



IUCN
WORLD
CONSERVATION
CONGRESS
Marseille

EXHIBITOR MANUAL VERSION 4

USEFUL ONSITE INFORMATION

Last update: 27 August 2021

This document contains the latest updates on the IUCN exhibition and replaces any previous version. The current version addresses all information and requirements for the running of the exhibition onsite. The Manual may be updated once more prior to the event. Please make sure to consult the [Exhibitor Page](#) for the latest version - any changes will be highlighted in the document. The [Dropbox folder for exhibitors](#) also contains useful documents for the exhibition.

Note: sections that have been updated are highlighted in yellow in the table of content. New sections are highlighted in blue.

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A SUSTAINABLE CONGRESS

1. Sustainable Development Policy and ISO 20121 approach

Because of its international scope and its recognised importance for the preservation of biodiversity and nature conservation at the global level, the IUCN World Conservation Congress must be exemplary in terms of sustainable development.

This is why the Ministry of Ecological Transition and IUCN have embarked on an ISO 20121 certification process aimed at implementing a responsible management system for the Congress that contributes to the 17 United Nations Sustainable Development Goals, while respecting the principles of inclusion, integrity, transparency and vigilance.

Strong values have been defined to guide this responsible management system: Exemplarity, Mobilisation, Openness and Sobriety.

The responsible management system aims to ensure the environmental excellence and sustainability of the Congress through the implementation of a [Sustainable Development Policy](#) based on four major issues:

- **Environmental Commitment:** Implementing an eco-responsible, low-carbon organisation, minimising the use of resources as well as the production of waste, and promoting the circular economy.
- **Economic and Social Commitment:** Maximise the territorial commitment and impact, giving the opportunity to the different local actors to be involved in the event and facilitating employment for all, volunteering and voluntary work.
- **Legacy Commitment:** To strengthen the territorial sustainable dynamics, valuing the local natural heritage and sustainable practices in terms of nature conservation and biodiversity preservation.
- **Commitment to Inclusion:** Organise a unifying event, offering the possibility for all publics to participate in the event in conditions of comfort, equity, safety and integrity for all. This covers specifically a strong commitment to advance gender equality as outlined in the [Gender mainstreaming strategy for IUCN events](#) and organisation of a harassment-free event for all participants as outlined in the [Anti-harassment policy for IUCN events](#). In that context, IUCN is proud that the Congress has received the French label "[Event Gender Equity](#)".

2. Exhibitors, ambassadors of a responsible and inclusive Congress

Like the organising teams and service providers, exhibitors at the IUCN exhibition act as ambassadors to the general public, not only by raising awareness of biodiversity issues but also by applying eco-gestures and respecting the sustainable guidelines defined for a responsible Congress and supporting the inclusive and respectful event.

From set-up to dismantling, and during the entire period of access, exhibitors are invited to support and commit themselves in all areas outlined in this document by

- a) Operating their stand and stand events in a sustainable manner;
- b) Striving for gender equity and diversity in their staffing and speaker selection;
- c) Complying with the [Anti-harassment policy](#) and reporting any violations as per the procedures outlined in the annex of that policy.

HEALTH & SAFETY ONSITE

In view of the current health situation, all the organisers and participants of the Congress must ensure that the necessary health measures are in place to ensure that the event is held in complete safety for both the visitors and the teams involved.

1. Health pass mandatory to access the venue

To access the event, the French authorities will require the presentation of an electronic or paper-based health pass (TousAntiCovid application for French residents or European health certificate / "green pass" for Schengen residents), or equivalent documents in French or English for participants coming from outside the Schengen area (proof of vaccination, antigenic test or RTPCR of less than 72h, proof of immunity / Covid-19 recovery certificate) for all those involved in the IUCN World Conservation Congress (exhibitors, organiser, service providers, partners, volunteers, etc.) from 1 September to 11 September 2021. The pass will be checked at Gate A and Gate B at every entrance to the venue.

2. Temporary Testing Center

The venue has a temporary testing center for people requiring an antigen/RT-PCR test. This is located at Jardin Chanot, accessed by the entrance Door A of the Parc Chanot.

The testing centre will be open from 7:00 to 20:00 from Sept 1 to Sept 11 and will close at 17:00 on Sept. 11.

The results of antigenic tests will be available after 30 minutes. RT-PCR test result is available upon request after 12 to 24 hours.

The testing centre will send the test result via email as well as through the SI-DEP system for French health insurance beneficiaries, allowing automatic downloading into the TousAntiCovid application.

Cost of antigen/RT-PCR Test

French nationals are free of charge, but foreign visitors will pay the following,

- Antigenic test = approx. 22€
- RT-PCR test = approx. 44€

Online Appointment

To facilitate the operational management, online appointment booking at the following link covid.synlab.fr/static?reverse#/F113/appointment

Select the place of sampling "Test Center - IUCN Congress - Marseille".

People with an appointment will be given priority.

Antigenic Test or RT-PCR Test Result

If the result of the test is positive, the individual will be required to isolate right away while waiting to return to the person's accommodation for self-quarantine (if asymptomatic) or to go to the medical center/hospital if necessary.

More information

- More information on the health pass can be found on the French Government website: www.gouvernement.fr/en/coronavirus-covid-19.
- Please regularly consult the Congress website for the most up-to-date information on Health & Safety at Congress: www.iucncongress2020.org/about/health-and-safety

3. Health and safety measures at your stand and during your events

Please consult the [Exhibitor Health Guidelines](#) for updated information on the measures applicable at the stand and during cocktails.

Please note that specific signage will be added at the entrance of all medium and large stands, stating the maximum capacity per stand / meeting rooms and indicating visitor flow. Your COVID focal point will be in charge for ensuring that your stand visitors are complying with the social distancing rules and that surfaces like tables or touchscreens are disinfected after contact.

Please be aware that you need to disinfect all headsets for the silent sound system after each use. It is in your responsibility to stick to this rule. Participants could use their personal headsets/earphones with the receivers provided that they have a standard jack connector.

When hosting cocktails at your stand, the COVID focal point of the stand will make sure that maximum capacity is not exceeded and that your guests wear their masks during periods when not consuming food and beverages.

