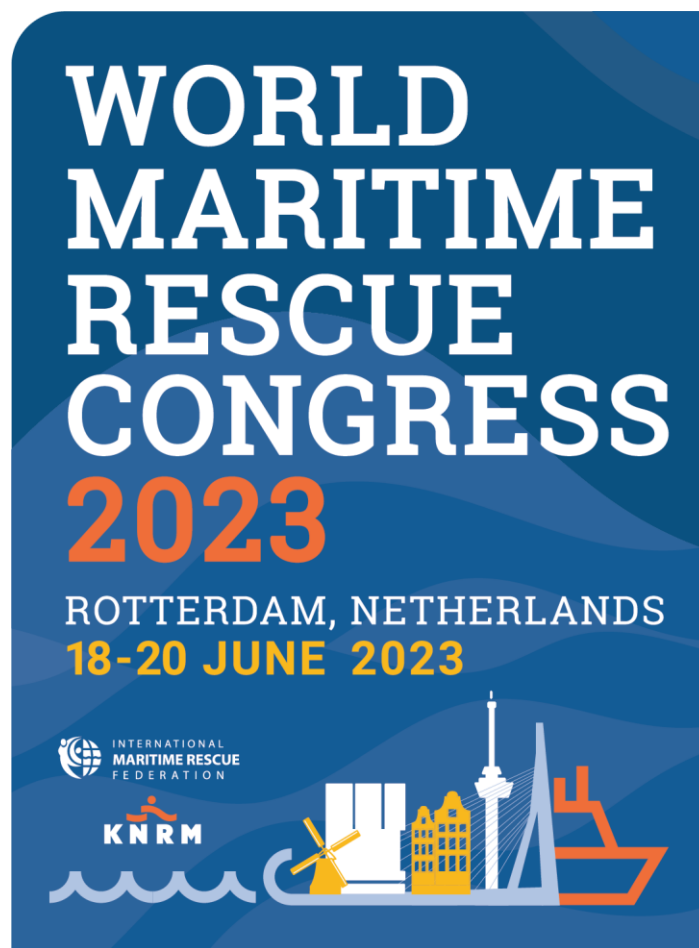


EXHIBITOR MANUAL





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1. Event Summary

The World Maritime Rescue Congress is designed to enable people from search and rescue (SAR) services all around the world to exchange views and experience related to maritime SAR, in order to learn lessons, improve capability and, ultimately, to save lives.

A. Date

Date: 18 - 20 June 2023
Location: Rotterdam, Netherlands
Venue: SS Rotterdam
Rooms: Odyssee & La Fontaine, B Deck
Website: www.wmrc2023.com

B. Purpose

This will be the fifth iteration of the quadrennial World Maritime Rescue Congress, where search and rescue practitioners, industry and governments join together to share experience and best practice and to set the course for the future of maritime SAR.

The theme for WMRC 2023 will be “Towards sustainable maritime SAR – building on our history to secure our future”, which we hope will enable participants to benefit from lessons learnt, whilst getting an insight into innovations, technologies and environmental impact, that will help shape maritime SAR operations of the future.

C. Hosts

The **International Maritime Rescue Federation (IMRF)** is the international non-governmental organisation (NGO) working to develop and improve maritime search and rescue (SAR) capacity around the world, improving maritime SAR capability worldwide. The IMRF brings together the world’s maritime SAR organisations and has both voluntary and governmental organisations as members. As well as capacity building, the IMRF also has an advocacy role, providing an international voice for its members.

De **Koninklijke Nederlandse Redding Maatschappij (KNRM)**, in English – The Royal Netherlands Sea Rescue Institution, helps and rescues people in distress on the water. The rescuers and lifeboats spring into action after an alarm. The KNRM has 45 rescue stations along the coast. The 75 lifeboats are manned by 1,400 volunteers. The KNRM takes action more than 2,000 times a year for emergency reports in which more than 3,000 people are helped or rescued.

