EXPERIENCE
WORLD CLASS
INTERNATIONAL
CONVENTION
CENTRE

ICC SYDNEY

EVENT GUIDELINES

16 October 2026

Doc ID: 967

Contents

1 WELCOME TO ICC SYDNEY 8
2 ABOUT ICC SYDNEY 9
3 GETTING HERE 10
3.1 Location 10
3.2 Green transport and access options 10
3.2.1 Airport 10
3.2.2 Bus 10
3.2.3 Ferry 10
3.2.4 Sydney Light Rail 10
3.2.5 Taxi 11
3.2.6 Train 11
3.2.7 Water taxi 11
3.2.8 Opal Card 11
3.3 Parking 11
3.4 Access map 11
4 ESSENTIAL INFORMATION 12
4.1 ABN and business structure 12
4.1.1 ABN 12
4.1.2 Business structure 12
4.1.3 ICC Sydney access 12
4.1.4 Convention Centre 12
4.1.5 Exhibition Centre 12
4.2 Access cards 12
4.3 Accessibility 13
4.4 Accommodation 13
4.5 Account cards 14
4.6 Additional orders 14
4.7 Advertising and promotion of events 14
4.8 Air conditioning 14
4.9 Air conditioning vents 14
4.10 Aisle space 14
4.11 Alcohol 15
4.12 Amusement rides and devices 15
4.13 Animals 15
4.14 Announcement and audio systems 15

4.15 Artworks, furniture 15
4.16 Audio visual (AV) 15
4.16.1 Convention Centre AV 15
4.16.2 Exhibition Centre AV 16
4.16.3 TikTok Entertainment Centre AV 16
4.17 Baby change facilities 17
4.18 Balloons 17
4.19 Band meals 17
4.20 Banking facilities 17
4.21 Banner hanging 18
4.22 Boat displays 18
4.23 Broadcasting and telecasting 19
4.24 Building inspections – pre-event and post-event 19
4.25 Bus and coach parking 19
4.26 Business suites 19
4.27 CAD/VectorWorks plans 19
4.28 Cafés 19
4.29 Calendar of events 19
4.30 Candles 20
4.31 Canvassing, solicitation and distribution 20
4.32 Car park 20
4.32.1 Car park details 20
4.33 Care of the building 21
4.34 Carpet 21
4.35 CCTV 21
4.36 Ceiling heights 21
4.37 Centrepieces 22
4.38 Children on site 22
4.39 Cleaning 22
4.40 Cleaning – waste management 22
4.41 Client survey 23
4.42 Cloakroom 23
4.43 Compressed air 23
4.44 Confetti and glitter 23
4.45 Contractors 23
4.45.1 Contractor induction 23

4.45.2 Contractor dress code 24
4.45.3 Clothing 24
4.45.4 Footwear 24
4.45.5 Hair 24
4.45.6 Conduct 24
4.45.7 Contractor performance evaluation 24
4.46 Copyright, permits, and licenses 25
4.47 Couriers 25
4.48 Credit cards 25
4.49 Customer service desks 25
4.50 Damages 25
4.51 Dangerous activities 25
4.52 Deliveries 25
4.53 Dietary requirements 26
4.54 Disclosure – event profile form 26
4.55 Distribution of brochures 26
4.56 Door heights and operable wall measurements 26
4.57 Drapery 26
4.58 Drones (unmanned aerial vehicles) 26
4.59 Drugs and alcohol 26
4.60 Electrical connections 27
4.61 Electrical consumption 27
4.62 Electrical equipment – testing and tagging 27
4.63 Emergency and evacuation procedures 27
4.64 Environmental obligations 28
4.65 Escalators and lifts 28
4.66 Estimated event costs 28
4.67 Event deck 28
4.68 Exhibitor accounts 29
4.69 Exhibitor manual 29
4.70 Exhibitor services 29
4.71 Fire and safety regulations 29
4.72 First aid 30
4.73 Floor fixing 30
4.74 Floor loading 30
4.75 Floor markings 30

4.76 Floor plans 31
4.77 Flooring 31
4.78 Food and beverage 31
4.78.1 Alcohol 31
4.78.2 Alternate meal service 31
4.78.3 Beverage service fee 31
4.78.4 Cash bar 31
4.78.5 Cooking of food on stand/booth 32
4.78.6 Crew and band catering 32
4.78.7 Dietary requirements 32
4.78.8 Food Safety 32
4.78.9 Menus 32
4.78.10 Minimum numbers 32
4.78.11 Preferred suppliers 32
4.78.12 Retail cafés and food and beverage outlets 32
4.78.13 Sales or sampling of externally supplied food and beverage 33
4.78.14 Sponsorship of food and beverage products 33
4.78.15 Stand catering 34
4.79 Foreign labour 34
4.80 Forklifts 34
4.81 Freight delivery 34
4.82 Freight forwarding and event logistics 35
4.83 Goods lifts 35
4.84 Hanging objects 35
4.85 Hiring agreement 35
4.86 Hiring agreement amendments 35
4.87 Incident reporting 36
4.88 Information technology 36
4.89 Insurance 36
4.90 Internet and network solutions 36
4.91 Labour charges 36
4.92 Lasers 36
4.93 Lifts 37
4.94 Liquor licence 37
4.95 Loading dock 37
4.95.1 Loading dock management 37
4.95.2 Convention Centre 37
4.95.3 Exhibition Centre 37
4.95.4 TikTok Entertainment Cenrte 38

4.95.5 Loading dock gate controller 38
4.95.6 Loading dock marshal 38
4.95.7 Loading plan 38
4.95.8 Storage of items 38
4.95.9 Traffic and parking 38
4.96 Locks and danger tags 39
4.97 Lost property 39
4.98 Lotteries and games of chance 39
4.99 LPG applications 39
4.100 Machinery within exhibits/displays 39
4.101 Materials 39
4.102 Medical displays and demonstrations 40
4.103 Motorised vehicles 40
4.103.1 Vehicle displays 40
4.103.2 Vehicles – use and operation 40
4.104 Move in and move out 41
4.105 Naked flames or candles 41
4.106 Noise 41
4.107 Painting 41
4.108 Parenting rooms 42
4.109 Payment procedures 42
4.110 Personal protective equipment 42
4.111 Plant and equipment 42
4.112 Photography 43
4.113 Pools, ponds and water features 43
4.114 Power tools 43
4.115 Prayer rooms 43
4.116 Public spaces 43
4.117 Public transport 43
4.118 Pyrotechnics and special effects 44
4.119 Quiet Rooms – TikTok Entertainment Centre 44
4.120 Quiet Room – Convention Centre and Darling Harbour Theatre 44
4.121 Raised Floors, Steps, and Ramps 44
4.122 Radio transmission 44
4.123 Responsible Service of Alcohol (RSA) 44
4.124 Rigging 45

4.125 Risk management 45
4.126 Room set-up 45
4.127 Sand, soil and similar materials 45
4.128 Satellite dish placement 45
4.129 Scaffolding 45
4.130 Security 46
4.130.1 Building security 46
4.130.2 Crowd control 46
4.130.3 Event security policy 46
4.130.4 Use of external security companies 46
4.130.5 NSW Police (user pay) 47
4.130.6 VIP security 47
4.131 Service pits 47
4.132 Sharps 48
4.133 Signage 48
4.134 Smoking 48
4.135 Speaker Preparation Centre 49
4.136 Spills 49
4.137 Staging 49
4.138 Stairs 49
4.139 Stand or booth construction 49
4.140 Storage 50
4.141 Substances and LPG 50
4.142 Surcharges 50
4.142.1 Sundays and public holidays 50
4.142.2 Between midnight – 0700 hours 50
4.142.3 Cash bar events 50
4.143 Sustainability 50
4.144 Swimming pools and spa displays 51
4.145 Table dimensions 51
4.146 Telephone 51
4.147 Ticketing 52
4.148 Timber 52
4.149 Traffic and parking 52
4.150 Traffic management 52
4.151 Ushers 52
4.152 Venue Inductions 52

4.153 Venue specifications and capacities 53
4.154 Water and drainage 53
4.155 Weapons/Sharp Implements/Props 53
4.156 Welcome to country 54
4.156.1 Smoking ceremony 54
4.157 Welding and hot work 54
4.158 Wheelchairs 54
4.159 Working at heights 54

1 WELCOME TO ICC SYDNEY

Thank you for choosing Australia's premier convention, exhibition and entertainment venue for your event.

At International Convention Centre Sydney (ICC Sydney), our number one priority is the success of your event. Our experienced and passionate team is here to support you in delivering what success means for you. We will be there every step of the way to help deliver on your vision.

As part of your toolkit for success, these guidelines provide you with the essential information needed to plan and deliver success in our exciting new venue. We know you may have additional questions, therefore, we encourage you to please contact your Event Manager on +61 (2) 9215 7100 – at any stage through the planning and delivery process.

We look forward to partnering with you to create and deliver your successful event.

Yours sincerely,
ICC Sydney Team

ICC Sydney reserves the right to amend the content of this document at its discretion, including in response to changes in Australian Standards or other requirements.

These Event Guidelines are for information purposes only and are not intended to be legally binding on any party. Please refer to ICC Sydney's Hiring Agreement for specific terms and conditions.

2 ABOUT ICC SYDNEY

ICC Sydney is Australia's premier convention, exhibition and entertainment precinct. The world class venue boasts a striking contemporary design, leading technology and flexible spaces to cater for the changing architecture of meetings.

ICC Sydney can hold multiple large events simultaneously and can support any number of configurations and complex structural set-ups. It features 70 meeting spaces, including three tiered theatres, which range in size from 1,000 to 8,000 seats, Australia's largest ballroom, a 5,000sqm open air Event Deck and 35,000sqm of internal exhibition space.

At the heart of ICC Sydney is its team of innovative experts all committed to client success and placing an innovation lens over everything, they do. The team's industry-first Feeding Your Performance culinary philosophy offers 'smart' menus comprising fresh, local, seasonal ingredients, expertly combined to boost energy and concentration levels, driving physical and mental performance.

Located in a prime waterfront location on Darling Harbour, the integrated precinct provides the ultimate in quality, choice and flexibility for the world's leaders and thinkers, to meet, collaborate and innovate, and emphasises Sydney as one of the world's greatest business events destinations.

Contact Details

Name:	International Convention Centre Sydney
Postal Address:	PO BOX Q965 QVB NSW 1230
Telephone:	+61 (2) 9215 7100
Website	https://www.iccsydney.com.au/
Email:	info@iccsydney.com

Globally respected entertainment venue specialists, Legends Global operate the venue.

3 GETTING HERE

3.1 Location

In the heart of Sydney, ICC Sydney is located in the active precinct of Darling Harbour on Cockle Bay.

Vehicle drop off and pickup for both ICC Sydney's Convention Centre and Exhibition Centre is available at the venue's main entrance, located within Iron Wharf Place off Darling Drive and shared with Sofitel Sydney Darling Harbour. An additional drop off point is also available at Zollner Circuit, beside TikTok Entertainment Centre.

ICC Sydney features multiple public access points – which can be reached by foot, car, taxi, ferry, coach and light rail that travel along Darling Drive in Darling Harbour.

If using your navigation device to get to the venue, GPS coordinates for key transport points at and around the venue are:

ICC Sydney Main Entrance – Iron Wharf Place	33°52'22.4"S 151°11'58.1"E
ICC Sydney Exhibition Centre car park entry	33°52'30.28"S 151°11'55.58"E
ICC Sydney Exhibition Centre loading dock entry	33°52'27.1"S 151°11'54.4"E
Moriarty Place	33° 52.588'S 151° 12.009'E
TikTok Entertainment Centre loading dock entry	33°52'36.4"S 151°11'59.3"E
Zollner Circuit	33°52'38.8"S 151°12'01.6"E

3.2 Green transport and access options

3.2.1 Airport

Darling Harbour is located only 8km from Sydney Airport, with an average drive time of 25 minutes.

3.2.2 Bus

ICC Sydney has its own dedicated bus stop. Bus routes 389 and 501 stop at Harris Street near Allen Street – a 10-minute walk from ICC Sydney.

3.2.3 Ferry

Cruise into Darling Harbour on a ferry, with direct services from Circular Quay to King Street Wharf, or Pyrmont Bay Wharf. Captain Cook Cruises operates services between Darling Harbour Convention Wharf, Barangaroo King Street Wharf No.1 and Circular Quay.