For full details, please consult the [Exhibitor Health Guidelines](#), which continue to be updated until Congress so please **make sure to check it on a regular basis**.

Note: all exhibitors and participants are invited to download and activate the French TousAntiCovid app.

THE VENUE

Situated in the heart of Marseille, Marseille Chanot Exhibition and Convention Centre welcomes a variety of national and international events each year. Easily accessible by Metro from the city centre, the venue covers 17 hectares and boasts 60,000m² of comfortable and modular space.

Marseille Chanot

Exhibition and Convention Centre
13266 Marseille Cedex 08 / France
www.marseille-chanot.com

The IUCN Congress will use six of these halls, creating a spacious, dynamic and engaging environment for the event.

Please note the following dates for the Congress components:

- The Exhibition will be held from 4 to 9 September in Hall 3
- The Forum will take place from 4 to 7 September mainly in Hall 8
- The IUCN Member's Assembly will meet from 8 to 10 September with a first sitting at the beginning of the Congress in Hall 1
- The Nature Generation Areas, or "Espaces Générations Nature", will be running from 4 to 11 September in Hall 2

The exhibition will be open to both registered Congress participants and the general public (free of charge / no registration required), allowing exhibitors to showcase their research, innovations and other work to a broad audience.

The exhibition hall will accommodate about 90 small (6m²), 21 medium (72 m²) and 5 large (170 m²) stands as well as 3 central stages, which will attract a large number of Congress participants into the Hall 3.

There will also be a restaurant and a take-away, 3 internet corners, 3 networking areas and a helpdesk in the exhibition hall to assist the visitors and registered Congress participants with any questions they may have.

Please consult the "[I am an Exhibitor](#)" page on the Congress website where you will find:

- The updated Exhibition Schedule
- The Exhibition floor plan
- The latest version of the Exhibitor Manual
- The list of Exhibitors
- A specific Q&A for the Exhibition

EXHIBITION OPENING HOURS

1. Access to the Exhibition Hall

	Dates	Access to exhibitors	Access to General Public	Access to registered participants
Exceptional move-in for some exhibitors with large equipment (upon approval from IUCN only)	Wednesday 1 September	13:00 - 18:00	No access	No access
Move-in for all exhibitors	Thursday 2 September	08:00 - 18:00	No access	No access
Light move-in (only equipment that can get through the security tunnels), stand acceptance, inauguration of Hall 3	Friday 3 September	08:00 - 21:30	No access	19:00 - 21:00
Regular opening hours + night opening	Saturday 4 September	09:00 - 22:30	10:00 - 22:00	09:30 - 22:00
Regular opening hours	Sunday 5 September	09:00 - 21:30	10:00 - 17:30	09:30 - 21:00
Regular opening hours	Monday 6 September	09:00 - 21:30	10:00 - 17:30	09:30 - 21:00
Regular opening hours	Tuesday 7 September	09:00 - 21:30	10:00 - 17:30	09:30 - 21:00
Regular opening hours	Wednesday 8 September	09:00 - 21:30	10:00 - 17:30	09:30 - 21:00
Regular opening hours and move-out	Thursday 9 September	09:00 - 22:00	10:00 - 17:30	09:30 - 21:00
Move-out of large equipment (upon approval from IUCN only)	Friday 10 September	08:00 - 12:00	No access	No access

All hours are subject to possible changes.

2. Congress opening ceremony and inauguration of Hall 3

The opening ceremony of the Congress will take place on 3 September from 17:00 to 19:00 and is accessible to registered participants (and thus to individuals in possession of an Exhibitor full access badges).

At the request of the French government, access to the plenary hall to attend the opening ceremony is by invitation only. All other participants can follow the ceremony in the overflow rooms made available at the venue. In addition, the livestream will also be publically available on the streaming platform accessible via the Congress website.

Details on the Opening ceremony will be published in the online programme:

www.iucncongress2020.org/programme/official-programme/session-43977

As a reminder, there will be an inauguration of the exhibition hall during the opening reception, which will take place from 19:00 to 21:00 in the outdoor esplanades. Exhibitors are therefore highly encouraged to be present at their stand on **3 September from 19:00 to 21:00**.

3. Night opening

On the evening of 4 September 2021, there will be a night opening from 21:00 to 22:00 open to everybody. The General Public will be allowed to access until 22:00.

Therefore, exhibitors are highly encouraged to extend their presence at their stand until 22:00.

MOVE-IN & MOVE-OUT

1. Move-in of exhibitors and stand handover

Exhibitors are required to have their stand ready on 2 September where possible. From 2 September 18:00 onwards, security checks, bomb sweeps cleaning of the stands will take place. Once these procedures have been completed, only the equipment that will pass through the security tunnels can be brought to the venue on 3 September.

Exhibitors will receive an onsite training on Health and Safety and on the Exhibition rules on 3 September at 10:30. Details will be confirmed in due course.

Stand materials booked through the Exhibitor Tool-kit and/or shipped through DHL should be waiting for you in your stand or will be delivered on 2 September at the latest.

If your materials are not in your stand, please see the Congrex Service Desk.

Graphic back wall will be installed by the stand builder during the set-up phase and before the move-in of exhibitors.

Exhibitors will be contacted by MCO / by Congrex for a final stand approval.

2. Move-out and dismantling

The exhibitor should remove his/her belongings and any material that he/she brought, or that a third party sub-contracted by him/her brought for the exhibition stand on 9 September between 21:00 and 22:00.

Please reach out to Congrex should you need more time to move-out your equipment. If approved by IUCN, you will be able to move-out your equipment on 10 September between 08:00 and 12:00, while the dismantling is taking place.

DHL will deliver boxes and packaging as of 21:00 to your stand and pick up any items for shipping at 22:00. You can also already pick up smaller boxes at the Congrex Service Desk during the day to pack up your smaller items earlier. For any special dismantling on 10 September (upon approval from IUCN), DHL will be loading on 10 morning at the latest.

The Congrex Service Desk will be open to assist with outgoing shipments.

ATTENTION: All equipment ordered via Exhibitor Tool-kit or provided via IUCN needs to be returned in full without damage or loss. Please ensure before you leave that all equipment is correctly left at the stand, nothing is damaged or missing. If you have headsets and receivers, please ensure that you count them regularly and make sure your participants return them to you. Any damage or loss will be charged in full to you.

