WIOA QUEENSLAND WATER INDUSTRY OPERATIONS CONFERENCE & EXHIBITION





EXHIBITOR INFORMATION PACKAGE

USC STADIUM

University of Sunshine Coast 32 Olympic Way (off Sippy Downs Drive) Sippy Downs, QLD 4556

24 & 25 JULY 2024 SUNSHINE COAST, QLD





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1 KEY DATES & DETAILS

Date	Item	Description 🗸
Friday 28th June 2024	Fascia form to Harry the Hirer	Complete Harry the Hirer Fascia Signage Form
Monday 8th July 2024	Send Public Liability Insurance	Final Date for Public Liability Insurance and Property Damage Insurance Policy – Certificate of Currency to be submitted to WIOA
	Exhibitor Induction	Venue Induction must be completed by all exhibitors coming onsite.
Friday 12th July 2024	Furniture form to Harry the Hirer	Complete Harry the Hirer Furniture Order through Microsite
	Event App	Complete event app form online to ensure your exhibitor profile is up on our event app.
	Freight transport services	Finalise Freight Orders with GEL Events (preferred supplier) or own courier service
Friday 12th July 2024	Exhibitor Registration and meal bookings	 You must register all your attending staff. You may register as many staff as you like (does not include any meals). Register online here All attendees at the exhibition must wear an official WIOA name tag. All exhibitor details (name, phone, and email) will be provided to Delegates. No meals are included in the exhibition site registration fee. Each Exhibitor will need to be registered individually and have any meals purchased allocated to them.
Friday 19th July 2024	Furniture and rigging bookings	ALL Exhibitors requiring furniture or fittings must complete and return order forms to Harry the Hirer.
	Pack hi-vis vests	All Exhibitors must wear closed shoes and hi-visibility vests during bump in and bump out.
Monday 22nd July 2024		NO EXHIBITOR ACCESS (custom site builds with WIOA's prior approval 1pm - 6pm)

REGISTER YOUR EXHIBITORS HERE

for the 2024 Queensland Water Industry Operations Conference & Exhibition

Date	Item	Description	✓
Tuesday 23rd July 2024	Exhibitor Registration	1.00pm to 6.00pm	Exhibitor registration and bump in. (Note: no access prior to 1.00pm, venue will close strictly at 6.00pm)
	and bump in	4.00pm	Registration desk opens for delegates.
		4.45pm to 6.00pm	Welcome Reception for delegates & exhibitors.
		6.00pm	Strictly all exhibition access closed.
		6.30pm to 9.00pm	Chairman's Reception Cocktail Function OFFSITE (sponsors and invited guests only)
Wednesday	Conference	8.30am to 5.00pm	Exhibition hours.
24th July 2024	Day 1	12.30pm to 1.00pm	Exhibitor Lunch and IXOM Water of Origin Final.
		6.30pm to 7.30pm	Pre-Dinner drinks in Exhibition Hall.
		7.30pm to 10.30pm	Meet the Exhibitors Networking Dinner in Exhibition Hall.
Thursday 25th	Conference	8.30am to 4.00pm	Exhibition hours.
July 2024	12:50pm 4.00pm 6.30pm 7.30pm	12.20pm to 12:50pm	Exhibitor Lunch.
		4.00pm	Pack up small items - hand carry only/
		6.30pm to 7.30pm	Pre-Dinner drinks OFFSITE in UniSC Auditorium
		7.30pm to 11.00pm	2024 WIOA Queensland Gala Awards Dinner OFFSITE in UniSC Auditorium
Friday 26th July 2024	Bump out	Exhibitors to have all 2.00pm.	items and freight completely removed from the venue by
		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

2 ABOUT THE EVENT & CONTACTS

The Water Industry Operations Association of Australia (WIOA) along with a number of partnering organisations and industry sponsors will stage the 2024 Annual WIOA Queensland Water Operations Conference and Exhibition in Sunshine Coast in 2024.

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 complements 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.
	New updates to the Exhibition Format include no longer centralising meals area, dynamic new floorplan to increase foot traffic and flow, changes to site dimensions as per exhibitor request and new format to Meet the Exhibitors Dinner to encourage networking.
Conference Organisers	Water Industry Operations Association of Australia Ltd (WIOA) (ABN 83 123 468 422). WIOA is responsible for:
EXCELLENCE ODERATIONS	 Allocation of exhibition sites and the invoicing of Exhibitors for the exhibition site and meals Conference program and cooordination of the conference Supply of equipment for the use of Exhibitors to bump in/out including forklifts, trolleys and pallet jacks
SALIS	Event advertising and the coordination of all event sponsorship
	Key contact/s
	- Glenn Alford, Manager, Membership, Sponsor and Exhibitor Support, email glenn@wioa.org.au or call 0480 414 256
	- Katy O'Sullivan, Manager, Operations, email katy@wioa.org.au or call 0433 721 993
	- For general enquiries contact event@wioa.org.au
Exhibition Equipment	Harry the Hirer Pty Ltd (ABN 78 004 959 362). Harry the Hirer is responsible for:
Supplier	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 additional dimension of formitable and acception of the main statement of t
Harry	 Supply, delivery and invoicing of furnishings and associated equipment supplied to Exhibitors Supply and delivery of custom carpet
Harry the hirer.	Upgrades & custom stand design & construction
	Key contact
	- Ben Vandenberg, email benv@harrythehirer.com.au or call 03 9429 6666 or 0410 770 446

