



Dear Exhibitor,

Thank you for participating in the 12th global ICT4D Conference April 21 - 23, 2020 held at the Sheraton Abuja Hotel, Abuja, Nigeria.

The ICT4D Conference will provide exhibitors the opportunity to showcase their innovations to approximately 800+ attendees from around the world. The 2020 ICT4D Conference is the perfect setting to display and share your most advanced solutions with our diverse audience.

Enclosed you will find information to begin planning your exhibit and deadlines you will need to remember. If you are not responsible for your company's marketing/exhibit plan, kindly pass this document on to those responsible.

And share those contacts with us, so we can engage with them directly going forward.

If you have any questions, contact:

Bee Cansick

Admin & Logistics

Email: AdminICT4Dconf@crs.org

Cell: (London based/GMT) +44 (0) 7788 417904

We look forward to seeing you on the exhibit floor at this year's ICT4D Conference!

Warm regards,

ICT4D Conference Team

April 21 - 23, 2020
Sheraton Abuja Hotel, Abuja Nigeria

EXHIBITOR MANUAL

PAGE No.	CONTENTS
2	ABOUT SHERATON ABUJA HOTEL
3	ACCESS TO THE SHERATON ABUJA HOTEL
3	ACCESS TIMES
3	ACCOMMODATION
3	ADMISSION
3	ANTI-HARASSMENT GUIDANCE
4	AUDIENCE & ATTENDEES
4	AUDIO VISUAL
4	BADGES
4	BREAKS & LUNCH
4	BUSINESS CENTER
5	CATERING
5	COLLATERAL
5	CONTACT DETAILS
5	DELIVERIES AND REMOVAL OF EXHIBITING MATERIALS
6	ELECTRICITY
7	EVENING EVENTS
7	EXHIBITION FLOOR PLAN
8	EXHIBITOR PROFILE
8	EXHIBITOR STANDS
9	EXHIBITION TOUR
9	FIRE PREVENTION
9	FILMING AND PHOTOGRAPHY
9	FREIGHTFORWARDING
10	INSURANCE
10	LOST PROPERTY
10	MARKETING MATERIALS
11	MEDICAL EMERGENCIES
11	NETWORKING OPPORTUNITIES
11	PARKING
11	PRINTING MATERIALS
11	RESTRICTED ITEMS
11	SECURITY
12	SECURITY TIPS FOR EXHIBITORS
12	VISA TO NIGERIA
12	YELLOW FEVER CERTIFICATE
13	WI-FI

ABOUT SHERATON ABUJA HOTEL

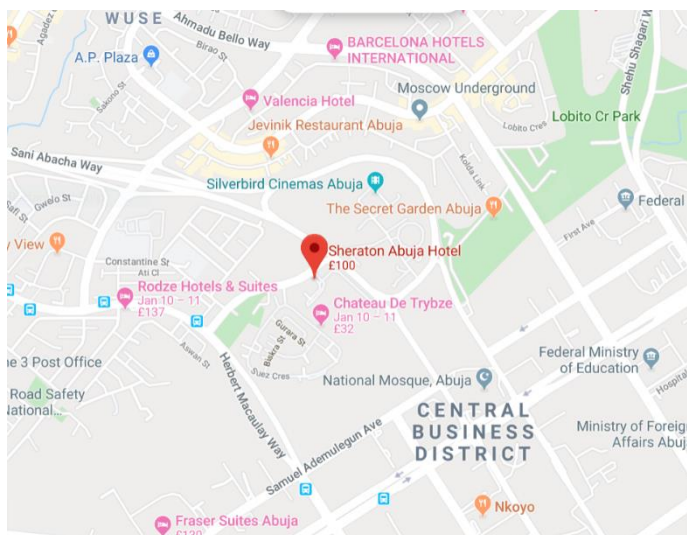
Located in the heart of Abuja, Nigeria, the Sheraton Abuja Hotel stands as a landmark, welcoming visitors with friendly, professional staff and good amenities. The hotel is conveniently located 2.9km to Nnamdi Azikiwe International Airport and nearby to numerous shops and restaurants.