2. Deadlines

	Mandatory Forms	Action	Return to	Due Date
<input type="checkbox"/>	Logo, Company Bio	Send via email	ICS	ASAP
<input type="checkbox"/>	Approval for custom-built booth	Return via email	ICS	23 April 2023
<input type="checkbox"/>	Exhibit Staff Registration	Register online	ICS	15 May 2023
<input type="checkbox"/>	Accommodation	Book online	ICS	15 May 2023
<input type="checkbox"/>	Certificate of Insurance or Hold Harmless Agreement (mandatory)	Return via email	ICS	21 May 2023

	Other Forms	Source	Return to	Due Date
<input type="checkbox"/>	Booth Entertainment Request	Download here	ICS	21 May 2023
<input type="checkbox"/>	Giveaway Request	Download here	ICS	21 May 2023
<input type="checkbox"/>	F&B Orders	Request via email	ICS	21 May 2023
<input type="checkbox"/>	AV Orders	Request via email	ICS	21 May 2023
<input type="checkbox"/>	Advance Notice for bringing heavy booth equipment	Submit via email	ICS	21 May 2023
<input type="checkbox"/>	Booth Design	Request via email	RHR Tentoonstellingsbouw	21 May 2023
<input type="checkbox"/>	Booth Furniture Orders	Download here	RHR Tentoonstellingsbouw	9 June 2023
<input type="checkbox"/>	Shipping Orders	Download here	DB Schenker	9 June 2023

3. Contact Information

Sponsorship & Exhibit Sales Manager

Cherry Lau: [+65] 6994 5466
WMRC2023-Sponsorship@icsevents.com

Conference Manager

Marta Collins: [+43] 1 3950 6191 ext. 302
WMRC2023@icsevents.com

Sponsorship & Exhibit Fulfillment Manager

Franny Glaser: [+43] 1 3950 6191 ext. 307
WMRC2023-Fulfillment@icsevents.com

Registration & Housing Manager

Brandi Altesse
WMRC2023-Registration@icsevents.com

4. Exhibitor Order Forms

Please find the official Order Forms of WMRC 2023 using the links provided below:

A. Show Management Forms

WMRC 2023 Secretariat

Franny Glaser: [+43] 1 3950 6191 ext. 307
WMRC2023-Fulfillment@icsevents.com

- Certificate of Insurance: [download here](#)
- Booth Entertainment Request: [download here](#)
- Giveaway Request Form: [download here](#)
- F&B Order: request via email
- Additional AV for booth: request via email

B. General Show Services

Booth setup | Booth Design | Digital Printing | Furniture | Lighting | Electricity

RHR Tentoonstellingsbouw BV.

Richard ten Cate: rhr@xs4all.nl

- Link to Furniture Rental Overview: [download here](#)

C. Customs Broker & Transportation Services Supplier

Shipping | Advance Warehousing | Customs

Schenker Logistics Netherlands B.V.: +31 (0) 30 410 0450

Fairs.NL@dbschenker.com

- Shipping Order Form: [download here](#)

5. General Information

A. Exhibition Schedule

	Date	Time
Exhibitor Move-In ¹ (over 24m²)	17 June 2023	12:00 – 17:30
Exhibitor Move-In ¹ (all exhibitors)	17 June 2023 18 June 2023	15:00 – 17:30 8:00 – 16:00
Welcome Reception	18 June 2023	17:30 – 19:30
Exhibition Show Hours ^{2,3}	19 June 2023 20 June 2023	9:00 – 17:00 9:00 – 15:00
Exhibitor Move-Out	20 June 2023	15:00 – 21:00

¹ All exhibit booths must be show-ready by 18 June at 16:00 to allow final setup and cleaning before the Welcome Reception.

² All exhibits are required to be staffed during the Welcome Reception and Exhibition Show hours – no exceptions.

³ All exhibitors will have access to the Exhibit Hall 20 minutes before and 15 minutes after Show Hours.

B. Exhibit Staff Registration & Badges

Each exhibiting organisation receives two (2) complimentary exhibitor staff registrations for every exhibit space purchased in the event + up to four (4) additional exhibitor staff registrations at EUR 295 (+ VAT). Exhibit staff registrations grant access to the Exhibit Hall during Exhibition hours only and the following privileges:

- Welcome Reception on Sunday 18 June in the Exhibit Area
- Networking breaks in the Exhibit Area on Congress days (19-20 June)
- Charging lounge and poster presentations in the Exhibit Area

Registration fees are exclusive of 21% VAT. Taxes will be added at the time of payment during your registration.