3.2.4 Sydney Light Rail

The Light Rail travels through a number of Darling Harbour stations including ICC Sydney's stops, Convention Centre and Exhibition Centre. The Light Rail starts at Central Station in the Central Business District (CBD) and travels to Dulwich Hill in the inner west. For more information, please visit Light rail | transportnsw.info

3.2.5 Taxi

The best taxi drop off and pick up locations for events hosted at the ICC Sydney Convention Centre and Exhibition Centre is Iron Wharf Place. Zollner Circuit on the Southern end of TikTok Entertainment Centre is best for visitors attending events at the TikTok Entertainment Centre, Event Deck or Halls 3, 4 and 7 of the Exhibition Centre. Both accessed via Darling Drive.

3.2.6 Train

A 10-minute walk from Central or Town Hall stations will take you directly to ICC Sydney as well as Darling Quarter, Tumbalong Park and Sydney Visitor Centre.

3.2.7 Water taxi

A water taxi is a great option for getting to and from Darling Harbour. Water taxi's depart from The Rocks, Circular Quay, The Opera House and Luna Park.

3.2.8 Opal Card

Opal makes getting around on public transport easy. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. The Opal network includes train, bus, ferry and light rail services in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. Please see Opal services.

3.3 Parking

ICC Sydney operates two 24 hour car parking stations with a total of 826 parking spaces including 11 accessible parking bays, 25 motorcycle parking spaces, 50 bicycle racks and 20 electric car charge spaces. For more information, head to our website.

3.4 Access map



4 ESSENTIAL INFORMATION

4.1 ABN and business structure

4.1.1 ABN

An Australian Business Number (ABN) is a unique 11-digit number allocated and recorded by the Australian Business Register (ABR), which identifies a business in its dealings with the government and the community.

The ABN of ICC Sydney is 66 154 180 748.

4.1.2 Business structure

Legal Entity Name: ICC Sydney Pty Ltd.

Entity Type: Australia Proprietary Company, Limited by Shares.

Relationships: A NSW Government project, ICC Sydney was delivered in partnership with Darling Harbour Live (DHL), comprising Lendlease, Hostplus, Aware Super, Capella Capital, ASM Global, Spotless FM and ICC Sydney Pty Ltd., a Legends Global company.

4.1.3 ICC Sydney access

ICC Sydney's employees and representatives have, at all times, unrestricted access to all parts of the venue, including the event facilities, for purposes including (but not limited to) safety, security, maintenance, cleaning, food and beverage and audio-visual services.

Variations to the hiring period hours may be granted at the discretion of ICC Sydney, subject to room or hall availability. Additional room hire may apply.

4.1.4 Convention Centre

For conventions and live entertainment events, the hiring periods are from 07:00 until 23:59 daily, 07:00 to 17:30 or 18:00 to 23:59.

4.1.5 Exhibition Centre

For exhibitions, the hiring period starts at 07:00 on the first day of the move in and concludes at 23:59 on the last day of the move out, unless specified otherwise in the Hiring Agreement.

4.2 Access cards

Proximity cards control access to doors and lifts. ICC Sydney's integrated electronic security system provides remote or scheduled locking and unlocking of function room entrances. Specially programmed access cards may be issued to allow entry to designated function spaces or lifts.

Proximity access cards attract a replacement fee if not returned.

4.3 Accessibility

ICC Sydney is committed to providing a venue that is inclusive and equitable, where all feel welcome and have an enjoyable, safe and comfortable experience.

ICC Sydney complies with regulations and laws governing accessibility and the rights of persons with specific needs. Some of the venue's accessibility features include:

- accessible car parking spaces
- accessible pedestrian linkages to light rail and taxis
- accessible ramps
- centrally located changing place toilets
- clear and intuitive circulation to key areas
- designated drop off points
- equitable and step-free access to every entertainment and conference venue
- first aid rooms in the Convention Centre, Exhibition Centre and TikTok Entertainment Centre
- fully equipped first aid centre in the Convention Centre
- induction loop hearing augmentation system in the Grand Ballroom and foyer
- induction loop system in all reception desks, ticket offices, cloak rooms, merchandise and concession outlets
- infra-red emitted hearing augmentation systems in all meeting rooms and theatres except the grand ballroom
- guide dogs and other registered assistance animals are welcome in all areas
- lift access from car parks
- lowered counters at key retail and service points
- parent rooms in the Convention Centre, Exhibition Centre and TikTok Entertainment Centre
- spacious passenger lifts for patrons
- wheelchair-accessible baby-change facilities
- wheelchair and ambulant-accessible sanitary facilities for patrons throughout venue
- wheelchair seating with adjacent carer seat in all theatre venues.

Please see the ICC Sydney Accessibility and Inclusion Guide.

Please contact your dedicated ICC Sydney Event Manager for any other requirements.

4.4 Accommodation

ICC Sydney is surrounded by more than 5,000 hotel rooms and serviced apartments offering the full spectrum of star ratings, all within a 10-minute walk.

The Sofitel Sydney Darling Harbour offers 590 luxurious rooms, including 35 lavish suites.

The W Sydney offers 588 stylish guestrooms and suites, offering panoramic views of Darling Harbour and the city skyline

4.5 Account cards

Prepaid account cards for retail food and beverage purchases at all ICC Sydney cafés and bars are available to event organisers and exhibitors.

Please see the Stand Catering and Kiosk Account Order Form.

4.6 Additional orders

Additional goods or services needed while an event is operational require prior ICC Sydney approval and payment before delivery. For assistance, please consult your dedicated ICC Sydney Event Delivery Manager.

4.7 Advertising and promotion of events

All references to the venue in promotional and marketing material should read International Convention Centre Sydney or ICC Sydney.

ICC Sydney images, floor plans and marketing collateral for inclusion in event promotional material are available in the online media library

Prior written approval is required to display or distribute any posters, signs, advertising or other written, printed, electronic or digital material in – or in connection with – ICC Sydney. Use of logos, trademarks or other intellectual property owned by ICC Sydney will also need prior written consent.

All promotional and marketing materials mentioning ICC Sydney require prior approval by the Senior Manager, Marketing and Communications at comms@iccsydney.com.

For media or publicity enquiries, please contact ICC Sydney's Senior Manager, Public Relations at comms@iccsydney.com.

4.8 Air conditioning

All areas of ICC Sydney, excluding the car parks and the event deck, are air-conditioned. Provision of air conditioning during the event's operational days is included in the room hire.

If air conditioning is required outside of these hours, please advise your dedicated ICC Sydney event manager. Additional charges may apply.

4.9 Air conditioning vents

Drapes and other related items must be rigged below the level of the air conditioning vents and must not, in any way, obstruct airflow.

4.10 Aisle space

For the safety of all, exhibition aisles are to be maintained at a minimum width of three metres. Please ensure that exhibitor displays, do not obstruct aisle space in any manner or hinder access to emergency exits, fire hoses, fire extinguisher cabinets, building control access doors or panels. Encroachment into public aisles from a stand or booth is not permitted.

Objects restricting access to aisles will be removed at the exhibition organiser's expense, without liability for loss or damage to ICC Sydney.

4.11 Alcohol

Please see Food and Beverage – Alcohol.

4.12 Amusement rides and devices

The use of amusement rides and devices as part of a stand or booth display requires permission from ICC Sydney.

Please complete and return the Amusement Rides and Devices Permit Form.

4.13 Animals

It is important to secure ICC Sydney's permission if animals are part of a scheduled event, to ensure their welfare and the safety of all. All animal requests are subject to review by ICC Sydney for safety and food safety requirements. If this permission is obtained, please ensure the care, control and restraint of the animals at all times while at the venue.

ICC Sydney welcomes assistance animals such as guide dogs, as defined in the Companion Animals Act 1998 (NSW).

Please see the Animals Permit Form for more information.

4.14 Announcement and audio systems

A public address (PA) system is available throughout the venue in event related zones. Please speak to you AV Project Manager or event manager to facilitate a dedicated PA for your event.

4.15 Artworks, furniture

Artwork and furniture have been placed in the venue's foyers and public spaces for the enjoyment of all clients and visitors and are to remain in place at all times. Care must be taken to ensure these items are not damaged during event activities. All items, equipment and people must remain 2 metres from any artwork. Charges for repairs to damaged items may apply.

4.16 Audio visual (AV)

ICC Sydney has an experienced in-house AV Services department, that provides a range of exclusive services including staging and rigging.

All AV, staging and rigging requirements must be provided to your dedicated ICC Sydney AV Project Manager no less than 20 days from the start of your event tenancy.

4.16.1 Convention Centre AV

All audio visual, staging and rigging services, including banner hanging within the Convention Centre, are exclusive and provided by ICC Sydney. Charges will apply for any equipment or labour ordered over and

above that which is provided within the room rental. Estimated costs for AV will be provided by the ICC Sydney AV Project Manager to the event organiser prior to the event.

If specialised equipment is required to deliver your event, and ICC Sydney cannot provide the same or similar, please discuss this with your AV Project Manager.

For further information, please refer to the AV Policy.

4.16.2 Exhibition Centre AV

Exhibition Centre Meeting Rooms

- All audio visual, staging and rigging services, including banner hanging within the meeting rooms and foyers in the Exhibition Centre, are exclusive and provided by ICC Sydney's AV department. Charges will apply for any equipment or labour ordered over and above that which is provided within the room rental. Estimated costs for AV will be provided by the ICC Sydney AV Project Manager to the event organiser prior to the event.

Rigging in Exhibition Centre

- All primary (top point) rigging including banner points within the exhibition halls is exclusive and is installed by ICC Sydney's licensed riggers.
- Secondary rigging points (attached to primary) can be provided by ICC Sydney or authorised rigging providers upon assessment and contracted directly by the organiser or client. For further information on secondary rigging, please refer to ICC Sydney's Safety Guidelines.

Exhibitor AV

- ICC Sydney can quote and deliver a range of AV equipment to exhibitors and event organisers. Accredited providers can be contracted directly by the organiser or client.

AV for exhibitions

- ICC Sydney can quote and deliver AV, staging and production services within the exhibition halls for content, activation and presentation zones. Please refer to your AV Project Manager.

AV for all other events | banquet, meetings, conference and entertainment events within the exhibition halls

- For organisers arranging such events within the exhibition halls, ICC Sydney can quote and deliver AV, staging and production services. Please refer to your AV Project Manager.

4.16.3 TikTok Entertainment Centre AV

Live entertainment events

Rigging

- All primary (top point) rigging including banner hanging within the TikTok Entertainment Centre is exclusive and provided by ICC Sydney's licensed riggers.
- Secondary rigging points (attached to primary) can be provided by ICC Sydney or authorised rigging providers upon assessment and contracted directly by the organiser or client. For further information on secondary rigging, please refer to ICC Sydney's Safety Guidelines.
- For touring events with unique rigging requirements, please contact your ICC Sydney AV Technical Manager – Theatre.

Audio, Vision, Lighting and Staging

- It is acknowledged that touring events will bring show specific equipment into the TikTok Entertainment Centre; therefore, all requirements must be communicated through the promoter to the TikTok Entertainment Centre Technical Manager no less than 20 days from the start of your event tenancy.

AV for all other events | such as plenaries, meetings, conferences, product launches, religious gatherings, AGMs

- All primary (top point) rigging including banner hanging within the theatre is exclusive and provided by ICC Sydney's licensed riggers.
- Secondary rigging points (attached to primary) can be provided by ICC Sydney or authorised rigging providers upon assessment and contracted directly by the organiser or client. For further information on secondary rigging, please refer to ICC Sydney's Safety Guidelines.
- All audio-visual services within the TikTok Entertainment Centre are exclusive and provided by ICC Sydney.
- If specialised equipment is required to deliver your event and ICC Sydney cannot provide the same or similar, please discuss this with your ICC Sydney AV Project Manager.
- All AV, staging and rigging requirements must be provided to your ICC Sydney AV Project Manager no less than 20 days from the start of your event tenancy.

4.17 Baby change facilities

Baby change facilities are located throughout ICC Sydney.

Dedicated parents' rooms can be found in the following locations:

- Convention Centre – on the ground level and level two
- Exhibition Centre – on level two
- TikTok Entertainment Centre – on level two.

Each parents' room has a feeding area, change table and a food preparation area.

4.18 Balloons

Helium balloons can be used as fixed features of an exhibit, event display or as table decoration. Due to the complexity and cost of retrieving balloons trapped in overhead spaces, removal charges may apply.

