



**Nursery & Garden Industry  
Victoria**

## **Event Manual**

*Welcome to your guide to NGIV's Trade Day*

*Australia's premier monthly wholesale trading market | An industry networking event | A quarterly horticultural showcase*

*It's more than just a market*



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## **Welcome**

Thank you for participating in Nursery & Garden Industry's Victoria's (NGIV) Trade Day; Australia's premier wholesale trading market, industry networking event and quarterly horticultural showcase. It's more than just a market.

Trade Day is predominantly held on the first Tuesday of each month. The event is held at the impressive KCC Park in Skye. Boasting 75 acres, ample designated parking and 4,500sqm of flexible undercover facilities; it's the perfect place to showcase the Victorian horticultural industry.

Our friendly and experienced team are committed to working with you to maximise the success of your trade day experience and can be contacted anytime for assistance.

To help you enjoy a safe and rewarding experience at our trade day, we ask that you read and refer to the information outlined within the Event Manual.

As a participant in trade day, whatever your role, you have a responsibility to ensure that where applicable, you meet the requirements set out in the Event Manual.

For more information or to seek clarity around NGIV's Trade Day operating procedures, please contact our office on (03) 9576 0599.

## Trade Day Organiser Details

Nursery & Garden Industry Victoria

3/307 Wattletree Road, Malvern East, VIC 3147

PO Box 2280, Wattletree Road LPO, Malvern East 3147

Phone: +61 3 9576 0599

Email: [ngiv@ngiv.com.au](mailto:ngiv@ngiv.com.au)

Website: [NGIV website](#)

Follow us on [Facebook](#)

Follow us on [Instagram](#)

## Key Contacts

### NGIV Office Staff

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David Reid – Policy & Technical Manager	E: <a href="mailto:david@ngiv.com.au">david@ngiv.com.au</a>	M: 0421 885 257
Nan Cleven – Trade Day Co-ordinator	E: <a href="mailto:cleven@cyberspace.net.au">cleven@cyberspace.net.au</a>	M: 0429 428 537
Matt Ross – Marketing & Communications	E: <a href="mailto:matt@ngiv.com.au">matt@ngiv.com.au</a>	M: 0418 113 053
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## **Purpose of the manual**

This event manual provides you with the key information needed to ensure you have a safe and rewarding experience at NGIV's Trade Day. It contains key details about the event; from the facilities and services to the operating procedures and technical details.

Please ensure that the requirements set out in the manual are observed and performed by all participants, and that they are read in conjunction with the Buyers Trade Day Terms & Conditions (dated 27 May 201) and Members Trade Day Conduct By-Law (dated 27 May 2021).

## **Updates to information in this manual**

The information contained in this manual is current, however it may be necessary to issue updates and/or changes to information as necessary. Please ensure you refer to our [website](#), and subscribe to our weekly e-newsletter, for the latest and most up to date trade day information.

## Trade Day Venue

[KCC Park](#) in Skye, is the perfect place to celebrate the Victorian horticultural industry.

- Spread across 75 acres
- Ample parking
- Convenient location
- 4,500sqm of flexible undercover facilities

Situated under an hour from Melbourne CBD. KCC Park is conveniently located and easily accessible from the Monash Fwy (M1)



**Address** - KCC Park, 655 Westernport Highway (Dandenong-Hastings Rd), Skye, Victoria 3977

View on [Google Maps](#)

### Directions

- From Tullamarine Airport or the city, follow Citylink toward the South East Suburbs and the M1 (Monash Freeway)
- Exit/merge onto the M1
- Follow the M1 along to Dandenong
- Exit/merge onto the M420 (South Gippsland Highway) toward Phillip Island
- Merge onto the M780 (Western Port Highway) toward Hastings
- KCC Park will be on your right-hand side just after the traffic lights at Thompsons Road

## **Trade Day Operating Hours**

### Stand holder bump in:

- The day prior the event from 12:00pm – 6:00pm
- On the day of the event from 4.00am – 6.45am
- For specific bump-in rules refer to Page 11

### Stand holder bump out:

- Bump out will commence at the end of trading at 11.00am on the day of the event.
- An announcement will be made to this affect over the PA system.
- For specific bump-out rules refer to Page 11

### Buyers Access:

- Full NGIV Members are able to enter the pavilion from 6.30am
- Trade Day Buyers are able to enter the pavilion from 7.00am

### Trading:

- Trading for Full NGIV Members and Buyers strictly commences from 7.00am.
- Trading concludes at 11.00am.