Make sure to not leave any items behind at your stand after 9 September 22:00 that are not clearly labelled for shipping. Any waste should be separated into the respective bins. Items you wish to donate for reuse by third parties need to be organised prior to the Congress and pick-up should ideally be made by the concerned persons during the last day of the Congress provided that items are small enough to carry by hand. Larger items should be shipped via DHL to the respective third party.

EXHIBITOR SUPPORT SERVICES

1. Assistance between now and Congress

For any questions linked to the logistics of your exhibition stand, please consult the [Exhibitors page](#), which features the Exhibition floor plan, the list of exhibitors and a useful [Q&A section](#).

Congrex will also be happy to answer any questions you may have. They can be reached at iucn@congrex.com.

If you have questions about registration and accommodation, please contact GL events at iucn@gl-events.com.

For questions about stand building and design/graphics, please contact MCO at iucn@mcocongres.com.

For questions about scheduling your events, please contact the Forum team at CongressForum@iucn.org.

Should you have questions about Health & Safety measures onsite or about the Congress in general, please refer to www.iucncongress2020.org/about/health-and-safety or subscribe to the [Congress newsletter](#).

Please make sure to always mention your stand number in your communications.

2. Exhibitor assistance onsite

Should you have any questions or require any assistance onsite, please visit the **Congrex Service Desk**, which will be located on the left hand side of the main entrance of the exhibition hall behind the “Reimagine” room.

Léni (AV/IT supplier), DHL (shipping supplier) and GL events (supplier of badge scanners) will also be present at the Service Desk to assist you.

The Service Desk is open at the times, during which exhibitors have access to the Exhibition hall including during move-in and move-out hours.

3. Visitors Help Desk

The onsite Help Desk located at the entrance of Hall 3 will be the main Help Desk for general public.

4. Support staff

For Exhibitors who ordered Hosts/Hostesses services, please note that the Hosts/Hostesses will start 30 minutes before opening of exhibition for instructions/stand preparation assistance. Meeting point is at your stand. Hosts/Hostesses will wear a white shirt and black pants. The registration for support staff will be managed by the registration and housing provider, GL Events and this process will be done automatically by Congrex.

REGISTRATION

1. Registration of exhibitors

2 types of badges enable Exhibitors to access the Exhibition Hall during move-in, exhibition days and move-out: Stand personnel badges and Exhibitor full Congress badges.

Stand personnel badges access:

- Exhibition hall during move-in, exhibition days and move-out, i.e. from 2 September to 9 September (from 1 September to 10 September for exceptional bulky items and upon approval from IUCN)
- Any areas accessible to the general public
- Access the venue through [Gate A or B](#)

Exhibitor full Congress badges access:

- Same access as Stand personnel badges
- Access to all sessions [onsite](#) and [online](#)
- Access the venue through [Gate A or B](#)

The stand packages include the following number of badges.

Stand type	Stand personnel badges	Exhibitor full Congress badges
Exhibition Large stand 170m ² (previously 150m ²)	20	15
Exhibition Medium stand 72m ² (previously 60m ²)	10	5
Exhibition Small 24m ²	12	4
Exhibition Small 18m ²	9	3
Exhibition Small 12m ²	6	2
Exhibition Small stand 6m ²	3	1

All Exhibitors must be registered to enter the Congress venue. Please make sure to register your stand personnel as soon as possible by using the credentials provided by GL events to your stand focal point. Please do not register directly through the Congress website as the system will not recognise you as an exhibitor. IUCN will not proceed with refunding registration fees should your staff register through the wrong channel.

Please note that all registrations for exhibitors will need to be screened by the local authorities for security reasons. The local authorities reserve the right to decline the participation of a person who does not pass the security screening. IUCN is not involved in this process and can therefore not be held liable for such decisions. It is the exhibitor's responsibility to replace any personnel that is rejected by the authorities through a new registration, if they wish.

2. Registration of speakers / presenters

Speakers	Must be registered?
Speakers at a stand event	<p>No - on 4 September and for stand events taking place from 10:00 to 17:30 (Exhibition Hall accessible to General Public)</p> <p>Yes - for stand events taking place from 17:30 to 20:30 (access restricted to Congress participants)</p>
Speakers on central stages	<p>No on 4 September and for stand events taking place from 10:00 to 17:30 (Exhibition Hall accessible to General Public)</p> <p>Yes - for all events taking place from 17:30 to 20:30 (access restricted to Congress participants)</p> <p>Yes - if the speaker wishes to use the Central Stage screens to access their room and to upload their presentations to the speaker preview centre in Hall 1.</p>
Speakers on a Forum hybrid room	Yes - to access their room and to upload their presentations to the speaker preview centre in Hall 1.

If you have questions about registration, please contact GL events at iucn@gl-events.com.

3. Badge collection

Exhibitors and stand personnel will be able to collect badges and lanyards at the registration desk located in Gate A from 1 September 2021 from 13:00 to 18:00, by presenting their ID card or passport or at the opening hours indicated in the table below. Access to the venue will be through Gate B for stand personnel and through Gate A or B for exhibitors with full access pass.

The local authorities have required that badges be collected by each person individually to confirm their identity (no collective collection possible).

The registration area will be located after the main entrance Gate A and after the health pass and security checks.

The opening hours of the registration desks are:

Date	Timeslots
Wednesday 1 September	13:00 - 18:00
Thursday 2 September	08:00 - 18:00
Friday 3 September	08:00 - 19:30
Saturday 4 September	07:15 - 19:30
Sunday 5 September	07:15 - 19:30
Monday 6 September	07:15 - 19:30
Tuesday 7 September	07:15 - 19:30
Wednesday 8 September	08:00 - 16:30
Thursday 9 September	08:00 - 14:30
Friday 10 September	08:00 - 14:30

For security reasons, exhibitors and stand personnel will be required to display their badges visibly at all times whilst in the exhibition hall and when accessing other areas of the Congress.

SHIPPING & STORAGE

1. Shipping orders before Congress

DHL has been appointed as the official freight contractor for the IUCN World Conservation Congress. DHL will be the only company providing shipping including handling, storage and customs clearance for this event.

