construction lays entirely with the stand builders. Workman Event/ Kistamässan accept no responsibility in this regard, but have the right to require drawings, etc. concerning the structure and its design. No construction work may begin until Kistamässan has granted permission in writing. Workman Event/Kistamässan reserves the right to decide on changes/additions to the structure at the stand builder's expense, if Kistamässan finds this necessary for safety reasons.</p>
<b>HOT WORK</b>	<p>Hot work as welding, cutting, naked flames etc. is only allowed after special permission from The Security Officer/Centre management. Please contact: Jan Torén, +46 (0)8 506 650 49 or e-mail: <a href="mailto:Jan.Toren@easyfairs.com">Jan.Toren@easyfairs.com</a></p> <p>See separate specification for complete rules regarding fire regulations.: <a href="https://www.kistamassan.se/en/for-exhibitors/">https://www.kistamassan.se/en/for-exhibitors/</a></p>



<b>INTERNET</b>	<p>Kistamässan offers wired (LAN) and wireless (WIFI) Internet access. If stability and reliability is crucial, wired connection is always recommended. Kistamässan is not liable for clients' and exhibitors' computers and/or applications.</p> <p>Only network equipment provided by Kistamässan is allowed to be used. Private wireless routers, networks and other transmitting radio equipment are therefore not allowed as these may interfere with the Kistamässan's wireless network. Kistamässan reserves the right to disconnect the customer's equipment if it interferes with the in house network. Kistamässan may conduct scans of the network to detect unauthorized devices.</p> <p>The wired connection should be ordered in advance and offers high capacity and reliability. The wireless network supports 802.11b/g/n. Please note that many simultaneous connections/users may affect the speed. Address allocation is through DHCP.</p> <p>In case of special needs of wireless networks, Kistamässan can setup a customized wireless network according to pre-order. For special requirements, always consult with the technical department, Workman Event: <a href="mailto:monterservice@workman.se">monterservice@workman.se</a></p>
<b>LIQUEFIED PETROLEUM GAS (LPG)</b>	<p>Exhibitors who would like to use liquefied petroleum gas (LPG) must report that in writing to Jan Torén, +46 (0)8-506 650 49 <a href="mailto:Jan.Toren@easyfairs.com">Jan.Toren@easyfairs.com</a>. No later than two weeks in advance to get a permission. LPG and other pressure vessels are not allowed to be stored in the venue over night.</p>
<b>LOADING/ UNLOADING</b>	<p>Due to limited loading areas, access for loading and unloading is restricted to a maximum of 30 minutes on the loading bay per exhibitor.</p> <p>The sizes of the gates are:  <b>Gate 1A:</b> Height 2.9 m, width 2.35 m  <b>Gate 2A:</b> Height 4.16 m, width 4.09 m</p>
<b>MAIN ENTRANCE</b>	<p>NOTE! The main entrance is only open during the opening hours of the event. All other times exhibitors are asked to use the moving in gate at other times. See page 1 "Moving in".</p>
<b>MUSIC</b>	<p>Have in mind that every exhibitor is responsible for their own music that is played in the stands. If this is the case, it has to be reported and perhaps changed according to the Swedish Tone and International Music agency (STIM), Swedish Artists and Musicians Interest Organization (SAMI) and the International Federation of the Phonographic Industry (IFPI).</p> <p>Contact: STIM, +46 (0)200-11 03 01, <a href="mailto:licens@stim.se">licens@stim.se</a>, SAMI, <a href="mailto:marknad@sami.se">marknad@sami.se</a> (if you're not a contract customer), <a href="mailto:kund@sami.se">kund@sami.se</a> (if you are a contract customer).</p>
<b>NIGHT ELECTRICITY/ 24H ELECTRICITY</b>	<p>Do not forget to order night electricity for fridges or freezers etc. <u>All</u> electricity is turned off during the night.</p>
<b>PACKAGES</b>	<p>Packages arriving from freight companies are delivered to the stand as soon as possible after receiving it. If you're expecting a delivery please make sure to have the stand staffed. If the stand is unstaffed, the package will be delivered to the booth. A handling/distribution fee applies.</p> <p>The exhibitor takes full responsibility for all items in the stand.</p>
<b>PAINTING</b>	<p>The stand walls are white and improved with paint between exhibitions but are not newly painted for every event. If you desire a better finish we recommend you to order painting of the walls in white or any color or use other materials that will be covering existing walls.</p>
<b>PARKING</b>	<p>The parking tickets can be bought for one day at a time, they are purchased at the ticket machines on the parking lot.</p>
<b>PILLARS</b>	<p>Check the hall plans to see if there are any pillars in your stand. They are marked as red dots. They measure: 50x50 cm in Hall 1 and 30x30 cm in Hall 2. If that is the case you should be made aware of the possibility a pillar can be fitted with a fire extinguisher or/and water pipes. Please contact the project team for more details.</p>



