

11 Venue

General aspects

11.1 Security

Security is an important consideration for the organising committee, exhibitors and trade stands. There are several key periods which must be covered:

Set-up and break-down of stands and exhibits

During this period there will be considerable movement of the many people present during this time. All volunteer or other staff of the organising committee should be clearly identified (normally by wearing high-viz vests and having identification cards unique to each person and clearly recorded in a register). Venue staff, including their preferred suppliers (e.g. electricians, equipment installers, etc), should be clearly identified by uniform and known to the management. All dealers and their staff should have identification cards as should jurors.

Outside public opening times during the show

The venue should have in place an acceptable security monitoring system. Typically, this could include control of entry to the venue during set periods (including cleaning staff) and known to the organising committee, motion detection surveillance and random external security checks.

During public opening times

Some venues may require a security presence by their preferred supplier. However, even where this occurs it is still desirable the organising committee ensures presence of volunteers (preferably wearing high-viz vests) circulate around the venue. Their task is to assist answering queries from public visitors but also to provide a subtle level of security and people from whom stand holders can seek support (and they can also assist any formal security presence with queries).

If professional security people are used a good use prior to opening each day is for entry control. Once briefed the security people will only allow those wearing IDs or are otherwise identified as bona fide. Volunteers may be less scrupulous letting people they 'know' enter or be reluctant to ban entry when they should.

Trade stand requirements

Dealers and NZ Post must ensure the security provisions during each of the above three periods are adequate to meet the expectations of their insurers. Consequently, it is imperative the NZSDA and NZ Post representatives are provided with information of the security that will be in place and have signified their satisfaction.

ID cards

For a discussion on use of and options for ID cards see Appendix 11.1

11.2 First aid

Some venues have a policy of requiring a first aid presence during public visiting hours. Given the type of visitors to a stamp exhibition this type of presence is not necessarily unreasonable. However, the organising committee needs to consider whether the suggested level of presence is appropriate and ways they might be able to mitigate this. For example, there may be registered medical professionals (nurses and/or doctors) present who could fulfil this service adequately.

During the set-up and break-down periods it is desirable a first aid kit is readily available – particularly disinfectant and plasters to treat minor cuts and abrasions.

11.3 Catering

The venue may have a cafeteria operating as part of their normal activities, have other in-house catering services or a contract with a supplier of catering services. In these circumstances it is likely the organising committee will be obliged to use these services.

Some relaxation may be negotiable outside public opening hours (e.g. during set-up and break-down) or in limited cases (e.g. in the jury room where no public access is permitted and where the jury is often also working outside public hours). Some limited self-catering might be possible for such circumstances but will have to be agreed, clearly defined and conditions complied with.

During set-up and break-down volunteers need to be fed and watered. It is desirable there be water dispensers available during this period, but the volunteers would also appreciate a sit-down period where other drinks (tea, coffee, juice, etc.) and food are available. A frequent option if the venue agrees is pizza, sandwich or filled roll-type food which can be collected by a member of the committee (rather than delivered by the food outlet).

During public opening hours volunteers are best given vouchers which can be redeemed at the cafeteria operated at the venue. Such a system should have been discussed with the caterer or venue management and a procedure for acceptance of the vouchers and subsequent payment by the organising committee agreed. Practice has been to produce a standard voucher for say \$5.00. The Hall Manager (or other committee member) may at their discretion issue two or more vouchers to individuals because of the observed extra efforts they have provided.

Catering for members of the jury is covered in section 7.

Staff on trade stands are generally happy to arrange their own procedures but given some trade stands may be occupied by only one person the organising committee should provide some support by having a relief known to the dealer available to stand in for short periods. This should be discussed with the NZSDA representative on the organising committee well before the exhibition.

11.4 Venue furniture and equipment

The venue is likely to have a wide range of material that may be used by hirers with or without additional costs. Obviously, the terms of use need to be understood along with those of other possible suppliers.

Furniture

Most venues have a good supply of tables and chairs. The number, size and shape of tables as well as the numbers of chairs the venue will make available should be identified. Some venues can have multiple hirers at the same time which will complicate their task in setting numbers. Additional chairs and tables may be available through the venue and terms for hire should be identified. Note also some uses might benefit from table covers which the venue might be able to supply.