4.19 Band meals

Please see Food and Beverage – Crew Catering.

4.20 Banking facilities

The following major banks are located near the venue:

- Commonwealth Bank of Australia
  Shop C4 Darling Walk, 1 Harbour Street

Sydney NSW 2000
Phone: 02 9120 4910

- St George Bank
  Corner George Street and Ultimo Road
  Haymarket NSW 2000
  Phone: 13 33 30
- Westpac
  671-675 George Street
  Sydney NSW 2000
  Phone: 02 8217 0300

Foreign currency can be exchanged at any bank branch.

4.21 Banner hanging

There is a variety of banner hanging opportunities available throughout the venue. ICC Sydney's rigging department will install primary points with wire droppers for banners as part of applicable banner hanging costs.

All poles, attachments and subsequent accessories must be supplied with the banner otherwise additional costs may apply. To avoid being charged unnecessary labour fees, banners must be delivered at the time agreed between event organisers and ICC Sydney.

To arrange a quote, please note your requirements on the Banner Hanging and Rigging Order Form.

4.22 Boat displays

To ensure a safe environment for all, it is important to comply with the following:

- Install covers or protectors for trailer tow bar couplings.
- Install head strike protection on bow rollers and anchors.
- Position boats entirely within the hired space.
- Carefully position propellers, with protective barriers, plants and the like where appropriate.
- Ensure trailers are fully supported and stable with brakes on or wheels chocked.
- Protect carpeted and concrete areas.
- Raised platforms, guard rails, and handrails and steps to access boat displays must be as per the requirements set out in the National Construction Code 2022 (NCC). Stair edges must be highlighted to allow clear visibility. Guardrails/handrails to be provided as appropriate.
- When two or more steps (risers) are provided to access a raised platform, provide a handrail to at least one side of the steps.
- Where applicable all "removable" fuel tanks must be removed.
- Boats with fitted tanks carry a maximum of 5 litres of fuel (not including fuel that may be present in the fuel line and engine); fuel tanks are locked and sealed with a fuel cap to prevent removal by third parties.
- Boats fitted with Lithium-Ion batteries shall not be recharged within any ICC Sydney venue.
- All LPG bottles are removed.

- Specific rules apply to boats fueled by ethanol, methanol or nitromethane. These boats must have a completely empty (purged) fuel tank.

4.23 Broadcasting and telecasting

Please obtain prior written approval from ICC Sydney for any filming, streaming, video and audiotaping of all or any portion of an event – for commercial purposes.

For information required for media such as OB vans, cable runs and camera positions, please consult your dedicated ICC Sydney Event Manager at least 24 hours ahead of the event.

4.24 Building inspections – pre-event and post-event

To ensure that the highest facility standards are maintained, ICC Sydney Event Delivery Manager undertake pre- and post-event building inspections of the hired spaces, ideally with the client's representative or service contractor present. The pre-event inspection is conducted on the first day of tenancy and the post-event inspection is scheduled after the post-clean, on the last day of move out.

Both inspections are documented and the client's agreement is recorded. If the client is not available to complete and sign the inspection reports, ICC Sydney will do so on the client's behalf.

4.25 Bus and coach parking

To arrange parking for buses and coaches, please contact your dedicated ICC Sydney Event Manager. Charges may apply.

4.26 Business suites

ICC Sydney has business suites available for use by event organisers as part of the event tenancy. They are located on levels one and two of the Convention Centre . Please consult with your dedicated ICC Sydney Event Manager for further details.

4.27 CAD/VectorWorks plans

CAD/VectorWorks plans of the venue are available on request from your dedicated ICC Sydney Event Manager, AV Project Manager or ICC Sydney Business Development Manager.

4.28 Cafés

Please see Food and Beverage – Cafés.

4.29 Calendar of events

Events held at ICC Sydney are published on the venue's website, subject to the client's approval on the Hiring Agreement. Please contact your Event Manager or Business Development Manager if you are interested in this feature.

4.30 Candles

Prior ICC Sydney authorisation is required if using naked flames, ICC Sydney and the venue has the right to limit the number of naked flames on a stand. Where additional fire safety measures are required, these are to be conveyed to the exhibitor.

A candle is deemed to be any lit solid fuel item, for example: wax candle, incense stick, sparklers, tiki torches, and the like.

Naked flames also include indoor/outdoor fire places, ethanol burners, BBQ's, gas heaters and fire pits etc. that are used as decorative homeware and entertainment. Candles/naked flames can only feature in a booth display if they are part of the product range or are to be used for product demonstration. Exhibitors must ensure these are safely positioned and cannot be knocked over or come into contact with any person or flammable item. All cloths and materials in close proximity to the candle or lit item are to be fire retardant and exhibitors must provide a fire extinguisher at the stand where naked flames are displayed. Flames are to be extinguished 15 minutes prior to the stand being vacated at the end of the day. It is a basic safety precaution not to leave a stand unattended while candles are alight.

Please see Naked Flames Permit Form.

4.31 Canvassing, solicitation and distribution

ICC Sydney requires prior written consent for the solicitation and canvassing of business within the venue. All approved solicitation and canvasing can only take place within the contracted space. Distribution of pamphlets, brochures, catalogues and leaflets on vehicles parked within ICC Sydney's car park and any common areas is not permissible. Please note, it is an offence under the Protection of the Environment Operations Act 1997 (NSW) to distribute advertising materials in any way, other than as described in the Act.

Please see the Canvassing, Solicitation and Distribution Permit Form.

4.32 Car park

ICC Sydney has two car parks, located on ground level of the Exhibition Centre and TikTok Entertainment Centre, 365 days a year, 24 hours each day. The car park office is located in the Exhibition Centre car park.

The entrances to the car parks can be easily found by heading south along Darling Drive. Signage will assist and indicate how many bays are available or if the car park is full. Both car parks have a height restriction of 2.1 metres, are controlled by auto pay machines and provide convenient lift access to the venue.

The Exhibition Centre car park provides the following additional facilities:

- 8 accessible parking bays
- 10 electric car chargers servicing 20 parking bays
- 25 motorcycle parking bays
- 50 bicycle racks.

4.32.1 Car park details

Height: 2.2m
Address: 14 Darling Drive, Sydney, NSW 2000
Operating hours: Monday to Sunday – 24 hours

4.33 Care of the building

ICC Sydney provides world class facilities for the enjoyment of its patrons. These facilities are to be treated with due care at all times to maintain their condition.

Permission is required for all attachments, fittings or detachments to the interior or exterior walls, floors, ceiling, or columns of the building. This includes any equipment or device that could be affixed to, or suspended from any structure of the building, and attachments that could damage any surface or structure in the building.

Even with the best intentions, accidents can still happen. Replacement and/or repair costs resulting from damage to any of ICC Sydney's facilities caused by the client, it's representatives (such as staff, contractors, sub-contractors, service providers and agents) or exhibitors, will be assessed and may be chargeable.

4.34 Carpet

Care must be taken when in permanently carpeted areas to avoid causing damage. ICC Sydney does not permit activities that generate dust (such as sawing or sanding), major construction or painting within the permanently carpeted areas of the venue. Please discuss any such needs with your dedicated ICC Sydney Event Manager who will endeavour to provide an alternative.

4.35 CCTV

ICC Sydney is committed to complying with Australian laws in all aspects of its operation. CCTV coverage must adhere to the Privacy and the Workplace Surveillance Acts.

If an event requires additional or customised closed-circuit television (CCTV) services within the contracted space, please submit your requirements to your dedicated ICC Sydney Event Manager at least thirty (30) days prior to the event.

4.36 Ceiling heights

It is recommended that exhibition booths considering a covered ceiling use materials that are water permeable. If design or stored stands require a non-water permeable ceiling please submit your plans for review together with the appropriate certificates (see ICC Sydney Custom Stand Plans Permit Form for more details).

Please note that each non-water permeable ceiling will be considered on a case-by-case basis. Stands with non-water permeable ceilings as a minimum must be fitted with an automatic battery backup smoke detector and CO2 or dry powder fire extinguisher. ICC Sydney reserves the right to request automatic dry powder extinguishers in addition to aforementioned for any stand it deems necessary. Note all two storey stands are deemed to have a ceiling.

For all enclosed areas, with or without a non-water permeable ceiling, which are intended for the storage of goods or for the installation of electrical services (i.e. distribution box etc.), a portable dry powder or CO2 type fire extinguisher is required within the enclosed area. The fire extinguisher must have an indicator sign and remain accessible at all times.

Based on the above, if an electrical/storage closet has a non-water permeable ceiling but is less than 9m2, a portable powder type or Co2 fire extinguisher is required.

Please see the Capacity Summary Fact Sheet.

4.37 Centrepieces

Centrepieces containing dried florals must be fumigated prior to delivery. Live moss, sand, soil, and similar organic materials are not permitted in table centrepiece arrangements due to the risk of insects, pests, and contamination.

4.38 Children on site

The safety of all visitors to the venue is ICC Sydney's primary concern. During move in and move out periods children under the age of 15 years are not permitted in the venue or the loading docks. At all other times children under the age of 15 years must be supervised by an adult in all areas within the venue.

4.39 Cleaning

At commencement of tenancy ICC Sydney provides a clean space.

During the operational hours of an event, venue staff clean and maintain the contracted spaces and common areas (such as aisles, foyers, toilets, cafés, offices and lounges) as part of the daily room hire.

A range of pre and post-event cleaning services are available for an additional cost in the following instances:

- Pre-clean – during or after exhibitors/contractors/clients move in and prior to opening.
- Post-clean – during and after exhibitors/contractors/clients move out. Additional charges apply when items such as glitter bombs, paint, sand, straw, confetti, popcorn are used.
- Waste Removal – charged on a per skip basis. This includes the use of bulk bins and the subsequent disposal and recycling of waste. Waste removal requires pre-booking.
- Detail Stand cleaning – detail cleaning can be provided to exhibitors upon request. Exhibitors requiring this service will be charged directly.

For a quotation for pre and post cleaning services, please see your dedicated ICC Sydney Event Manager.

For exhibitors, please complete and return the Cleaning Services Order Form.

4.40 Cleaning – waste management

ICC Sydney is committed to best practices in resource recovery and recycling. ICC Sydney will provide facilities to enable segregation of waste materials generated during event move in, operational and move out (such as mixed recyclables, cardboard and paper, food organics, glass, plastic wrap, and untreated timber). Please assist ICC Sydney by using the waste facilities provided.

The cost of the appropriate disposal of any regulated waste including any toxic or bio-hazardous materials – during event move in, operation, and move out is the client's responsibility.

Discarding toxic chemicals or waste through the venue's drainage system, or in general waste, is not permitted and may incur significant remedial costs. Hazardous waste is not to remain on the premises after move out.

For further information regarding waste management, please consult your dedicated ICC Sydney Event Manager.

4.41 Client survey

Clients, exhibitors, visitors and delegates to an event may be requested to provide feedback post-event to help ICC Sydney continually improve its services.

4.42 Cloakroom

ICC Sydney provides cloakroom facilities for personal items. These are located beside the Customer Service Desk on the ground level of the convention centre and on Tumbalong Boulevard at TikTok Entertainment Centre. Arrangements can be made for setting up a temporary coat check in the event space. Costs, including provision of staff, may apply. Please consult your dedicated ICC Sydney Event Manager.

4.43 Compressed air

Compressed air is available in the upper and lower exhibition halls. The system consists of:

- Reticulation system is sized for approximately 12,500 L/Min per Hall.
- 80 diameter compressed air ring main reticulated in trenches within lower halls 1-4 and upper halls 5-7.
- 50mm diameter compressed air pipework reticulated through trenches within halls 2, 3 and 6 running from foyer to loading dock.
- 80mm isolation valves in ring main to enable each hall to be independently supplied with compressed air if required.
- 80mm Ball Valve Female Thread available at ends for mobile air compressors.
- ICC Sydney do not have dedicated compressors onsite to feed air to the system. Compressors will need to hired and bumped in for your event. In this instance, please advise your dedicated ICC Sydney Event Manager of the compressor specifications and proposed location. All diesel compressors will need to be housed in an uncovered area of the loading docks.
- For events which don't have an appointed contractor for compressor connections, quotations can be arranged through your dedicated ICC SydneyEvent ManagerEvent Manager.

If the event requires compressed air connections, please contact your dedicated ICC Sydney Event ManagerEvent Manager to discuss options.