Guests staying at the hotel can enjoy spacious hotel rooms offering city or mountain views from private balconies, free Wi-Fi, 24-hour room service and a flat-screen TV. They can also take advantage of fitness facilities, including an outdoor pool, gym and tennis, squash and basketball courts and indulge in delicious cuisine, including steakhouse and Italian fare, in the five restaurants and bars.

Address: Ladi Kwali Way, Abuja Nigeria

Telephone: +234 9 461 2000

Website: www.marriott.com.au/hotels/travel/abvsi-sheraton-abuja-hotel



[View the location on Google Maps](#)

ACCESS TO THE SHERATON ABUJA HOTEL CONFERENCE AREA

To access the Sheraton Abuja Hotel Pre-Function Area, attendees of the 2020 ICT4D Conference are required to bring with them the registration confirmation email either printed out or on an electronic device.

All attendees will receive a personalized **'2020 ICT4D Conference Badge'** to be worn for the duration of the event.

We highly encourage all exhibitors to take advantage of the pre-conference registration on Monday April 20, from midday to 17:00. This will help you avoid the registration lines on Tuesday.

-----Without the registration confirmation email either printed out or on a mobile device access to the Sheraton Abuja Hotel conference area will be declined----

ACCESS TIMES

The exhibition for the 12th ICT4D Conference will take place in the Pre-Function Area in the main Conference building at the Sheraton Abuja Hotel. Access to the Pre-Function Area inside the Sheraton Abuja Hotel for exhibitors is as follows:

- **EXHIBIT SETUP**
 - **Monday, April 20, 2020 from 14:00 to 17:00**

- **ICT4D CONFERENCE**
 - **Tuesday, April 21, 2020 08:00-17:30**
 - **Wednesday, April 22, 2020 08:00-17:30**
 - **Thursday, April 23, 2020 08:00-17:00**

- **EXHIBIT BREAKDOWN**
 - **Thursday, April 23, 2020 – from 16:00 AND NOT BEFORE**

ACCOMMODATION

Participants must book their own accommodation by submitting a request directly to the hotel. To view the recommended hotels local to the Sheraton Abuja Hotel, visit www.ict4dconference.org/registration-2/accommodations/. Book early to ensure availability.

ADMISSION

To enter the Sheraton Abuja Hotel conference area participants of the 12th ICT4D Conference are required to carry their **'2020 ICT4D Conference Badge'** at all times, including exhibit setup and exhibit breakdown. Please visit the Registration Desk, exact location tbc for further information on how to secure your **'2020 ICT4D Conference Badge'**.

ANTI-HARASSMENT GUIDANCE

The 12th ICT4D Conference is dedicated to providing a productive and informative conference experience. We do not tolerate unprofessional behavior or harassment of conference attendees

in any form. Conference attendees violating these rules may be sanctioned or expelled from the conference, without a refund, at the discretion of the conference organizers. If someone is made to feel unsafe or unwelcome, please report it. ICT4D Conference organizers can be identified by their badges or contacted at AdminICT4Dconf@crs.org.

AUDIENCE & ATTENDEES

To view the ICT4D Conference attendee list click on the following link

<https://app.powerbi.com/view?r=eyJrjoiY2RmMTRiNWEtYmY1YS00MwVmLWFhZTUtZWVkb2ZM2ODMyYWEwIiwidCI6ImI4MGMzMdDhjLWQwOGQtNGIwNy05MTVjLTExYTkyZDIjYzZiZCIsImMiOjF9>.

The list will update as and when new ICT4D Conference attendees register.

The ICT4D Conference agenda app via Pathable (launching March 2020) will providing online networking opportunities.

AUDIO VISUAL

Additional AV equipment (e.g. plasma screens, computers, etc.) is available for rental for the duration of the conference. Should you need additional AV equipment for your exhibit, contact our recommended supplier – to be announced shortly.