Tables supplied by the venue are unlikely to be suitable for trade stands.

The hall manager identifies the furniture requirements for various uses and prioritise where venue numbers do not match need. Typical uses needing tables and chairs include:

- Cafeteria – see section 11.3. The need for setting out chairs and tables will be dependent on the venue's normal planning for such areas.
- Jury room – see section 7.
- Bin room – see section 13.
- Trade area – chairs for staff and customers – see section 11.5.
- Exhibition area - see section 11.6.
- Youth Court – see section 11.6.
- Entrance/front counters – see section 11.7.
- Meeting room/s – see section 11.8.

Equipment

Public address system/s

If a VIP is to open the exhibition it is desirable, they have available a sound system suitable for the area in which their presentation takes place. The venue will likely have equipment suitable for this purpose.

During the exhibition public announcements about upcoming meetings, events, etc within the venue are useful. This clearly can be used for other more general announcements. Some consideration might be given to having 'quiet' background music. Such background provides a general 'hum of activity' but should not be so loud it interferes with normal conversation.

Direction and programme boards

Boards providing directions to meeting rooms, the exhibits, dealers, etc. may be necessary particularly if the exhibition is being held on several floors.

Many venues have programme boards (often now electronic screens) at the entry to the venue. These can be used to publicise upcoming events at the venue (and the organising committee should provide material for their event to use on such a screen) or give daily programme details (e.g. what, when and where activities are going to be held that day).

White boards, projectors and screens

In the meeting room/s and possibly the jury room such boards or screens might be useful. Potential users should be asked for their specific needs.

Some restrictions might be placed on use of projectors and screens but as they become increasingly used at venues, they are often more readily available for venue hirers. Indeed, use of private projectors may have more limitations placed on them at some venues.

Microphones

Attendance at exhibition meetings is rarely so large or boisterous that a microphone is required. However, consideration should be given to the need for a microphone at any expected larger meeting – for example, the judge/exhibitor critique session on the last day.

Activity areas within the venue

11.5 Dealer / trade stands

Trade stand furniture is often provided by a venue preferred supplier. The cost of stand equipment could be open to an approach to a funding agency and they often require at least two quotes. However, in many regions there is only a single supplier, and it is essential the situation is clearly stated in any funding agency application.

Trade stand holders are managed by the NZSDA representative. The minimum standard adopted for each stand – e.g. numbers of tables, chairs, display cabinets, lockable cabinets, partitioning, etc – is however, subject to the agreement between the organising committee and the representative and the contract with the supplier is the responsibility of the organising committee.

NZ Post generally arranges their own trade stand equipment, and this may circumvent preferred supplier agreements.

Additional issues to be taken into consideration is any additional stand lighting, power supply, access to ATM facilities (and advised to trade stand holders so they can advise their customers). Cables and safety implications during installation and during public opening periods should be considered. As these are generally also supplied through the preferred stand supplier there should be no issues of concern for the venue.

When the trade stands are set-up depends on how many pre-public days are available. If there is only one set-up day trade stands can be installed concurrently with the frames although generally, they can be installed later. If there are two pre-public days more flexibility is available, and stands are more likely to be installed on the second day and dealers arrive later that day.

Typically, the supplier arrives very shortly after the close of the exhibition on the last day. Normally their activity, including the packing up by dealers of their stock, does not interfere with the dismounting of exhibit frames but this does need to be confirmed and any suitable arrangements made to minimise any potential conflicts.

11.6 Exhibition area

Frames

For details of frame requirements see section 12.

Youth Court

Normally the PYC operates a Youth Court with any local youth club. The Court commonly is comprised of four frame units installed in a square (and therefore compact and stable). The 4-frame display area is filled with relevant youth material. The Youth Court staff require at least one, probably more tables particularly if any youth activity is planned in this location. Chairs for the staff and attendees (possibly including parents / caregivers) are also required.

The PYC should be approached for details and any preferences in terms of layout, etc.

Other special interest groups

The organising committee may wish to invite other special interest groups (e.g. cartophilatelic society, numismatics, etc.) to have a stand. Note any NZPF frames they may use are subject to the NZPF levy.