4.44 Confetti and glitter

The use of confetti and glitter is discouraged, however, under certain circumstances this may be authorised. Cleaning costs will apply. ICC Sydney does not permit plastic or metallic/mylar confetti, only eco-friendly alternatives can be used.

4.45 Contractors

4.45.1 Contractor induction

All contractors and subcontractors conducting high risk works must complete the applicable online venue induction before arriving to ICC Sydney venues. Induction status for each person is verified through Rapid Global prior to site access being granted.

For induction requirements, please see Section 4.152 Venue Inductions.

4.45.2 Contractor dress code

The dress code for contractors is to be adhered to at all times when in the venue. It is a requirement that all event contractors must be dressed in a neat and tidy manner at all times whilst working in the venue. Information about the contractor dress code is provided in the ICC Sydney induction.

4.45.3 Clothing

A basic expectation is for clothing to be clean, of the correct size and in good condition. Make sure all shirts, jackets, vests, jumpers etc. have a clearly identifiable company name or logo.

High visibility items are to comply with Australian Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests are to be worn over a polo shirt, t-shirt or long-sleeved garment. Offensive slogans or images are not permissible.

4.45.4 Footwear

Please ensure that footwear is fully enclosed, clean, worn with socks if suitable and in good repair. Specific tasks and Safe Work Method Statements (SWMS) guidelines require regulation footwear e.g. steel capped. High heels, open toed shoes or thongs are not permitted to be worn during move in or move out of an event.

4.45.5 Hair

Some tasks and specific Safe Work Method Statements (SWMS) require compliance with hair guidelines, so it is beneficial to be aware of these. Hair must be neat and tidy, and tied back if required.

4.45.6 Conduct

Contractors must adhere to the following standards of conduct at all times while at the venue:

- comply with all applicable legal requirements
- comply with Safe Work Method Statements (SWMS)
- adhere to all directions from ICC Sydney staff
- behave in a courteous and respectful manner
- avoid offensive language
- harassment and intimidating behavior are not permitted
- the venue is a no-smoking zone.

4.45.7 Contractor performance evaluation

ICC Sydney has established a Contractor Performance Evaluation (CPE) process. This aims to ensure that contractors maintain the appropriate standards while working at ICC Sydney.

CPE criteria include:

- quality system compliance
- WHS and environmental compliance
- incidents (including dangerous occurrences) and near misses
- feedback from exhibitors, clients or ICC Sydney staff.

4.46 Copyright, permits, and licenses

The event organiser is responsible for obtaining all licenses, permits and approvals needed to stage an event from the appropriate organisation, government department, statutory board or competent authority.

ICC Sydney requests that copies of all such approvals be submitted fourteen (14) business days prior to the event.

4.47 Couriers

Please see Deliveries.

4.48 Credit cards

ICC Sydney accepts VISA, MasterCard, and American Express for on-site service orders and payment for events. A processing fee applies to all credit card transactions, excluding food and beverage retail outlets and car park.

4.49 Customer service desks

ICC Sydney Customer Service Desks are located at the ground level of the convention centre and level two of both the TikTok Entertainment Centre and the exhibition centre. Customer service staff assist delegates and visitors with information on in-house events and services, including cloaking services and the hiring of equipment such as hearing augmentation devices and wheelchairs, as well as information on local attractions, dining experiences, arts and cultural attractions, shopping and transportation.

Operating hours are based on event activity.

4.50 Damages

The client is responsible for any proven damage to ICC Sydney property caused by its employees, contractors, sub-contractors, service providers, agents and exhibitors. Cost of repair and replacement will be evaluated before submitting the charges.

4.51 Dangerous activities

To ensure a safe environment for all, ICC Sydney's permission is required to carry out any potentially dangerous activities such as operating machinery on stands, fire breathers, sword acts at the venue.

Please provide full details of any potentially dangerous activities, including a risk assessment to your dedicated ICC Sydney Event Manager. These activities must comply with safety and emergency regulations.

4.52 Deliveries

Please advise your dedicated ICC Sydney Event Manager of all deliveries, shipments, contractors and vendors who require access to the venue. It is important to book sufficient move in and move out time. Deliveries and freight shipments are only permitted at commencement of tenancy.

To assist with courier deliveries, please use ICC Sydney delivery labels below:

ICC Sydney Exhibitor Delivery Label

ICC Sydney Organiser Delivery Label

Correct labelling is important to prevent delays and returns.

To assist with the scheduling of all deliveries, the Loading Dock Booking Form.must be completed Refer to the Loading Dock Access Map for delivery points.

4.53 Dietary requirements

Please see Food and Beverage – Dietary Requirements.

4.54 Disclosure – event profile form

Event organisers are requested to complete an Event Profile Form during the sales process. Information provided in this document will assist in identifying and addressing any potential conflicts. Please provide a list of all exhibitors and a copy of the exhibitors' details before the event move in date.

4.55 Distribution of brochures

Distribution of printed media and advertising materials is restricted to the confines of the exhibitor stand.

Please see Canvassing, Solicitation and Distribution Permit Form.

4.56 Door heights and operable wall measurements

Please see the Venue Specifications and Capacities.

4.57 Drapery

Please see Materials.

4.58 Drones (unmanned aerial vehicles)

The use of drones requires prior written permission from ICC Sydney.

ICC Sydney requires companies that use an Unmanned Aerial Vehicle (UAV) to have an operator certificate issued by the Civil Aviation Safety (CASA), and for the UAV operator to have a controller's certificate. Any flights planned for the Event Deck area will also require written approval from Place Management NSW

Please refer to your dedicated ICC Sydney Event Manager for further information.

Please see Remote Operated Plant Permit Form.

4.59 Drugs and alcohol

Possession, distribution and use of any illegal drug or alcohol by contractors, workers or staff undertaking work within the venue is strictly prohibited, is against the law and will be dealt with promptly by reporting the incident to the NSW Police.

Some prescribed or over-the-counter medications may affect the ability to work safely. Advice on any side effects should be sought from the prescribing doctor or chemist before undertaking any task at ICC Sydney.

Those considered to be under the influence of alcohol, prescription medication/drugs or other substances that, in the opinion of ICC Sydney, constitute a danger to themselves or others will be required to leave the venue.

ICC Sydney is a licensed premise; all alcohol shall be provided by ICC Sydney. No third party may bring alcohol into the venue without the express written permission by ICC Sydney management.

4.60 Electrical connections

An electrical licence is required before any wiring or fitting work can be undertaken throughout ICC Sydney per NSW State legislation, regardless of the cost of the work and whether the work is residential, commercial or industrial.

Electrical wiring means the actual physical work of installing, repairing, altering, removing or adding to an electrical installation, or the supervision of that work. For licensing purposes, it is defined in the Home Building Act 1989, with the same meaning as in the Electricity (Consumer Safety) Act 2004.

ICC Sydney carries out all power connections to the venue's main distribution system. No live work is permissible.

Access to floor pits and trenches for the installation of sub-mains cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised exhibition contractor. All pits, pit lids, bungs and trenches must be returned to their original orientation at the completion of the event. Failure to do so will incur a charge. Power quotations for events are arranged through your dedicated ICC Sydney Event Manager.

Whilst not legislative, for best industry practice ICC Sydney requires a *Certificate of Compliance – Electrical Work* to be completed by the licensed electrician assigned to the event on the last day of move in and before the event is open. Failure to provide this document may delay the opening of the event.

The ICC Certificate of Compliance Electrical Work is available through your ICC Sydney Event Manager or Event Delivery Manager onsite

4.61 Electrical consumption

Power consumption, standard house lighting and single-phase access to electrical points in the convention centre are included in the room hire.

Charges apply for all electricity consumed during exhibition and live entertainment events.

4.62 Electrical equipment – testing and tagging

Prior to use at the venue, please ensure that all electrical equipment has been tested and tagged in accordance with the NSW Work Health and Safety Regulations and Australian Standards.

For events where no electrical contractor has been appointed, ICC Sydney may disapprove the untagged equipment or conduct the inspection on the client's behalf. Charges will apply.

4.63 Emergency and evacuation procedures

ICC Sydney has an Emergency Response Plan in the event of medical, weather, fire and smoke and other emergencies. It is updated regularly and drills are conducted annually. A trained Emergency Response

Team will lead the implementation of all procedures. Event organisers are briefed on emergency procedures pre-event.

To report an emergency or incident, call +61 (2) 9215 7660

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

- Alert alarm – “Beep! Beep! Beep!”

  This is a warning alarm to notify everyone of a possible emergency. If it sounds, please stand by for further instructions.

- Evacuation alarm – “Whoop! Whoop!”

  This alarm means all occupants must evacuate. When it sounds, wardens will direct everyone to leave via the nearest exits quickly but calmly and assemble at the nearest evacuation point where they are to remain until ICC Sydney staff advise that it is safe to return.

Please see the Evacuation Map.

4.64 Environmental obligations

ICC Sydney is committed to minimising adverse environmental impact. Please pay careful attention to activities that may cause harm to the environment, or cause pollution of the venue or its surroundings, including light, noise, waste and water aspects.

The venue has no provision for the disposal of toxic hazardous liquid substances such as paints, solvents, oils etc. Please contact your dedicated ICC Sydney Event Manager for further information.

Please see Cleaning - Waste (hazardous substances).

4.65 Escalators and lifts

Only items that can be hand-carried are permitted in guest lifts and escalators. Goods lifts are available for transporting large freight, equipment or trolleys.

ICC Sydney may redirect escalator flow and program the passenger lifts to accommodate event needs. Lift access can be controlled remotely by ICC Sydney security, and access cards can be programmed to suit event requirements.

Please see the Lift Schedule.

4.66 Estimated event costs

ICC Sydney requires full payment of estimated event costs five (5) business days prior to start of tenancy. If the final cost exceeds estimates, the client will be invoiced with costs payable at the conclusion of the event. If the final cost is less than estimates, the difference will be settled as part of the final statement and refunded no later than 10 business days after providing the statement.

4.67 Event deck

The open-air event deck with city skyline views provides many opportunities for unique event experiences. The range and capacity of events that can be accommodated within the 5,000m^2 space includes:

- Exhibitions and associated events – 3,000m^2 of usage space.
- Banquets – from 500 to 1,800 persons (depending on the performance area, pre-function, kitchen, serveries, clearing stations etc.).
- Cocktails – 1,500 to 3,500 persons (depending on the performance area, pre-function, kitchen, serveries, clearing stations etc.).

Use of the event deck is bound by development approval (DA) conditions on access and noise levels. Please refer to your dedicated ICC Sydney Event Manager for details.

4.68 Exhibitor accounts

ICC Sydney requests full payment of accounts for operational services such as food and beverages, telecommunications, and cleaning before services can commence.

Payments in the form of bank transfer or credit card are acceptable and can be made with your dedicated ICC Sydney Event Manager or at the Exhibitor Services Desk.

4.69 Exhibitor manual

To ensure all venue information is correct, please provide ICC Sydney with a copy of the exhibitors' manual at draft stage, before finalising it for circulation.

For reference and information, please see ICC Sydney's Exhibitor Manual.

4.70 Exhibitor services

Exhibitors may order services including food and beverage, internet and telecommunications, water and waste facilities, banner hanging and rigging, stand cleaning and audio visual in advance of their event with our dedicated Exhibitor Services team. Exhibitors are able to order these services in advance of your event with our team at exhibitionservices@iccsydney.com or +61 (2) 9215 7474.

Order forms can be accessed via the exhibitors' page on the venue's website. To assist with any last minute orders, the purchase of kiosk cards, general enquiries and printing services, the Exhibitor Service Desk is situated at the southern end of level two of the Exhibition Centre. It is operated by ICC Sydney staff and is open during the move in, operational and move out stages of exhibitions in halls one to seven.

For additional information, head to our exhibitor services FAQs.

4.71 Fire and safety regulations

All clients are issued with ICC Sydney's Safety Guidelines as part of event pre-planning. A mandatory emergency response briefing is held prior to every event.

Fire extinguishers, manual fire pull stations, fire hose connections and automated external defibrillators (AED's) may not be obstructed at any time. Similarly stairs, escape paths and emergency exits should remain clear.

4.72 First aid

A fully equipped first aid centre is located at the ground level of the convention centre. Additional first aid rooms are located on level two of the exhibition centre, ground floor back of house of the TikTok Entertainment Centre and level two of the TikTok Entertainment Centre.

