



# 15th WIOA NSW Water Industry Operations Conference & Exhibition



**EXHIBITION PARK IN CANBERRA**

(EPIC) Corner of Flemington Road & Northbourne Avenue,  
Mitchell ACT 2911



# 1 & 2 November CANBERRA

**PRIME SPONSORS**





**1 & 2 NOV  
CANBERRA**

## Contents

1	About the Event & Contacts .....	3
2	COVIDSafe Event .....	4
2	Payment for Sites .....	5
3	Insurance .....	5
4	Exhibitors Attending Registration, Name Tags & Meals .....	5
5	Event App.....	6
6	Important Conference Deadlines & Details.....	6
7	Exhibition Site Details.....	8
8	The Venue .....	8
9	Equipment & Freight Deliveries.....	9
10	Bump In .....	10
11	Bump Out.....	11
12	Security.....	11
13	Social & Catering.....	11
14	Other Items .....	12
16	WIOA Terms & Conditions & Cancellation Policy for Exhibitors.....	15
17	Exhibition Floorplan.....	16

## Media Partners



**Utility Magazine** is a media partner for all 3 WIOA conferences in 2023 and editions of Utility Magazine will be distributed to all conference delegates and visitors at the NSW conference.

To advertise contact Chris Bland on:  
**P** 03 9440 5721  
**E** [chris.bland@monkeymedia.com.au](mailto:chris.bland@monkeymedia.com.au)



**Sustainability Matters** is a media partner for all 3 WIOA conferences in 2023 and editions will be available to all conference delegates and visitors at the NSW conference.

To advertise contact Geoff Hird on:  
**P** 02 9487 2700  
**E** [ghird@wfmedia.com.au](mailto:ghird@wfmedia.com.au)

## Key Dates & Times

<b>Friday 15 September 2023</b>	5.00pm	Final date for payment of sites. Sites not paid for by this date WILL be re-allocated.
	5.00pm	Public Liability Insurance and Property Damage Insurance Policy - Certificate of Currency provided to WIOA.
<b>Wednesday 4 October 2023</b>	5.00pm	Exhibitor information provided to WIOA for inclusion in the Conference Mobile App. <a href="https://wioaconferences.org.au/nsw-2023/nsw-exhibitors/">https://wioaconferences.org.au/nsw-2023/nsw-exhibitors/</a>
<b>Wednesday 25 October 2023</b>	5.00pm	Exhibitor attendee names provided to WIOA. Meals purchased for exhibitors attending (lunches & dinners). <a href="https://wioaconferences.org.au/nsw-2023/nsw-exhibitors/">https://wioaconferences.org.au/nsw-2023/nsw-exhibitors/</a>
<b>Monday 30 October 2023</b>	<b>Venue closed to exhibitors</b>	Construction of exhibition sites.
	1.00pm	Construction of custom sites - must be approved in advance by WIOA.
<b>Tuesday 31 October 2023</b>	1.00pm - 6.00pm	Exhibitor registration and bump in. (Note: No access prior to 1.00pm, venue will close strictly at 6.00pm).
	4.00pm	Registration for Delegates.
	4.45pm - 6.00pm	Welcome Reception for Delegates & Exhibitors.
<b>Wednesday 1 November 2023</b>	8.30am - 5.00pm	Exhibition open.
	9.00am	Conference opening ceremony.
	6.30pm - 11.00pm	Meet the Exhibitors dinner.
<b>Thursday 2 November 2023</b>	9.00am - 5.00pm	Technical presentations continue.
	9.00am - 4.00pm	Exhibition open.
	4.00pm	Exhibitor bump out.
	6.30pm - 11.30pm	Conference Awards dinner.
<b>Friday 3 November 2023</b>	7.30am - 2.00pm	Exhibitors to have site equipment out by 9.00am and freight collected by 2.00pm.



1 & 2 NOV  
CANBERRA

## 1 About the Event & Contacts

The Water Industry Operators Association of Australia (WIOA) along with a number of partnering organisations and industry sponsors will stage the 15th WIOA NSW Water Operations Conference and Exhibition in Canberra in 2023. This is one of four very successful 'operationally focused' conferences and exhibitions organised by WIOA annually. Past events in NSW, Queensland, South Australia, and Victoria have had very strong exhibition participation rates.

### Exhibition Free Entry

Entry to the exhibition is FREE which allows allied industry personnel such as plumbers, trade waste, mining, food and beverage employees and contractors access to the exhibition.

### Technical Program

The conference technical program will provide key information for anyone interested in the operational side of the water or wastewater industry. Importantly, the papers presented at past events are not only about water or wastewater treatment, but cover a wide range of topics.

### Conference and Exhibition Format

The exhibition compliments the technical program by providing an opportunity for the delegates and visitors to discuss with suppliers the latest water industry developments and see state-of-the-art technology on display. The social activities and interaction between Exhibitors and Delegates provides excellent opportunities to gain important contacts within the water industry. You can also maximise your organisation's profile by taking out a conference sponsoring option, or by presenting a technical paper. This is one of the few conferences that maximises the face-to-face contact time between the Delegates and Exhibitors due to our successful format of keeping all conference and exhibition activities at the one site.



### Conference Organisers

Water Industry Operators Association of Australia Ltd (WIOA) (ABN: 83 123 468 422). WIOA is responsible for:

- Allocation of exhibition sites and the invoicing of exhibitors for the exhibition site and meals
- Conference program and coordination of the conference
- Supply of equipment for the use of exhibitors to bump in/out including forklifts, trolleys and pallet jacks
- Event advertising and the coordination of all event sponsorship

#### Contact

**Glenn Alford** - Membership, Sponsor & Exhibitor Support  
E [glenn@wioa.org.au](mailto:glenn@wioa.org.au) | M 0480 414 256

#### Alternative Contact

**Sherryn Wall** - Digital Design Coordinator  
E [sherryn@wioa.org.au](mailto:sherryn@wioa.org.au) | P 03 5821 6744



### Exhibition Equipment Supplier

Harry the Hirer Pty Ltd (ABN: 78 004 959 362). Harry the Hirer is responsible for:

- Supply and construction of all sites including fascia signage/company names
- Supply and installation of all power & lighting including 3 phase (on request in advance)
- Supply, delivery and invoicing of furnishings and associated equipment supplied to exhibitors
- Supply and delivery of custom carpet
- Upgrades & custom stand design & construction

#### Contact

**Sheri Van Den Elshout** Accounts Manager

E [sheriv@harrythehirer.com.au](mailto:sheriv@harrythehirer.com.au) | M 0401 556 703 | P 02 9666 8699 | W [www.harrythehirer.com.au](http://www.harrythehirer.com.au)

### Venue

#### Exhibition Park in Canberra (EPIC)

Corner of Flemington Road & Northbourne Avenue, Mitchell ACT 2911.

## Help make this event a success

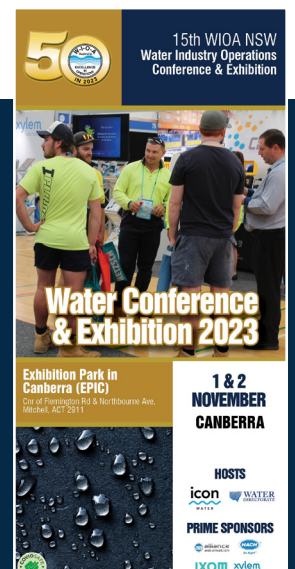
WIOA and all exhibitors share the responsibility of bringing delegates and visitors to the event.

Please help by distributing the event flyer

**DELEGATES** Encourage your customers to attend as delegates.

**VISITORS** Individuals can inspect the exhibition for FREE.

[www.wioaconferences.org.au/nsw-2023/](http://www.wioaconferences.org.au/nsw-2023/)





1 & 2 NOV  
CANBERRA

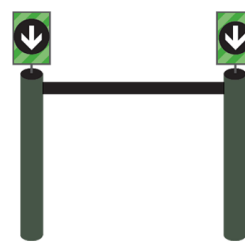
## 2 COVIDSafe Event

The health, and safety of all our staff, exhibitors, delegates, visitors, contractors and venue staff is WIOA's highest priority.

Although a formal COVID Safe Event Plan is no longer required, WIOA is retaining many of the precautions previously in place.

The most important message of all is that if you feel unwell, have any COVID-19 symptoms or you are positive for COVID-19, you should stay home.

The following steps have been put in place to assist us to provide an event that is as safe as possible:



### PHYSICAL DISTANCING • PPE • HYGIENE & CLEANING • COMMUNICATION • RECORD KEEPING

#### Hygiene & Cleaning

##### Before

The venue will be thoroughly cleaned before and after the event.

##### During

Our cleaners will ensure frequent cleaning and disinfection of high touch surfaces and bathroom facilities in accordance with the most up to date health and safety advice.

Particular attention will be paid to chairs and tables in both the papers and meals area.

##### Hygiene

Sanitiser Stations will be provided at key locations at the venue.

Any exhibitor allowing attendees to touch or handle their products or displayed equipment, must regularly clean and disinfect their items.

#### Physical Distancing

Attendees must make every effort to maintain a 1.5m physical distance between themselves and others at all times.

Attendee flow, queuing and ticketing has been redesigned to minimise build-up of persons entering and leaving a space.

Chairs in the papers room will be widely spaced.

#### Record Keeping

Upon arrival, all attendees will be asked to Check In. This check in can only be completed in person on arrival.

QR Codes will be used for attendee tracking as well as for contactless ticketing of meals and entry to the lunches and dinners.

The QR Code will record the details for each attendee, compliant with privacy obligations.

Consistent with Government protocols, WIOA will keep records of all people who enter the building for contact tracing purposes should it be required.

#### PPE

Everyone onsite must adhere to current government advice relating to the wearing of PPE.

#### Capacities

Capacities will be in line with current government advice and may be subject to change.

WIOA will regularly reinforce public health messages – use broadcast messages, signage, and workers/volunteers to communicate this information with attendees.



Please help WIOA to make this event as safe as possible by following all the precautions in place. Attendees are asked to do a symptom self assessment and not attend if unwell.



1 & 2 NOV  
CANBERRA

### 3 Payment for Sites

All site fees must be paid in full no later than **Friday 15 September 2023**.

There is usually a waiting list of companies for this event. WIOA reserves the right to reallocate sites not paid in full by this date.

It is a requirement of all companies reserving a site to read the **WIOA Terms and Conditions and Cancellation Policy for Exhibitors** and sign and return the **Exhibition Sites Acceptance Form** to WIOA.

#### Exhibitor Cancellation / Refund Policy

All exhibitor cancellations must be made in writing to WIOA by email to [glenn@wioa.org.au](mailto:glenn@wioa.org.au) and cc [sherryn@wioa.org.au](mailto:sherryn@wioa.org.au).

Cancellation Terms	Refund / Administration Fees
+ 60 days prior to the event	Full refund less Administration Fee of 10% of the exhibition site value
30 to 60 days prior to the event	Full refund less Administration Fee of 20% of the exhibition site value
Within 30 days of event	No refund

### 4 Insurance

All Exhibitors are required to have Public Liability Insurance to a value of not less than Ten Million Australian Dollars (AUD\$10,000,000). A certificate of currency confirming this insurance must be lodged with WIOA prior to the commencement date of the Exhibition. It is recommended that exhibitors consider taking out Property Damage Insurance in respect to the Exhibition Sites and any products or items either in transit or at the event. Exhibitors will be refused entry to the Exhibition Sites until all insurance requirements are satisfied. Please forward your certificate to [sherryn@wioa.org.au](mailto:sherryn@wioa.org.au).

### 5 Exhibitors Attending Registration, Name Tags & Meals

#### Exhibitor Registration

All exhibitors attending in person must be registered prior to **Wednesday 25 October 2023**.

All exhibitor details (name, phone, and email) will be provided to delegates.

Register online at: <https://wioaconferences.org.au/nsw-2023/>

Using the Promo Code **WIOANSW2023**



#### Name Tags

All event attendees must wear an official WIOA name tag.

The name tags now incorporate a QR code for contact tracing purposes as well as to track any meals purchased by Individuals.

The name tags of all persons entering the exhibition will need to be scanned each day.

#### Book Meals

No meals are included in the exhibition site registration fee.

All meals purchased must be allocated to an individual attendee as they are recorded on the QR code on their Name Tag.

**When booking meals via the website, the promo Code will reveal the various hidden options to purchase meals.**

**Do not purchase different tickets for the same individual**

- Exhibitor Registration Only (No Meals) **Free**
- Exhibitor Registration & Full Meals Package **\$280**
- Exhibitor Registration & Lunches Only Package **\$66**
- Exhibitor Registration & Dinners Only Package **\$242**
- Exhibitor Registration & Wednesday Meals Package **\$154**
- Exhibitor Registration & Wednesday Lunch Only **\$33**
- Exhibitor Registration & Wednesday Dinner Only **\$121**
- Exhibitor Registration & Wed Meals & Thurs Lunch **\$187**
- Exhibitor Registration & Wed Lunch & Thurs Meals **\$187**
- Exhibitor Registration & Wed Dinner & Thurs Lunch **\$154**
- Exhibitor Registration & Thursday Meals Package **\$154**
- Exhibitor Registration & Thursday Lunch Only **\$33**
- Exhibitor Registration & Thursday Dinner Only **\$121**

#### Meals Costs

**Meals Package** \$280.00 per person (includes 10% GST)  
Includes: Welcome Reception Tuesday evening, Lunch and Dinner on Wednesday, Lunch and Dinner on Thursday and all Pre-Dinner Drinks and entertainment.