There may also be displays of model trains, etc. and even antique cars. Requirements for such displays should be clearly identified and placement and conditions agreed with venue management

Display cabinet/s with special prizes

Donors of special prizes appreciate having their prizes on display. Special lockable cabinets with glass fronts (and possibly all sides) provide the opportunity to display the prizes, each labelled with donor and, in some cases, the specific purpose of the award (e.g. Grand Award). It is desirable for any such stand/s to be located close to the entry point to the exhibition area but preferably not in the direct path of entering movement.

Variations of the stands include horizontal or vertical. The horizontal stands are possibly more stable but often have inadequate depth to hold some of the larger prizes that are offered. They also occupy more space than the vertical options. The vertical stands often have variable shelf heights thereby allowing larger prizes to be accommodated. However, they may be less stable and labels and prizes on top shelves may not be so readily seen by some people.

Prizes will be placed in the cabinet/s prior to public opening but as most will be required for presentation at the Palmarès (and are removed for that purpose after closing on the day of the Palmarès) the stand/s will be largely empty for the last day although labels should still be on view.

Seating and tables in exhibition area

It is highly desirable to have seating scattered around the exhibition area. Older and less mobile people appreciate being able sit for periods during their inspection of the displays. If space permits grouping a few chairs together might allow people to sit and chat together. Likewise small tables, if available and can fit, may also be valued.

11.7 Entrance area

Equipment at the entrance will include tables and chairs as required for the various counters required. Here, maintenance of suitable safe access and egress is imperative and venue management advice on placement to achieve this must be followed.

Prior to opening each day additional chairs on the approaches to the entry (but not in the access area) may be desirable to allow those who need it a place to sit.

Entrance area on set-up day/s

Access to the venue should only be by presentation / display of suitable identification. In the first instance many will not have this identification, but cards may be already prepared for them (e.g. Committee members, jury members, bin room personnel, trade staff, etc.) and are held awaiting pick-up, or they are on the list of volunteers and a named or generic 'helpers' card is available for them on signing the register available at the counter [see Appendix 11.1 for more information].

Entrance counter on public days

Volunteers manning the entrance are the exhibition's first and important public face. Briefing of people operating the entrance is essential. This should cover advice on **what they should be doing** and importantly **what they should not**. A suggested sheet for guiding counter staff on their roles and activities is provided at Appendix 11.2. This, or a similar sheet should be made available to those who are to serve in this area beforehand (at least several days) and be available at the counter throughout the show.

Prior to opening times, counter staff (or preferably 'security') should only allow people to have access to the venue if wearing an appropriate ID card. This is essential not only for security but also for public relations – public waiting to enter should clearly recognise the people gaining entry are exhibition personnel. [The counter staff will find this easier to explain in response to any enquiry.]

There are several areas of the entry tables covering different aspects. These should preferably be clearly defined and maintained in a clear, cohesive manner.

Sales table of Exhibition product

Obviously if an entry fee is being charged this is the critical service provided here.

A range of product commemorating the exhibition and raise funds to support it will be on sale. This generally includes:

- Catalogue (see 4.10 for comments on whether to have a fee for this publication).
- Palmarès (Awards Dinner) tickets. A register of those who have pre-purchased Palmarès ticket/s should be available so they can be noted when they pick them up. Generally most Palmarès tickets will have been pre-purchased but a limited supply may be available for sale.
- CALs (personalised stamps), Cinderellas, postcards or maximum cards, etc. produced by the organising committee. **NB** the NZSDA/NZPF agreement and the NZ Post/NZPF contract provides NZSDA and NZ Post with some control over the material sold at this table. It is important the organising committee has conferred with the NZSDA and NZ Post representatives to ensure they are satisfied with the product proposed to be sold.

Exhibitors at the sales table

Exhibitors are entitled to free entry throughout the exhibition and are also entitled to a free copy of the catalogue. A suitable register of exhibitors which can indicate whether they have picked up their catalogue should be available. It is useful to know whether an exhibitor has picked up their free catalogue (it is one less to be sent back with an exhibit).

This is also a time when it is useful to know whether they have pre-purchased one or more Palmarès tickets and if not, whether they wish to purchase any (if they remain on sale). If the exhibitor receives tickets this should be noted in the register as knowing they will be present at awards dinner is of value during medal and award presentations.