All clients shall risk assess the need for dedicated on-site first aid personnel for their event. If required, event-dedicated first aid provider contacts can be supplied through your ICC Sydney Event Manager.

ICC Sydney Security personnel are trained in fire safety and basic first aid.

The venue's security and risk officers are required to complete an ICC Sydney incident report for each person treated. This includes those treated by the event-dedicated paramedics.

All event contracted security must provide first aid kits for their events and provide initial response. ICC Sydney shall always be advised of any first aid incident (Code Blue) as soon as possible.

ICC Sydney may consult with the client to determine the required number of first aid responders needed for an event; associated charges will apply.

4.73 Floor fixing

Floor bolts or other methods of fixing to the fabric of the venue are strictly prohibited.

4.74 Floor loading

When moving and positioning heavy items within the venue, it is important to consider the floor loading of the area and the path available to that area.

The Exhibition Centre halls and event deck slab (open air area) have a floor loading capacity of 20kpa (2000kg/sqm). For all other areas of ICC Sydney, the floor loading capacity is 5kpa (500kg/sqm).

Factors to be considered by any person working in any area of ICC Sydney include:

- weight of the item
- dimensions of the item
- how it will be transported within the Venue
- weight of any handling device (e.g. forklift)
- availability of Hall 7 for access to the Event Deck.

If unsure about floor loading capacity for the intended use, please consult ICC Sydney in advance of the event or activity.

Please see the Venue Specifications and Capacities.

4.75 Floor markings

To protect floor surfaces, please ensure that any adhesive tape used on exhibition hall floors is removed without causing damage. Costs will be incurred in the event of damage or if additional cleaning is required to remove floor markings.

4.76 Floor plans

All floor plans and production rigging plans require a review from ICC Sydney. Please submit these prior to releasing exhibition or event space for sale.

“No-build-zones” are to be kept clear at all times. Please contact your dedicated ICC Sydney Event Manager for more information.

4.77 Flooring

Ensure stand flooring complies with the requirements of AS 1657 or the National Construction Code of Australia.

All raised flooring, ramps and steps need to be within the allocated stand space. Please ensure access for persons with a disability.

For additional information regarding flooring and stand/booth construction, please refer to the ICC Sydney Safety Guidelines.

4.78 Food and beverage

Food and beverage service that is world class in all aspects is the focus of ICC Sydney. From on stand catering solutions, backstage and crew catering, on site eateries and bars, to hosting high profile VIP gatherings, ICC Sydney recognises the importance of outstanding cuisine and service in defining the exhibitor and attendee experience.

4.78.1 Alcohol

ICC Sydney is a fully licensed venue and reserves the right to supply alcoholic beverages for any event. All alcoholic beverages must be purchased from ICC Sydney and consumed within the venue.

If the sale of take-away alcohol is a feature of a consumer show, the venue will consider to apply to the Office of Liquor and Gaming to vary its liquor licenced areas to allow a Trade Fair Licence to be applied. Please consult with ICC Sydney prior to signing the Hiring Agreement.

4.78.2 Alternate meal service

Alternate meal service for entrée, main course, and/or dessert can be provided on request, at an additional cost per course.

4.78.3 Beverage service fee

Supply of sponsored beverages for events – in special circumstances only – attract a beverage service fee. Please contact your dedicated ICC Sydney Event Manager to make arrangements.

4.78.4 Cash bar

ICC Sydney can provide cash bar facilities to allow guests to pay individually for beverages during all, or part of a function. A minimum spend and additional staff may be required to operate a cash bar – charges apply. ICC Sydney is a cashless venue and only accepts major credit cards and EFTPOS.

4.78.5 Cooking of food on stand/booth

ICC Sydney's permission is required to cook food on a stand or booth or as part of a demonstration. Please complete and return the Cooking Permit Form.

4.78.6 Crew and band catering

Crew and band catering can be arranged through your dedicated ICC Sydney Event Manager

4.78.7 Dietary requirements

ICC Sydney works closely with clients in customising menus to meet ethnic, cultural or religious sanctions or to accommodate medical conditions or food sensitivities.

The venue requests clients to submit full details of dietary requirements at least 5 business days before the event.

4.78.8 Food Safety

When food preparation and food sampling occurs, appropriate food handling and hygiene standards are to be applied. Details of the ingredients in food samples are to be available including the presence of allergens.

4.78.9 Menus

The Culinary Services department provides a wide range of menu choices, including modern Australian, international and themed selections.

For more details and pricing, contact your dedicated ICC Sydney Event Manager.

4.78.10 Minimum numbers

ICC Sydney requests written advice of minimum numbers 20 business days before start of the hiring period. Final guaranteed numbers are due no later than five (5) business days prior to start of occupancy.

ICC Sydney will accept increases to food and beverage orders if requested five (5) business days prior to the event and subject to availability. Further increases less than five (5) working business days prior is at the discretion of the Culinary Services Department and will incur a fee.

4.78.11 Preferred suppliers

ICC Sydney may have contractual arrangements with select companies and serve their products exclusively. Please submit requests to serve sponsored products to ICC Sydney.

Refer to your dedicated ICC Sydney Event Manager for further details.

4.78.12 Retail cafés and food and beverage outlets

Cafés and retail food and beverage kiosks inside the venue can be found at the following locations:

- ICC Sydney Convention Centre – at ground level.
- ICC Sydney Exhibition Centre – within each exhibition hall.
- TikTok Entertainment Centre – at levels two, three, four and six.

During exhibitions, ICC Sydney will determine the number of kiosks or cafés and operating times in consultation with the client.

Pre-paid accounts can be set-up by completing the Stand Catering and Kiosk Account Order Form.

ICC Sydney is a cashless venue and accepts EFTPOS and major credit cards only

4.78.13 Sales or sampling of externally supplied food and beverage

City of Sydney safety regulations for distribution of food and beverage products apply to all events held at the venue. Organisers are requested to register their event with the NSW Food Authority, which can be done via their website.

ICC Sydney understands that sampling a wide range of cuisines enhances the appeal of food and lifestyle shows. The preparation and sampling of food or beverages is permitted at the venue if they are directly related to the exhibitor's core business and are served as bite-size pieces or 50 gm portions.

The sale of food and non-alcoholic beverages is permitted at the venue if they are directly related to the exhibitor's core business and not deemed for immediate consumption.

Certain consumer shows or exhibitions have a visitor expectation that they are able to buy exhibitor products for consumption on-site. These type of shows or exhibitions are classified as a 'Food' or 'Lifestyle' show. Only events which fall into this category are eligible for selling onsite for immediate consumption.

External Supply Charges will apply and require approval from the venue on a case-by-case scenario.

Details of the ingredients in food and beverage samples are to be available, including the presence of any allergens.

Coffee machines brought to the venue and providing full-sized samples will be charged an external supply fee per day.

As the liquor licence holder, ICC Sydney is the sole provider and seller of alcohol at the venue. Sample beverage portions are limited to:

- non-alcoholic beverage – 100ml or less
- liquor spirit – 20ml or less
- wine and beer – 50ml or less.

Those serving alcohol samples are required to hold a current NSW competency card, a copy of which must be supplied to the event organiser and ICC Sydney prior to tenancy. Original copies of the mandatory Liquor & Gaming NSW signage are to be clearly displayed on each stand serving alcohol.

Please refer to Food and Beverage Sampling Permit Form.

An exhibitor is classified as a representative of a business whose primary purpose at the show is to display and promote products or machinery as opposed to retail for immediate consumption. The food or beverage item to be sold must relate specifically to the primary purpose of the show or event.

4.78.14 Sponsorship of food and beverage products

ICC Sydney has arrangements with select companies to serve their products exclusively. Please notify the venue in advance if there are event sponsorship arrangements entailing service of other food and beverages and sponsor branding of staff attire.

4.78.15 Stand catering

ICC Sydney provides a wide variety of food and beverage services, from refreshment breaks to on-stand catering. All catering must be organised through ICC Sydney.

Exhibitors must ensure that all equipment required for stand entertainment is held within their stand space. Equipment for catering functions must, where possible, be within the stand space. If this is not feasible, items must be positioned at the edge of the stand space and not create a flow or safety issue.

Crowds resulting from such activities must not block the aisles at any time.

To arrange food and beverage hospitality services, please complete and return the Stand Catering and Kiosk Account Order Form.

4.79 Foreign labour

Please ensure that any foreign staff working on the event:

- have current and applicable visas and insurances
- understand and adopt safe work practices
- understand the safe use of tools and equipment relevant for the task being undertaken and that they comply with Australian Safety Standards.

Any non-Australian workers (including event organisers and contractors) involved in the construction of stands or the on-site operation of an event must have a worker's compensation insurance policy. The policy must meet the statutory requirements of the Workers Compensation Act (NSW) 1987.

Please note that insurance taken outside of Australia may not be valid within Australia.

4.80 Forklifts

Only ICC Sydney approved, licenced and experienced forklift drivers may operate forklifts at the venue. Forklifts and pallet jacks are not allowed on carpeted areas such as the ballroom and foyers.

ICC Sydney approved forklift drivers include the appointed main event contractor, the appointed freight forwarder for an exhibition and ICC Sydney staff. Additional third party are subject to approval.

Please ensure that drivers are licensed, wear seatbelts at all times and drive safely. The maximum speed limit for forklifts is 10km/h. To comply with noise restrictions, forklifts operating between 2300 to 0700 are to be fitted with a Broadband pulse acoustic signal – sometimes referred to as a quacker or woosher – with a range of frequencies.

Each forklift shall have a trained/competent spotter wearing a safety vest to guide and escort the forklift in exhibition halls and dock areas at all times.

Please refer to ICC Sydney Safety Guidelines for detailed forklift safety requirements

4.81 Freight delivery

ICC Sydney does not have venue storage and is therefore unable to accept freight shipments on behalf of event organisers before scheduled move in times. It is important to communicate this to exhibitors. Freight

consignment and off-site storage arrangements before, during, and after the hiring period are the responsibilities of the event organiser.

4.82 Freight forwarding and event logistics

ICC Sydney's Event Logistics team is responsible for the porterage of organiser materials within the Convention Centre and offer the following services in the Convention Centre building:

- Porterage service within the Convention Centre (excluding sensitive organiser freight, i.e. Auction items)
- Forklifting services
- Forklift dry hire (utilising your own driver)
- ICC Sydney's own Loading Dock Management System (LDMS) for vehicle scheduling.

In the interest of safety, security and care for the building, ICC Sydney porterage services are exclusive to the Convention building. Standard hours of operations are Monday – Friday, 07:00-16:00. Any work required outside these hours are by prior arrangement only. Organisers are encouraged to use a Freight Forwarder for delivery to the Convention Centre Loading Dock. Beyond the dock, ICC Sydney Event Logistics team work with the major Freight Forwarders to transfer items to and/or from the contracted space. Porterage charges will apply where a Freight Forwarder is not appointed. For this service, please complete the Quote Request Form.

Any activity within the Exhibition Centre will be treated separately to the Convention Centre. Exhibition events will need to make separate storage and porterage arrangements through ICC Sydney or third-party providers at an additional cost. Contact your ICC Sydney Event Manager for more information.

4.83 Goods lifts

The goods lifts can be accessed from the loading dock of ICC Sydney's convention centre and must be operated by venue staff or approved contractors.

When using the lifts, maximum loading capacities must be observed. Safeguarding of lifts and loads is required to prevent damage to lift doors, walls and the control panel.

Please see the Lift Schedule.

4.84 Hanging objects

Please see Rigging.

4.85 Hiring agreement

A signed Hiring Agreement acts as confirmation of the event. It outlines all the conditions for the booking of the space/s.

4.86 Hiring agreement amendments

If a Hiring Agreement has already been executed and a change needs to be made, a Hiring Agreement amendment needs to be processed and authorised by ICC Sydney. All legal and consultant fees incurred by ICC Sydney in connection with a variation will be passed on to clients.

Please see Hiring Agreement.

4.87 Incident reporting

ICC Sydney requests that careful attention be paid to the management of hired spaces and potential risks and incidents within them. It is mandatory to report all incidents and near misses immediately to your dedicated ICC Sydney Event Delivery Manager.

4.88 Information technology

ICC Sydney is the exclusive provider of information technology services in all exhibition halls, meeting spaces, service and public areas.

The ICC Sydney ICT Services team facilitates everything required to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in the venue.