Discounted rate congress badges at EUR 460 (+ VAT) available unlimited to each exhibitor until the deadline on 17 March. After 17 March, each exhibiting company is able to purchase two discounted rate full congress badges.

Please have all your exhibit staff registered by 15 May.

Note: If you have already received the Registration Instructions before the 17 March deadline, please contact the WMRC 2023 Secretariat to receive a Discount Code for the full congress registrations.

An email with the registration information will be sent to each exhibitor. Please refer to the email and the link to register. Exhibitors may collect their badges on-site at the Registration Desk after a brief identification check during the exhibition move-in period.

C. Accommodation

Accommodation can be booked at time of registration. The WMRC 2023 Secretariat (International Conference Services Ltd.) is the official housing bureau for WMRC 2023 and will offer assistance with the coordination of housing requirements for the Congress. We have negotiated special room rates with SS Rotterdam – the hotel and Congress venue. Special rates are only available to delegates who book through the official housing bureau.

Although the IMRF & KNRM and the housing bureau will do their due diligence and negotiate the lowest possible group rates, we cannot predict future specials hosted by competing hotels. However, we urge all sponsors, exhibitors and delegates to support the Congress and book through the official housing bureau. The success of the Congress and the supporting organisations depends on you using the contracted hotels.

The WMRC 2023 Secretariat and its supporting organisations cannot meet the contracted room obligations if sponsors, exhibitors and delegates book outside the official housing bureau. Rooms that are not filled because of that create an expense for the Congress in form of financial penalties (attrition charges) and place the financial success of the Congress at risk, which increases with each delegate, exhibitor and sponsor not booking through the official housing bureau.

If you have a group of 10 or more that you would like to register or book accommodation for, please contact us at WMRC2023-Registration@icsevents.com

WARNING: *We are aware that illegitimate companies are targeting our exhibitors, calling to 'offer' to set you up with accommodation. These companies are often fraudulent. Please note that they are not affiliated with us and that the only way to register & book accommodation will be only through the Congress website, with the dedicated link sent to you.*

D. Exhibit Space Set-up

With the purchase of the exhibitor package, you have the option of choosing to make use of the standard exhibit package or bring your own customized booth. Please see below for specifications.

a. Standard Exhibit Space Package

Each Standard Exhibit Space Package includes the following:

- 3 m wide x 2 m deep (6 m²) floor space as assigned
- Shell Scheme booth walls (2m high back wall, 1mx1m high side walls, white)
- 1x vinyl cut, black lettering fascia sign with company's name
- 1x table
- 2x chairs
- 1x electricity socket with three connecting points

Please let us know your preferred stand signage / booth name by 23 April 2023.



Exhibit space rental does not include any of the following: additional furniture, carpet, electricity, additional internet connection, labour, shipping or any other services. These items should be ordered through the forms and contact information provided in the [Exhibitor Order Forms section](#) of the Exhibitor Manual.

b. Non-Profit Space

Each non-profit space includes the following:

- 2 m wide x 2 m deep (4 m²) floor space as assigned
- One (1) table
- Two (2) chairs

Non-profit exhibit space does not include any of the following: back & side walls, furniture, carpet, electricity, additional internet connection, labour, shipping or any other services. These items should be ordered through the forms and contact information provided in the [Exhibitor Order Forms section](#) of the Exhibitor Manual.

c. Customized Booth Space

All exhibitors with a custom-built space are required to get approval on their booth layouts/designs from the WMRC 2023 Secretariat in writing. Your booth space classifies as customized if you are not utilising the shell scheme included in the standard exhibit space package.

The layout, with measurements and building material specifications, needs to be submitted in detailed drawings to the WMRC 2023 Secretariat at WMRC2023-Fulfillment@icsevents.com. If exhibit plans are revised after approval has been sent, the revised plans need to be re-submitted for approval as soon as possible. Please allow enough time for exhibit construction approval. **Deadline for the submission of booth layout for custom-built booth is 23 April 2023.**

The maximum booth height for customized booths is 2m.