Clearly, this table should have access to a cash float to manage money paid for product and the possibility of a credit card option should have been agreed and suitable training given to the staff. If the exhibition has been GST registered purchases, particularly by dealers, will need GST receipts.

NZPF and society table

A separate table, or part of another, is set aside for NZPF brochures and other material and similar material supplied by other philatelic societies or stamp clubs. These will be free to pick up by attendees and largely provide general advice on issues for stamp collectors or encouragement for them to join a club.

Public notices

There may be occasions when notices to the public are to be drawn up. It always looks better if they are typed and presented professionally even though many of them might be short-term or presented at short notice. Thus, if stock has run out, or numbers are number limited, etc. being able to produce typewritten information to this effect is good. This discipline also ensures the entry area does not get cluttered. This suggests access to a PC and printer for such purposes is desirable.

A notice, duplicating that included in the catalogue (see 9.1), indicating the restriction on photography in the exhibition area should be displayed in a prominent location as people enter that area. The following has been used in the past.

<p>Restriction on photography No photographs of individual exhibits may be made without the exhibitor's express permission being established to the satisfaction of either the Hall Manager [named] or the Exhibition Chairman [named].</p>
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11.8 Meeting room/s

Some venues may have a small theatre set up with seating and presentation area at the front with access to projector and screen. However, most meeting rooms used have been rectangular and rarely have they had a built-in projector and screen. Meetings will vary in size and activity. The organising committee should check with those seeking to book meetings what the anticipated audience size is, what equipment would be wanted and any other relevant information. This information will allow the committee to determine the overall requirements and plan accordingly.

Most meeting rooms (not theatres) do have chairs and tables but this furniture is often stored centrally within the venue and is relocated where needed. At least one table at the front with chairs suitable for the Chair of the meeting and the speaker/s and the seats for the audience in rows suffice. Other equipment such as projector and screen, white board, etc will have been identified and suitably located.

Most meeting rooms are separate from the exhibition area and often on a different level. Ensure meeting locations can be readily located and accessed by attendees.

Appendix 11.1 Identification cards

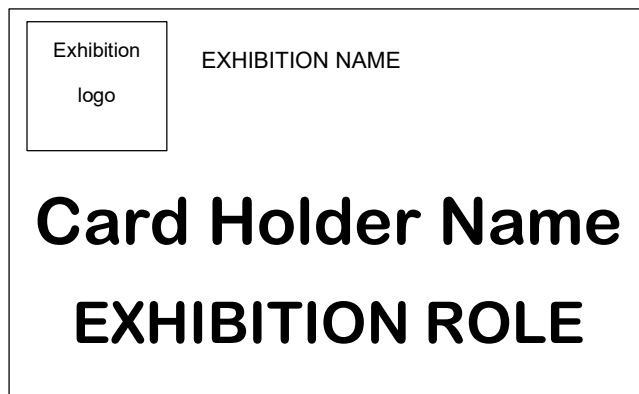
Keep the design as simple as possible.

The logo and name of the exhibition need not be large but sufficient only to clearly state the ID card is for use at the event.

The name of the holder should be capitalised (i.e. the first letter of first names and family name in capitals the rest in lower case). Such a format is easier to read.

If need be, the Exhibition role of the holder can be in capitals as the range of roles is not that great. If colour is used it is suggested it be placed behind the 'Exhibition Role' title and the colour reinforces the role i.e. each role (or area of the venue access is permitted) has a different colour.

The size depicted is 9.0 cm wide by 5.5 cm high which should fit into a standard plastic name badge.



Typically, the 'EXHIBITION ROLE' is one of the following:

- DEALER or TRADE STAND
- JURY
- COMMITTEE
- VOLUNTEER or HELPER

For those volunteers or helpers who may only be present for short periods of time it has been found rather than a 'Card Holder Name' being entered on the card a number, of say three digits, is used and a register is kept of when the numbered card has been provided and to whom. Once their need for a card ceases, they return the card and the date and time is noted in the register.

Appendix 11.2 Notes for volunteers

The following information should be provided to all helpers preferably before they arrive for duty.