As a reminder, DHL shall be used if your material cannot be brought to the venue by hand. If you live nearby, DHL will organise a pick-up service.

DHL Contact:

Horst Froehling

Email: horst@dhl-exh.com

All documents related to shipping to Congress can be found in the [Dropbox for Exhibitors](#), which includes:

- The shipping guidelines
- The order form
- The pricing list

Extended deadline

DHL can still accept orders right up to last week in August. Please contact DHL as soon as possible to make sure your equipment arrives on time.

Maximum shipping limits

As part of the Green Congress strategy, the carbon footprint related to the freight will be calculated and added to your shipping costs in order to mitigate the emissions. A maximum shipment of material will be allowed as per the table below.

For shipments above the below allowances, please note that the CO₂ mitigation tax will be doubled as penalty fee. The CO₂ mitigation tax and the penalty fee will contribute to the [Congress Carbon Mitigation Fund](#).

Maximum shipping weight	
Exhibition Large stand 170m ² (previously 150m ²)	80 kg
Exhibition Medium 108m ² (previously 90m ²)	60 kg
Exhibition Medium stand 72m ² (previously 60m ²)	45 kg
Exhibition Small 24m ²	32 kg
Exhibition Small 18m ²	24 kg
Exhibition Small 12m ²	16 kg
Exhibition Small stand 6m ²	8 kg

Therefore, please note that all shipments to the advance warehouse should be sent to the following address **ONLY:**

ESI c/o IUCN 2021 Parc Chanot Marseille
12 Avenue du Noyer a la Malice
F-95380 Louvres
France

If you do not use DHL as your airfreight carrier, please arrange your freight carrier to contact Horst Froehling.

- Distribution in Parc Chanot to your exhibition stand will be on 1 and 2 September
- Move-out on 9 September (and on 10 September of any large equipment upon approval from IUCN)

- Do not ship freight directly to the venue. Freight shipped prior to this date may be refused by the facility and could be charged a redirected fee by your freight carrier.

Labelling & documents

- Please fill in the [logistics order form](#) and send it to horst@dhl-exh.com
- Provide a detailed description of the goods in English, quantity weight and value in EUR.

2. Storage onsite

All material will be stored in the stand as no additional storage is available onsite.

3. Luggage storage

If you bring your equipment in a suitcase, it can be left in the luggage room. The luggage room will be located near the registration area, next to Hall 1 - Palais des Événements. The luggage storage will be open on the same dates and times as the registration desk.

However, exhibitors are requested to leave their luggage at the hotel as much as possible, as space will be limited.

BRINGING YOUR OWN EQUIPMENT

1. Bringing bulky equipment

Once you collected your badge in Gate A, you may bring bulky equipment through [Gate C](#) as follows: all bulky equipment, and equipment exceeding the dimensions of the security tunnels, must be brought **by hand on 2 September between 08:00 and 18:00** through Gate C of the Parc Chanot.

No vehicles / personal cars can enter the Parc Chanot for security and clearance reasons and all equipment must be either shipped through DHL or brought by hand. No bulky equipment larger than the tunnels will be authorised after 2 September at 18:00.

2. Bringing light equipment

All equipment that fits into the security tunnels and does not belong to the list of unauthorised objects (this list will be communicated on the Congress website in due course) can be brought to the venue through Gate A.

No vehicles / personal cars can enter the Parc Chanot for security and clearance reasons and all equipment must be either shipping through DHL or brought by hand if it fits into the security tunnel (if not, please refer to the previous section).

3. Bringing liquids to the venue

Liquids can be brought to the venue (such as hydroalcoholic gel) but please note that glass containers are not authorised and will be rejected at the security gate. Any liquid must be in plastic/metal/aluminium containers.

4. Dimensions of the security tunnels

Medium tunnels: 60cm x 50cm (available at all Parc Chanot entrances and each checkpoint)

Large tunnels: 75cm x 55cm (one tunnel available at entrance A)

FOOD & BEVERAGES

1. Catering orders before Congress

Please place all your catering ordered through the [official catering platform](#) by **Monday 23 August 2021** at the latest. Any order placed between 20 August and 23 August will have a price increase for late orders.

This platform enables you to order food and beverage provided by the official caterer of the Congress, *La Truffe Noire*, such as coffee breaks, lunch boxes, finger foods, soft drinks and hot beverages such as coffee, tea as well as beer or wine.

Alcohol such as beer, cider and wine will be served in the restauration areas during the day and can be ordered on the platform. As of 18:00, other types of alcohol may be ordered.

For small stands, please be informed that you can only order beverages and small snacks but you cannot organise an event at your stand.

If you have any questions about your order or need additional information about the items on offer, please contact GL events at servicesadditionnels.live@gl-events.com. If you need to increase the quantities of an existing order later on, please do it by writing an email rather than placing an additional order.

2. Individual consumption onsite

For individual consumption, exhibitors are encouraged to discover and support restaurateurs who are committed to the Congress with an offer:

- Organic/Local/Seasonal: 100% seasonal products, 70% local and/or organic products.
- Sustainable: compostable/reusable tableware, no plastic bottles
- Anti-waste: donation of unsold food to associations, recycling of organic waste
- Vegetarian: a minimum of one vegetarian offer.

These restaurateurs will be located:

- In the restauration area of Hall 3, composed by a restaurant and a take-away.
- In the food court located in Esplanade 3 and 4.

On 1 and 2 September a food truck "Le Ptit Food Truck" will be available in Allée Rabatau. Restaurants and food courts will be available as of 4 September 2021.

If meals are brought in from outside, aim for zero waste by using reusable containers (boxes, cutlery, cotton napkins).

3. Water stations

Exhibitors are strongly encouraged to ask their teams to bring water bottles or to use the reusable cups offered at the catering points and the water fountains, which will be available throughout the venue for free, quick and easy refills. We strongly discourage the use of single-use plastic bags and bottles – these will not be available for purchase at the venue.

All participants with an Exhibitor full Congress badge will receive a complimentary water bottle for use at Congress.

ELECTRICITY

1. Spare sockets

All exhibitors will have a minimum of 2 spare sockets per stand. The spare sockets in your stand can be used free of charge for laptops/phone chargers only. Plugging larger items or AV equipment will not be supported by the electricity boxes and you will be charged for any short circuit caused by you.

Additional electrical equipment brought through the Exhibitor Tool-kit will be installed placed as per your request ahead of Congress during the set-up phase and before the move-in of exhibitors by the venue. If you have not indicated any location, the supplier will place it at a location deemed to be the most appropriate. Any change of location will be charged to the exhibitor.

For small stands having ordered individual electrical supply the electrical box will be placed in a corner of your exhibition stand. Please bring an extension cable depending on where you want to place your electrical device.

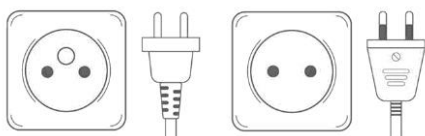
2. Energy consumption

Exhibitors are kindly requested to be economical in the use of energy and to turn off the lights, equipment and multi-plug sockets when not in use. Exhibitors should only use essential lighting and electrical equipment for the specific stand and for what is electronically vital.

As a reminder, household electrical appliances (incl. coffee machines, kettles, fridges etc.) and water connections are not allowed at the stands for sustainability reasons.

3. French plugs

The electrical boxes at your stand will include French plugs and outlets.



We kindly ask you to visit this website world-power-plugs.com/france to check if you need adaptors for your devices.

BANKS, CURRENCY EXCHANGE AND ATM

Banks are normally open from 08:30 am to 16:00 on weekdays. They are closed on Saturdays and Sundays. Major currencies can be exchanged at the airport, exchange offices and at all French banks.

There are two ATM machines at the Parc Chanot to withdraw cash – one right outside the exhibition hall (facing Esplanade 3&4) and one close to the security check at Gate A (accessible if you pass in front of Hall 9 and head towards Gate A)

WASTE SORTING

Exhibitors are responsible for bringing their waste to the recycling stations. No individual bins are allowed in the stands. All exhibitors are required to sort their waste generated during the Congress according to the defined instructions and in one of the sorting points provided for this purpose throughout the Parc Chanot and in the Exhibition Hall. If you are not clear on what to throw in which bin, please do not hesitate to ask Congrex or the information desk.

Always consider reuse or donation options before throwing away an object or material.



Available waste sorting bins in Hall 3:

- Organic waste (including compostable tableware)
- Plastics / Cans / Paper
- Other waste
- COVID waste

CLEANING SERVICES

During Congress, cleaning services will be provided for the common areas in the exhibition hall (restauration areas, aisles, rest rooms) only.

It is your responsibility to maintain your exhibition stand in a clean condition at all times. If you have ordered and paid cleaning of your stand during the Congress (vacuuming of floor and wiping of furniture), such cleaning will be operated after official opening hours.

AV & IT

1. Internet access

Hall 3 will be equipped with Wi-Fi terminals accessible to exhibitors and participants via a unique SSID address for the Congress and a unique password. The general public will be able to access the 3G/4G/5G network from the Parc Chanot.

Wired internet access booked through the Exhibitor Tool-kit will be configured and tested together with the exhibitor on 3 September before the inauguration of the Exhibition hall.

Under no circumstances will IUCN Exhibitors be allowed to create a private Wi-Fi network for their own needs on their stand. A private Wi-Fi network is a connection created from a smartphone (mobile access point/shared connection) or a wired access point (LAN/RJ45) and to which a private Wi-Fi modem is connected. Disallowing such connections will contribute to the good reception and use of the Wi-Fi network of the Parc Chanot. We thank you in advance for your understanding and collaboration in this matter.

2. Lead retrieval Service

Lead retrieval service will be located in the Congrex Service Desk and onsite assistance will be provided throughout the exhibition.

Please pick-up your scanner(s) on 2 or 3 September at the Congrex Service Desk.

It is highly recommended to return the scanner(s) every evening for battery charging overnight to the Congrex Service Desk.

An Excel file with your scans will be sent to you within 7-14 days after the end of the event. Only participants who have authorised the dissemination of their data in the moment of their subscription through the accreditation platform (valid for all attendee's data sharing) will be included in this file.

Each scanner(s) lost or not returned will be invoiced to the exhibitor.

For mobile license scanners, license code and instructions will be sent to you via email ahead of the Congress. With this code, you will have to log in to an online portal where you can download your license to be installed on the device. Excel list with scans will be available for download in real time.

3. AV and IT equipment

AV and IT equipment will be plugged and placed as per your request ahead of Congress at the stand during the set-up phase and before the move-in of exhibitors. If you have not indicated any location, the supplier will place it at a location deemed to be the most appropriate. Any change of location will be charged to the exhibitor.

The 55' screen specifications are available in the [Dropbox folder for Exhibitors](#).

TV screens have their mute function activated. The audio must not be used and no sound system can be used to play loud sounds, except for some large and medium stands who could order a sound system through the Tool-kit. However also here it is only allowed to have the sound modest to not disturb the other exhibitors.

In order to display video and photo files on the screens, we recommend to use an USB key that you will be able to connect to the USB ports of the TV screens. If you wish to display PowerPoint files, it is advised to use a laptop connected to the screen.

Please note that the rented laptop, screen and sound system of each stand will be interconnected.

All receivers and headsets will need to be returned in full back to the AV supplier. You are liable for any equipment lost or damaged, so please make sure that you regularly count the receivers and headsets to ensure everything is returned.

FURNITURE & PLANTS

Furniture / stationary will be placed at the stand during the set-up phase and before the move-in of exhibitors.

Plants will be placed at the stand during the set-up phase and before the move-in of exhibitors. Plants care during the congress (watering, repotting if necessary) will take place at night.

TRANSPORTATION & HOUSING

1. Transport / Getting to / Getting around Marseille

Favour soft mobility for your travels to and from the Congress by using public transport (train, metro, bus), carpooling and cycling, by favouring alternatives to air travel (ferry, TGV...), and otherwise by favouring non-stop flights with the shortest routes.

Please note: there is no parking available at Parc Chanot.

[Here](#) you will find all the practical information you need to plan your trips using sustainable mobility.

A transportation desk will be available at the airport and at the train station Saint Charles where preferential rates for Congress participants will be available.

2. Accommodation

The Congress housing process is handled by the registration and housing company *Live by GL events*. They offer a variety of hotels in different categories, locations and prices at negotiated rates.

Exhibitors are encouraged to stay in a hotel committed to a responsible approach, within walking distance of the Congress and/or well served by public transport.

When booking accommodation, ask for the hotel's environmental principles and programmes, and check if these closely adhere to those established by the Congress. Hotels that offer a sustainability programme are indicated by a My Green Congress logo on the registration platform.

More information on how to book accommodation can be found on the [Congress website](#) or by directly contacting the housing agency via email at iucn.housing@gl-events.com.

PROMOTING YOUR EXHIBITION STAND AND EVENTS

1. Communication material onsite

Portable / Pop up backwalls can be brought to the venue on 2 September 2021 but cannot be fixed to the partition walls (it must stand on its own) and must remain within the stand structure.

Roll-up banners are allowed and must stay within the stand structure.

Posters can be brought to the exhibition and fixed to the partition walls (inside the stand only), but no glue, no drills, no pins, no screws of any kind are allowed. As an alternative, you can use double-faced tape, BluTack or natural fiber strings to suspend the posters from the walls.

For any gifts/products offered to visitors, favour useful, reusable and ethically produced items. For sustainability reasons, no promotional bags will be provided to participants.



Distribution of paper / brochures / presentations / documents etc. is strictly prohibited at Congress.

Shared and digital media should be preferred. Otherwise, consultation copies may be used in strict compliance with health standards.

Refer to the Congress website or your own websites for all information that can be found there and/or downloaded. Use QR codes to facilitate these references.

2. Communication kit for exhibitors

To support your marketing efforts, make sure to use the [communications kit for exhibitors](#).

This kit includes the Exhibitor banner for exhibitors to share on their social media to promote their stand at the Congress, the Congress logos and how to use them, IUCN Congress brand guidelines, the naming conventions for the Congress, the Congress promotional and testimonial videos etc.

This communications kit will be updated on a regular basis with the latest promotional messages and tools so please be sure to consult it from time to time.

Use the #IUCNcongress [social media kit](#) to share your enthusiasm for the Congress with videos, images and sample posts.

You will find images and texts you can use in your tweets/posts on the Congress website [here](#). We will update this page regularly in the lead up to the #IUCNcongress. Please keep checking back for new assets.

3. Promotion through the Congress mobile app

All exhibitors will be featured on the Congress mobile app, which will be available towards the end of August 2021.

Small stands will be promoted with their stand name, stand number, stand location, brief description as provided to Congress during the application process.

Medium and large stands will be promoted with their stand logo, stand name, stand number, stand location, full description and links to website(s) and social media as entered in your dedicated page on the Congress website.

In addition, the list of events you are hosting at your stand and on central stages will be available in the Official Programme in the mobile app.

4. Dedicated pages on Congress website for medium and large stands

You have been given access to your dedicated page on the Congress website and you are responsible for updating this page so that participants and visitors can learn more about your organisation / company and get the latest information about your stand.

Please consult the [Guidelines on how to update your dedicated page](#).

Focal points for programming events on medium and large stands have been given access to the platform backend, in order to create exhibition or social / cultural events that will feature in the official Congress programme.

All events created on the backend will feature in the official Congress programme in the same way as Forum sessions are displayed, and will be searchable through various filters. The programme of events in the Exhibition will also be available to view on the Congress mobile app.

Please consult the [Guidelines for Programming Stand Events](#).

5. Announcements at Congress

IUCN communications would like to amplify major announcements from Congress through Congress communications. With hundreds of sessions happening in such a short time, it is impossible for them to know about or cover everything important that happens at Congress but they will do their best.

If you have an event at your stand / on a central stage / in a hybrid room where you plan to make a major announcement, [please use this form](#) to make sure IUCN communications knows about it.

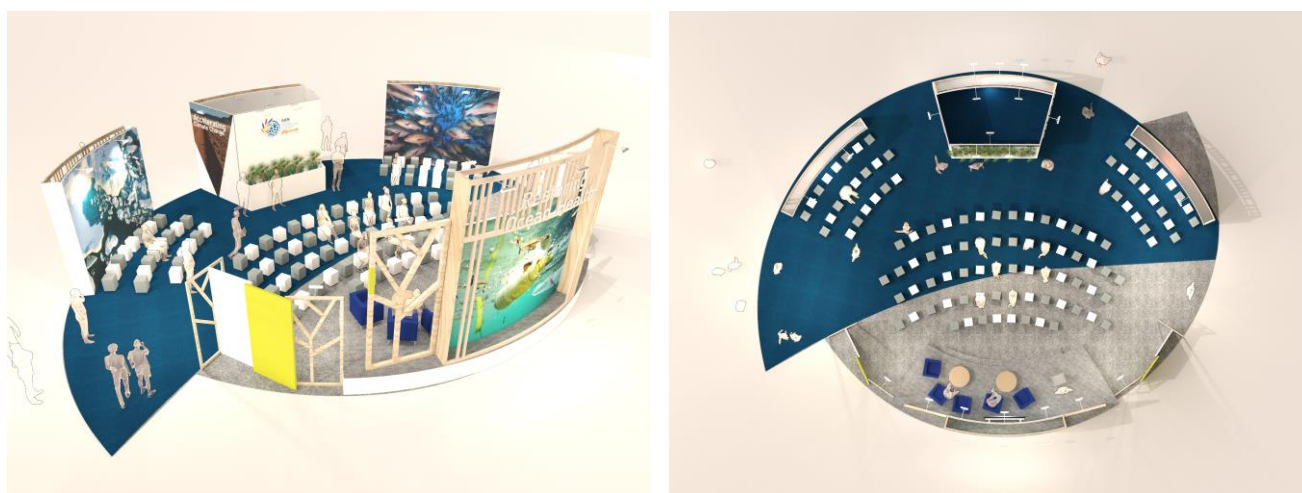
Please make note of any specific VIPs or other special aspects of the event that may make for a unique photo opportunity as well as the substance of the announcement. IUCN communications cannot promise that they will be able to cover your event, but this form will get it on their radar so they can work it into the Congress communications mix as appropriate. The form only takes a couple minutes to complete, so please fill it in to make sure your big announcements don't get overlooked.