Any payments for hiring audio visual equipment will need to be made directly to the supplier.

BADGES

All Exhibitors and participants within the exhibit space must register at the 12th ICT4D Conference. Each attendee will receive a 2020 Conference Badge. Please visit the Registration Desk, exact location tbc to find out how to secure your '2020 ICT4D Conference Badge'

-----No access to the Sheraton Abuja Hotel conference area will be allowed without an ICT4D Conference Badge-----

BREAKS & LUNCH

Will be held at the following times:

- 10:30-11:30 Morning refreshments
- 13:00-14:00 Lunch
- 15:30-16:00 Afternoon refreshments

BUSINESS CENTER

The Business Centre is part of the Sheraton Abuja Hotel. It is equipped with hi-tech devices to offer the most comprehensive range of administrative support and everything you need to stay connected. Services available include: copying, facsimile, PC, printer and high speed Internet access. Fees might apply and are to be paid directly to the Speke Resort Business Center.

CATERING

Complimentary refreshment breaks and lunch each day and networking drinks on April 21, 2020 are provided to all registered participants of the 12th ICT4D Conference. Outside catering is not allowed at the venue.

COLLATERAL

Please note: any form of promotional collateral can only be distributed within the perimeters of your designated exhibit space. Exhibits or other devices which emit sound must be operated and controlled so that there is no disturbance to other exhibitors.

CONTACT DETAILS

For questions about the ICT4D Conference Exhibits and Registrations, contact:

- Bee Cansick
Email: AdminICT4Dconf@crs.org
Cell: (London based/GMT) +44 (0) 7788 417904

For questions on ICT4D Conference Speakers and the Agenda, contact:

- Caroline Sargent
Email: Agenda@ict4dconference.org
Cell: (London based/GMT) +44 (0)7584 229265

DELIVERIES AND REMOVAL OF EXHIBITING MATERIALS

If you/your organization are arranging delivery/collection of products or materials to the Sheraton Abuja Hotel, it is strongly recommended that:

- A representative is onsite at the venue at the time of the delivery/pick up
- You investigate and understand the necessary customs declaration required to transport any products or materials to or from the country /region of the event
- You ensure that sufficient time is allowed for any possible delays. This is especially important for bulk items, electronic goods and promotional items

All delivered items must arrive on Monday 20 April, 2020 and following address label should be used:

FAO Bee Cansick, 12th ICT4D Conference (April 21 - 23, 2020)
YOUR NAME & ORGANIZATION NAME (PLEASE ADD DETAILS)
Sheraton Abuja Hotel
Ladi Kwali Street
Wuse 021189
Abuja, Nigeria

Alternatively, if you wish to use a Nigerian based Freight Forwarder to help with items clearing customs and reaching the venue hassle free, contact our recommended service provider:

- Rita OWASE
Branch Manager(Northern zone)
Bollere Transport & Logistics Nigeria Limited

Millenium Builders Plaza,Plot 251 Herbert Macaulay Way
Central Business District-Abuja
Email: rita.owase@bolllore.com
Mobile: +234 (0) 803 402 3924
Website: www.bolllore-logistics.com

Or

- Ibrahim Mohammed
Red Star Freight Limited
imohammed@redstarplc.com
rsfcustomerservice@redstarplc.com
Tel: +2349052959885/+2347030890991
Website: www.redstarplc.com

All deliveries must be clearly marked with the conference name, dates and venue address.

It is the exhibitors' responsibility to secure, pack and remove all valuable equipment before the end of the conference as well as dispose of all unwanted materials/waste for the housekeeping staff. All unwanted materials/cardboard boxes should be consolidated in one space. Please ensure your courier collects all items by 10am on Friday, April 24, 2020. Any items not collected by the stated time and date are liable to incur a per hour storage charge set by the venue.

ICT4D Conference cannot be held responsible for the delivery/collection of any shipment. Any items left unattended are the responsibility of their owning organization.

