

UFI's Auditing Rules for the Statistics of UFI Approved Events

Update January 2009 (following the UFI General Assembly on 13 November 2008)

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1. Introduction

The provision of data which has been verified by independent auditors is one of the cornerstones of the quality standards of UFI Approved Events and is clearly defined in UFI's Internal Rules (Annex 1). The current document is designed to be used alongside the Internal Rules and the "UFI Calculation Standards and Definitions" (Annex 2) which provides detailed definitions of what UFI measures in terms of visitors and exhibitors at UFI Approved Events. The contents of these documents are intentionally not replicated in these Rules which focus purely on the process of auditing.

This document is designed to provide guidance on how data may be verified, who is entitled to undertake the auditing, the frequency of audits, certification and reporting standards.

Countries which already have in place long-standing and well-respected audit systems should not need to change their own systems in any significant way. The objective of the standard is to raise the quality of the exhibition industry, not to impose new bureaucracy.

National standards and, in some cases, laws may require more rigorous standards than those described here. Additional procedures may also be prescribed in some countries. The standards described here are expected to be minimum standards and any additional work will not, of course, jeopardise the consideration of Audit Certificates for the purposes of UFI event approval.

The cost of an audit will be borne by the exhibition organiser. The exact cost will vary from country to country and is the subject of negotiation between the organizer and the auditor. There is no intention in the drafting of this standard to require auditors to undertake audits in such a way that they become economically unviable for the organisers. On the other hand, organisers must be prepared to cover the cost of a reasonably rigorous audit if they wish to obtain and retain UFI Approved Event status.

Evidently, the event organizers can use the audited statistics for their own marketing and research purposes, hence promoting more credible data. UFI recommends the publication of these audited statistics.

2. Terminology

In order to provide a consistent use of terms, the following are used throughout this report:

Audit	The process of independently certifying data provided by an exhibition organiser or third-party registration company and, for the purposes of this standard, relating to participation at an exhibition as visitor or exhibitor.
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Audit association	An association, most likely national or international, which is responsible for the development and maintenance of exhibition industry auditing standards and, in some cases, for the selection of auditors and for the collection and publication of national exhibition statistics. Examples include FKM in Germany, OJS in France, ISF in Italy, Centrex in Central Europe and EEIAC in the USA.
Audit certificate	A standard document provided by UFI to be completed by an auditor which conforms to UFI's standard requirements for audit certificates. This forms the key component of the organiser's reporting to UFI.
Audit report	A report produced for the exhibition organiser by the auditor. This may contain more or less detailed information than is required in UFI's standard Audit Certificate and does not form part of the required reporting to UFI but is welcome.
Auditor	A qualified, independent third party authorised to carry out an audit as defined above. The auditor will normally be contracted by the exhibition organiser to carry out this work.
Check-back procedure	A process otherwise known as the Confirmation Process whereby auditors verify by telephone and/or in writing with exhibitors and/or visitors to an exhibition that they did actually participate and that their participation is in accordance with the organiser's records.
Statistical control certificate	See Audit Certificate
UFI Approved Event	An exhibition organised by a UFI member which meets various criteria as specified in the UFI Internal Rules (Annex 1) including the provision of an audit certificate.

For other exhibition industry terminology, users of this standard are directed to the UFI Calculation Standards and Definitions (Annex 2).



Further information on exhibition terminology is also available in the ISO **International Exhibition Industry Standards ISO 25639-1 and ISO 25639-2**.

(http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=43910)

3. **Basic principles**

The basic principles by which event data is to be audited are as follows:

- 3.1 In order for an exhibition to **become** a UFI Approved Event, the member organizer must provide the UFI Membership Committee with an audit certificate by an approved auditor working according to the UFI Internal Rules and the rules outlined in the current document. *The event must have taken place twice. Audited statistics must be provided for the last edition of the event. If the event has been audited for the first time to obtain UFI Approved Event status, the next session of the event must also be audited.*
- 3.2 In order for an exhibition to **remain** a UFI Approved Event, the member organizer must provide UFI Headquarters with an updated audit certificate for every other edition of the event. *The only exception is for those events which take place once every three years, or less frequently. For these events, each edition must be audited. Examples: an event takes place once every two years: an audit must be conducted once every four years. An event takes place once every three years: each edition must be audited.*
- 3.3 A successful audit does not determine acceptance as a UFI member or acceptance of Approved Event status. In accordance with the *Internal Rules*, all membership applications and UFI Approved Event requests should be submitted for acceptance to the UFI Membership Committee and then to the *UFI Executive Committee* for the final decision. *The membership becomes effective immediately following the Executive Committee's approval. The Board of Directors and the General Assembly ratify all new admissions and UFI Event Approvals at their next meetings.*
- 3.4 If audit certificates are not provided to UFI according to these minimum requirements and within six months of completion of the relevant event, that event will lose its UFI Approved Event status. It may only regain that status by submission of audit certificates issued according to this standard and that renewal of UFI Approved Event status still remains at the discretion of the UFI Membership Committee.
- 3.5 The current UFI Auditing Rules *are applicable immediately* for all new UFI Event Approval requests, *and for those events which were approved after 1 January 2008.*
- 3.6 For events which were UFI approved **before** 1 January 2008 these Auditing Rules will be strictly enforced from 1 July 2010 onwards for all UFI Approved Events *taking place after that date.*
However, UFI strongly recommends the implementation of the current rules as rapidly as possible to enhance the UFI Approved Event label and its international recognition.
 - 3.6.1 For the events which were UFI approved before 1 January 2008 for which the member organizer may encounter some difficulty enforcing these rules, the member organizer should inform the UFI Headquarters of this difficulty before the next session of the event. The UFI Headquarters will take note of all the difficulties encountered by the members and will, where possible, help the members resolve the problem.
 - 3.6.2 *Those events* which do not comply with the new auditing rules *after the 30 June 2010* will lose their UFI Event Approval (Article 3.6 of the UFI Internal Rules). If this is the only event of the member organizer then the latter may lose their membership status (Article 8.5 of the Articles of Association).

4. The Audit

4.1. The Process

The audit should include, as far as is possible and reasonable, the following four elements:

1. Systems appraisal
2. Exhibition inspection
3. Database review and check-back
4. Issuing of Audit Certificate.

4.1.1 Systems appraisal

4.1.1.1 For first time audits

Prior to an exhibition taking place, the auditor must perform a verification methodology by reviewing the systems used by the exhibition organiser to administer registrations or ticket sales, to control entrance to the exhibition itself and to manage databases of registrants or ticket sales.

In order to do this, the organiser may provide the auditor with a description of the system(s) in place and provide access to the managers involved in implementing these systems.

This standard does not require any particular system to be installed. It simply requires the auditors to be satisfied that the system used, whether manual or automated, is sufficiently rigorous that it can generate data which is accurate and complies with the terms set down in the UFI Calculation Standards and Definitions.

At least one visit to the exhibition by the auditor is compulsory to ensure that registration is being managed according to the organiser's plan and that access control is adequate to ensure an accurate count.

4.1.1.2 For follow-up audits

Where an auditor is undertaking a follow-up audit for an event they have previously audited, it is sufficient that the exhibition organiser either:

- a. Confirms to the auditor that systems for managing registration ticket sales and verification methodology (access control) of visitors have not changed since the previous audit or;
- b. Provides information to the auditor on what has changed and, as appropriate, access to the organiser's managers to review those changes if required.

If a substantial change occurs in the verification methodology (access control), registration company or show organizer ownership a new visit should be suggested by the auditor and may be requested by UFI.

The auditor must verify this information and should at all times retain the right to visit and inspect the exhibition without prior notice. For this reason, the audit cannot take place in its entirety after the event.

4.1.2 Exhibition inspection

An auditor should schedule a visit to the exhibition being audited to ensure that visitor registration is being managed according to the organiser's plan and that access control is adequate to ensure an accurate count and in the case of a substantial change as outlined above. It should always be possible for an auditor to make an unannounced visit when deemed necessary.

The auditor should also spot check listed exhibitors against exhibition directory listings and floor plan to ensure that they are present and have rented the space claimed. Under normal circumstances, a visual check by auditors will be sufficient and UFI does not require that exhibition stands are measured by auditors unless there is reason to believe that they do not match claimed sizes.

Auditors are expected to conduct their work during an exhibition in such a way that it does not disrupt the heavy workload of the exhibition organiser's staff and in no way affects the experience of the event for either exhibitors or visitors. The organiser is also responsible for retaining such records until the successful completion of the subsequent audit and, where available, physical evidence such as tickets and/or registration documents, as would allow the auditor to verify the attendance claims after the event has finished.

They should be able to visit the exhibition as many times as needed, and at unannounced times in order to check the different counting systems and the working method of the possible service providers involved in registrations and the counting system.

4.1.3 Database review and check-back (Confirmation Procedure)

After an exhibition has taken place, auditors are expected to carry out a review of registration databases and/or ticket sales records (according to the nature of the event under examination) to ensure that they are in accordance with the organiser's own claims for attendance and actual visitor entries. To justify the number and percentage of international visitors, each international visitor should be registered. Where feasible, a telephone or written check-back procedure should be implemented to ensure that entries are legitimate.

4.1.4 Issuing of Certificates and reports

Once the auditor has completed the three steps outlined above, the auditing firm can issue one or two documents as follows:

1. If the data is to be supplied to UFI for event approval purposes, an Audit Certificate conforming to UFI's requirements must be issued, signed and stamped by the auditing firm. The main statistics contained in the audit certificate are considered as being public information. Are considered as main statistics: the total number of international/national visits/visitors (or the breakdown of the statistics on attendance), the total number of international/national exhibitors and their respective number of square metres of exhibition space.
2. The auditor may also, if requested to do so by the exhibition organiser or by other national audit organisations, produce a more detailed audit report. This will normally be used by organisers for the promotion of their events or by national exhibition data organisations for the compilation of national statistics. It may be transmitted to UFI for information but is not required for the purposes of event approval.

4.2. Frequency

At a minimum every other edition of the event must be audited, except for the events which take place once every three years, or less frequently. For these events, each edition must be audited. The only exception is for events which have been audited for the first time in order to obtain UFI Approved Event status. In this case the next edition must also be audited.

However, UFI's preference and recommendation is that events are audited every time they take place.

5. The Auditors

5.1. Organisations authorised to audit

These include organisations undertaking audits, whether companies, chartered accounting firms, or suitably-qualified associations and which must be approved in advance by UFI to undertake audits for the purposes of certifying data for UFI Approved Events.

The following organisations are authorised to audit exhibitions for the purposes of providing data to UFI:

1. An internationally-recognised independent firm authorised to perform financial audits.
2. An independent firm specialised in conducting audits for media industry including exhibitions.
3. Associations or organisations which are formed for the specific purposes of managing exhibition data audits and the collection and dissemination of national/international exhibition statistics. Normally, however, a national exhibition industry association alone and with no special audit function will not be considered a suitable organisation to provide audit certificates.

5.2. Approval of auditors

If one purpose of an audit is to provide UFI with an Audit Certificate for the purposes of event approval, the auditor must be approved in advance by UFI to conduct this work.

The person in charge of exhibition audits for these organisations should be suitably experienced or work closely with UFI to be fully informed of the requirements.

Once approved, an auditor may continue to audit exhibition industry data and produce audit certificates which are considered acceptable to UFI for a period subject to UFI's discretion.

In order to be approved by UFI, the auditor should provide:

1. Evidence of the auditor's authority to issue audit certificates.
2. A statement of the organisation's experience in exhibition industry audits (or in carrying out similar work).
3. A declaration that the auditor is aware of UFI's Auditing Rules for the Statistics of UFI Approved Events (this document) and of the "UFI Calculation Standards and Definitions" and that audits will be carried out in accordance with these standards.
4. The name of the specialists authorised to do the work and their email address: they will be informed by UFI on any updates of its auditing rules.
5. Where possible, it is hoped that those specialists will participate in education and information sessions for auditors which will be organised from time to time by UFI.

6. Audit certificates

A standard audit certificate is supplied by UFI and should be completed in English by the auditor. This standard certificate contains the following:

General information

- Name of the exhibition
- Name of the exhibition organiser (company or other organisation)
- Dates of the exhibition
- Venue of the exhibition

- Number of times the exhibition has been organised and years
- Number of times the exhibition has been audited and years
- