



مركز قطر الوطني للمؤتمرات
Qatar National Convention Centre

LOADING DOCK SERVICES

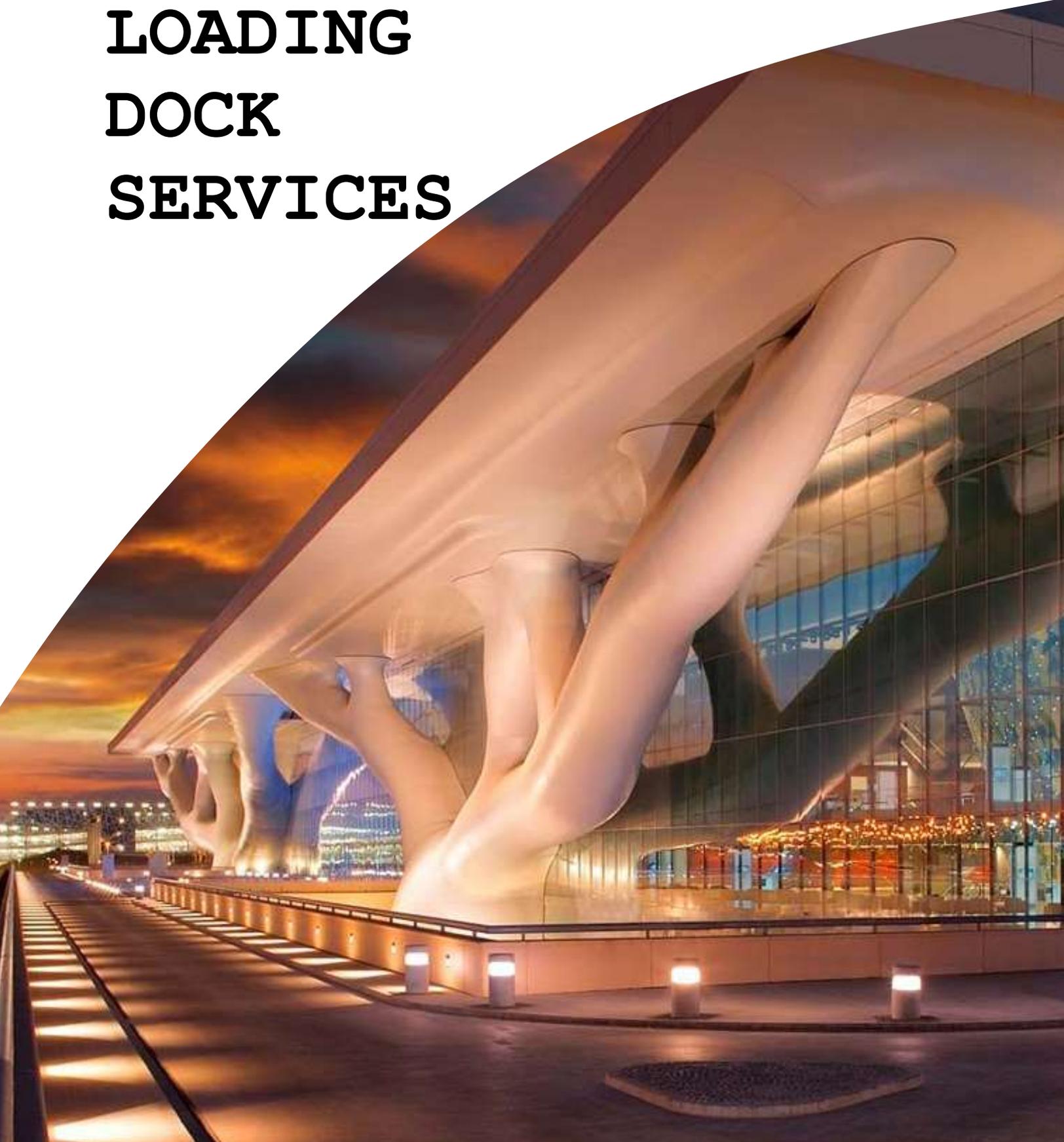


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Loading Dock

The QNCC has Ten (10) Loading Bays. The loading dock operates a clock-wise one-way service road system, with access from the East. The venue has manned vehicle checkpoints to monitor access, assisting in the orderly flow of traffic into the Exhibition halls.

The Loading Dock is primarily for the use of exhibitor appointed contractors, exhibitors and official exhibition contractors during move-in and move-out. Only QNCC trained staff are allowed to operate the Loading Dock Doors.

QNCC building security provides control at the entrance of the docks from move-in to move-out, beginning when the exhibitor appointed contractor arrives and continuing until move-out is completed. It is a condition of entry to all persons who require access to the loading docks that vehicles, equipment and personal belongings may be randomly searched by QNCC Security upon entering and exiting the loading docks

Upon request, all drivers of vehicles wanting to gain access to the loading dock must present their photo ID card/pass/Qatari driving license and the valid mobile number to QNCC Security to verify their identity.

Parking is not available anywhere on the loading dock. All contractors | exhibitors are to un/load their vehicle, and then remove the vehicle to the nearest car park. All vehicles left in the loading bay beyond the posted times are subject to towing and the owner will pay for the towing cost.