Custom booth spaces only include the 3 m wide x 2 m deep (6 m²) floor space as assigned. Custom exhibit space does not include any of the following: shell scheme booth walls, furniture,

carpet, electricity, additional internet connection, labour, shipping or any other services. These items should be ordered through the forms and contact information provided in the [Exhibitor Order Forms section](#) of the Exhibitor Manual.

E. Shipping & Customs

a. Shipping with the official shipping provider

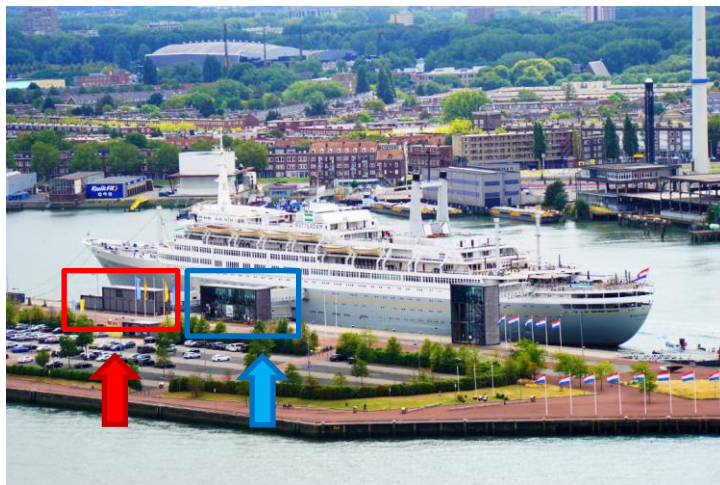
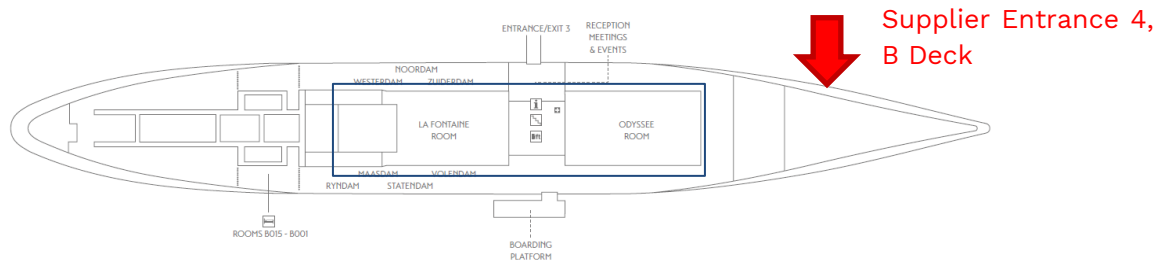
DB Schenker is the official shipping provider and customs broker for WMRC 2023. To ensure all shipments arrive on time, the use of the official customs broker and Advance Warehouse is highly recommended. Shipping order form can be [downloaded here](#). Please submit the form no later than 9 June 2023 to place your order.

DB Schenker will be able to gather all deliveries at the Advance Warehouse until 16 June 2023.

The WMRC 2023 Secretariat cannot be responsible for any delayed or lost shipments.

b. Direct delivery to the venue

We understand that for simple booths, some of the materials that you might be bringing to the show may not necessitate the need to ship with the official transportation service provider or take advantage of advanced materials handling. If this is the case, you may enter through the supplier entrance 4 on the B Deck (Parking Level, see image below) with materials in hand or a hand dolly directly to your booth to set up. Download the [Loading & Unloading instructions](#) of the venue for an easier move-in day.



Supplier Entrance 4, B Deck Entrance to Main Deck, Registration Area

Please note that the glass stairs in front of the ship will lead you to the Main Deck where the registration area is located.

F. Move-In & Construction Limitations

Move-in times must be adhered to and will be enforced. The exhibition hall will be closed in the evenings; during that time no one will have access to the hall. The exhibitor has to complete exhibit construction within the given move-in timeframe, which is specified in the Exhibition Schedule above.

Any exhibitor who has not commenced exhibit construction/decoration one hour prior to event opening, is subject to removal by the WMRC 2023 Secretariat at its own discretion. Moreover, the exhibitor is then liable to WMRC 2023 for the agreed exhibit rental fee. The exhibitor is not entitled to damage claims.