**Lunch Only (either day)** \$33.00 per person (includes 10% GST)  
Includes Lunch on the day/s nominated.

**Dinner Only (either day)** \$121.00 per person (includes 10% GST)  
Includes either Dinner on Wednesday or Thursday including Pre-Dinner Drinks and entertainment.



**1 & 2 NOV  
CANBERRA**

## 6 Event App

### Exhibitor Information for the Event App

All exhibiting companies are asked to provide information to be included on the Mobile App that is being used for this event prior to **Wednesday 4 October 2023**. Company logo, contact information, company profile (250 words) as well as social media links can be included.

Information can be submitted online at: <http://wioaconferences.org.au/nsw-2023/nsw-exhibitors/>

### Access to the Event App

Attendees can download the event app to access crucial event information:

1. Download the Elements Event Portal App in your App Store
2. Once downloaded, enter the event code **WIOANSW2023**
3. Use the app to browse who else is attending, network, view and interact with sessions, speakers, exhibitors, location information and much more!



SPONSORED BY

**Endress+Hauser** **E+H**  
People for Process Automation



## 7 Important Conference Deadlines & Details

### Prior to Conference

Item	Description	Completed
<b>Friday 15 September 2023</b>		✓
<b>Pay for site</b>	All sites must be paid for IN FULL prior to the Conference. WIOA reserves the right to reallocate any exhibition site if payment is not received by the due date.	
<b>Insurance</b>	All exhibitors must supply a Certificate of Currency showing details of Public Liability Insurance to a minimum insured value of Ten Million Australian Dollars (AUD\$10,000,000).	
<b>Wednesday 4 October 2023</b>		
<b>Event Mobile App Information</b>	All exhibiting companies are asked to provide information to be included in the event Mobile App. Information can be submitted online at: <a href="http://wioaconferences.org.au/nsw-2023/nsw-exhibitors/">http://wioaconferences.org.au/nsw-2023/nsw-exhibitors/</a>	
<b>Wednesday 18 October 2023</b>		
<b>Fascia form to Harry the Hirer</b>	ALL exhibitors must complete and return the fascia details form to Harry the Hirer regardless of whether any furniture is hired.	
<b>Wednesday 25 October 2023</b>		
<b>Exhibitor Registration</b>	You may register as many staff as you like (does not include any meals). Register online at: <a href="https://wioaconferences.org.au/nsw-2023/">https://wioaconferences.org.au/nsw-2023/</a> Using the Promo Code <b>WIOANSW2023</b> All attendees at the exhibition must wear an official WIOA name tag. All exhibitor details (name, phone, and email) will be provided to Delegates.	
<b>Book Meals</b>	<b>No Meals are included in the exhibition site registration fee.</b> <b>Each Exhibitor will need to be registered individually and have any meals purchased allocated to them.</b> <b>Do not purchase different tickets for the same individual</b> <b>The Promo Code will reveal the hidden Exhibitor options to allow purchase of Exhibitor meals.</b>	
<b>Freight deliveries and collection</b>	ALL exhibitors must ensure their equipment is delivered on <b>Tuesday 31 October</b> and collected no later than 2.00pm on <b>Friday 3 November 2023</b> .	
<b>Friday 27 October 2023</b>		
<b>Furniture and rigging bookings</b>	ALL exhibitors requiring furniture or fittings must complete and return order forms to Harry the Hirer.	
<b>Pack hi-vis vests</b>	All exhibitors must wear closed shoes and hi-visibility vests during bump in and bump out.	



**1 & 2 NOV  
CANBERRA**

## Conference Week

Item	Description	Completed
<b>Monday 30 October 2023</b>		✓
Exhibition Sites Assembled	<b>NO EXHIBITOR ACCESS</b> 1.00pm Custom site builds with WIOA prior approval only.	
<b>Tuesday 31 October 2023</b>		
Register and Bump In	Exhibitor registration and bump in. <b>No access prior to 1.00pm</b> and the venue will close strictly at 6.00pm. <b>High visibility vests/tops to be worn, and closed in footwear.</b> 8.00am Forklift & driver available for deliveries. 1.00pm Exhibitor registrations open. 1.00pm Sites available for set up after registering. 1.30pm to 4.30pm Exhibitors MUST attend an induction that will occur hourly & QR codes will be scanned. 4.45pm to 6.00pm Welcome reception drinks & nibbles in the exhibition area, including Heats of the Ixom Best Tasting Tap Water in NSW/ACT competition. All welcome. 6.00pm Strictly all exhibition access closes.	
<b>Wednesday 1 November 2023</b>		
Conference	8.00am to 11.30pm Exhibition hall access available. 8.30am to 5.00pm Exhibition hours. 9.00am Conference papers opening session, all welcome. 10.25am to 11.10am Morning tea and exhibition. 10.25am Main tapping competition. 12.30pm to 1.30pm Lunch and exhibition, including Ixom Best Tasting Tap Water in NSW/ACT Grand Final. 2.30pm to 3.40pm Afternoon tea and exhibition. 6.30pm to 7.30pm Pre-Dinner drinks in exhibition area. 7.30pm to 11.00pm Meet the Exhibitors Dinner.	
<b>Thursday 2 November 2023</b>		
Conference	8.00am to 11.30pm Exhibition hall access available. 8.30am to 4.00pm Exhibition hours. 9.00am Conference paper sessions continue. 10.25am to 11.30am Morning tea and exhibition. 10.25am Main tapping competition. 12.30pm to 1.30pm Lunch and exhibition. 1.10pm to 1.50pm Poster Presentations. 2.55pm to 3.50pm Afternoon tea and exhibition. 3.30pm Individual site prizes announced. 4.00pm Pack up small items - hand carry only (no forklifts inside, some loading outside). 6.30pm to 7.30pm Pre-Dinner drinks in exhibition area. 7.30pm to 11.30pm Awards Dinner.	
<b>Friday 3 November 2023</b>		
Bump Out	Exhibitors to have all items and freight completely removed from the venue by 2.00pm. 8.00am to 2.00pm Forklift & driver available to load equipment and freight. 9.00am ALL items to be packed up and removed from exhibition sites. 2.00pm ALL items, freight and equipment removed from venue.	

WIOA reserves the right to alter the Conference program and times at any time.



1 & 2 NOV  
CANBERRA

## 8 Exhibition Site Details

Harry the Hirer (Harry's) has been appointed as the contractor for the supply of the sites, furniture and all electrical installation for the exhibition. Harry's will send each exhibitor a separate pack containing a catalogue, prices of all equipment and furniture available for hire, and order forms for signage. Due to tight time constraints during set-up and bump in, it is important to inform Harry's of your requirements prior to the Conference week. Any on-site changes to fascia's or lighting may incur an additional charge.

- All exhibit material and furniture must be kept inside the perimeter of the assigned exhibition site at all times.