GEL events	GEL Events has been designated as the official supplier for transport services and onsite services, replacing the in-house WIOA team and volunteers in forklifting freight and onsite handling for the first time in 2024.
	GEL Events also provides freight transportation services which you can book directly through the form too, however it is not compulsory to use them for transport.
Sevents	Please note there are no additional charges to you for onsite handling of your equipment and freight. Additional costs are only for courier and transport services.
	Key contact
	- Chris O'Sullivan, email chris@gelevents.com.au or call 1300 013 533 or 0418 178 688
Venue	University of Sunshine Coast, USC Stadium 32 Olympic Way, (off Sippy Downs Drive), Sippy Downs, Qld, 4556

3 PAYMENT FOR SITES

All site fees must be paid in full no later than Friday 14th June 2024.

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.

Exhibitor Cancellation / Refund Policy

All exhibitor cancellations must be made in writing to WIOA by email to accounts@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. Exhibitors will be refused entry to the Exhibition Sites until all insurance requirements are satisfied. Please forward your certificate to events@wioa.org.au.

5 REGISTRATION, NAME TAGS & MEALS

Exhibitor Registration	 All Exhibitors attending in person must be registered prior to Friday 16th February, 2024. All exhibitor details (name, phone, and email) will be provided to Delegates. Register online here Purchase meals here too including tickets to Thursday and Friday evening dinners
Name Tags	 All event attendees must wear an official WIOA name tag. The name tags now incorporate a QR code for tracking attendance and meal purchases. 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.

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 **Friday 12th July 2024**.

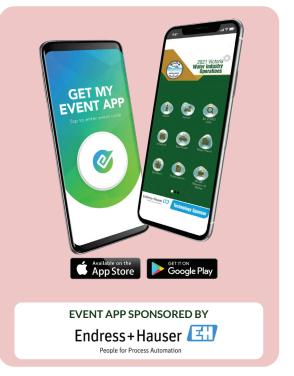
You can include:

- your company logo,
- contact information
- company profile (250 words)
- social media links.

Information can be submitted online here

Download the event app direct to your phone

- 1. Download Elements Events Portal in your app store
- 2. Enter event code: WIOAQLD2024



7 EXHIBITION SITE DETAILS

Site Build - Harry the Hirer

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.

Exhibition Sites Dimensions and Walls	 All sites are nominally 3x2m, 4x2, 6x4 or 6x6m with 2.4m high walls. Screws, nails, bolts, glue, paint and double sided adhesive tape which will damage the panels, are not to be used.
	Please note that the booth style has changed in 2024. Contact Harry's for more details.
Upgrade options	 Variety of panel finishes Printed wall panels Printed fabric banner inserts Fabric fascia inserts Fabric fascia inserts Wall shelving Slat walling Clothing rails Inbuilt cabinets Raised floors WIOA recommends purchasing, hiring or bringing tables and chairs for your site as we encourage delegates to eat lunch at lounge areas or within exhibitor sites in 2024. There will be no centralised meals area.
Lighting within Exhibition Sites	 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 6m² 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.
Signage/Fascia	 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 9 February 2024.

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 19 July 2024 .

Test & Tagging Service	• A Test & Tag company will be on site on 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.
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 22 July 2024 but only with prior approval from WIOA. Site dimensions must not exceed the assigned site space allocated.
Display Material Outdoors	 Access to outdoor space will only be granted to Exhibitors who have sought prior written permission from WIOA. 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. You may incur an additional charge for outdoor display material, subject to WIOA discretion.





Our NEW Aspen booths for 2024 are a complete modular system with a flush white wall finish. Each wall panel is a complete set consisting of an aluminium frame skinned with 3mm white PVC. As a complete frame system, there are no extrusions resulting in a near-flush wall finish.

Exhibitors are requested to contact Harry the hirer should a wall display be required. Please see attached flyer for more information on these new booths.



Crates should be limited to 2m³ in size on any individual item of equipment being bought inside the venue.

8 THE VENUE

This years event will be held at USC Stadium University of Sunshine Coast, 32 Olympic Way (off Sippy Downs Drive), Sippy Downs, QLD 4556.

Venue Requirements	In addition to WIOA's standard requirements for participating in the exhibition, there are some other conditions applied by the venue management.
	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 &	Venue Requirements
Weight of Exhibition Equipment	In addition to WIOA's standard requirements for participating in the exhibition, there are some other conditions applied by venue management.
	Forklifts are NOT permitted to operate on the floor
	Limits on size and weight of exhibition exhibition FLOOR
	The floor at all the USQ Stadium is a "sprung timber"floor normally used for basketball and other indoor sports. Forklifts are NOT permitted to operate on the floor.
	• A strict 350kg limit will be enforced on the weight of any crates or any individual items of equipment being brought inside the venue.
	 Crates should be limited to 2m3 in size on any individual item of
	equipment being brought inside the venue. Although they can be delivered close to the site, bulky/
	large items need to be able to be maneuvered into place manually by the exhibitor.
	No vehicle, petrol/diesel running motors or trailers are permitted inside the venue.
	 Pallet jacks will be available, but their use will be limited to WIOA authorised personnel and are likely to be in high demand.
	• Heavier items should be placed on a load sharing frame to distribute the weight over as large an area as possible.
	• Heavy items with narrow post style legs or small castor style wheels will not be permitted. All table and chair legs must have rubber fittings.
	Nails, clamps, or other sharp protrusions from the base of equipment are not permitted. Tools and
	toolboxes must be placed on carpeted areas whilst setting up, and the utmost care must be taken when moving the equipment to avoid scratching or damage the floors.
	when moving the equipment to avoid scratching of damage the noors.
Displays Dequiring	We understand some companies use water in active displays of products. Under no circumstances
Displays Requiring Use of Water	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.
	Once filled with water, the tank cannot weigh more than 350kgs.

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

9 EQUIPMENT & FREIGHT DELIVERIES

Access to Site

After registering at the foyer desk, Exhibitors can access the exhibition hall: Tuesday 23rd July 2024 after 1pm

Deliveries to Site

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

Monday 22 July 2024 between 12.00noon and 5.00pm.

Tuesday 23 July 2024 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.
- To avoid damage to the venue floor, only WIOA approved persons will be permitted to operate pallet jacks inside the venue.
- 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.
- Due to insurance risk, GEL Events cannot sign off deliveries. Ensure couriers have been approved to deliver without signature authority.

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 - All Purpose Transport

If your freight company cannot guarantee they will deliver your equipment to the site on Monday 22nd July 2024 between 12.00noon and 5.00pm or on Tuesday 23rd July 2024 between 8.00am and 5.00pm, All Purpose Transport are prepared to receive deliveries at their depot and store items for the exhibition on the Wednesday 17th and Thursday 18th July prior to the event and will deliver them to the venue on the Tuesday 23rd July.

If it is not able to be collected from the site between 8.00am and 2.00pm on Friday 25th July 2024, All Purpose 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 All Purpose Transport. Any items left at the site after 2.00pm Friday will be sent to All Purpose Transport. It will be the responsibility of the exhibitor to arrange the collection of their items from this depot and pay any associated fees.

Key contact

- Customer Service - All Purpose Transport, 132-166 Gilmore Road, Berrinba QLD 4117, P 07 3719 1111, bookings@allpurpose.com.au

Official Freight Partner - GEL Events

GEL Events has been designated as the official supplier for transport services and onsite services, replacing the in-house WIOA team and volunteers in forklifting freight and onsite handling for the first time in 2024.

GEL Events also provides freight transportation services which you can book however it is not compulsory to use them for transport.

Due to insurance risk, GEL Events cannot sign off deliveries. Ensure couriers have been approved to deliver without signature authority.

Key contact

- Chris O'Sullivan, chris@gelevents.com.au, 0418 178 688 / 1300 013 533

You can book this service here

10 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.
Use of Promotional Models, Mascots & Alternative Engagement Ideas	 Exhibitors often use novel ways of engaging with attendees at our events. WIOA requests that companies that intend to use different approaches, promotional models or mascots, gain approval from WIOA prior to the event. All enquiries should be directed to info@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.

11 TERMS, CONDITIONS & CANCELLATION POLICY

You can view this on the conference website at: wioaconferences.org.au/conditions-of-entry/#entry

12 SITE PLAN

Internal Site Plan



13 CONSIGNMENT DETAILS FORM

Company contact details		
Company Name Insert your company name here		
Return Address Insert the return shipping address here		
Contact Name Insert the name of the person from your company responsible for shipping of goods		
Contact Phone No Insert the contact telephone number here		
Frei	ght Company Picking Up	
Freight Company Name Insert the name of your freight company or shipping agent here		
Freight Company Contact number Insert the phone contact of your freight company or shipping agent here		

14 CONFERENCE SPONSORS



P 02 9487 2700

E ghird@wfmedia.com.au

P 03 9440 5721 E chris.bland@monkeymedia.com.au



Water Industry Operations Association of Australia Ltd PO Box 1080. Mountain Gate VIC 3156 P 03 5821 6744 | E info@wioa.org.au | W www.wioa.org.au

2024 WATER INDUSTRY OPERATIONS CONFERENCE & EXHIBITIONS