<b>PLANTS</b>	Plants are available to rent or buy. You will find our plants in our online shop: <a href="http://www.workman.se/shop/en/shop/">www.workman.se/shop/en/shop/</a> For special requests please contact, Workman Event: +46 (0)8 410 356 60 or e-mail: <a href="mailto:monterservice@workman.se">monterservice@workman.se</a>
<b>RECYCLING IN THE HALLS</b>	Recycling Stations: During moving in and moving out and during the exhibitions opening hours there are two recycling stations located in the halls, see hall plans. Waste shall be separated for recycling in three different containers: Wood, Recycling paper and Miscellaneous.  Garbage can's: Garbage cans are located in the aisles in the halls where Paper, Miscellaneous and Bottles can be disposed.
<b>RESTAURANT</b>	The restaurant takes orders for food and coffee tickets. These entitle the holder to collect food and coffee from all of our restaurants and cafes. Tickets are valuable documents and costs related to the ordering company. The last day of the fair, the tickets are returned to the restaurant where we calculate the consumption in our restaurants/cafes and cost of tickets.  To order tickets contact: <a href="mailto:konferens@kmggroup.se">konferens@kmggroup.se</a> or call +46 (0)8 410 608 20.  For information regarding open hours in our restaurants and cafés, please contact <a href="mailto:konferens@kmggroup.se">konferens@kmggroup.se</a> or call +46 (0)8 410 608 20.
<b>SERVICECENTER</b>	If you need to order any additional equipment to your stand during the moving in period you can do so at our Service Center. An additional cost of 50 (%) percent on the price will be added on orders placed later than 14 days before the first moving-in-day. Please note that we cannot guarantee that we have equipment in stock on late orders. Our Service Center staff is happy to help with enquires you may have regarding the exhibition and your stand.
<b>STAND</b>	Always check the size and the equipment in your stand on arrival. If there are any discrepancies please contact our Service Center. Additional orders of equipment or services will be debited to the company ordering.
<b>STAND WALLS</b>	Exhibitors with open stands (open on at least three sides) are required to send in a drawing on planned wall constructions for approval by Workman Event. If the walls between the stands are longer than 4 meters, Kistamässan will mount support structures or extra stand walls for safety reasons. If the exhibitor want to have the safety support removed, it might be possible to replace them with for example safety wires from the ceiling, at the exhibitor's expense. Constructions higher than 2,50 meter requires anchoring from the ceiling with safety wire.  The wall sections are normally 1 meter wide, 2.5 meter in height and around 34 mm thick, and are made of white painted fiberboard on a wooden frame. The stand walls cannot support heavy weights, but marketing material, boards and similar up to around 5 kg are fine. These products may be attached with small nails or screws. It is not permitted to drill holes or screw large screws into the walls. It is also not permitted to paint the walls in anything other than water-based paint (up to a gloss level of 5), or to wallpaper the walls. Where these rules are not respected, or the walls are in some other way considered to be damaged (in the judgement of Workman Event and/or Kistamässan), the exhibitor will be charged. The exhibitor must clear the walls of staples, tape, etc. before moving out is complete. For custom made wall solutions, contact us.  Drawings on wall constructions must always be sent to: <a href="mailto:monterservice@workman.se">monterservice@workman.se</a> for approval
<b>STORAGE OF EMPTY GOODS</b>	Storage of empty goods and packaging shall be marked with the stand number and name on a designated form (can be collected from Service Center). Empty goods will be stored during the exhibition at a cost. See current prices on our online shop under Forklift-Empties <a href="http://www.workman.se/shop/en">www.workman.se/shop/en</a> . This cost will be charged the exhibiting companies after the fair.  Empty goods and packaging is not allowed to store in the stand, please contact Service Center for removal and storage of the empty goods. Minimum charge is one cubic meter.



<b>TRIPPUS</b>	<p>Create more leads during the exhibition with Trippus Lead Scanning.</p> <p>You can scan your visitors' name tags, and therefore gain access to their contact information. All your scanned leads will be accessible through Trippus Exhibitor Portal. No app needs to be downloaded.</p> <p>Trippus Lead Scanning costs 3 900 SEK excl. VAT and can be used by an unlimited amount of personnel working in your stand.</p> <p><a href="#">Order and read more here!</a></p>
<b>WASTE</b>	<p>Exhibitors are required to remove all waste from their stand and dispose of waste for recycling at stations provided. There is a charge of 450 SEK/hour for cleaning a stand and 300 SEK/cubic meter for disposal of waste separated for recycling.</p>
<b>WIRE/TELPHERS</b>	<p>Only Kistamässan / Workman Event personnel are permitted to hang wires from the designated fixtures. Drawings with measurements and weights must be submitted to Kistamässan for approval at least 4 weeks before the event. The stand builder/exhibitor is responsible for ensuring that these structures are safe and that they meet all the current rules and regulations. A safety mechanism must be in place for all suspended products, from trusses to lighting, signs, banners, etc. Kistamässan accepts no responsibility for the design and construction work, but reserves the right to decide on changes/additions to suspension points and safety arrangements, if Kistamässan believes this to be necessary for safety reasons. The cost of such changes will be charged to the exhibitor/stand builder.</p> <p>If orders for suspension points are received too late, we cannot guarantee that they will be available. If an exhibitor/stand builder wishes to use their own mobile elevating work platform, they must apply for permission from Kistamässan's chief safety officer. A copy of a valid certificate for mobile elevating work platforms must be attached to the application. If permission is granted by Kistamässan, the exhibitor/stand builder is responsible for ensuring compliance with all the rules on the use of a mobile elevating work platform, and takes full responsibility for any accidents/damage that may occur.</p> <p>The maximum weight for the suspension points in Hall 1 is 100 kg per point (Kistamässan reserves the right to lower the maximum weight for safety reasons). The maximum weight for the suspension points in Hall 2 is 150 kg per point (Kistamässan reserves the right to lower the maximum weight for safety reasons). In certain parts of Hall 2 the maximum weight per suspension point may be increased. However, this requires different hanging equipment and an extra cost will apply. If you need to use the reinforced suspension points, please contact the chief safety officer at Kistamässan. There are suspension points every 5 meters or so in both Halls 1 and 2.</p>