ID badges

Badges identifying you as a helper will be given to you after you sign for its receipt. You are asked to wear your badge whenever you are on duty (and even while you remain in the exhibition venue). In addition, you might be asked to wear a high-viz vest. These will help the organising committee recognise you and provide a contact for people, including dealers, who want information or assistance. Please sign out and hand in the badge and high-viz vest if issued one, when you leave the venue.

Security

We have a need to ensure security for our dealers and exhibitors. However, we do not want there to be an aura of suspicion and concern which might arise if we had to cover our security to a professional level which would also be costly. [There will be some professional security presence, but we hope this sets the necessary visual standard we wish to achieve.] By wearing your badges and high-viz vests (where supplied) you may dissuade people from taking material. Please keep your eye out for such activity but you are NOT expected to confront or waylay anyone involved. If you do see someone acting suspiciously advise the dealer or another helper / committee member. Taking such steps may be sufficient to deter the activity.

Checks of areas such as meeting rooms, foyers, toilet areas and cafeteria [as appropriate for the venue] will form part of our security check plan.

Relief

It is hoped there will be sufficient staff rostered to handle most demands. If you need a short break during your scheduled time do not hesitate to take it as long as there are other people to cover the demand. It would be helpful if you advise your colleagues of your need to take a break.

If you want a break from the exhibition or dealers, please join those at the entry counters and help with enquiries. The more there are of you the better.

Organising committee

If you want assistance at any time, please get a message to [name], Hall Manager, in the first instance or [list of other names from the Committee]. There should be at least one of these people in the venue throughout the exhibition.

Emergency evacuation procedure

In an emergency e.g. fire alarm, helpers are to assist the organising committee and venue management to clear the venue of all visitors via their nearest emergency exit. Visitors, taking their personal gear, are to be ushered in an orderly manner to the nearest exit. Under no circumstances is anyone to be left in the venue, including dealers. All side rooms, including toilet areas, are to be checked to ensure everyone has been evacuated.

The assembly area for everyone is [specific to venue]. When your area has been cleared report to the Chief Warden [committee member named or venue management title] to confirm this.

A committee member will be placed at each exit to ensure no one enters the venue until the 'all clear' message is given. At that stage all exit doors should be securely closed. Entry back into the venue will be via the main entrance with the committee, helpers and dealers being the first group in. Later public will be re-admitted.

[Note these procedures should be reviewed by the venue management and any agreed alterations made.]

Enquiries

- Please be as friendly and as helpful as you can.
- Publicise the hobby of stamp collecting and philately – the fun, the interest, the range of the hobby and the people who take part in it.
- Advertise the existence of the wide range of societies and clubs in [location] and New Zealand. By all means describe your club because you know it best but do not forget there are others.

- Promote membership of philatelic societies and stamp clubs and encourage people to consider joining any one of these.
- Provide them with brochures from societies (when they are available).
- Let them know there is a well organised network of societies in New Zealand and extensive links through the NZ Philatelic Federation (www.nzpf.org.nz).

It is NOT your task to give advice on the value of stamps people may wish to sell but certainly advise them of the range of options they may have (including sale through or donation to societies – see NZPF pamphlet *'I have inherited a stamp collection. Where do I go from here?' - which provides useful guidance for people with a collection they do not know what to do with.*

DO tell people who wish to sell material of the range of dealers available inside the venue but DO NOT direct them to a specific dealer.

Thanks

The organising committee is extremely grateful for your help. We hope you enjoy your participation and contribution in what we are sure will be a special philatelic event.

Appendix 11.3 Venue Run Sheet

The following is an example of a run sheet proposed for use at the Capital Stamp Show 2015. It was used to assist both the venue and the Hall Manager to define known times, etc. when activity was expected. The text in red was directed at venue staff seeking confirmation or asking questions. Consequently, after the queries were answered, the venue established a run sheet for their own staff.

Wednesday, 21 October morning

If possible, the hall manager would like to mark out locations of our exhibit frames with tape on the floor so we will be ready to set up the next day. At least a minimum of 15 minutes, more would be useful. Even if something is going on in the hall could the hall manager also enter for the purpose of laying out the frame rows? The hall manager, in a pinch, should be able to start promptly at 5.00am Thu with the first four rows so our installation teams can get started.