### Dimensions & Walls

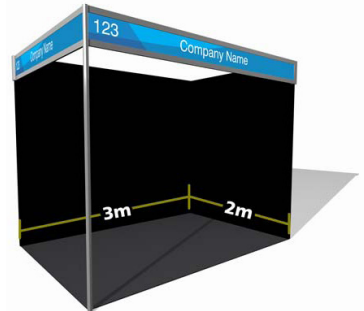
- All sites are nominally 3x2m or 4x2m with 2.4m high walls.
- Ply clad timber frame with black velcro compatible material 40mm thick panel.
- Screws, nails, bolts, glue, paint and double sided adhesive tape which will damage the panels, are not to be used.

### Lighting

- Spotlights will be track mounted and fitted to the back of the fascia of all sites.
- Each site will be supplied with 2 x 70 watt enviro spotlights per 6m<sup>2</sup> of booth area.

### Power

- Each site will be supplied 1 x 4amp power point located in the rear corner of the site unless otherwise specified.
- Additional spotlights, power points and 3 phase power are available at an additional cost. Orders must be placed directly with Harry the Hirer.
- It is highly recommended that equipment sensitive to supply fluctuations be protected with appropriate surge protection devices.
- All portable electrical equipment, appliances and leads must be tested & tagged in accordance with OH&S Regulations and Australian Standard 3760,2010.
- Equipment manufactured for overseas ratings such as 210V & 60Hz, not meeting the above criteria are strictly not permitted.



### Test & Tagging Service

- A Test & Tag company will be on site on Tuesday afternoon or Wednesday morning to test & tag all electrical items. During the bump in exhibitors are asked to identify items that are required to be tested and tagged. The cost of testing and tagging any items will be paid by exhibitors.

### Signage / Fascia

- The fascia consists of a digitally printed corflute panel insert, 220mm high supported in an aluminium frame.
- The clear height under the fascia is 2100mm.
- The company name style is uniform. Names will be printed in upper and lower case 100mm high in WHITE lettering on a coloured background.
- One company name will be provided for each open side of shell scheme sites.
- Each site sign will be a maximum length of 30 characters including spaces.
- Additional or customised signage can be arranged with Harry the Hirer and will be charged directly to individual exhibitors.
- Stand Signage Forms must be completed and returned to Harry's by **Wednesday 18 October 2023**.

### Carpet

- The entire venue will be covered with carpet including each site and the meals area.

### Furniture / Audio-visual / Rigging

- For other services please complete the Harry's Furniture, Audio-visual or Rigging Order Forms and return to Harry's by **Friday 27 October 2023**.

### Custom Sites Construction

- Exhibitors wishing to use a custom built exhibition site are required to seek and obtain prior approval from WIOA.
- Custom builds can commence after 1.00pm on **Monday 30 October 2023** but only with prior approval from WIOA.
- Site dimensions must not exceed the assigned site space allocated.

### Display Material Outdoors for Exhibiting Sponsors Only

- Access to outdoor space will only be granted to Exhibiting Sponsors who have sought prior written permission from WIOA.
- There is limited space for equipment to be placed outdoors leading into the main entry of the exhibition venue. The type of equipment permitted in this area include items such as trailers and equipment physically too large for the internal space.
- Equipment dimensions must be provided to WIOA, and it is the responsibility of the exhibitor to place any outdoor display material into the location as assigned by WIOA staff.
- It is the responsibility of the exhibitor to ensure that their equipment is secure and appropriately weather proofed.
- WIOA will not accept any claims for damage caused to items on display in outside areas.





1 & 2 NOV  
CANBERRA

## 9 The Venue

### Exhibition Park in Canberra (EPIC)

Corner of Flemington Road & Northbourne Avenue, Mitchell ACT 2911.

### Venue Requirements

In addition to WIOA's standard requirements for participating in the exhibition, there are some other conditions applied by the venue management.

The exhibition will accommodate the display sites as well as a large central meals area. Technical presentations will be staged in a room on the first floor within the same building.

WIOA must be notified, and the venue must approve proposals by any companies to utilise any of the following as part of their exhibition site:

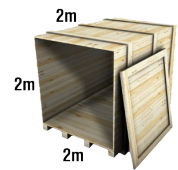
- All rigging required for the construction of custom or other sites.
- All displays involving vehicles entering the exhibition area.

### Limits on Size & Weight of Exhibition Equipment

The floor at the Exhibition Park in Canberra is concrete and vehicles, including forklifts, are permitted to operate on the floor. As such, the only weight limits applicable to equipment is that of the lift capacity of the forklift (1 tonne).

Crates should be limited to 2m<sup>3</sup> in size on any individual item of equipment being bought inside the venue. Although they can be delivered close to the site, bulky/large items need to be able to be manoeuvred into place manually by the exhibitor.

**Pallet jacks** will be available, but **their use will be limited to WIOA authorised personnel** and are likely to be in high demand.



### Displays Requiring Use of Water

- We understand some companies use water in active displays of products. Under no circumstances will water be permitted to be discharged to the floor anywhere inside the venue.
- Water will be required to be bucketed in and out of the exhibition hall and exhibitors wishing to set up active displays must liaise with event organisers.
- Any equipment to fill tanks or to allow water to be drained from displays after the event must be supplied by the exhibitor.
- Water must be confined in the exhibition site at all times.

### Internet Access

- The venue does not provide WiFi or broadband access and WIOA will not be providing an internet facility at the event.
- Exhibitors wishing to access the internet within their site must provide their own internet connection.

### Cleaning & Crate Storage

- Event organisers have arranged for all the carpeted areas to be kept clean during the event.
- To assist the cleaning process, exhibitors are requested to keep the area in and around their sites tidy and use the bins provided.
- There is crate storage space both inside and outside the building available for packaging, pallets, and delivery boxes. When empty, crates, boxes, and pallets requiring storage should be delivered to the storage area. WIOA staff will arrange for them to be stored and then returned to your site on Thursday during the bump out.
- There is a large number of items to be moved back in on Thursday and we ask that all exhibitors be patient whilst this process occurs.

### Car Parking

There is ample free car parking available close to the venue for the use of Exhibitors and Delegates.





1 & 2 NOV  
CANBERRA

## 10 Equipment & Freight Deliveries

### Access to Site

After registering, exhibitors can access the site after 1.00pm on **Tuesday 31 October 2023**.

### Deliveries to Site

All exhibitors must liaise with their freight company to have all equipment delivered to the venue during the following times:

**Monday 30 October 2023** between 12.00noon and 5.00pm.

**Tuesday 31 October 2023** between 8.00am and 5.00pm.

A forklift and operator will be available to receive equipment deliveries during these times only.

Venue staff have been instructed to turn away any trucks or couriers attempting to deliver items before the event, or outside of these times.

The venue and the event organisers accept no responsibility for the safety of exhibitor's vehicles, their contents and the exhibitor's goods and equipment and will not be held liable for any injury, loss or damage of any nature caused to Conference participants or equipment. Please ensure that all equipment is insured.

- All freight delivered to the site must be clearly and prominently labelled with the company name and exhibition site number.
- All freight is to be marked in multiple places to facilitate ease of identification.