Marshaling Yard

This is the main consolidation point for all freight/deliveries coming into & leaving QNCC during the build-up/ breakdown of an event. The truck marshaling yard is also managed by the appointed logistics handler in coordination with the QNCC loading dock team to avoid congestion and delays at the loading docks.

Trucks will be kept in the marshaling yard until their turn so as to keep deliveries running smoothly.

Loading and unloading

All loading and unloading of exhibit/ production materials and equipment shall be done through designated loading docks and freight doors. The main guest entrances are not available for this purpose. The only exception will be for small, boxed, hand-carried exhibition materials and equipment.

Load-out will not begin until the designated time approved by the Organizer. The loading dock bi-fold doors/ shutters will not open until the advertised time or when determined by Exhibition Organizer.

The loading dock master designates load in/out entrances. All load in/out is through the loading dock. Access through front of house for move-in and move-out is not permitted. The contractors and/or exhibitors will be held responsible for any damage to the venue due to load in/out. The official contractor is required to conduct a pre and post event inspection with the loading dock master to note any damage.

The move – in and move - out should follow the plan agreed between the organizer and the venue. Contractors/ Exhibitors will be allowed up to 20 minutes to off load or load in their vehicles unless prior written approval is provided by the QNCC.

All contractors and exhibitors entering the loading bays via the service road will be checked at an entry gate, signed in and given an access badge prior to entry. This process may be delayed depending on available spaces in the loading bay. Vehicles may only remain on the loading dock or the service road for a period of 20 minutes unless through prior arrangement with the QNCC. Abandoned vehicles or those exceeding the unload time period may be towed away from site if they are hindering access to the loading dock or preventing works.

QNCC may recommend client to appoint a loading dock supervisor to coordinate move in and move out activities with the QNCC loading dock team and to ensure the QNCC policies and guidelines are adhered at all times.

Strictly NO waste will be thrown or placed on the floor at the loading dock other than the skip provided. Only small debris are allowed to be thrown inside the skip.

Strictly NO SMOKING at the loading docks. Smoking is only permitted at the designated smoking areas.

QNCC doesn't charge the client or the exhibitors for the truck entry to the marshaling yard and loading dock. The charges are imposed by the onsite logistic handler

Deliveries

The truck marshaling yard and the loading docks are managed by the appointed logistics handler in coordination with the QNCC loading dock team during the exhibition. Deliveries should be received / cleared with in the venue tenancy only. Deliveries should be received by respective exhibitors / exhibitor appointed contractors. QNCC will not be held responsible for any loss or damage of exhibition materials and equipment delivered.

Access to the contracted spaces will be between 0700-2359, unless prior consent has been granted by the QNCC Event Team. In the absence of the exhibitor/Exhibitor Appointed Contractor, QNCC will not accept delivery of any goods on behalf of exhibitors, nor will there be any responsibility taken for the safety of any such items delivered to the venue. Arrangements must be made for a company representative to be available when deliveries are made.

Movement of vehicles on the service road is strictly one way. All vehicles are to abide by the speed limit which is in place (20Km/h) and the direction given by the Loading Dock Traffic Controllers. Exhibitors/contractors will be directed to a suitable loading bay. It is important that exhibitors/contractors park where they have been advised to park. Once the vehicle has parked in the designated loading bay, the exhibitors/contractors must unload – no waiting for alternative bays is allowed. Exhibitors/Contractors will be allowed maximum 20 minutes only to off load their vehicles.

Privately owned vehicles [POV] are passenger cars, mini-vans or small company vehicles, as distinguished from trucks. POV deliveries [pop-up displays, small office equipment or boxes of literature], that can be carried by one person, in one trip, without the use of a trolley, can be un/loaded at the main entrance. This area will be monitored by security.

All other POV's that wish to unload will be directed to the designated unloading area or the marshaling area in the preferred parking lot until space is available.

The self-unloading of POV's in the designated unloading area will require a minimum of two people, one person to accompany the exhibition materials and equipment, and one person to park the vehicle immediately after unloading. Any vehicle left unattended will be towed away at the owner's expense.

It is the exhibition organizers' responsibility to provide detailed data for trucks/vehicles entering the loading dock for un/loading purposes. This data should include:

- Truck/Vehicle size
- Registration number
- Name of driver
- Drivers Qatari ID number
- Dates and times of delivery
- Size/Weight of delivery

Delivery Points

Convention Centre

Deliveries for the Convention Centre should be directed via the East Delivery Route

The East Delivery Route has one-way access only

The Loading Dock is located on the Northern side of the Complex.

Loading dock clearance is 4m high, 20m depth. Each Hall has limited drive-on access through a roller-shutter doors and operable walls.

Measurements of the roller shutter doors are as follows:

Loading Dock 1: 4m high, 8.9m wide

Loading Dock 2: 4m high, 8.9m wide

Measurements of the Operable Wall doors are as follows:

Loading Dock 1: 4m high, 4.7m wide

Loading Dock 2: 4m high, 4.7m wide

Maximum length of vehicles for drive-on access to Halls is as follows:

Car, light delivery van and 6-wheeler truck

Deliveries or un/loading at guest entrances or elevators is unacceptable.

Speed limit on loading dock - 20kmh

Theatre

Deliveries for the Theatre should be directed via the East Delivery Route

The East Delivery Route has one-way access only

The Loading Dock is located on the Northern side of the Complex.

The Loading Dock consists of 3 loading bays, which can accommodate 3 delivery vehicles at a time.

Loading dock clearance is 4m high, 19m depth. Each Hall has limited drive-on access through roller-shutter doors and inner roller-shutter doors.

Measurements of the roller shutter doors are as follows:

Loading Bay 1: 4.8m high, 3.5m wide

Loading bay 2: 4.8m high, 3.5m wide

Loading Bay 3: 4.8m high, 3.5m wide

Measurements of the Inner roller-shutter doors are as follows:

Loading Bay 1: 3m high, 2.7m wide

Loading Bay 2: 3m high, 2.7m wide

Loading Bay 3: 3m high, 2.7m wide

Maximum length of vehicles for drive-on access to Halls is as follows:

Car, light delivery van and 6-wheeler truck

Deliveries or un/loading at guest entrances or elevators is unacceptable.

Speed limit on loading dock - 20kmh

Exhibition Halls 3 to 9

Deliveries for the Exhibition Centre should be directed via the East Delivery Route

The East Delivery Route has one-way access only

The Loading Dock is located on the Southern side of the Exhibition Halls.

The Exhibition Centre consists of 7 loading docks, which consist of minimum of 4 loading bays per loading dock and can accommodate 6 delivery vehicles at a time.

Loading dock clearance is 10m high, 28m wide.

Measurements of the Bi-folder doors are as follows:

Exhibition Hall 3: 6.1m high, 7.6m wide

Exhibition Hall 4: 6.1m high, 7.6m wide

Exhibition Hall 5: 6.1m high, 7.6m wide

Exhibition Hall 6: 4.4m high, 6m wide

Exhibition Hall 7: 6.1m high, 7.6m wide

Exhibition Hall 8: 6.1m high, 7.6m wide

Exhibition Hall 9: 6.1m high, 7.6m wide

Maximum length of vehicles for drive-on access to Halls is as follows:

Deliveries or un/loading at guest entrances or elevators is unacceptable.

Speed limit on loading dock - 20kmh

Move out

All productions must be broken down as per the venue's HSE policies and ready to load before vehicles will be permitted to enter the loading dock. The production materials should not be broken down at the loading docks. All the broken down materials must remain inside the hall until the contractor's vehicle arrives at the loading dock to clear the debris in order to keep the loading dock space clear for the vehicle movements. Exhibitors/contractors are asked to inform the loading dock master that they are ready to load with details of the vehicle. This will be communicated with the holding area and the vehicle will be sent to the loading dock once suitable space is available. All collection vehicles must wait in the truck marshaling yard until called by the Loading Dock Master.

The official QNCC Loading Pass issued for the build-up is not valid for the break-down period of the exhibition

Material Handling Equipment

All material handling equipment can be operated by trained and valid license holders, A copy of the valid operator's license is to be kept with security and should be with the operator at all times.

Electric motorized vehicles may only be operated in the venues during move-in and move-out days. Authorized persons in possession of a valid driving license shall be allowed to operate a motorized vehicle within the venue.

Material handling equipment in use shall have non-marking tires or tires that are covered with clean plastic or fabric booties.

When off-loading heavy objects, the use of floor protection and extreme care is required. In the case of heavy freight, the use of plywood or other similar material shall be required.

For delivering pallets or large quantities of exhibition/ production materials and equipment, it is advisable to use appropriate material handling equipment / services.

If the contractors wish to provide their own equipment, subject to evidence of inspection, testing and qualified operators, may be allowed to operate equipment by themselves.

PPE (Personal protective equipment)

QNCC loading dock team will make every effort to maintain a safe and efficient loading dock operation. The loading dock area will be controlled by the QNCC loading dock team.

Individuals requiring access to the exhibition hall and loading dock areas during move-in/move-out must wear a high visibility vest. Closed toe shoes must also be worn during the move-in/move-out period.

All corridors and Fire Exits are left clear to ensure access and this is to be maintained at all times.

Storage

Loading dock must not be used as storage space. All contractor equipment must be removed from the loading dock before the exhibition opens. Contractor equipment remaining on the loading dock will be deemed as waste material and disposed of. Disposal charges will be applicable.

All storage requirements must be reviewed well in advance to ensure a smooth operation for exhibitors and General Service Contractors.

Cleanliness of Loading Docks

Time must be set aside by the CLIENT and/or Supplier to perform a daily clean-up of the Loading Dock. All waste must be disposed of, and decorating materials and forklifts, as well as other equipment, must at all times be arranged in an orderly fashion, in order to maintain a safe and clean Loading Dock (dock and bays). At the completion of an event the Loading Dock must be left in a clean and orderly manner that satisfies Loading Dock Service Standards.