Important advice provided by the Freight Forwarders:

- All imported items are prohibited for re-export in Nigeria so all Exhibition Items that need to be re-exported MUST be imported under a Temporary Importation Permit
- All documents MUST be in place before shipping to avoid accruing huge demurrages on arrival in Nigeria
- Required documentation depends on what exactly you will be importing as there are a number of agencies regulating different classes of imports e.g. SONCAP, NAFDAC, etc.
- Imported items may be temporarily re-exported on Repair & Return basis ONLY.
- Shipments may be exempt from duties after the importer has obtained an Import Duty Exemption Certificate (IDEC) from the Ministry of Finance.
- Be wary of "Briefcase" agents who may invite importers to circumvent the set procedure and claim that certain required documents are not necessary especially Form M.
- In Nigeria, we have two major handling companies for airfreight – NAHCO & SAHCOL with varying storage capabilities especially with respect to Temperature controlled shipments.

For more information, visit https://customs.gov.ng/?page_id=3141

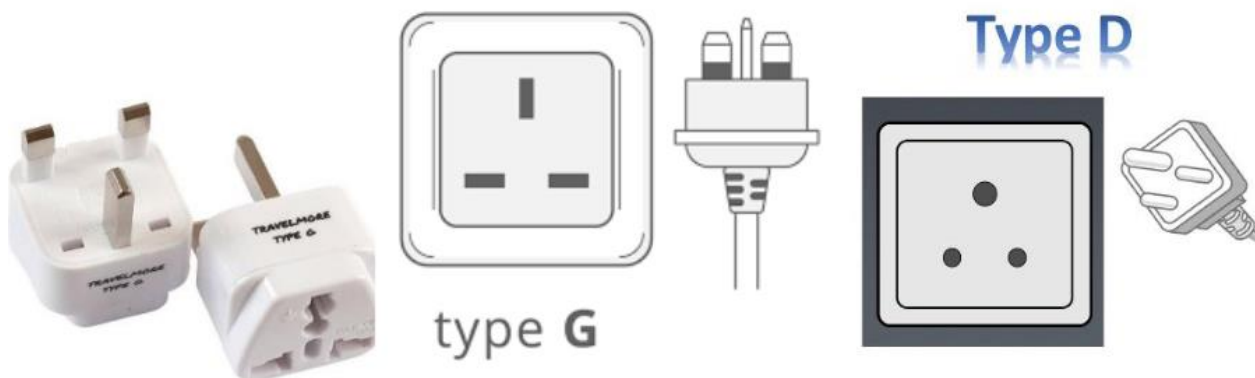
ELECTRICITY

Basic electricity is available for laptop and TV, but beyond that an extra cost for electricity usage could be incurred. If you will require more than the basic electricity provided, email

AdminICT4Dconf@crs.org. All exhibitors should bring with them at least one or more 4 gang or 5m extension leads.

For Nigeria the associated plug type are D and G. The standard voltage is 230 V and the standard frequency is 50 Hz.

ICT4D Conference will not be providing adapters, please bring your own.