### Sample Delivery Note

<b>ATTENTION</b>	WIOA NSW Conference 2023
<b>ADDRESS</b>	Exhibition Park in Canberra (EPIC) Corner of Flemington Road & Northbourne Avenue Mitchell, ACT 2911
<b>SENDER</b>	<a href="#">Insert your company name here</a>
<b>SITE NUMBER</b>	<a href="#">Insert your site number here</a>
<b>CONTACT</b>	<a href="#">Insert your contact name and telephone number here</a>

- Event staff will be on hand to direct trucks to the loading docks at the rear of the facility.
- Please note that there is usually strong demand for the forklifts and pallet jacks on the Tuesday and we would appreciate your patience whilst we get everything unloaded and into the exhibition area.
- To avoid damage to the venue floor, only **WIOA approved persons will be permitted to operate pallet jacks** inside the venue.
- A forklift will remain on site for the duration of the event.
- It is the responsibility of each Exhibitor to ensure that transport companies delivering their equipment are aware of the delivery schedule. Collection of any items placed into storage at a local depot must be re-organised by your company.

WIOA event staff will arrange the unloading and loading of exhibitor equipment from/to trucks and where practical, its delivery to/from the exhibitor site. Although event staff will exercise due care and attention, WIOA will not be responsible for any damage caused to equipment during the unloading, loading, or relocation process. All exhibitors should arrange appropriate transport insurance for their items.

### Local Freight Storage - Ablett's Transport

If your freight company cannot guarantee they will deliver your equipment to the site on **Monday 30 October 2023 between 12.00noon and 5.00pm** or on **Tuesday 31 October 2023 between 8.00am and 5.00pm**, Ablett's Transport are prepared to receive deliveries at their depot and store items for the exhibition on the Thursday, Friday and Monday prior to the event and will deliver them to the venue on the **Tuesday 31 October 2023**. If it is not able to be collected from the site between **8.00am and 2.00pm on Friday 3 November 2023**, Ablett's Transport can also pick up your equipment and store it after the event for collection by your freight company.

There will be a charge involved for this service and exhibitors would need to discuss this directly with Ablett's Transport. Any items left at the site after 2.00pm Friday will be sent to Ablett's Transport. It will be the responsibility of the exhibitor to arrange the collection of their items from this location and pay any associated fees.

### Contact: Duncan Ablett - Ablett's Transport

66-68 Bayldon Road, Queanbeyan NSW 2620

P 02 6297 5955 | E [canberraops@abletts.com.au](mailto:canberraops@abletts.com.au)



1 & 2 NOV  
CANBERRA

**For your safety all exhibitors must wear closed shoes and hi-visibility vests within the venue during bump in and bump out**

## 11 Bump In

The Exhibition area is considered a “construction site” whilst the sites are being assembled and there will be **NO EXHIBITOR ACCESS before 1.00pm on Tuesday 31 October 2023** without prior approval.

All exhibiting companies are required to designate an individual to be their responsible health and safety representative.

All exhibitors are required to attend a site induction that will be conducted by WIOA staff hourly from 1.30pm to 4.30pm on **Tuesday 31 October 2023**.

The induction will cover logistics, housekeeping, safety, and other issues associated with this venue, as well as any other relevant details.

The QR code of all exhibitors at the induction will be scanned by WIOA Staff. Your staff must attend at least one of the induction sessions.

- Bump in is permitted after registering from **1.00pm to 6.00pm on Tuesday 31 October 2023**. The Exhibition Hall will be closed from 6.00pm.
- A limited number of hand trolleys and flatbed trolleys will be available for the use of exhibitors.
- Pallet jacks will be available. To avoid damage to the venue floor, **only WIOA approved persons will be permitted to operate pallet jacks inside the venue**. They are likely to be in high demand.
- WIOA does not have access to slings or other lifting equipment. Any Exhibitors requiring items to be removed from crates with a forklift, need to provide your own slings.
- Exhibitors should ensure that the erection of materials to all sites is completed no later than 8.30am on the **Wednesday 1 November 2023** in readiness for a 9.00am conference start.

## 12 Bump Out

The Conference technical sessions formally close at 5.00pm on Thursday 2 November 2023. There are a number of delegates who register for a single day only, and in fairness to them, **we request that no exhibition sites be dismantled prior to 4.00pm on Thursday**. Due to the high demand for exhibition sites, WIOA will note any companies that pack up or leave early and may refuse to allocate a site to these companies at future events.

- Hand carry items may be removed from the venue after 4.00pm.
- The forklift **WILL NOT** be available to load equipment inside the venue on Thursday evening but will operate outside for a limited period. Exhibitors **MUST** arrange transport to collect ALL equipment requiring loading by the forklift between the hours of 8.00am and 2.00pm on Friday.
- Any items left at the site after 2.00pm Friday will be sent to the local freight storage company. It will be the responsibility of the exhibitor to arrange the collection of their items from this location and to pay any associated fees.
- The exhibition sites surrounding the meals area form a visual backdrop for the main Conference Awards Dinner on Thursday evening. Exhibitors in these sites are invited to leave as much material as possible on the site walls for the duration of the Dinner.
- Harry the Hirer staff shall commence dismantling the sites from 7.00am on Friday. **All sites are required to be packed up and all items removed no later than 9.00am on Friday morning**. Venue staff and the event organisers take no responsibility for the packaging of any equipment.
- All equipment requiring loading by a forklift should be repackaged and delivered by the exhibitor to the designated loading area. This equipment must have a consignment note or details of which transport company will be collecting it clearly displayed.
- WIOA will charge a \$220 (incl GST) handling fee for any freight left at the venue without correct paperwork attached.

**Remember to provide your staff with pickup/consignment notes and return address labels and make sure you book your freight company in advance. Please print off spare copies of the return consignment details form, as provided in the rear of this manual.**

## 13 Security

Once the Conference commences, it is essential that all exhibitors, their staff, delegates and exhibition visitors wear a personalised WIOA Conference name tag.

- Entry to the exhibition area will require a Conference name tag.
- Name tags will be made for all staff members who register.
- Name tags can be collected from the registration desk after 1.00pm on **Tuesday 31 October 2023**.
- There will be no access to the venue outside exhibition hours.
- WIOA has arranged security guards to be on-site during the Conference.
- It is recommended that all equipment or items used in the exhibition be insured.

Venue staff and the event organisers take no responsibility for the security of any equipment, personal items and/or computers during the event.

**We recommend companies with valuable equipment either organise lockable cupboards or remove valuable equipment at the end of each day.**



1 & 2 NOV  
CANBERRA

## 14 Social and Catering

To provide maximum opportunities for interaction between Exhibitors and Delegates, the area in the centre of the exhibition hall will be used for all meals and social activities during the event.

### Welcome Reception

All registered Exhibitors and Delegates are invited to join in an informal Welcome Reception sponsored by Iplex Pipelines, comprising drinks and nibbles from 4.45pm to 6.00pm on the Tuesday evening.