### Plant Movement

- No stock is allowed to be collected and moved from stand holders until after 8.00am.
- A ticketing system to reserve your plant movement trolley is available from 6.30am.
- Plant movement trolleys can be collected from 8.00am.



## **Trade Day Parking**

There are multiple car parking areas within the KCC Park grounds. There are designated areas for Stand Holders, Buyers, Reservation, and Disabled parking. We respectfully direct you to observe the designated parking plan to ensure a pleasant and fair experience for all attendees. Any special requests where permission is sought must be directed through the NGIV office prior to the event for consideration.

NGIV will also have attendants to assist with parking on the day.

View the [Site Plan](#) for all parking options.

## **Accessibility**

KCC Park is an accessible venue, providing an inclusive environment that addresses the needs of all stand holders, buyers, visitors, and employees. Please discuss any specific requirements with NGIV staff.

## **Accommodation**

There is a [range of accommodation options](#) situated close to KCC Park.

## **Advertising and Marketing**

Stand holders are encouraged to use the Trade Day logo for event marketing.



NGIV Trade Day offers a range of promotional opportunities for your business; this includes website listings, magazine features, social media content and e-newsletter advertising. Please contact our [Marketing & Communications Officer](#) for more details.

If a Member attends trade day not as a stand holder, the Member and its representatives must not:

- (a) sell or attempt to sell, or solicit orders for, the Member's own products or services to other attendees
- (b) hand out samples, product catalogues, handouts or other advertising material
- (c) engage in any other conduct that NGIV, in its absolute discretion, determines is contrary to the spirit, intent and/or reputation of Trade Day and/or NGIV, but these prohibitions are not intended to prevent social interaction or general business networking activities.

## **ATM Facilities**

Unfortunately, there are no ATM facilities on site. Some stand holders do have EFTPOS machines.

## **AV**

KCC Park has a public address system which can be used for any appropriate announcements that may be required during the event. Please contact an NGIV staff member should you wish to make an announcement.

**Building and surrounds (hand-over)**

The NGIV coordinator undertakes an inspection of the indoor pavilion and surrounding grounds every month prior to bump in, to verify the condition of the venue and confirm all services are available. Once complete, the building and surrounds will be accessible for participants for the duration of our event.

## Building / Smoke Isolations

The pavilion does not have fire alarm or smoke detectors; cooking, smoking and vehicle movements within the building are not permitted. NGIV does have fire wardens in case of fire and to support emergency evacuation should that be required. There are also designated fire reels/hoses around the premises.

## Bump in and out

During event bump in and out all attendees must comply with all OH&S requirements. This includes, but is not limited to, personal onsite dress (correct PPE, such as Hi-Vis and appropriate footwear), traffic management, etc.

## Bump in – stand holders

- All vehicles to enter the KCC park site off Westernport Highway and follow the one-way system along the paddock towards the pavilion where you will be stopped and checked in by an NGIV staff Member.
- An NGIV staff member will direct stand holders bumping-in to either the southern or eastern carpark depending on vehicle type and stand location.
- Vehicles unloading goods as part of bump-in, which are parked next to the pavilion, are to reverse park, unless inappropriate.
- All cars are directed to park in the **gravel** or **paddock car parks** unless, you seek temporary access to drop stock off at the pavilion. You will then be required to park in the **gravel carpark** or **paddock carpark**.
- Additional parking for larger vehicles and trucks is available in the area marked **overflow carpark** (excluding cars).
- Stand holders who have set up on Monday afternoon and have a vehicle approx. greater than 6m long, will be directed to the **overflow carpark** to allow space for Tuesday morning stand holders to bump-in.
- Stand holders who have set up on Monday afternoon and have a vehicle approx. less than 6m long can park directly adjacent to the grass area in the **southern carpark**.