4.89 Insurance

All events held at ICC Sydney are required to have public and products liability insurance. The insured sum must not be less than A$20 million for any one event. Please refer to the appropriate sections of the Hiring Agreement for further information.

If holding more than one event, only one copy of the insurance document may be required, provided event dates are within the insurance period.

ICC Sydney recommends inclusion of an insurance/liability clause in any correspondence with third parties.

4.90 Internet and network solutions

Wireless connectivity is readily available throughout the venue. Clients, exhibitors and visitors have access to self-managed Wi-Fi service – offering both complimentary and paid options. Please refer to Self-Service Wi-Fi fact sheet.

Premium service and event specific network services for clients and exhibitors can be requested by completing the Internet Services Order Form. Custom solutions can be tailored to suit the event needs by working with our event ICT services team. Exhibitors can pre-order connectivity online via the Exhibitor Service Centre.

The venue does not allow the use of wireless access points other than the venue fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found to be causing interference.

4.91 Labour charges

ICC Sydney can arrange additional staff to assist with registration, ushering, satchel packing, merchandise, ticketing and other services. Please discuss your specific requirements with your dedicated ICC Sydney Event Manager.

4.92 Lasers

Laser light equipment or medical lasers for display purposes may only be used in compliance with the Australian Standard AS 2211 Laser Safety.

Please see the Laser Permit Form.

4.93 Lifts

The lift schedule provides a detailed list of the lifts at ICC Sydney including dimensions and capacities, please see the Lift Schedule.

4.94 Liquor licence

As the liquor licence holder, ICC Sydney retains the exclusive right for the sale, supply and service of all alcoholic beverages, in compliance with the state regulations, licence conditions Liquor Plan of Management and ICC Sydney's House Policy.

Please see Food and Beverage – Alcohol.

4.95 Loading dock

ICC Sydney's dock facilities have been designed in accordance with Australian Standard AS 2890.2, with all loading/unloading facilities able to operate simultaneously. Each building has its own vehicle and public access points. ICC Sydney loading docks are accessible via Darling Drive and controlled by a manned checkpoint.

4.95.1 Loading dock management

ICC Sydney manages its own loading docks. To assist with traffic management planning, move in/move out delivery schedules, must be programmed using the Loading Dock Management System. The use of this system will identify expected traffic peak periods during each day, and details of contractors and exhibitors requiring loading dock access. For deliveries to the Convention Centre, the Loading Dock Booking Form must be completed

For further information on Loading Dock Management, please refer to ICC Sydney Safety Guidelines.

4.95.2 Convention Centre

The convention centre loading dock is accessible via Darling Drive and is used for events held in the Gallery, Pyrmont Theatre or Darling Harbour Theatre. It is also the in-house dock for kitchen and general deliveries.

This dock can accommodate 19-metre articulated vehicles and smaller vans at any one time. Vehicles can manoeuvre into bays without encroaching onto the public roadway.

Two pallet loads of event organiser's material will be transported from the Convention Centre loading dock to the allocated venue space within the Convention Centre free of charge. Porterage charges will apply for the movement of materials over and above this allocation.

Please see Freight Forwarder.

4.95.3 Exhibition Centre

The exhibition centre loading dock facilities are on two levels. Access is via a slip-lane from the south bound lane on Darling Drive. A vehicle inspection check point with a boom gate is located at the bottom of the ramp on Darling Drive. All vehicles must be given permission to proceed to the upper or lower docks. There is also a lane for unauthorised vehicles including those outside the approved access window.

Each exhibition hall can be accessed via a 5.6 metres wide x 4.4 metres high loading dock door.

Loading Dock Level one, servicing halls 1-4, is located on the eastern side of the venue. This fully covered dock is 14.85 metres wide with a clearance of 5 metres. The dock can accommodate up to 12 x semi-trailers concurrently. The dock operates on a one-way circulation system to maximise efficiency. An unload limit of 20 minutes per vehicle applies.

Loading dock level four services halls 5-7 and the event deck. It is located on the western side of the venue, alongside Darling Drive. This dock can accommodate up to seven x semi-trailers and also operates on a one-way circulation system. A gas cage, waste area and toilets are available on this dock. Loading dock plans are available from your ICC Sydney dedicated Event Manager.

4.95.4 TikTok Entertainment Cenrte

The theatre loading dock is accessed via a ramp, located off the Darling Drive/Pier St roundabout. This dock can accommodate three 19-metre articulated vehicles and smaller vehicles at any one time.

4.95.5 Loading dock gate controller

A gate controller supervises entry to the loading dock. Access is only allowed to vehicles arriving at the scheduled time booked via the Loading Dock Booking Form

4.95.6 Loading dock marshal

ICC Sydney provides loading dock marshals to facilitate the smooth flow of exhibitor vehicles and minimise delays during move in and move out. The marshals are in contact with the loading dock gate controller to ensure the efficient use of the loading facilities.

4.95.7 Loading plan

Access to loading docks for contractors and exhibitors is to be carefully scheduled using the Loading Dock Management System to ensure congestion at the service road entry and loading docks is minimised.

Please submit a copy of the load in and load out schedule to your dedicated ICC Sydney Event Manager at least seven (7) days before the event. The venue requests strict adherence to this schedule; it may not be possible to accept unscheduled arrivals, which may be turned away at the gate control.

4.95.8 Storage of items

ICC Sydney requires all requests for the storage of packing materials and crates be coursed only via the event organiser. Such items are to be stacked no more than three metres in height and stored away from fire exit pathways. Packing crates and stillages are to be removed from the site once loading of equipment has been completed. Storage is not permitted on the ICC Sydney loading docks.

4.95.9 Traffic and parking

All traffic enters via Darling Drive. Movement of vehicles on the loading dock is strictly one way. Vehicles may remain on the loading dock for only **20 minutes** unless prior arrangement has been made with the ICC Sydney Event Manager. Abandoned vehicles or those exceeding the allotted unload time may be towed from site if they are hindering access to the loading area. Costs will apply.

The loading docks are NO PARKING zones.

4.96 Locks and danger tags

All plant that is brought into the venue should have a risk assessment and its required inspections completed. Safety measures should be implemented and documented with any plant (e.g. equipment, machinery or tools) undergoing repair, construction, maintenance or cleaning. These measures should be assessed and appropriate.

Before work starts and when not in use, the plant item should be shut down, appropriately isolated/locked, tagged and any stored energy dissipated.

Please observe the following:

- everyone working on isolated equipment is to fit his or her own lock and/or danger tag
- tags are to be filled out, dated and signed
- locks are to be accompanied by a corresponding tag to identify who has locked out the plant item
- tags and locks can only be removed by the person who applied them.

4.97 Lost property

The venue's customer services staff handles enquiries and reports regarding lost and found items. All items, except for those deemed perishable are catalogued and stored for 30 days. After that period, articles are disposed of at the discretion of ICC Sydney with no further claim available to those items.

4.98 Lotteries and games of chance

A permit is required to conduct free-entry trade promotion lotteries and games of chance. For more information, please visit Liquor & Gaming NSW website.

4.99 LPG applications

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to their event. Each application is assessed with public safety as the prime concern. ICC Sydney reserves the right to accept or reject any application.

Please refer to the ICC Sydney Safety Guidelines or the Hazardous Substances and LPG Permit Form for more information.

4.100 Machinery within exhibits/displays

It is important to ensure that all machinery is fitted with guarding, fencing, immobilisation locks and other safety devices. Signage above the machine is not considered as a protective method.

If applicable, please refer to the Hazardous Substances and LPG Permit Form.

4.101 Materials

Please ensure that materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners, theming, temporary structures, or similar for displays are fire retardant as per the methods defined in AS/NZS 1530.3:1999.

ICC Sydney may require documentation confirming the fire-retardant capabilities of the materials.

The use of combustible materials such as plastics, paper, foam and thin strips of timber should be limited and generally confined for decorative purposes. Their use should be kept to a minimum and not used for general wall covering.

Overhead fabric materials used as stand covers, canopies, or used as curtains or draperies, must be permeable to water.

4.102 Medical displays and demonstrations

Medical activities including tattooing, body piercing, cosmetic procedures and demonstrations using human cadavers, animals or specimens require ICC Sydney's and relevant government agency's permission.

Please see the Medical Activities Permit Form for details.

4.103 Motorised vehicles

4.103.1 Vehicle displays

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

- Place a drip tray underneath the vehicle.
- Ensure that vehicles carry no more than 5 litres of fuel (not including fuel that may be present in the fuel line and engine). Lock/Seal fuel tanks to prevent removal by third parties.
- For vehicles fueled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Electric vehicles including cars, trucks, motorcycles, scooters and e-bikes are not permitted to be charged within ICC Sydney. They may only be charged in the designated charging bays within P1 and P2 car parks. Electric vehicles must be placed in a staggered arrangement or a spaced arrangement as per the Vehicle Display Permit.
- Provide contact details for the person/s delivering and collecting the vehicles.
- When vehicles are displayed on ICC flooring, carpet is required to be placed under tyres.
- Do not leave keys with the vehicle; a second set is to be provided to venue security in case of emergency.
- The location of the vehicle shall not obstruct or block exits.
- Please complete and return the Vehicle Display Permit Form.

4.103.2 Vehicles – use and operation

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies etc.) within any area of the venue requires permission from ICC Sydney. Operators of vehicles are to comply with applicable safety and licensing requirements. ICC Sydney may require a Safety Management Plan relevant to the use of these vehicles.

Permission is required to move displays. If this is required, please consult with your dedicated ICC Sydney Event Manager.

4.104 Move in and move out

A move in and move out schedule agreed between clients and ICC Sydney is vital to the success of any event. An accurate schedule ensures all parties have the same understanding of the different stages of event delivery such as event build, production equipment load in and rehearsals. Schedule adherence also contributes to the safety of all persons at the venue. Please ensure that adequate move in and move out days are booked.

Additional access during move in and move out times requires ICC Sydney's permission and is subject to availability. Charges may apply.

4.105 Naked flames or candles

ICC Sydney's permission is required for the use of naked flames or candles.

Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. Ensure naked flames are safely positioned and cannot be knocked over or come into contact with any person or flammable item. All cloth and materials in close proximity to the candle or lit item are to be fire retardant. A fire extinguisher is required on the stand or booth, and ICC Sydney may place a limit on the number of candles.

Flames are to be extinguished 15 minutes prior to the stand being vacated at the end of the day. Naked flames must be always monitored; under no circumstances can a stand be unattended whilst a naked flame is alight.Naked flames also include indoor/outdoor fire places, ethanol burners, BBQ's, gas heaters, fire pits etc. used as decorative homeware and entertaining.

Portable butane gas stoves are strictly not permitted.

Please see the Naked Flames Permit Form.

4.106 Noise

ICC Sydney has an obligation to control noise generated at the venue. In some instances, an acoustic consultant may be required to monitor noise levels emanating from the premises during an event. This is a chargeable cost.

The maximum permissible sound level in any area of an exhibition or event is 82 dB (slow), measurable at a distance of three (3) metres from the source of the sound using a directional decibel meter. Exhibitors showing films, generating excessive noise or using audio visual aids that could impact adjacent exhibitors may be requested to minimise noise levels.

4.107 Painting

Major painting of displays and exhibition materials is not permitted at ICC Sydney. However, "touch-up" painting of the displays and exhibition materials is permitted, provided such work is undertaken during the build-up period only and all safety precautions and protective surface coverings are put in place.

These precautions include:

- painting in an area which is properly ventilated
- use of non-toxic paints

- covering the floor with plastic overlay or drop sheets
- no painting near ICC Sydney's walls and columns.

The use of spray paint is strictly prohibited. Painting is not permitted on the carpeted area unless proper protection has been provided and permissions granted by ICC Sydney.

Disposing of any paint, thinners or other potentially hazardous substances in the drainage system is not permitted. Water-based paint is to be used wherever possible; dedicated washing areas are provided in both the level one and level four Exhibition Centre loading docks.

4.108 Parenting rooms

Parenting rooms are located on ground level and level two of the convention, level two of the exhibition centre, and in the Theatre. Each parenting room has feeding areas, change tables and a food preparation area with microwave, sink and hand towels.

4.109 Payment procedures

ICC Sydney requires full payment of estimated costs no later than five (5) business days prior to the provision of services ordered. ICC Sydney accepts payments in the form of bank cheque, electronic funds transfer or credit card.