### Conference Dinners

There are two separate dinners attached to the Conference with entertainment to energise each night.

**Wednesday night is the Meet the Exhibitors Dinner - sponsored by Alliance Automation**, an informal evening allowing Exhibitors and Delegates to network.

**Thursday night is the Conference Awards Dinner - sponsored by Xylem**, a more formal event with a fully serviced two course dinner. There will be a number of awards presented and some thank you's made during the night, but we do endeavour to keep these to a minimum.

### Pre-Dinner Drinks

A pre-dinner drinks session of one hour each will be held immediately prior to both Conference dinners. Refreshments and nibbles will be distributed within the meals area. Exhibitor participation in the pre-dinner drink sessions is conditional on attendance at the dinners.

### Catering

Exhibitors are reminded that **no meals are included in the exhibition site registration fee**. There are no other food outlets in close proximity to the Conference venue, and additional meal tickets cannot be purchased from the Registration Desk. All meals must be purchased prior to **Wednesday 25 October 2023**.

No refunds will be provided for the cancellation of any meals after **Wednesday 25 October 2023**.

### Supply of Alcohol from Exhibition Sites

Exhibitors must not supply alcohol from their site.

## 15 Other Items

### Accommodation

Exhibitors and Delegates are responsible for booking their own accommodation and organising their own transport to and from the Conference venue during the day. The WIOA website includes a listing of accommodation providers near the venue that will be on the bus routes for evening dinners.

### Conference Photos & Delegate Lists

An email containing the names of all the Delegates, plus the day Visitors, will be sent to all exhibitors after the event. Photos taken at the Conference will also be made available to Exhibitors after the event.

### Conference Flyer

Copies of the conference flyer are provided for you to give to customers.

Please contact us if you would like additional hard copies to include in your mail outs.

### Marketing, Advertising and Promotion of the Exhibition

We need you to help market this event and material is available on our website for you to assist. Items include electronic marketing graphics that can be used in email and further information will be provided:

<http://wioaconferences.org.au/nsw-2023/nsw-exhibitors/>

Exhibitors are advised that entry to view the Exhibition is free and an open invitation to any interested parties to come along and inspect the sites and their contents is valid for the duration of the event.

WIOA has already, and will be taking out further advertisements in a number of publications distributed around the "water" and associated industries in an effort to encourage exhibition Visitors and Delegates to the event.

The conference flyer is available electronically so it can be emailed to a wider cross section of potential Visitors or Delegates: <http://wioaconferences.org.au/nsw-2023/nsw-delegates/>





1 & 2 NOV  
CANBERRA

## Use of Promotional Models, Mascots & Alternative Engagement Ideas

Exhibitors often use novel ways of engaging with attendees at our events. In the past we have had masseurs, oyster shuckers, fortune tellers and portrait artists on sites within the exhibition. WIOA requests that companies that intend to use different approaches, promotional models or mascots, gain approval from WIOA prior to the event. Certain engagement ideas may not be possible due to COVID requirements.

All enquiries should be directed to **Glenn Alford** on P: 0480 414 256 E: [glenn@wioa.org.au](mailto:glenn@wioa.org.au) or **Sherryn Wall** on P: 03 5821 6744 E: [sherryn@wioa.org.au](mailto:sherryn@wioa.org.au).

Exhibitors and their representatives should only distribute promotional material from their site. It is not permitted to hand out material from anywhere else inside or outside the venue.

Due to COVID, any lollies or chocolates accessible from your site must be individually packaged (i.e. Mentos, Minties or Chocolate bars in individual wrapping).

## Competitions

### Individual Exhibitor Competitions

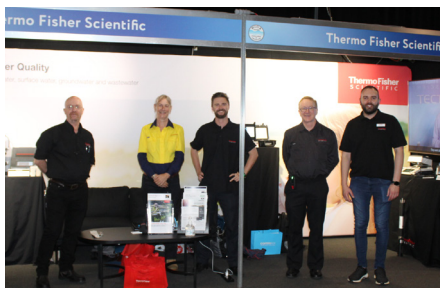
We encourage companies to arrange their own competitions or promotions and prizes to engage Delegates. Please note that any packaged alcohol supplied as a result of a competition must not be consumed at the venue. All exhibitor competition prizes will be announced during the afternoon tea break on the Thursday afternoon. It is your responsibility to make sure the winner receives their prize.

### Best Exhibition Site - Ron Bergmeier Award

Exhibitors are reminded that Utility Magazine & WIOA generously sponsor the Ron Bergmeier Award for the Best Exhibition Site at the Conference.

The winner receives a half page colour display advertisement in the next edition of Utility Magazine valued at over \$2,000 along with a 12 month Corporate Membership of WIOA valued at \$310. The prize recognises innovation in presentation and excellence in engagement, and seeks to encourage each exhibition site owner to make an effort that will deliver great results and lasting benefits.

**Congratulations to the Best Exhibition Site Winners from the previous event in each State:**



NSW - Thermo Fisher Scientific



VIC - Remtron



QLD - Control Components

## Ixom Best Tasting Tap Water in NSW/ACT

The Ixom Best Tasting Tap Water in NSW/ACT competition is a fun and exciting way to raise awareness of the quality of the States drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities.

The award for the Best Tasting Tap Water in NSW/ACT will be judged and presented as part of the Conference with heats held on Tuesday at the Welcome Reception and the Grand Final being held at lunch time on Wednesday. The trophy will be presented at the Awards Dinner on Thursday evening.

## Main Tapping Competition

The popular and entertaining main tapping competition returns to the NSW Conference.

The competition is strictly limited to 8 teams. The prize this year is sponsored by Reece Civil & Viadux and the winning team gets an impressive trophy and the opportunity to nominate a local charity to receive a donation of \$1,000.

## Conference Bags

One conference bag containing a copy of the manuscript will be supplied to each exhibition site and is included in the site booking fee. Additional bags can be purchased at a cost of \$55 (incl GST) each.

## Queries

Any queries relating to any points noted in this exhibitor manual, or for anything that is not adequately covered, should be directed to the WIOA office on 03 5821 6744.



1 & 2 NOV  
CANBERRA

# 16 WIOA Terms & Conditions & Cancellation Policy for Exhibitors

## DEFINITIONS

“**Conference**” means the event including the Exhibition.

“**Organiser**” means the Water Industry Operators Association of Australia (WIOA) ABN: 83 123 468 422.

“**Exhibition Equipment Supplier**” means the companies hired by WIOA to construct the Exhibition Sites and supply furniture and equipment for the conference.

“**Exhibitor**” means the company or person that has submitted an application form and has been allocated an Exhibition Site.

“**Exhibitor Information Pack**” means the manual which describes WIOA's rules and requirements, services and equipment relevant to all exhibitors of Exhibitors. This document is provided to the primary contact person as nominated by the Exhibitors when booking an Exhibition Site.