For any questions on this process, do not hesitate to contact the IUCN Communications team at congresscomms@iucn.org.

HOSTING EVENTS IN HALL 3

The exhibition hall will allow medium and large stand exhibitors to design and schedule a range of different events at their stands, based on the target audience and time of day. Please consult the [Congress Official Programme](#) and filter by "Session type" -> "Exhibitor Event" or "social / cultural event" to find the list of all events taking place in Hall 3.

The exhibition hall will also feature 3 central stages. Each stage comes equipped with a projector, screen and silent sound system. The seating capacity is 100 people.



Mock-up of Central Stages

Stand (and central stage) events must focus on the sustainability and / or conservation dimensions of your work. Stand and central stage events should align with at least one of the five Forum objectives, in order to allow for consistency in the messaging and scope. These events should also be aligned with at least one of the seven [Congress themes](#). While exhibitors are free to propose events on other conservation and biodiversity-related topics, they should strive to ensure thematic alignment when designing an event.

In designing events, exhibitors should pay particular attention to gender mainstreaming and to engaging the next generation of leaders.

As a reminder, stands (and central stages) may not be used to promote or sell products and/or services.

1. Official timeslots for events

Days	Timeslots	Target audience
4 – 9 September	09:30 – 10:30	Registered Congress participants
4 – 9 September	11:00 – 12:30	Registered Congress participants and general public
4 – 9 September	14:00 - 17:00	General public
4 – 9 September	18:00 - 20:30	Registered Congress participants

Only events scheduled during the official time slots above will feature as part of the [official Congress Programme](#). Within the given time slots, the scheduling of events that will feature in the official Congress programme is completely up to exhibitors to define. Exhibitors are strongly encouraged to leave sufficient time between events programmed on the stand to allow for the necessary cleaning and disinfecting of spaces. Exhibitors are not required to fill all these slots with events for each of the six days the exhibition is open.

Exhibitors are also free to organise events on their stands outside of these timeslots during the exhibition opening hours, however these events will not be included in the official Congress programme.

2. Speaker Preview Room

All presentations, which will take place on Central Stage and in a hybrid room, will go through the Speaker Preview System. Therefore, please make sure that the speakers are registered to the Congress as explained [in the the Section "Registration of speakers / presenters"](#).

The Speaker Preview Room is located in the Hall 1, on the left side of the entrance and signposted accordingly.

Make sure that your speakers go to the Speaker Preview Room 24 hours before their session with an USB stick containing their slides.

When programming your event in the Official Programme, please make sure to add the contact details and order of speakers in each event details. This will ensure a smooth process with the Speaker Preview Room.

Speakers will receive more details on the Speaker Preview System by the end of August.

3. Coordination of stand and central stage events

The Forum team coordinates the overall content of the Forum, both in the Forum halls proper, and in the exhibition hall, with a view to developing a vibrant and inclusive Programme for the entire period (4 to 9 September 2021). The Forum team may suggest amendments to ensure that events scheduled by exhibitors align with the Forum objectives, Congress themes, and/or Forum selection criteria. The Forum team reserves the right to cancel events from the programme in case of persistent misalignment.

The team can be reached at congressforum@iucn.org.

4. Sound system on medium and large stands

By default, the medium (presentation design only) or large stand packages include a silent sound system with headsets, which gives exhibitors the opportunity to host events throughout the day, as per the schedule of opening hours.

The number of headsets included in the package is dependent on the size of each stand i.e. 24 headsets for medium stands (Presentation design) and 50 headsets for large stands.

Please note that Exhibitors will be responsible for disinfecting the headsets between each events, using biodegradable disinfection wipes active against viruses. A starter pack of disinfection wipes will be provided to all exhibitors of medium and large stands.

RULES & REGULATIONS

1. Rules of conduct for events

Exhibition events must not block aisles or obstruct and/or interfere with the movement of people on the exhibition floor / in the exhibition hall, and must not impair the safety and security procedures and/or the flow of participants at any point.

Exhibition events should be conducted with respect for neighbouring stands, ensuring that noise is kept to a minimum. IUCN reserves the right to determine at what point sound constitutes interference with other exhibitors and it must be discontinued.

2. Zero single-use plastic

Zero single-use plastic: Do not bring or use plastic items that are intended to be used and then thrown away (plastic bags, plastic cups, plastic packaging, straws, etc.).

3. French labour law

The exhibitor shall comply with the French Labour Law for all personnel working at the stand during Congress – this applies but is not limited to, the exhibitor's own staff and contracted temporary personnel and/or volunteers.

4. Anti-harassment policy and gender strategy

IUCN strives to provide a professional, respectful and harassment-free event experience for everyone. The Congress will celebrate the diversity of all participants, exhibitors and staff, and IUCN expects every participant and exhibitor to conduct her/himself in a professional, respectful and responsible manner at all times and to comply with the [IUCN Anti-harassment Policy, including bullying and sexual harassment, for IUCN events](#).

In accordance with the [Gender Mainstreaming Strategy for IUCN events](#), contributions to the IUCN World Conservation Congress are expected to place a heavy emphasis on equal opportunities given to, and active engagement of, women and men in the design and execution of all events.

Promote gender equality through your stand and stand events and do make sure that all personnel at your stand including hired hosts/hostesses are familiar with and adhere to the Anti-harassment policy and procedure for IUCN events.

Make sure that the speakers and participants at your stand event respect the principles outlined in that policy. Please report any violations to that policy by contacting iucneventsethicsline@iucn.org, calling +41-22-9990349 or by contacting an IUCN staff person.

Exhibitors are encouraged to integrate in all communication materials implemented:

- The gender mix of speakers
- The diversity of origin of the speakers
- Non-generic communication of messages
- The size of fonts adapted to visually impaired people (cf. AFNOR standard)
- Integration of subtitles for video communications for the hearing impaired

5. Filming and photographing

Equipment for filming/photographing for non-commercial purposes is permitted. The individual/organisation capturing photos, video, audio or other recordings of Congress participants is fully responsible for managing any participant information they capture, including images or speech, according to the EU's General Data Protection Regulations (GDPR).