Could we park a small truck with frames overnight either in the loading dock or in one of our parking areas at the south end on Wednesday night?

On Fri, Sat and Sun when do the café staff need entry and when do they leave? Need to provide for access. Same issue for operations staff, cleaners, dealer stand supplier, etc.

Thursday, 22 October

5.00 am	Venue open – loading bay only. <i>It is imperative that we can have access promptly at 5.00 south end. Please provide venue contact phone. Need space in Side Store.</i>
5-8 am	Unloading and erecting exhibit frames – rugby club. Frame numbers, sponsor labels, class labels
6-8 am	Bin room set-up: 5 x 75 cm tables, 3 x 45 cm tables; 10 chairs. Locate in SE corner, preferably in the side store area – also extra table and chair by entry for our security checker.
8.00 am	Access control imposed: entry only by correct badges <i>[can usher help here?]</i> Will make allowance for deliveries to bin room, but any further access to the main floor needs badges.
8 – 12	Mounting exhibits
9-10 am	VGM Room (Jury room) set-up: 75cm tables - 2.1m x6 + 1.8m x4, 45cm tables 1.8m x 6, 30 x chairs, water cooler, whiteboard incl. markers & rubber, (computer, power cords, power board etc.) Key for VGM room (essential)
10am	Morning Tea for helpers – upstairs foyer – <i>Restaurant Associates</i>
10am-1pm	Dealer stand supplier erects stands at north end of main floor and drops power supplies <i>Hard hat area confined to that end of hall. PWV technician needed throughout this time unless electrical work is finished earlier. Need access barrier across main hall while this is happening.</i>
12-8.30pm	Jury to have access to main floor for judging
11.30 -12	Lunch upstairs foyer – 15 people – <i>Restaurant Associates</i>
11.30 -12	Jury lunch (20) delivered to VGM room – <i>Restaurant Associates</i>
12-5.30pm	NZ Post erects its stand at north end of main floor.
1-5.30 pm	Dealers and NZ Post to occupy stands; access of dealers to loading bay to be coordinated by David Holmes; one car park to be allocated to dealers (throughout exhibition)
5.30-6.30	Jury buffet dinner in APW Room – <i>Restaurant Associates schedule.</i>
5.30-8.30	Venue cleaners <i>(security issue) Please no cleaners in VGM room; instead provide rubbish bin to be left outside.</i>
8.30 pm	Jury leave Security system turned on

Friday, 23 October

7am	Security system switched off. Cleaners + Operations staff onsite (security issue) Hall manager onsite
8.30 am	Venue open — access control imposed. No entry south end, security north end; Committee, Jury & dealers arrive
9.00 am	Supervisor front desk, arrives to set up.
10.00 am	Opening by Mayor – outside front door unless raining, alternate inside foyer
12.30-1.30	Jury lunch VGM room. <i>See Restaurant Associates schedule</i>
5 pm	Exhibition closes. Only authorised people to remain. Access control imposed
5-7 pm	Venue cleaners (security issue) Please no cleaners in VGM room; instead provide rubbish bin to be left outside.
6 pm	Jury leave
7pm	Security system turned on when cleaners finished

Saturday, 24 October

7am	Security system switched off. Cleaners + Operations staff onsite (security issue) Hall manager onsite.
8.30 am	Venue open — access control imposed. No entry south end, security north end; Committee, Jury and dealers arrive
9.00 am	Supervisor front desk, arrives to set up.
10 am	Exhibition opens
5 pm	Exhibition closes. Only authorised people to remain. Access control imposed
5-7 pm	Venue cleaners (security issue)
5.30-6.30	Committee etc. leave for Palmares, shift prizes.
7pm	Security system turned on when cleaners finished

Sunday, 25 October

7am	Security system switched off. Cleaners + Operations staff onsite (security issue) Hall manager onsite.
8.30 am	Venue open — access control imposed. No entry south end, security north end; Committee and dealers arrive
9.00 am	Supervisor front desk, arrives to set up.
10 am	Exhibition opens
3.30 pm	Shift furniture to bin room
4 pm	Exhibition closes. Only authorised people to remain. Access control imposed
4-7 pm	Take down – exhibits, frames, dealers etc. Dealer stand supplier access south end once exhibits down