“**Exhibition Site**” means either a site, booth, or space within the exhibition venue that an Exhibitor has been allocated by WIOA.

“**Venue**” means the facility, and the management of the facility, in which the conference is to be held.

## RESPONSIBILITIES & OBLIGATIONS

1. The Organiser is responsible for the overall running of the Conference, the allocation of Exhibition Sites and invoicing of Exhibitors for their Exhibition Site/s and all meals.
2. The Exhibition Equipment Supplier is responsible for supply and construction of all Exhibition Sites including fascia signage, supply and installation of all power & lighting, supply delivery and invoicing of Exhibition Site furnishings & associated equipment.
3. The Exhibitor is obliged to act in accordance with the rules and requirements as set out in the Exhibitor Information Package and by the Venue. The Exhibitor is responsible for reading and agreeing to the WIOA Terms and Conditions and Cancellation Policy, making payment in full by the due date, and adhering to all Organiser deadlines.

## EXHIBITION SITES

4. Exhibition Sites will be allocated in the order in which the Organiser receives the completed application form via email after the commencement of registration on the advertised registration day. If the Exhibition Sites requested have already been allocated, each company will be contacted in turn to make a selection from the Sites still available. The Organiser will confirm the Exhibition Site/s allocated to each Exhibitor in writing.
5. The Organiser reserves the right to refuse to accept any application. In the event the Organiser exercises this power, the applicant concerned will be notified as promptly as reasonably practicable after receipt of the application.
6. The Organiser reserves the right to assign or reassign Exhibition Sites and to alter the size, shape or position of the Exhibition Sites and the floor plan of the Exhibition as may be necessary to ensure that the arrangement of the Exhibition is in the best interest of Attendees and Exhibitors.
7. Exhibitors shall remain set up until 4.00pm on the Thursday of the Exhibition.
8. No Exhibitor shall sublet or share the whole, or any part of the space, or Exhibition Site/s allotted without consent of the Organiser.

## PAYMENTS

9. The Organiser will issue an invoice for the reserved Exhibition Site/s to the Exhibitor. Payment of the invoiced amount must be made in full by **Friday 15 September 2023**.
10. The Organiser reserves the right to re-allocate the Exhibition Site/s if payment is not received by the due date.
11. All payments must be made in Australian Dollars (AUD) and any invoices for companies based overseas must be paid by credit card.

## CANCELLATIONS

12. Exhibitors may cancel their Exhibition Site/s at any time prior to the Exhibition. Cancellations must be made in writing.
13. Cancellations made more than 60 days prior to the Exhibition will receive a full refund less an administration fee of 10% of the cost of the Exhibition Sites.
14. Cancellations made between 30 & 60 days prior to the Exhibition will receive a full refund less an administration fee of 20% of the cost of the Exhibition Sites.
15. Cancellations made within 30 days of the Exhibition being held will receive no refund.
16. Cancellations for meals ordered less than 7 days prior to the Exhibition will receive no refund.

## INSURANCE

17. All Exhibitors are required to have Public Liability Insurance to a value of not less than Ten Million Australian Dollars (AUD\$10,000,000), and a certificate of currency confirming this insurance must be lodged with WIOA prior to the Commencement Date of the Exhibition. It is recommended that Exhibitors consider taking out Property Damage Insurance in respect to the Exhibition Sites and any products or items either in transit or at the event.
18. Exhibitors will be refused entry to the Exhibition until all insurance requirements are satisfied.

## RELEASE & INDEMNITY

19. The Exhibitor hereby indemnifies and releases the Organiser, the Exhibition Equipment Supplier, and the Venue; in respect to any claims, actions, suits, demands, costs and expenses for damage or injury to person or property arising directly or indirectly out of attending and displaying goods at the Exhibition, including the movement of property on site and in transit to and from the Exhibition.
20. Photos and video taken on behalf of the Organiser at the conference are approved for release for future marketing of Organiser events.

## SECURITY

21. The Organiser will arrange security during the course of the event either in conjunction with the Venue or independently.
22. The Organiser relies on the security provided, but beyond this, the Organiser, the Exhibition Equipment Supplier and the Venue Manager, and their employees are not responsible for any damage to or for the loss or destruction of an Exhibition from fire, theft, accidents, or injury resulting from such causes.

## HEALTH & SAFETY

23. All Exhibitors are required to abide by relevant health and safety legislation along with any Organiser requirements to deliver a COVIDSafe event.
24. The Organiser requires a representative from the Exhibitor to be named as a responsible person for the health and safety of everyone at the Exhibition Site.
25. All Exhibitors are required to participate in an Exhibitor Site induction conducted by the Organiser during the bump in.
26. All portable electrical equipment, appliances and leads must be tested & tagged by a fully qualified electrician in accordance with OH&S Regulations and Australian Standard 3760,2001.
27. Equipment manufactured for overseas ratings such as 210V & 60Hz, not meeting the above criteria are strictly not permitted.