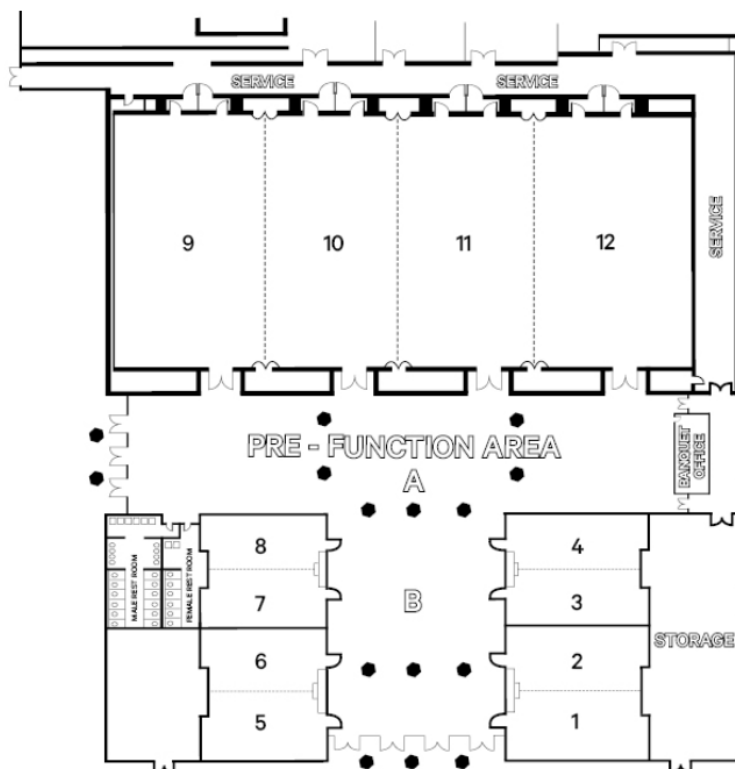


EVENING EVENT

- An evening drinks reception on Tuesday April 21, 2020, from 17:30 to 19:00

EXHIBITION FLOOR PLAN

The exhibition for the 12th ICT4D Conference will take place in the Pre-Function Area in the main Conference building at the Sheraton Abuja Hotel.



A more detailed exhibition floorplan with stand numbers will be provided in due course.

EXHIBITOR PROFILE

Exhibitors are entitled to a logo, 100 word profile and a redirect link to the online Exhibitor [webpage](#). Also in the ICT4D Conference brochure and post conference show reels Exhibitor logos will appear too. To guarantee your inclusion, send the profile copy, redirect link and your company logos in an EPS, Ai and JPEG formats to AdminICT4Dconf@crs.org by April 1, 2020.

EXHIBITOR STANDS

As per your agreement, you have the opportunity to display products and promotional materials within an exhibition space. Check your agreement to see the size of your exhibit and what is included:

- Large - 6x2m: 1 x table, 2 x chairs and an opportunity to bring own branding/backdrop
- Medium - 3x2m: 1 x table, 2 x chairs and an opportunity to bring own branding/backdrop
- Small Table: 1 x table, 2 x chairs and space for a branded roller banner in a dedicated area

Please note; the table measurements may differ and we cannot specific an exact table size.

Exhibition spaces **do not include shell scheme, walls or panels**, as we wish to create an inclusive networking area that encourages interaction between participants and exhibitors. Therefore any signage or displays must be free-standing and self-supported in a way that is secure and safe. **Exhibitors are not allowed to attach anything to the existing building structure or furniture** (columns, walls, floors, podiums etc.). The walkways around the stand areas are not display areas and must be left clear. All tables/chairs must stay within the stand area. It is Exhibitors' sole responsibility to bring along their own promotional materials. All packing/supply materials should be stored neatly under the tables.

Exhibitions do not need to be manned during the whole conference, but ideally during the main networking times, this will be:

- 08:00-09:00 Morning registration – Everyday
- 10:30-11:30 Morning refreshment break – Everyday
- 13:00-14:00 Lunch – Everyday
- 15:30-16:00 Afternoon refreshment break – Everyday
- 17:30-19:00 Tuesday, April 21, 2020 – Networking Drinks

Not Included in Exhibitor Fee: Additional furniture rental, audio-visual equipment, phone, hardwire internet service, material handling, tablecloth, cleaning service, security, etc.

To rent additional furniture or printing of leaflets, brochures, banners and other marketing materials, AV equipment (e.g. plasma screens, computers, etc.), contact our recommended supplier – details to follow.

Payments for any of the additional above items will need to be paid directly by the exhibitor to the respective company.

----Exhibit setup must be completed and presentable by Monday, April 20, 2020 17:00----

EXHIBITION TOUR

There will be a guided exhibition tour for conference attendees on Tuesday, April 21, 2020, time tbc. Please make sure that a representative is at your stand when the tour takes place. The tour will be led by a member of the ICT4D Conference Team

There will be an evening networking drinks reception following from 17:30 to 19:00 in the exhibitor area.

