



INDUCTION MANUAL

CONTRACTOR & SERVICE PROVIDERS

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CTICC is proudly associated with:



SECURITY AND HOUSE RULES

- All contractors, visitors and service providers must report and sign in/out at security.
- All hand tools and power equipment must be declared and registered with security.
- Security reserves the right to search your vehicles, body, clothing and all belongings.
- All contractors and service providers must wear clothing with the company logo or a name badge provided by the company.
- All contractors are required to have an identification badge (not accredited) or wristband (accredited) to enter the CTICC.
- Do not leave your equipment or tools unattended. The CTICC will not take responsibility for any losses.
- Follow the rules of the marshalling yard as signposted.
- All vehicles must be registered with security on entry to the marshalling yard.
- Please take care of the building.
- No goods in the glass lifts.
- Do not prop open the fire doors and/or final exit doors.
- Abuse, bad language, horseplay and general bad conduct will not be tolerated. Work will be stopped and the person or persons responsible will be asked to leave.

FACILITIES / WELFARE

BREAK FACILITIES:

- No food is to be consumed inside any of the CTICC venues by staff, contractors or service providers. Food is to be consumed in dedicated areas only.
- The CTICC canteen is only available to staff and preferred service providers. Contractors and accredited service providers cannot use these facilities unless it has been prearranged with the CTICC's Food and Beverage manager.

TOILETS:

- All service providers must only use the toilet facilities in the marshalling yard.

SMOKING / WEAPONS / DRUGS AND ALCOHOL:

- The CTICC is a no-smoking venue. An area near the staff entrance is the designated smoking area.
- Drugs and alcohol are not permitted on the premises.
- You are not allowed to bring weapons into the CTICC, including traditional weapons.
- Breaches of this legislation will result in the offending parties being requested to leave the site and the contract agreement cancelled.

RESPONSIBILITIES

The event organiser is responsible for ensuring that the event planning, build-up/strike schedules, permits and appointments are in place.

EVERYONE HAS A RESPONSIBILITY TO:

- Adopt safe work practices.
- Wear personal protective equipment (PPE).
- Comply with the CTICC's policies, procedures and house rules.
- Report pollution, hazards and injuries immediately.
- You are required to 'walk' your emergency escapes routes and locate the evacuation assembly point.
- Know where to find medical assistance.

NEVER:

- Put anyone's safety at risk.
- Let others put you at risk.
- Misuse equipment.

THE ROLE OF THE SAFETY OFFICER AT EVENTS IS TO:

- Provide information, instruction, training and supervision.
- Stop any event should an unsafe act or condition present itself.

Copies of all persons appointed must be provided to the CTICC.



OPERATORS LICENSES AND CERTIFICATIONS

The law requires that operators of certain types of plant and equipment must have a current certificate of competency or license to operate or inspect.

Your license or certificate must be in your possession at all times and no reckless driving will be tolerated.
It's simple: No license – no driving and no operating of equipment.

LICENSES OR CERTIFICATES REQUIRED:

- Gas installation.
- Refrigeration and air conditioning.
- Forklift, scissor lift and cherry picker (MEWP).
- Wireman's license for electrical installations.
- Medic card / Safety officers
- Various inspector licenses (scaffold/structural engineer/rigger)

SAFE WORKING PRACTICES

All contractors and service providers must carry out a risk assessment before work can take place. Induction training must be carried out by the project leader or safety officer (if appointed).

High-risk work requires a safe work method statement and/or permit to work (when needed). This can be arranged via the CTICC's Maintenance Department.

THE FOLLOWING PERMITS TO WORK ARE OFFERED BY THE CTICC:

- Hot work (brazing).
- Working at heights/roof work/high voltage electrical work.
- Gas work.

NOTE:

Where high-risk work is carried out, the area must be demarcated or isolated. A spotter must be appointed, a safety plan must be in place and a risk assessment must be carried out. A lock out/tag out procedure might be needed.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

During a build-up or strike, appropriate personal protective equipment (PPE) must be worn at all times and be provided by service providers.