## Bump out – stand holders

- Stand holders are encouraged to remove empty trolleys and pallets as soon as practical to help shorten the bump-out process.
- Following an announcement at 11.00am through the PA system to signal the end of trading, stand holders that are parked adjacent to the pavilion must begin the bump out process immediately.
- Stand holders who have parked adjacent to the pavilion and have completed bump out, must vacate their parking space immediately to allow those who are parked further afield access to the pavilion should they need it.
- Stand holders are to return borrowed pallets, pallet jacks and trolleys to their place of origin.
- All vehicles are to keep to their left when exiting the pavilion car park, observe speed limits and follow the one-way directional signs at KCC Park.
- Stand holder vehicles which are parked in the **overflow carpark** are to re-enter the one-way system to access the southern and eastern carparks (via the NGIV check in point).

## Bump in – buyers

- All vehicles to enter the KCC park site off Westernport Highway and follow the one-way system along the paddock towards the pavilion where you will be stopped and checked in by an NGIV staff Member.
- An NGIV staff member will direct buyers to the **eastern carpark**, **gravel carpark** or the **paddock carparks** depending on vehicle type

- Buyers will be permitted entry into the **eastern carpark** but recommended not to arrive prior to 6am (to avoid unnecessary congestion for stand holder trucks).
- No cars to be parked in the **southern** and **eastern carpark** unless there is a valid reason to do so, i.e., disabled carparking. Please contact NGIV should you have any queries.
- The carparks directly adjacent to the pavilion are restricted to stand holders only.
- Additional parking for larger vehicles is available in the area marked **overflow carpark**.
- Prior to 6am the **southern** and **eastern island carparks** are to remain empty and will only be permitted to park in post 6am.

#### **Bump out – buyers**

- Buyers are to return trolleys to their place of origin.
- All vehicles are to keep to their left when exiting the pavilion car park, observe speed limits and follow the one-way directional signs at KCC Park.

#### **Bump in – visitors**

- All vehicles to enter the KCC park site off Westernport Highway and follow the one-way system along the paddock towards the pavilion where you will be stopped and checked in by an NGIV staff Member.
- An NGIV staff member will direct visitors to the **gravel carpark**.

#### **Grassed areas**

The use of all grassed areas is limited and must be respected. No parking is allowed on grassed areas.

#### **Catering**

Hospitality services have been agreed with the venue owner. Catering will be available from 6.30am to 10.30am located outside of Door 1. No other catering or food trucks are permitted on site without the prior approval of NGIV and the site owner.

For NGIV Full Members there is a VIP Members lounge inside the pavilion, which is accessible from 6.30am to 10.30am with limited complimentary food and beverages on offer.

No alcohol is to be consumed onsite.

#### **Cleaning**

It is the responsibility of all attendees to maintain a clean and safe environment. Should a spill or hazard be created, or you became aware of one, please clean it up and/or seek support from NGIV staff. The facilities should be left in a clean and tidy manner at all times. An events cleaning team will be onsite post bump-out.

Please also be mindful and respectful of the rubber/synthetic floor, if damaged you may be deemed liable for the cost of repairs.

#### **Contractors, Exhibitors & Buyers**

NGIV and KCC Park has a duty of care under the Occupational Health & Safety Act 2004, that all contractors,

stand holders and buyers must complete the NGIV/KCC Park induction program. All parties may be requested to revisit it annually.

Any contractor or stand holder coming onto the site in any capacity must provide a copy of their Public Liability Insurance (coverage to \$20 million) at least annually as per the Members Trade Day Conduct By-Law dated 27 May 2021.

Any contractor completing high-risk works or works requiring a licence, must provide a copy of their licence, risk assessment, or safe work method statement prior to the commencement of works.

### **Damage**

An appraisal of any damage caused during an event will be documented and photographed where possible. Any costs incurred to amend or reinstate the property or facilities to their original condition will be on-charged to the identified party. This damage may be within the parking area, pavilion, facilities or grassed areas.

### **Deliveries**

Deliveries may only be made to the venue during the scheduled bump-in times. Please ensure each item dispatched has been labelled with the following details:

- Company name and stand number
- Contact person and contact number
- Name of exhibition/event

**Please Note:** NGIV and KCC Park staff are not authorised, and are unable, to sign for the delivery of any goods, packages, or other materials on behalf of any exhibitor.