The measurements of the doors to both exhibit hall rooms are the following:

- **Doors to La Fontaine Room are 120cm wide x 195cm high.**
- **Doors to Odyssee Room are 120cm wide and 190cm high.**

The exhibitor and their affiliates are liable for any damage they cause to the building, floors, walls, columns, and to standard exhibit equipment. Application of labels, tape, paint, lacquer, adhesives or other coatings to building columns, floors and walls or to standard exhibit equipment is strictly prohibited. Any damages made by an Exhibitor and/or their affiliates will require compensation for the cost of recovering any damaged facilities to the original state. Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floor load weight of the exhibit hall. The exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure, knowingly or otherwise, to distribute the load of his exhibit material to conform to maximum floor loading specifications. There are no vehicles allowed in the venue and the exhibit hall. **Should you be bringing heavy equipment, machinery or boats, please contact the WMRC 2023 Secretariat at WMRC2023-Fulfillment@icsevents.com by 21 May 2023.**

All exhibits must comply with all regulations established by the safety authorities. All materials used for decorating must be fire resistant. The WMRC 2023 Secretariat, SS Rotterdam and/or local authorities can enforce an order of dismantling of booths and exhibits that have not been approved or do not follow the regulations. Frequent inspections will be held during the exhibition period. Please adhere to the regulations strictly, for safety purposes. Cartons, boxes and crates may not be stored under tables, behind displays or in any part of the exhibit area. At the exhibitor's expense, empty crates, etc. will be picked up, stored and returned to each exhibit space after the event.

The arrangement of displayed items or structures shall not disturb other booths or hinder passage of visitors. Displayed items should not create inconveniences to visitors and be kept at least 30cm away from the exhibit space line. If exhibitors fail to conform to this rule, the secretariat office may demand for those items to be relocated. This restriction is designed to give an equal opportunity to every exhibitor in terms of space and visibility.

No one under the age of 16 years may be allowed in the exhibit area during move-in/out. During move-in/out, exhibit halls and loading dock areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.

Odyssee Room & La Fontaine Room at SS Rotterdam are carpeted.

The WMRC 2023 Secretariat, SS Rotterdam and/or local authorities can enforce an order of dismantling of booths and exhibits that have not been approved or do not follow the regulations. Frequent inspections will be held during the exhibition period. Please adhere to the regulations strictly, for safety purposes.

Custom exhibit equipment is to be pre-manufactured outside the area beforehand. Only assembled equipment is allowed inside. Electrical tools such as compressor, welder, electrical saws, electrical grinders, and electrical planes are not allowed to be used inside the hall. Also, painting besides finishing is not allowed inside the hall (fire prevention safety rule).

G. Security & Safety

The Exhibition Hall will be locked during the night. Security will be provided during the set-up, show and dismantling period. Although 24-hour security is provided, the ultimate responsibility for displayed exhibits and equipment lies with the individual exhibitor. Exhibitors must secure, at their own expense, appropriate liability/loss insurance at all times. Exhibitors will not be allowed to enter the Exhibit Hall during non-show hours without the consent of the Secretariat. The WMRC 2023 Secretariat and its affiliates will not be held responsible for the loss, theft or damage to exhibitor supplies at all times.

Exhibitors should take necessary safety measures prior to using dangerous equipment or parts during the show, to prevent accidents. Each exhibitor is responsible for the maintenance and safety of their equipment.

First aid assistance is available throughout the move-in, move-out and live event hours. If you require first aid, please contact a member of staff.

H. Liability Insurance

WMRC 2023 does not bear any insurance risk for the exhibitor. The exhibitor is explicitly referred to provide their own insurance. WMRC 2023 requires all its exhibitors to provide proof that liability insurance with a minimum of **EUR 2,000,000 for each accident or occurrence limit** of liability is in place for the duration of the event. **Third party liability insurance certificate is mandatory** and must be provided to the WMRC 2023 Secretariat no later than **21 May 2023**. In case the exhibitor receives the invoice after **21 May 2023**, the exhibitor is required to provide the certificate of insurance as soon as possible but **prior to move-in**. Full coverage must be in effect for the event for which a contract exists.

Interest Insured: Commercial General Liability

- Inclusive Limit
- Covering Third Party Bodily Injury and Property Damage
- Including Non-Owned Automobile

- Including Host Liquor Liability, if planning on serving Liquor
- Including Cross Liability Clause

Additional insured to be named:

- International Conference Services Ltd. (ICS)
- International Maritime Rescue Federation (IMRF)
- Royal Netherlands Sea Rescue Institution (Koninklijke Nederlandse Redding Maatschappij – KNRM)
- SS Rotterdam

Insurance companies may submit their own form (must be in English) or use the [Certificate of Insurance template](#) (see “[Exhibitor Order Forms](#)” section). Please send proof of insurance via email to WMRC2023-Fulfillment@icsevents.com by **21 May 2023**.

I. Announcements/Messages

Announcements will not be permitted during the show.

J. Parking

Public parking is available at EUR 12,40 (excl. VAT) for 24hrs.

K. In-Booth-Catering

During the breaks no food will be provided, only coffee will be serviced in the exhibit hall. Should you wish to order F&B for your exhibit space, please send your request via email to WMRC2023-Fulfillment@icsevents.com by **21 May 2023**.

L. Cleaning

The WMRC 2023 Secretariat is responsible only for emptying baskets along the pathways and keeping the shared space clean. Exhibitors will be responsible to keep their booth clean at all times.

M. Advertisements, Sales Activities and Presentations

The exhibitor agrees to confine all products/ service demonstrations and other sales activities to the limits of the contracted exhibit space and within the maximum height set. Distribution of any material is likewise limited to the confines of their exhibit space. Exceptions may be given by the WMRC 2023 Secretariat prior to show opening in writing.

The use of games of chance, lottery devices, musical instruments and other sideshow practices is permitted only with written permission of the WMRC 2023 Secretariat. The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires an advanced written approval as well. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Approval must be requested by filling out the [Booth Entertainment Request Form](#) (see “[Exhibitor Order Forms](#)” section) returning it to the WMRC 2023 Secretariat at WMRC2023-Fulfillment@icsevents.com by **21 May 2023**.



Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths. The exhibitors are not allowed to carry items, signboards and brochures for recruitment purposes.

N. Giveaways

Giveaways should be educational in nature and must be pre-approved. Distribution of pre-approved educational material is limited to contracted exhibit space only. It is recommended to await approval from the WMRC 2023 Secretariat prior to production and shipment of any congress related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event. Approval must be requested by filling out the [Giveaway Request Form](#) (see “[Exhibitor Order Forms](#)” section) and returning it to the WMRC 2023 Secretariat at WMRC2023-Fulfillment@icsevents.com by **21 May 2023**.

O. Non-Smoking

Smoking is prohibited in the Exhibition Hall and the onboard SS Rotterdam.

P. Move-out & Removal

Dismantling of exhibit construction and décor may only commence on the last day of the event after the end of the event, as per the move-out schedule. The WMRC 2023 Secretariat reserves the right to charge the exhibitor a contract penalty fee if this clause is violated. The exhibit space has to be left in its original condition not later than outlined in the Exhibition Schedule.

After the exhibition, when the subcontractors remove the furniture, exhibitors should pay attention not to leave behind any belonging in the drawers and the shelves. The WMRC 2023 Secretariat does not take responsibility for any damage and losses as a consequence. All of the participants must return the equipment and tools that are leased from WMRC 2023.

Q. Lead Retrieval

Lead retrieval will be available at WMRC 2023. More information will be available soon.

6. Floorplan

The Floor Plan is a “working draft” and changes may be made up until one (1) week prior to the event. Every effort has been made to ensure the accuracy of all information contained on the Floor Plan. However, no warranties, either expressed or implied are made with respect to the Floor Plan. It is the sole responsibility of the exhibitor to verify all dimensions and locations. This includes the location of building columns, utilities or other architectural components of the facility.

“Freight-Free” aisles may be shown on the Floor Plan and will be strictly enforced due to logistic and safety reasons.

The WMRC 2023 Exhibit Floor Plan is available [HERE](#).