ICC Sydney bank account details are:

Account Name: Sydney Harbour Foreshore Authority – ICC Sydney Holding A/C
Bank: Westpac Branch – Kent St Sydney NSW 2000
BSB: 032001 Account Number: 178296

4.110 Personal protective equipment

Personal protective equipment (PPE) is clothing and equipment worn as protection against workplace hazards including safety eye protection goggles, ear protection muffs, boots, helmets, long sleeved clothes, and harnesses.

All PPE must comply with the relevant Australian Standard and must be worn when required. PPE must also be appropriate to the task and be well maintained. Employees must be instructed in its proper use.

High visibility vests and enclosed shoes – preferably safety boots, especially when operating machinery –are to be worn during the move in, exhibition build and move out of events. No high heels or open toed shoes are allowed during these times.

4.111 Plant and equipment

Please ensure any plant and equipment brought onto site is appropriately maintained and compliant. ICC Sydney requires current certificates of inspection for certain types of equipment prior to the event. All machinery should be fitted with guarding, fencing or other controls to ensure safe operation and a safe environment for all. All electrical equipment is to be tagged and tested. Only qualified operators can operate plant and equipment. Make sure applicable licenses are available.

4.112 Photography

Clients are permitted to photograph their own events, but photography is limited to the spaces included in the client's Hiring Agreement. Any photography that includes ICC Sydney branding or is an image recognisable as ICC Sydney that is to be used for marketing purposes by the client requires the approval of ICC Sydney.

ICC Sydney will, from time to time, photograph client events. If these photos are to be used for marketing purposes, ICC Sydney will seek the client's approval.

4.113 Pools, ponds and water features

ICC Sydney requires details of any receptacles containing 200 litres or more of water or other liquids twenty (20) working days before the event.

Please see the Utilities (Water, Drainage & Compressed Air Services) Order Form.

For regulations on pools, ponds and water, refer to the ICC Sydney Safety Guidelines.

4.114 Power tools

Power tools include drop saws, circular saws, routers, planes, jigsaws, angle grinders, brick and tile cutting saws. ICC Sydney requires all portable electrical equipment, appliances and leads to be tested and tagged in accordance with Australian Standard AS 3760 – In Service Safety Inspection and Testing of Electrical Equipment.

When in the Exhibition Centre, contractors, sub-contractors and their staff are expected to provide their own tools and equipment and exercise safety in their use. All power tools used are to be maintained in a sound working condition, tagged and tested.

Please ensure effective dust extraction equipment and measures are in place for activities, such as sawing or sanding.

Please see ICC Sydney Safety Guidelines.

4.115 Prayer rooms

Non-denominational male and female prayer rooms are located on level three of the exhibition centre. Contact your dedicated ICC Sydney Event Manager to arrange bookings in advance.

4.116 Public spaces

Public spaces at ICC Sydney include front-of-house foyers, pre-function areas, thoroughfares and common areas. Placement of builds, displays, signage and items in public space areas requires permission from ICC Sydney. Designated build zones identify any restrictions. Please discuss requirements with your dedicated ICC Sydney Event Manager.

4.117 Public transport

ICC Sydney is well serviced by buses, trains, light rail, and water transport.

Please see Getting Here.

4.118 Pyrotechnics and special effects

The use of pyrotechnics requires permission from ICC Sydney. A risk assessment is required in order to obtain this permission. Compliance with ICC Sydney's Fire Engineer Report is to be strictly adhered to when using pyrotechnics. The ICC Sydney Event Manager should be consulted before any pyrotechnic display is factored into your event.

Please ensure relevant authorities have been informed about the transportation and use of pyrotechnics. Only pyrotechnics supplied specifically for stage use shall be considered as part of a stage production. Mixing loose powders at the venue is not permitted at any time.

Please see the Pyrotechnics Permit Form.

4.119 Quiet Rooms – TikTok Entertainment Centre

Quiet Rooms – TikTok Entertainment Centre
ICC Sydney provides a Quiet Room for patrons attending live events at the TikTok Entertainment Centre. The designated area offers comfortable seating, dimmed lighting, fresh drinking water, and a calm environment for those needing a break. To access the Quiet Room, please speak with a team member at the customer service desk on Level 2 of the TikTok Entertainment Centre.

4.120 Quiet Room – Convention Centre and Darling Harbour Theatre

A permanent Quiet Room is available on the Ground Floor of the Convention Centre, providing a calm, low-stimulation environment for guests who may be experiencing sensory overload, anxiety, distress, or simply require a quiet space away from the event environment. The room features comfortable seating, soft lighting and a peaceful atmosphere designed to support wellbeing and sensory regulation. Quiet Rooms are available to all event attendees during operational hours, with no booking required and access subject to room capacity.

4.121 Raised Floors, Steps, and Ramps

Please refer to the ICC Sydney Safety Guidelines.

4.122 Radio transmission

ICC Sydney requests specific details – including frequency and signal power – for the use of any radio-transmitting equipment for two-way speech communication or any other task. A copy of the Transmitting Apparatus Licence issued by the Australian Communications and Media Authority is also required except for simple radio-to-radio contact.

4.123 Responsible Service of Alcohol (RSA)

ICC Sydney supports and practices the responsible sale and service of alcohol and maintains strict compliance with the NSW Liquor Act 2007 & Liquor Regulations 2008.

Alcohol consumption is restricted to the contracted event area and to persons over the age of 18 years of age and during those times designated jointly by the ICC Sydney Food and Beverage Services Manager, your dedicated ICC Sydney Event Manager and the client.

All alcohol beverage services are provided exclusively by ICC Sydney. Off premise, purchased alcohol is not permitted at the venue.

ICC Sydney reserves the right to request that additional security/RSA Marshals be hired when alcohol is served.

4.124 Rigging

All primary (top point) rigging required throughout the venue is coordinated and installed by ICC Sydney.

Secondary rigging (attached to primary) including banner hanging in the convention centre is coordinated and installed by ICC Sydney.

Secondary rigging in the exhibition halls and theatres (live entertainment only) can be provided by ICC Sydney or authorised rigging providers and contracted directly by the organiser or client.

Detailed rigging plans are required no later than 20 days prior to event move in dates.

All rigging must comply with the ICC Sydney Fire Engineer Report for the relevant space.

For further information on secondary rigging, please refer to the ICC Sydney Safety Guidelines.

4.125 Risk management

Risk assessments identify potential hazards; a thorough assessment ensures that measures are in place to minimise risks and ensure safety. Clients are responsible for assessing the risks associated with their event. ICC Sydney reviews and authorises risk assessments and safe work method statements (SWMSs) and monitors the control measures during the event.

Please see the Event Operations Risk Assessment Worksheet

4.126 Room set-up

One standard room set-up – i.e. theatre, classroom, cabaret, boardroom, cocktail, banquet, and boardroom – is included in the tenancy of each room per day. Changes or turnarounds to original room set-ups can be accommodated but will incur additional costs. Please discuss requirements with your dedicated ICC Sydney Event Manager.

4.127 Sand, soil and similar materials

If a display or exhibit has sand, soil, peat moss, bark chips or similar, please safeguard the floors against staining or other damage from these materials including mechanical damage from handling equipment used in placement or removal. Make sure measures are in place to prevent water leakage. Cleaning or repair costs are chargeable.

4.128 Satellite dish placement

Placement of a satellite dish requires ICC Sydney's permission prior to installation. If this is required, please consult with your dedicated ICC Sydney Event Manager.

4.129 Scaffolding

When properly installed and maintained, scaffolding is an effective control measure for persons working at heights. All scaffolding is to comply with AS 1576 Scaffolding and only erected and dismantled by qualified

scaffolders. OHS regulation requires any person erecting scaffolding with a work platform over four (4) metres in height, to be a certified scaffolder. In this instance, once the scaffold is erect, the scaffolder must provide certification to the company commissioning the work.

Scaffolding requires an internal access ladder. It is important for each working platform to have full edge protection comprising handrail, mid-rail and toe board, or a handrail and infill panel.

Ensure mobile scaffold wheel locks are engaged before any person works from the scaffold. Prior to removing the scaffold, persons working on the structure are to exit until it is secured again.

4.130 Security

ICC Sydney takes every precaution to create a safe and secure environment for its clients, guests, personnel and equipment.

4.130.1 Building security

ICC Sydney has 24-hour general building security augmented with CCTV cameras and alarm systems. CCTV cameras scan interior and exterior public areas and ICC Sydney security personnel will respond quickly and professionally to any potential security issue.

4.130.2 Crowd control

Certain events, such as those that attract a large volume of guests or where alcohol is served, require crowd control staff. Staffing levels will be determined jointly by the venue and the client based on risk assessment and the size and nature of the event.

4.130.3 Event security policy

ICC Sydney's Security team specialises in the provision of quality security personnel who are trained specifically for the venue and its operations. The ICC Sydney Security team are trained in line with the Venue's Emergency Management Plan, Security Plan, Liquor Plan of Management and are all members of the ICC Sydney Internal Response Team (IRT):

- ICC Sydney Security team are first responders to all medical incidents and will perform first aid as required.
- ICC Sydney Security are all wardens in the event of an emergency and are conversant with all ICC Sydney Fire Life Safety Systems. All fire isolations are covered by ICC Sydney Security team.
- ICC Sydney Security team are in place:
    - during fire isolations
    - during exhibition move-in and move-out
    - where alcohol is served to comply with ICC Sydney Liquor Licence.

4.130.4 Use of external security companies

The use of an external security provider may be considered for exhibitions held in the Exhibition Centre and requires written approval from ICC Sydney Building Services Director. External security companies will be allowed to work inside contracted exhibition hall spaces only. The exhibition hall foyers and loading docks are not included in this space. Any variance to this requires approval from the ICC Sydney Building Services Director.

It is mandatory to use ICC Sydney security personnel for any events held under the ICC Sydney Liquor Licence.

Only Australian Business Event Association (ABEA) member security suppliers can provide event security within the contracted space in the exhibition halls.

24 hour security must be provided within the contracted space for the duration of tenancy. Staffing levels will be determined jointly by the venue and the client based on risk assessment and the size and nature of the event.

ICC Sydney endeavours to maintain the venue as a safe and secure place; however, clients and exhibitors are responsible for safeguarding their belongings, materials and equipment at all times. The venue is not responsible for any loss or damage to these items.

Please ensure that suppliers and contractors complete ICC Sydney's online induction and are familiar with the venue's safety, security, and emergency procedures. See section 4.152 Venue Inductions.

Please refer to ICC Sydney Safety Guidelines or specific details relating to the use of external security companies.

4.130.5 **NSW Police (user pay)**

User-pay NSW Police services may be required for some special or high-risk events. For more information, please speak to your dedicated Event Manager.

4.130.6 **VIP security**

ICC Sydney requires prior notification for VIP escort security needs.

4.131 Service pits

Floor services in the exhibition halls are provided via a pit and trench network that are detailed in the Exhibition Pit Plans.

E1 or service pit type 1 contains:

- 1 x 32-amp three-phase outlet
- 1 x 10-amp single-phase outlet
- 1 x 2 core single mode optical fibre
- 1 x single RJ45 data outlet.

E2 or service pit type 2 contains:

- 1 x 10-amp single-phase outlet
- 1 x 32-amp three-phase outlet
- 1 x single RJ45 data outlet.

ICC Sydney Exhibition Hall
Electrical Power Distribution

ICC Sydney - Exhibition Hall Electrical Power Distribution							
Item #	Location	400amp 3 Phase (Power Locks)	32 amp 3 Phase	10amp single Phase	Direct 630amp 3 Phase DB Connection	Capacity per Hall (amps)	Additional Generator Capacity (amps)
1	Hall 1	2	128	128	2	1260	1500
2	Hall 2	2	128	128	2	1260	1500
3	Hall 3	2	144	144	2	1260	1500
4	Hall 4	2	140	140	2	1260	1500
5	Hall 5	2	128	128	2	1260	1500
6	Hall 6	2	128	128	2	1260	1500
7	Hall 7	2	128	128	2	1260	1500
8	**Total**	**14**	**924**	**924**	**14**	**8820**	**10500**

Water and drainage connections are also available.

It is important to replace service pit covers immediately after connections are done to ensure safety. Whilst pit covers are removed and work is being carried out on an open pit, hazard identification must be used. Substituting metal covers with other material is not permissible.

Pit activation is event specific and will be applied to events other than exhibitions. Access to floor pits and trenches for the installation of mains supply cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised official main exhibition contractor.

4.132 Sharps

Please pay careful attention to the safe transport, storage and disposal of sharps – such as needles and scalpels – and any biological matter associated with their use. ICC Sydney provides secure, approved receptacles for sharps disposal and removes all clinical waste from the venue. Charges apply

Complete and return the Medical Activities Permit Form.

4.133 Signage

A Signage Permit Form outlining any temporary signage must be submitted to your dedicated ICC Sydney Event Manager for approval. m.

The venue allocates digital signage space in consideration of other events and commitments. It reserves the right to remove signage, which it deems objectionable or is not professionally presented. Removal costs apply.

Please refer to your dedicated ICC Sydney Event Manager

4.134 Smoking

ICC Sydney – including all indoor and outdoor spaces - is a no-smoking zone. This applies to use of electronic cigarettes and vaporisers. Smoking / vaping is prohibited within 10 metres of all building entrances and exits. All requirements outlined in *Smoke-free Environment Act 2000 and* the *Smoke-free Environment Regulation 2016* apply.

4.135 Speaker Preparation Centre

ICC Sydney's Speaker Preparation Centre is a complimentary shared facility located on the ground floor of the Convention Centre. It is equipped with computer workstations loaded with the latest in presentation technology and offers a private acoustically treated rehearsal room, fitted with technology that simulates a typical meeting room setup. An exclusive (dedicated) setup can be provided if privacy or closer proximity to your meeting rooms is required — costs apply.

The Speaker Preparation Centre can be booked for exclusive use by clients who are taking tenancy of the entire Convention Centre. Technical assistance is offered based on event requirements and a cost estimate will be provided prior to the event. Requirements must be communicated to your ICC Sydney AV Project Manager no less than 20 days from the start of your event tenancy.

Administrative services required by speakers such as printing, photocopying, scanning, binding, laminating, mobile phone charging and the provision of stationery items can be ordered through Customer Services located at the Convention Centre ground floor foyer.

4.136 Spills

Due to the close proximity of the venue to the harbour, containment of hazardous chemical spills is a high priority. All persons bringing chemicals onsite, must ensure they have spill containment measures in place to manage any spill that may occur. Spill response kits must be suitable for the type and quantities of chemicals brought onsite as per the Safety Data Sheet (SDS) advice.

In case of a spill, please alert ICC Sydney immediately for assistance. Use of temporary signage and barriers where appropriate is highly recommended.

4.137 Staging

ICC Sydney requests submission of all information regarding the layout, design and structure of temporary stages 14 days before building starts. Please include a Safe Work Method Statement (SWMS) for installing and dismantling the stage.

4.138 Stairs

During event set-up and operation, please ensure all steps, stepladders and stairways comply with the requirements of AS 1657 or the National Construction Code.

Ladders are to comply with *AS/NZS 1892.5:2000 Portable ladders – Selection, safe use and care*

4.139 Stand or booth construction

ICC Sydney requires temporary structures built for exhibitions or events to comply with relevant legislation and are constructed with utmost concern for the safety of the public, employees and contractors.

Due to fire engineering restrictions, the maximum permissible stand height is five (5) metres in the lower exhibition halls.

Please refer to ICC Sydney Safety Guidelines for further information on stand or booth construction.

4.140 Storage

Storage at the venue is limited. It is the responsibility of the client to ensure that its contracted freight forwarder removes unnecessary freight such as crates and empty boxes from the venue. Equipment/plant storage will be handled on an event-by-event basis and will be subject to activity within the facility.

The Venue accepts no responsibility for any item stored or left on site.

4.141 Substances and LPG

External gas cages hired by either the event organiser or the company requesting the LPG must be used for any on-site gas storage. This must be coordinated by the person making the request. ICC Sydney gas cages are not permitted to be used for any on-site gas storage.

Overnight storage within the exhibition halls is not permitted. Location of storage areas need to be agreed by your Event Delivery Manager.

Use of LPG for cooking or exhibition displays requires ICC Sydney's permission. Please ensure hazardous substances are clearly labelled and stored. Safety Data Sheets (SDS) are required for all hazardous materials brought to the venue.

Please see the Hazardous Substances and LPG Permit Form.

4.142 Surcharges

4.142.1 Sundays and public holidays

A surcharge applies to services for events held on public holidays or Sundays to cover additional staff penalty rates.

4.142.2 Between midnight – 0700 hours

Staff charges apply for any event activity between midnight and 0700 hours.

4.142.3 Cash bar events

Cash bar events attract a minimum beverage spend. If not met, staff charges apply.

4.143 Sustainability

Sustainability is a core part of the way business is conducted at ICC Sydney. To achieve this – the venue accepts and embraces its social responsibility as a corporate member of the Sydney community and practises responsible environmental management by the conservation of resources, prevention of pollution, compliance with relevant legislation and by continually leading by example, adopting the best environmental practices. We aim to:

- Implement and maintain an Environmental Management System that addresses the Australian standard specifications and ongoing compliance with relevant legislation and Codes of Practice.
- Monitor environmental aspects, impacts and complaints received and report to the regulatory bodies as required by the Environmental Protection Authority guidelines.
- Proactively reduce the environmental impact of the various activities held at the Venue, with an emphasis on the reduction of water, energy and waste.

- Create awareness programs for our suppliers, organisers and exhibitors to identify, quantify and mitigate the environmental impact of their activities.
- Communicate openly our policy and objectives to our employees, contractors, organisers, exhibitors, suppliers and the public, in order to enhance their awareness of our ongoing commitment to responsible environmental management.
- Lead our industry in challenging and improving the process of resource recovery.
- Encourage and promote the adoption of environmental initiatives at the Venue.
- Create social engagement opportunities that provide benefit to our industry and our community as a whole.

4.144 Swimming pools and spa displays

Convention Centre and Tik Tok Entertainment Centre do not allow swimming pool and spa displays. These displays are limited to the Exhibition Centre.

There are minimum requirements to ensure the safety of any structure containing water to a depth greater than 300mm:

- At least one (1) qualified person is present at all times on the exhibit space of a pool/spa/water feature to ensure the safety and wellbeing of visitors.
- The designated person is trained and competent in first aid and resuscitation techniques. Please provide the relevant certificates to the ICC Sydney Event Manager prior to move in.
- There are no climbing devices such as ladders and footholds.
- Where possible, the stand design should limit the number of access directions to the pool/spa/water feature.
- Pool signage complies with Australian Standards with supervision warnings and details of resuscitation techniques.
- Disposal of pool water method statement needs to be submitted.

The venue encourages the recycling of pool and spa water. Please refer to your dedicated ICC Sydney Event Manager for further details.

4.145 Table dimensions

ICC Sydney's table dimensions are:

- oval banquet tables – 2000mm x 1800mm
- trestle – 1800mm x 600mm.

4.146 Telephone

Installation of handsets and digital lines is available for phones, EFTPOS and modems.

Please see the Phone Services Order Form.

4.147 Ticketing

ICC Sydney is the sole provider of ticketing services and has an arrangement with a select supplier, who can provide ticketing solutions for live entertainment. If other providers are preferred or if existing partnerships with external ticketing agencies are in place, please discuss with your dedicated ICC Sydney Event Manager or Business Development Manager.

4.148 Timber

Please make certain that use of timber for fencing, construction and other purposes in areas accessible to the public does not endanger anyone, and all waste is disposed of appropriately.

4.149 Traffic and parking

All traffic is to enter via the southbound lane of Darling Drive. Movement of vehicles on the loading dock is strictly one way. Vehicles may remain on the loading dock for only **20 minutes** unless prior arrangement has been made with your dedicated ICC Sydney Event Manager. Abandoned vehicles or those exceeding the allotted unload time may be towed from site at the owners cost if they are hindering access to the loading area.

The loading docks are NO PARKING zones.

4.150 Traffic management

ICC Sydney provides traffic management for all events. The venue requests clients – including staff, principal contractors, sub-contractors, and other agents – to observe all traffic management guidelines during the delivery or removal of goods/equipment to or from the event.

4.151 Ushers

ICC Sydney ushers are positioned at key points at ICC Sydney to assist your delegates and guests in wayfinding around the venue. If ushers are required for registration assistance, crowd control, cloakrooms, additional directional assistance and ticket scanning; please speak with your dedicated ICC Sydney Event Manager for a quote.

For events hosted at ICC Sydney's Pyrmont and Darling Harbour Theatres, it is a requirement that every door of the theatres must be manned by an ICC Sydney usher for the safety of your guests for ingress, egress and during emergencies. Please speak with your dedicated ICC Sydney Event Manager to for the recommended usher requirements and quote for your event.

4.152 Venue Inductions

ICC Sydney venues use Rapid Global as its Induction and Contractor Management System. All organisers, contractors, subcontractors and exhibitors conducting high risk works must complete the applicable online venue induction before arriving to ICC Sydney venues. All high risk works companies must be registered on Rapid Global for the induction process. Induction status for each person is verified through Rapid Global prior to site access being granted.

Please visit the venue inductions webpage for induction requirements and instructions: Venue Inductions - ICC Sydney

4.153 Venue specifications and capacities

Please see the Venue Specifications and Capacities.

4.154 Water and drainage

ICC Sydney is the exclusive provider of water and drainage services within the venue. Due to restricted access to water supply on the exhibition floor, it is crucial that all plumbing requirements are ordered well in advance of the move in date. ICC Sydney provides required water and drainage connection points in the nearest pit or trench. It is the responsibility of the exhibitor to arrange connection from the service pit to their equipment as well as any requirement for self-contained sinks.

Plumbing services are not available in any ballroom, meeting room or pre-function space. Drains are exclusively provided for the drainage of grey water. Using drains for the disposal of grease, solids, solvents, hazardous materials or organic materials is not permitted.

Please see the Utilities (Water, Drainage & Compressed Air Services) Order Form.

4.155 Weapons/Sharp Implements/Props

All attendees, vendors, and staff must comply with all relevant NSW legislation concerning weapons, replica weapons, sharp implements, and props, including but not limited to the Weapons Prohibition Act 1998 and the Summary Offences Act 1988. It is an offence to possess, carry, or use a prohibited or dangerous weapon in a public place without lawful excuse or permit.

The misuse or unsafe handling of any weapon, sharp implement or prop that poses a risk to others will result in the item being deemed unsafe and immediately confiscated. Unsafe or prohibited items will not be permitted at the venue under any circumstances.

Prohibited Items and Safety Requirements:

- Sharp blades are strictly prohibited in all public areas unless securely sheathed and inaccessible to patrons.
- No sharp / live blades are allowed to be within reach of any patrons without appropriate supervision and secure covering.
- Any prop, sharp implement or weapon deemed dangerous, misused, or non-compliant with venue or legal standards will be removed from the premises.

Sales and Packaging:

- All weapons, sharp implements or props sold on-site must be securely sealed upon purchase.
- Items will only be handed to the purchaser upon exit from the venue by the vendor.
- Once removed from sealed packaging, these items cannot be brought back into the venue.

Event Planning:

- The Event Organiser must notify local NSW Police of the event and any associated risks involving weapons or props.
- If the event requires the display/selling/purchase of weapons, please contact your dedicated Event Manager immediately, who will liaise with our Security Team to conduct an assessment.

Please see the Weapons Permit Form.

4.156 Welcome to country

I would like to acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land, and the Gadigal of the Eora Nation as the traditional custodians of this place we now call Sydney.

4.156.1 Smoking ceremony

Smoking ceremonies are an ancient custom among Aboriginal Australians in which native plants are burnt to produce smoke to ward off bad spirits, acknowledge ancestors and pay respect to the land and sea of country. The smoke is believed to have healing and cleansing properties.

Please advise your ICC Sydney AV Project Manager or Event Manager if a smoking ceremony is included in your programme.

4.157 Welding and hot work

Hot work intended to be carried out at the venue requires permission from ICC Sydney.

Please see the Welding and Hot Work Permit Form. Please submit a risk assessment and Safe Work Method Statement (SWMS) to support the permit application.

4.158 Wheelchairs

Wheelchairs for use at the venue are available for hire through the ICC Sydney customer service desk.

4.159 Working at heights

ICC Sydney is committed to managing the risk of falls at the venue, and permission is required when working at height. Any person working at height must comply with applicable codes of practice.

Please refer to the ICC Sydney Safety Guidelines for further information or the Working at Heights Permit Form for more information.