FIRE PREVENTION

Please ensure that all fabrics used on your stands have the relevant fire proofing solutions. Any person discovering a fire should immediately notify a security staff present at the venue. Details to be shared closer to the day and a security brief to be shared during set up.

FILMING AND PHOTOGRAPHY

As an Exhibitor at the 12th ICT4D Conference you consent to filming, sound recording and photography of the conference as well as you consent to its use by the ICT4D Organizer or its service providers to any such recording/photography for marketing purposes.

FREIGHTFORWARDING

The following important details should be noted;

- Customs clearance takes about 2-3 working days to complete.
- Customs duties and taxes is dependent on the HS code, invoice value and freight cost.
- For list of prohibited items; kindly visit <https://customs.gov.ng>
- All imported items are prohibited for re-export in Nigeria so all Exhibition Items that need to be re-exported MUST be imported under a Temporary Importation Permit
- All documents MUST be in place before shipping to avoid accruing huge demurrages on arrival in Nigeria
- Required documentation depends on what exactly you will be importing as there are a number of agencies regulating different classes of imports e.g. SONCAP, NAFDAC, etc.
- Imported items may be temporarily re-exported on Repair & Return basis ONLY.
- Shipments may be exempt from duties after the importer has obtained an Import Duty Exemption Certificate (IDEC) from the Ministry of Finance.
- Be wary of “Briefcase” agents who may invite importers to circumvent the set procedure and claim that certain required documents are not necessary especially Form M.
- In Nigeria, we have two major handling companies for airfreight – NAHCO & SAHCOL with varying storage capabilities especially with respect to Temperature controlled shipments
- For more information, visit https://customs.gov.ng/?page_id=3141

Nigerian based Freightforwarder to help with items clearing customs and reaching the venue hassle free, contact our recommended service provider:

- Rita OWASE
Branch Manager(Northern zone)
Bollore Transport & Logistics Nigeria Limited
Millenium Builders Plaza,Plot 251 Herbert Macaulay Way
Central Business District-Abuja
Email: rita.owase@bollore.com
Mobile: +234 (0) 803 402 3924
Website: www.bollore-logistics.com

Or

- Ibrahim Mohammed
Red Star Freight Limited
imohammed@redstarplc.com
rsfcustomerservice@redstarplc.com
Tel: +2349052959885/+2347030890991
Website: www.redstarplc.com

Contact the above suppliers to seeks quotes and organize any frieghtforwarding. Payments will need to be made directly to the supplier.

INSURANCE

The Exhibitor is fully responsible for obtaining insurance protection for their exhibits, property and personnel against all risks. Equipment should be insured both in transit and on location at the exhibition for the entire period it is on the exhibition site. We recommend all exhibitors have the appropriate insurance to cover both equipment and personal possessions while at the event. Please make sure your insurance covers against personal injury, third party claims, etc.

LOST PROPERTY

Reports of lost or stolen property should be made to a member of the ICT4D Organizing staff at the Registration Desk and the ICT4D Conference Info Desk.

Any lost items can be handed in to the event security or the ICT4D Conference Info Desk. Please keep your valuables with you at all times during the conference. While every precaution is taken to protect your property during the event, the organizers are not responsible for any loss or damage to your property and would advise appropriate insurance coverage be taken.

MARKETING MATERIALS

Exhibitors may distribute advertising and printed collateral from their stand, but must not distribute literature near entrances or exits, nor in such a manner as to cause disturbance to other Exhibitors at the conference.

To print any marketing materials (leaflets, brochures or banners), contact our recommended suppliers – details to follow.

Payments will need to be made by the exhibitor directly to the service provider used.

MEDICAL EMERGENCIES

Onsite medical team and ambulance service will be onsite to handle all medical matters.

NETWORKING OPPORTUNITIES

We expect many senior level delegates at the conference and for this reason we recommend Exhibitors to also send senior representatives to maximize networking opportunities.

PARKING

Directional signs are displayed for guest parking areas as you enter the Sheraton Hotel complex, car parking spaces are free and readily available.

PRINTING MATERIALS

To discuss any printing requirements and obtaining rates, contact our recommended suppliers – details to follow.

Payments will need to be made by the exhibitor directly to the service provider used.

RESTRICTED ITEMS

The Sheraton Abuja Hotel does not allow any packed food and beverages (all water brands, tea, coffee, soft drinks, food packets, etc.) within the exhibit area from outside caterer/ merchandise.

SECURITY

For the purpose of the security of all of our attendees, review these general security guidelines on the ICT4D Conference website - www.ict4dconference.org/registration-2/security-guide-ict4d-conference-attendees/

The Sheraton Abuja Hotel offers a safe and secure environment for every event they host, and features a highly competent security system to offer the best event experience to all its guests. Additional conference security will also be onsite to check attendee badges and overview general event activities.

Security services will be present during the whole time of the conference as well as during the build-up and dismantling period. In case of an emergency, contact:

- Oghenero Oboh
Telephone: +234 8077392997
Email: Oghenero.Oboh@sheraton.com

Or

- Paul Ocholi

Telephone: +234 8023653883

Email: Paul.Ocholi@sheraton.com

The ICT4D Conference will not accept responsibility for theft, loss or damage of exhibits or any other equipment left at the venue. Exhibitors are advised to take care of personal belongings and to ensure that their exhibits and valuables are kept secured at all times during the conference. Please ensure no items of value are left unattended and laptops are not left overnight or in a room without personnel. It is strongly recommended that at least one representative is at the stand to supervise all deliveries, packing, unpacking, installing and dismantling.

SECURITY TIPS FOR EXHIBITORS

- Move-in:
 - Have adequate personnel present to receive the shipment and take inventory
 - Report any discrepancy in goods received to the shipper immediately

- During the Conference:
 - Special care should be taken of mobile devices as these can be easily misplaced/stolen
 - Pack small items in boxes out of site, or remove them from the table overnight
 - Report all security and safety incidents to an ICT4D staff member immediately at the ICT4D Conference Info Desk

- Move-out:
 - Do not leave your valuables unattended; remain with your shipment until it is collected

VISA TO NIGERIA

It is the responsibility of you/your organization to investigate the visa requirements for travelling to Nigeria for the event and apply for an appropriate visa, if necessary.

The Economic Community of West African States (ECOWAS) citizens do not require a visa to enter Nigeria. All other nationalities are advised to apply and obtain an appropriate visa; either a Visa on Arrival (the application should be commenced two weeks prior to arriving to Nigeria) or securing a visa before you travel from their nearest Nigerian Mission (Embassy, High Commission or Consulate).

It is recommended you thoroughly check the [ICT4D Conference visa information webpage](#) and the guidelines on The Nigeria Immigration Service website <https://portal.immigration.gov.ng>.

YELLOW FEVER CERTIFICATE

All attendees are responsible for ensuring they meet the yellow fever requirements for Nigeria.

Yellow fever is a serious and potentially fatal viral disease that is spread by mosquitoes in tropical parts of Africa and South America. It occurs in both jungle and urban environments.

The yellow fever vaccine certificate is mandatory and travelers can be prevented from entering/exiting Nigeria if they cannot show proof of a yellow fever vaccination. The certificate only becomes valid 10 days after the vaccination.

We recommend you check with your medical practitioner prior to departure to ensure you have received the necessary vaccinations, all associated costs and been advised on any additional requirements.

Wi-Fi

Free wireless Internet will be provided for all conference attendees. The Wi-Fi network and the password will be shared nearer to the conference commence date.

Please note; the Wi-Fi should only be used for basic use (e.g. laptop or TV), as an alternative hardwire connection can be purchased. For all hardwire internet connection questions including bandwidth and costs, contact:

- Bee Cansick
Email: AdminICT4Dconf@crs.org
Cell: (London based/GMT) +44 (0) 7788 417904

Payments for hardwire internet connection will need to be made directly to the Internet provider.