If you wish to bring your own photo/video crew at your stand, the conditions set below applies:

- Exhibitor may only film within its own stand but not anywhere else in the venue
- Exhibitor may only use footage for non-commercial purposes
- Exhibitor needs to put up clear signs at the entrance of its stand informing visitors that Exhibitor (not IUCN) will film/photograph for non-commercial purposes and that by entering the stand, visitors accept to appear on such photos/videos by the Exhibitor
- Exhibitor may not film names/trademark signs of other organisations/companies

- Exhibitor needs to comply with the registration and security requirements for its supplier as specified by the logistics company Live by GL events and bear any costs for that as necessary.

If you wish to bring your own photo/video crew and film **on the Central Stages**, the conditions set below applies:

- Exhibitor may only use footage for non-commercial purposes
- Exhibitor may only film within its own events but not any other events taking place in the Central Stages
- The cameraman/woman is using a battery-operated camera (no cabling/electricity need)
- Videographer needs to be at the back of the audience - No obstruction of view for participants
- Exhibitor may not film the audience nor any stands but only the stage/speakers
- The individual/organisation capturing photos, video, audio or other recordings of central stages is fully responsible for managing any speaker information they capture, including images or speech, according to the EU's General Data Protection Regulations (GDPR).
- The exhibitor is liable for any damage and/or injury that his/her personnel may cause and needs to have adequate insurance
- Exhibitor needs to comply with the registration and security requirements for its supplier as specified by the logistics company Live by GL events and bear any costs for that as necessary.

Please contact GL events at iucn@gl-events.com for more information on how to register your suppliers.

6. Visuals and copyrighted material

The exhibitor is responsible for obtaining all necessary licenses and permits to use visuals or other copyrighted material. The exhibitor is liable for and indemnifies IUCN and its affiliates and their respective directors, officers, agents and employees, against all loss, cost, claims, causes of action, suits, damages, liability, expenses and costs, including reasonable attorney's fees, arising from or out of any violation or infringement (or claimed violation or infringement) by the exhibitor, exhibitor's agent or employees of any patent, image copyright, trademark or trade secret rights or privileges, whether during the exhibition, or supplied to IUCN for inclusion in the website, in the mobile app or other online or related print material.

7. Safety and security

The exhibitor is responsible for taking all appropriate and necessary measures to safeguard their goods, materials, equipment and displays at all times. Valuables (including valuables rented via the Exhibitor Tool-kit) must not be left unattended in the exhibition hall at any time.

Perimeter security service will be provided by the Host Country for the Congress period. However, IUCN, the Host country, the Professional Exhibition Organiser (Congrex), Marseille Chanot, and the perimeter security service shall not be responsible for any loss or damage of items or valuables under any circumstances.

The exhibitor shall observe the fire regulations to ensure the safety of all Congress participants. Fire regulations require that all display materials be flameproof. Electrical signs and equipment must be wired to meet the specifications of Underwriters Laboratories. Demonstration of charcoal, wood, paper, or liquid fuel burning equipment is prohibited. The exhibitor shall comply with the applicable laws, ordinances and regulations pertaining to health, fire, prevention, and public safety (while participating in the Congress. Information on items that will be prohibited at the Congress premises will be published on the Congress website.

Please make yourself familiar with the security rules in Hall 3, locate the nearest fire exits and fire extinguishers and be sure to attend. The Security Commission, which will approve all structures in the Exhibition Hall may ask you to make adjustments.

8. Insurance

The Exhibitor needs to have a civil liability insurance to cover for any insurance against claims for injury to persons or damage to property, covering general and third party liability, property liability, workers' compensation, employer liability and any other local requirements in France.

In addition, Exhibition goods and packaging material should be insured at the expense of the exhibitor. Neither the Congress venue, nor Congrex Switzerland Ltd., nor IUCN will accept any responsibility for damage, loss, theft, disappearance or injury of anything or anyone for any reason.

9. Languages

The official languages of the IUCN World Conservation Congress are English, French and Spanish.

10. Payment

Full payment for the stand and any ordered equipment is required in advance, as indicated in all Congrex Switzerland Ltd. invoices. If invoices are *not paid* in full within the prescribed time, build-up of the stand and/or delivery of any ordered equipment or services will be denied without any compensation.

11. Damages

The exhibition stand must be kept clean and in good order. No part of the exhibition stand or signs relating thereto, may be posted, nailed or otherwise attached to columns, walls, floors or other parts of the facility, in any way. Should any material installed, or activities held by the exhibitor damage the Marseille Chanot, the cost for repairing the damage will be invoiced to the exhibitor.

12. Smoking and vaping

Smoking and vaping are not permitted at any time within the exhibition hall nor in any other part of the venue, which is not specifically designated as a smoking area. There will be 9 smoking areas onsite. Please make sure to dispose of your cigarette butt in the appropriate bin.



13. Rules for access to the Congress

The following are not allowed on the Congress site:

- Objects exceeding the dimensions of the security tunnels below:
 - Medium tunnels: 60cm x 50cm / 64cm x 43cm (available at all entrances of Parc Chanot)
 - Large tunnels: 75cm x 55cm / 82cm x 65cm (available at entrance A only)
- Objects likely to be used as a projectile, to constitute a weapon or to endanger the safety of the public, in particular: firearms, all ammunition including dummy ammunition, sharp, blunt or cutting objects, glass containers;
- Drones (flying)
- Chemical, toxic or infectious substances
- Flammable liquids, solids and gases, except lighters and e-cigarettes.
- Fireworks, firecrackers, flares, fire starters, tear gas etc.
- Illegal drugs
- Means of transport (bicycles, scooters, gyropods, roller skates etc.) except wheelchairs

- Equipment that may interfere with the audiovisual equipment in the Congress such as walkie-talkies, private wifi modems, etc.
- Animals, except guide dogs

The following are allowed on the Congress site:

- Bottles and flasks, if they are not made of glass
- Hydro alcoholic gels
- Lighter or matches

General rules:

- All bags will pass through the security tunnels and may be searched at the entrance to Parc Chanot
- Smoking/vaping is only allowed in the designated areas
- No one in possession of a prohibited object will be allowed to enter