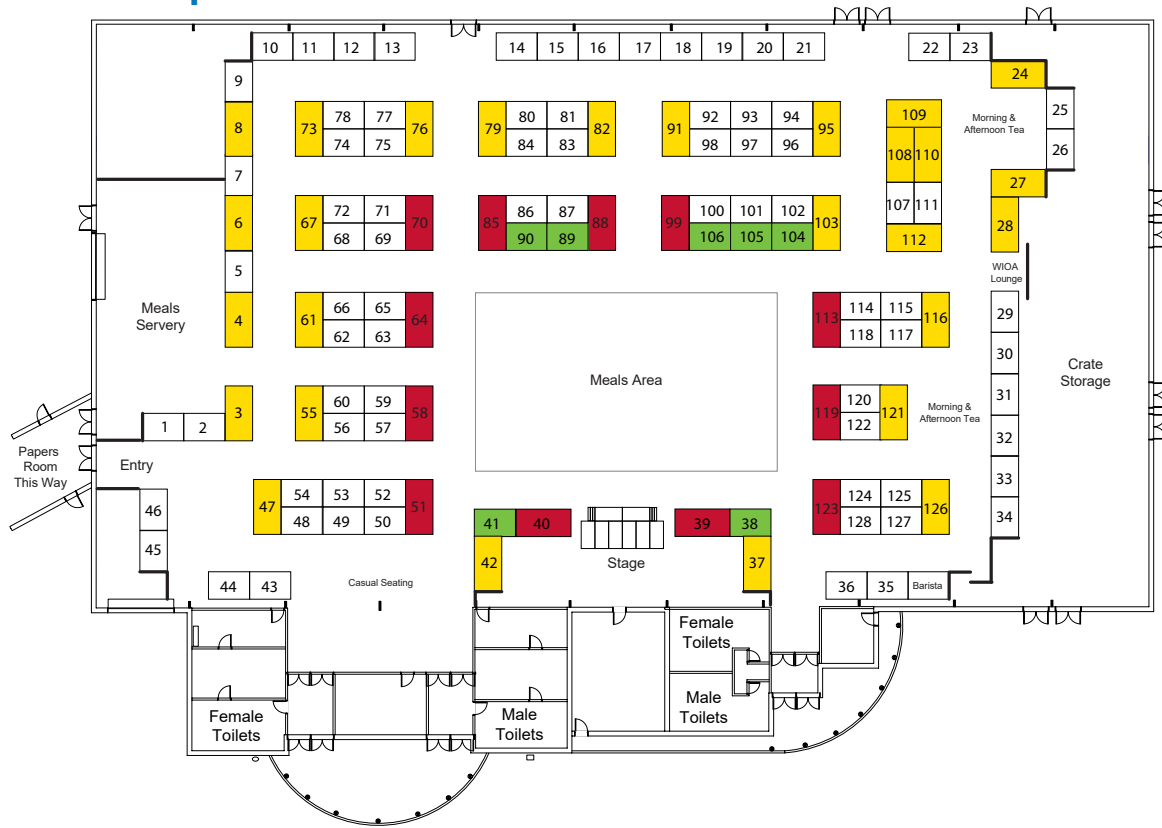
## UNAVOIDABLE OCCURRENCES

28. In the event that the Exhibition is cancelled or delayed for reasons outside the control of the Organiser, including but not limited to fire, flood, labour disputes, natural disasters, acts of God, epidemic or pandemic, work stoppages, slow downs or disputes, or other similar events, then the Exhibitor may be issued a refund after all fixed expenses are paid. The Exhibitor shall not claim for any loss or damage.



**1 & 2 NOV  
CANBERRA**

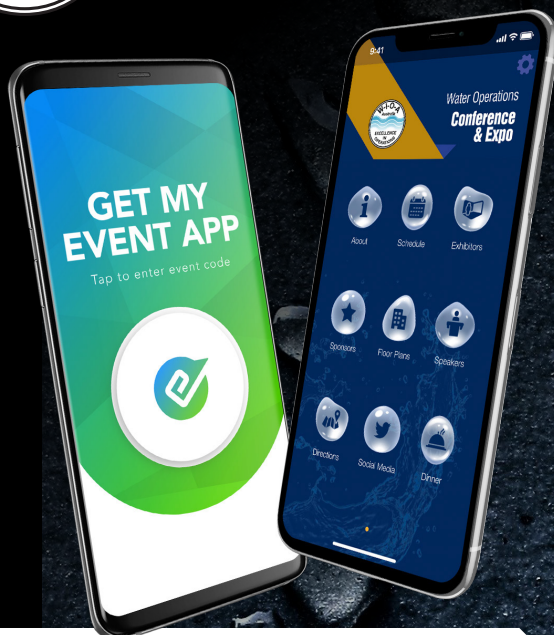
## 17 Exhibition Floorplan



Available on the  
**App Store**



GET IT ON  
**Google Play**



# All the event info you need, whenever you need it

**Download the event app  
direct to your phone**

**1** Download  
**Elements Events Portal**  
in your app store

**2** Enter event code  
**WIOANSW2023**

EVENT APP SPONSORED BY

**Endress+Hauser** **EH**  
People for Process Automation



**1 & 2 NOV  
CANBERRA**

<b>Company Name</b>	Insert your company name here
<b>Return Address</b>	Insert the return shipping address here
<b>Contact Name</b>	Insert the name of the person from your company responsible for shipping of goods
<b>Contact Phone No</b>	Insert the contact telephone number here
<b>Freight Company Picking Up Freight</b>	Insert the name of your freight company or shipping agent here
<b>Freight Company Picking Up Freight : PHONE</b>	Insert the phone contact of your freight company or shipping agent here





1 & 2 NOV  
CANBERRA

# Exhibitors at the 2023 NSW Exhibition

Printed 01/09/2023

The following companies were registered at time of printing and is subject to change.

- 360 Engineering
- ABB Australia
- Acrodyne-Limitorque
- Activated Carbon Technologies
- ADM Instrument Engineering
- Aeris Global
- Aerzen Australia
- AKS Industries
- Alliance Automation
- Alpha Biogas
- Amiad Water Systems
- Austeck
- Austral International
- Automation Group
- Baccara Australia
- Auma Actuators
- BTS
- Burket Fluid Control Systems
- Chemiplas Australia
- Chesterton
- Control Components
- CST Wastewater Solutions
- DGL
- Dredging Solutions
- Hexa-Cover
- Elster Metering
- Emtivac Engineering
- Endress+Hauser
- Enmach
- Enviroline Group
- Fuseco
- Gastech
- PE Weld Bank
- Grundfos Pumps
- Hach Pacific
- Hanna Instruments
- Hydro Innovations
- Hydroflow Distributors Australia
- Hygrade Water
- Infinite Water
- Innovative Filtration Solutions
- IPD
- Iplex Pipelines
- Iwaki Pumps Australia
- IXOM
- James Cumming & Sons
- Cadia
- KISTERS
- KOR
- KRE Engineering Services
- KROHNE
- KSB Australia
- kwik-ZIP Spacers
- Envirosonic Ultrasound
- Mass Products
- McBerns
- Merck
- Metasphere
- Metaval
- NETZSCH Australia
- NHP Electrical Engineering Products
- Sewer Equipment Company
- Nuflow
- Valvemax
- Fosroc ANZ
- Pentair
- PAAS
- Plasson Australia
- Plumboss Australasia
- Polymaster Group
- Process Control Services
- ProDetec Turbidity Measurement
- ProMinent
- Qmax Pumping Systems
- Redox
- Dynapumps NSW
- Reece Civil & Viadux
- Royce Water Technologies
- SAFEgroup Automation
- Southern Commercial Divers
- Siemens
- Smart Lock
- SPIRAC
- Strongcast
- Sewer Vent Supplies & Repairs
- Swan Analytical
- Sydney Water
- Aqualift
- Tank Enviro Systems
- TDM Pipeline Solutions
- Thermo Fisher Scientific
- Total Flow Control
- Triangle Waterquip
- TRILITY
- Universal Corrosion Coatings
- Utilex Group
- Viega
- VoR Environmental
- Wilo Australia
- Xylem
- Yokogawa

## Host & Supporters



## Sponsors



## Media Partners





Water Industry Operators Association of Australia Ltd  
PO Box 6012, Shepparton 3632  
24 New Dookie Road, Shepparton 3630  
P 03 5821 6744 | E [info@wioa.org.au](mailto:info@wioa.org.au) | W [www.wioa.org.au](http://www.wioa.org.au)

**2023 Water Industry  
Operations Conference  
& Exhibitions**

**SA**  
**1 & 2 MARCH**  
MURRAY BRIDGE

**VIC**  
**29 & 30 MARCH**  
BENDIGO

**QLD**  
**19 & 20 JULY**  
SUNSHINE COAST

**NSW**  
**1 & 2 NOV**  
CANNBERRA