THE FOLLOWING ITEMS MAY BE REQUIRED:

- High-visibility jackets.
- Eye protection.
- Hard hats.
- Appropriate footwear.
- Dust masks if needed.
- Ear protection if needed.
- Full body safety harness/fall arrest.

The above-mentioned items are based on the tasks being conducted and the associated risks.

STAND CONSTRUCTION

THE FOLLOWING IS NOT PERMITTED:

- Spray painting.
- Welding.
- Angle grinding.
- Cutting timber.
- Wallpapering onto CTICC structures.
- Driving equipment on carpets.
- Drilling into CTICC structures.

A designated area in the marshalling yard must be made available by the event organiser.



Chemicals used and brought on-site must be accompanied by a material safety data sheet.

The use of compressors, generators and helium gas must be approved by the CTICC and a Certificate of Compliance (COC) must be provided (if needed).

All equipment, fittings and materials are subject to inspection by the CTICC.

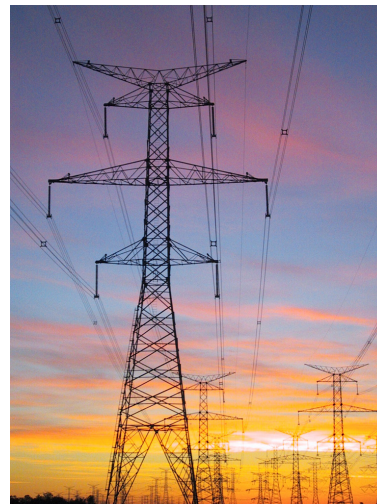
SPECIAL STAND CONSTRUCTION

The following applies to custom stands, marquees, stages, raked seating, tents, rigging screens, trussing and scaffolding.

- All the above-listed items must be approved by the CTICC before construction can take place.
- A structural engineer must inspect all of the above and furnish the CTICC with a structural engineering certificate (BDM13) on completion.
- Failure to comply with this requirement may result in the CTICC's refusal of permission to erect a stand.
- The appointment of a structural engineer must be done with BDM11 and BDM12 forms and plans with the signed forms must be submitted to the City of Cape Town offices and Fire Department for approval 30 days before the event.

ELECTRICAL SAFETY

- Common risks:
 - Electrocution
 - Fire
 - Malfunction
- Persons should not interfere with electrical connections or equipment.
- Only qualified and registered electricians can work on equipment and connections.
- A certificate of conformity Certificate of Compliance (COC) must be provided for each connection.



USE OF PETROL AND LP GAS

PETROL:

- Use of petrol is not permitted.
- Petrol-driven vehicles on display can only have enough petrol in the tank to get the vehicle in and out of the exhibition hall.
- Please refer to the Client Manual.

LP GAS:

- No liquefied petroleum (LP) gas bottles larger than 19kg, plus one backup cylinder, are allowed (38kg max).
- A temporary storage cage for the backup cylinders, with a perimeter of at least 5m, must be arranged by the client with the Fire Department.
- The exhibitors/contractors take full responsibility for all aspects of the Health and Safety Act that applies to the installation of gas.

The use of petrol and LP gas is governed by the City of Cape Town's fire safety by-laws and relevant health and safety regulations (building regulations, SANS codes and construction regulations). All events are subject to inspection by the Fire Department.

FIRE SAFETY

ALL EVENT ORGANISERS AND SERVICE PROVIDERS MUST:

- Ensure that fire extinguisher equipment, emergency exits and signage (including those inside exhibits) remain visible and accessible at all times.
- All aisles must be kept clear of any obstructions or protruding objects. A minimum of 3m aisle clearance spaces and 5m to final exit doors must be maintained.
- Equipment that produces heat, smoke or open flames as an integral part of the product demonstration must receive written approval of the plans from the CTICC.
- A fire marshal must be booked and additional fire equipment put into place as part of the fire prevention strategy.
- For fireworks (pyrotechnics), a permit must be obtained from the SAPS and Fire Department and presented to the CTICC 72 hours before the event or show.
- Any breach of fire safety will not be tolerated and the event or show will not be allowed to start unless fire safety issues are rectified.
- The following products will not be permitted unless treated with a fire-retarding compound:
 - Hessian
 - Thatch
 - Straw
 - Draping
 - Seat covers
 - Wood pallets
 - Crepe paper
 - Corrugated paper
 - Cardboard
 - PVC sheeting (except on the floor to prevent damage to carpets)
 - Polystyrene items
- A certificate must be presented as proof before the event starts.

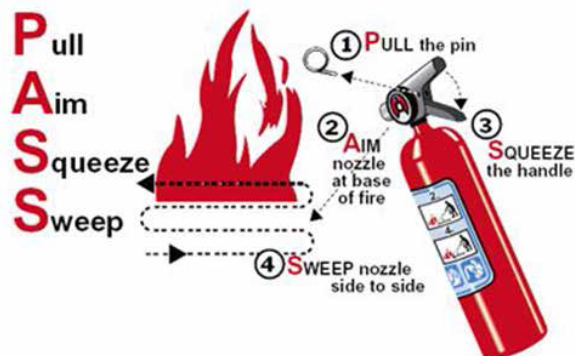


KNOW YOUR FIRE EXTINGUISHERS COLOUR CODES

KNOW YOUR FIRE EXTINGUISHERS COLOUR CODES					
 WATER <ul style="list-style-type: none"> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC. DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON FLAMMABLE METAL FIRES 	 DRY POWDER <ul style="list-style-type: none"> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC. SAFE FOR USE ON FLAMMABLE LIQUID FIRES SAFE FOR USE ON GASEOUS FIRES SAFE FOR USE ON ELECTRICAL FIRES 	 CO₂ CARBON DIOXIDE <ul style="list-style-type: none"> SAFE FOR USE ON FLAMMABLE LIQUID FIRES SAFE FOR USE ON ELECTRICAL FIRES DO NOT USE ON WOOD, PAPER, TEXTILES ETC. DO NOT HOLD HORN WHEN OPERATING 	 AFFF FOAM SPRAY <ul style="list-style-type: none"> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC. SAFE FOR USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE METAL FIRES 	Fire Blanket <ul style="list-style-type: none"> FOR SMOTHERING FIRES SAFE FOR USE ON CHIP PAN FIRES DEEP FAT FIRES WASTE BIN FIRES SAFE AND SUITABLE FOR WRAPPING AROUND SOMEONE WHOSE CLOTHES ARE BURNING 	 WET CHEMICAL <ul style="list-style-type: none"> SAFE FOR USE ON COOKING OILS & DEEP FAT FIRES SAFE FOR USE ON WOOD, PAPER TEXTILES ETC. DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON FLAMMABLE GAS DO NOT PUT NOZZLE INTO FAT/OIL



To operate an extinguisher: (Check your fire extinguisher's label for detailed instructions.)



DISCOVERING A FIRE

1. Break the fire alarm glass and activate the alarm.
2. Call Ext 5252 or Disaster Risk on 107 or 021 480 7700 and inform them of the following:
3. Location.
4. Type of fire.
5. Who you are.
6. Only use a fire extinguisher if you are trained in its use.
7. If all else fails, get out!

FIRE EVACUATION PROCEDURE

The fire alarm sound is a voice activation followed by a siren sound.

DO NOT:

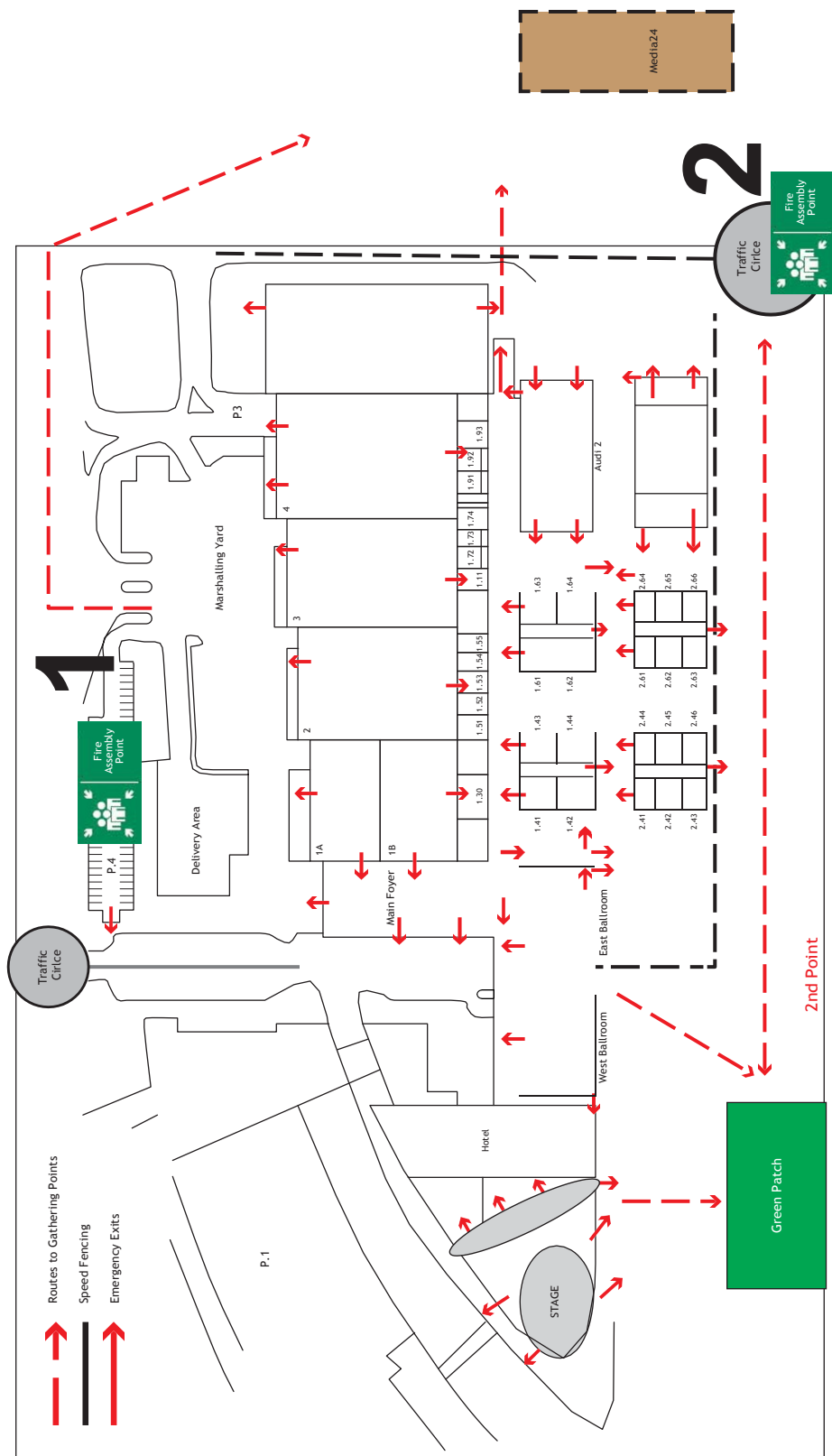
- Collect your belongings
- Take the lifts
- Run

DO:

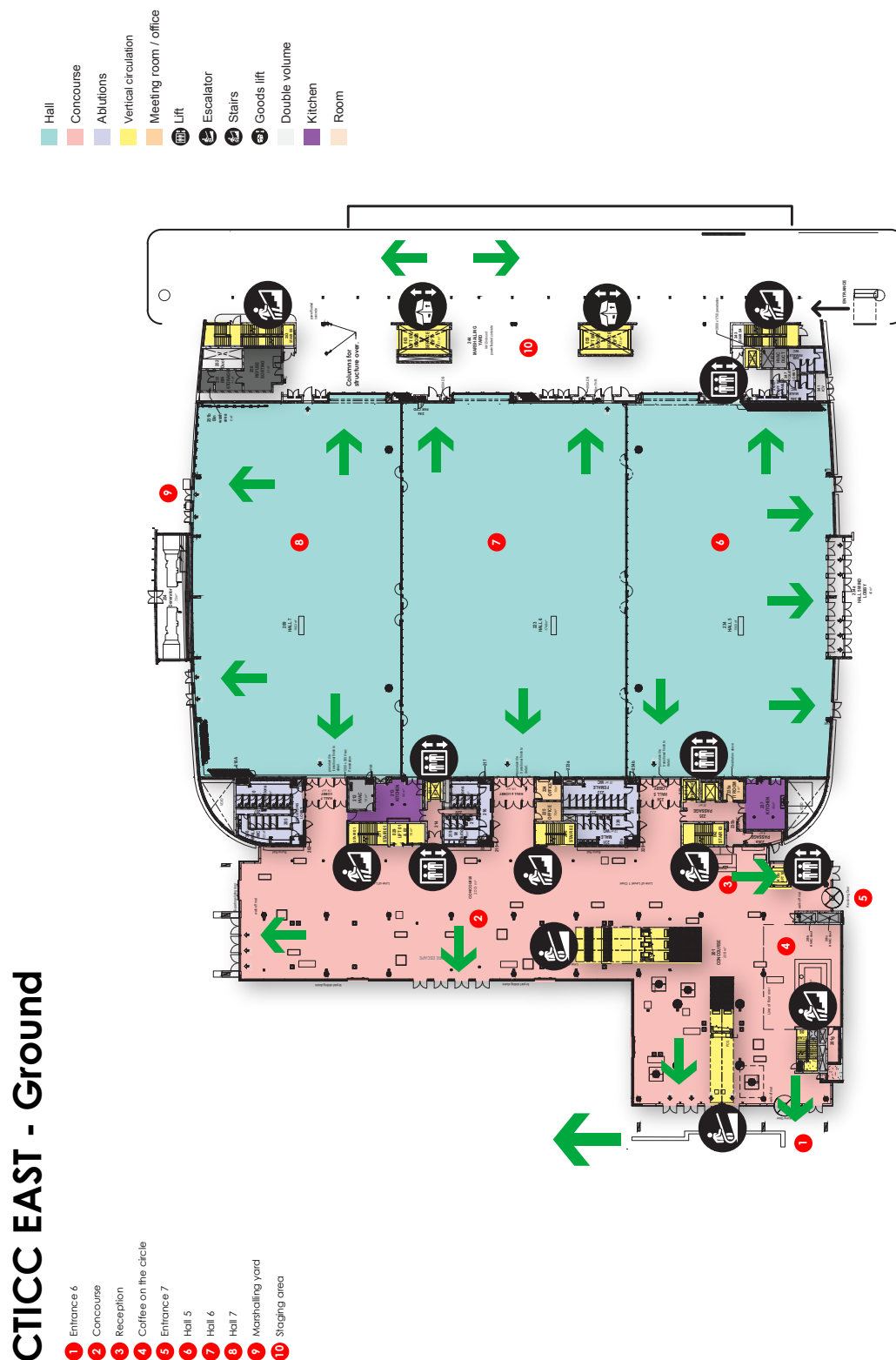
- Walk briskly to the closest fire exit and follow the green running man sign
- Assist others on the way out
- Go to the assembly point and stay in your department
- Re-enter only when the all-clear message has been given
- Report to the fire marshal any irregularities or missing people



EVACUATION ROUTES



CTICC 2 (EAST SIDE): OUTSIDE IN FRONT OF THE BUILDING



ACCIDENT REPORTING AND FIRST AID

It is the responsibility of the event organiser to arrange a medic and/or medical room for your event.

THE MEDIC MUST:

- Provide first-line medical support to all service providers.
- Be registered with the health board.
- Be available during all operational hours.
- Complete an accident form (if applicable) for further investigation and follow-up.
- Report all incidents to the safety officer.



CTICC EMERGENCY CONTACTS:

- Emergency number: 5252
- Contact the on-site medical facilities service provider.

WASTE PLAN

It is the event organiser's responsibility to provide an event waste plan and handle the clean-up.

EVENT ORGANISERS MUST MAKE PROVISIONS FOR:

- Skips.
- Bins.
- Cleaning services.
- Hazardous waste bins if needed



NON-RECYCLING

✓ **Items that can go into this bin**

 Contaminated items	 Broken crockery	 Used paper plates & cups
 Small items	 Used serviettes	 Stickers
 Dirty plastic	 Non-hazardous liquid	 Paper towels
 Glued paper	 Dirty cardboard	

✗ **Items that can't go into this bin**
No Hazardous Waste

 Food waste	 Compact fluorescent lights (CFL)	 Electronic waste
 Irritants	 Corrosive items	 Toxic items
 Explosive items	 Used sanitary towels/soiled nappies	



RECYCLING

✓ **Items that can go into this bin**

 Glass bottles	 Tin drinking cans
 Tin food cans	 Tetrapack containers
 Plastic bottles	 Paper & cardboard

Containers don't need to be washed, but should be empty

If cardboard boxes are large, please arrange with cleaners for collection

✗ **Items that can't go into this bin**

 Food waste	 Dirty cardboard	 Glued Paper	 Used serviettes
 Used paper plates & cups	 Stickers	 Dirty plastic	



ORGANIC/FOOD WASTE

✓ **Items that can go into this bin**

 Any food waste	 Bread
 Coffee grinds & tea bags	 Meat
 Fish	 Pastry
 Fruit & vegetables	 Egg shells
 Pasta	 Rice

✗ **Items that can't go into this bin**

 Paper towels	 Non-hazardous liquid
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THE FIVE GOLDEN RULES TO PREVENT THE SPREAD OF CORONAVIRUS

THE FOLLOWING ARE THE 5 GOLDEN RULES TO PREVENT THE SPREAD OF THE CORONAVIRUS:

1. Separate yourself physically from other people:
 - By working from home where possible
 - By staying home if unwell
2. Physical distancing when around other people:
 - Keep a distance of at least 1.5 metres (2 arm lengths) from others, when you have to work with them or serve them.
 - Do NOT shake hands, or hug, or fist bump, or elbow bump. Keep your distance.
3. Hand washing/sanitising:
 - Regular hand-washing with soap and water for 20 seconds Or rub hands with alcohol-based hand sanitiser
 - Wash hands after touching people, surfaces and objects
4. Practising good hygiene measures:
 - Cough or sneeze into your elbow or a tissue and then put the tissue in a bin and wash your hands immediately.
 - Do not touch your face with unwashed hands.
5. Using cloth face masks:
 - Use a cloth face mask to cover your nose and mouth
 - Don't touch the mask after you put it on
 - Leave the mask on all the time except when you need to eat/drink. For eating/drinking take it off carefully by the strings and place it in a clean paper or plastic bag.

All persons entering the building will be required to sign a Visitor Health Screening Form to ensure the ease of tracking and tracing.

All persons entering the CTICC will be required to wear a facemask. If they do not have a facemask, a disposable facemask will be made available for purchase from the centre.

Hand sanitisers have been strategically placed in all our public ablution facilities and in public areas (these are refilled on a regular basis throughout each day).

Cleaning and sanitizing of all hard surfaces in our public areas and high traffic touch-points (handrails, escalators and elevators, door handles, etc.) has been increased

Social Distance floor markings (@ 1.5m spacing) will be placed at areas where we anticipate queuing."



Experience Extraordinary

CTICC 1: Convention Square, 1 Lower Long Street, Cape Town, 8001, South Africa

GPS co-ordinates: -33.915141 , 18.425657

CTICC 2: Corner of Heerengracht & Rua Bartholomeu Dias, Foreshore, Cape Town, 8001, South Africa

GPS co-ordinates: -33.91747 , 18.42908

CONTACT

Tel + 27 21 410 5000 | Fax +27 21 410 5001

info@cticc.co.za | www.cticc.co.za

SOCIAL MEDIA

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we are a green conscious convention centre