### **Driving onsite**

Please observe a 15km speed limit around the central loop and a 10km limit for eastern and southern carparks, and overflow area. Please be aware of pedestrians and other vehicles while onsite. During the event, NO vehicle is allowed inside the pavilion, the only exception is authorised electric golf carts and similar vehicles, driven by NGIV staff and/or contractors to aid with bump-in, bump out and general plant movement. All internal roads are one-way zones.

### **Electrical**

Any electrical power connections excluding standard plugs/leads must be performed by a NGIV or KCC Park nominated licensed electrical contractor. Any electrical items brought on site must be tested and tagged to Australian Standard AS/NZS 3760. All temporary items or hired products must have a three-month test period.

Should you have any questions relating to emergency evacuation procedures please speak with NGIV staff.

### **Use of aisles**

Stand holders must not store or display any item in aisle ways, and all parts of the exhibit must be kept within the allocated stand area. Buyers must not move products from a stand into aisle ways.

## **First Aid**

KCC Park and NGIV have determined that a first aid officer must be present. A nominated trained first aid person/s will be available to respond to any medical incident, at any time during event hours, including bump in and out.

First aid providers and the event organiser are required to provide all the necessary equipment to fulfil the role and allocate a suitable location within the property for the provision of service. Any incident that occurs on-site must be reported to NGIV staff who will advise and report to KCC Park Management, and all paperwork must be forwarded as soon as practicable.

Any requests for Ambulance Victoria to attend on site, must be notified to NGIV staff immediately.

## **Food & Beverage Sampling**

The “Food Act 1982” and the “Liquor Control Reform Act 1998” apply to all events held at KCC Park. No stand holders shall distribute, sell or give away any item of food or drink to visitors without the prior approval of NGIV. Generally, NGIV will not object to the distribution of food items, used as a means of forming part of a display. However, the sale of such products is not permitted without prior approval.

## **Floor Plan**

NGIV has a designated floor plan/map which will be updated each month with the latest one released three days prior to the next trade day. Floor plans will be available in an electronic format, showing some of the following:

- Stand holders and their locations
- Contact people
- Parking
- First Aid and emergency Contacts
- Sponsor of the day
- Access to emergency exits and toilets
- Registration booth

## **How to Avoid Damages**

Most damages that occur at KCC Park can be avoided through sound management. The following are commonly found issues.

- Surface damage due to fixing items to building walls, pillars, and ceilings
- Oil spills from vehicles
- Trucks/EWP hitting beams, fences or gates
- Pallet jacks trying to fit through doorways
- Lack of care given to unprotected floor
- Speed causing crash and/or injury
- Unnecessary driving on grassed areas

## **Incident Reporting**

If you witness, or are involved in an incident resulting in injury, property damage or a near miss, please report it to one of the NGIV team.

## **Licences**

All vehicles operated on the KCC Park property require the driver to hold a current Australian Driver's License. This license must be produced on request and be appropriate to the class of vehicle.

## **Noise**

KCC Park, although set in a rural setting, has close neighbours. All efforts to restrict noise between the hours of 8:00pm and 8:00am must be adhered to.

## **Personal Protective Equipment (PPE)**

Personal Protective Equipment (PPE) should be worn where appropriate to minimise the risk of falls, injury and damage to the face, feet, respiratory tract, head, hands, eyes, or ears. Do not use contaminated or damaged PPE. High visibility clothing must be worn by all personnel during bump in and bump out periods. High visibility clothing should also be worn when working near moving vehicles, operational plant, unloading vehicles, and when height work is carried out.

## **Security**

NGIV will assess if security is needed. Should this be required a security briefing will be conducted before the event to discuss any details or requirements with positioning and procedures.

## **Smoke-free venue**

As part of an ongoing commitment to providing a safe and healthy environment for staff and event patrons, the KCC Park Pavilion is a smoke free venue. There is however designated smoking areas outside the pavilion.

## **Traffic Management**

NGIV in partnership with KCC Park has a robust internal [traffic management plan](#) with various options for patron parking. These plans must be adhered to at all times.

## **Unclaimed Goods**

NGIV and KCC Park will not accept responsibility for any goods left on the premises after the event has concluded. All items left after the completion of the event will be treated as rubbish and disposed of accordingly unless arrangements have been made through NGIV.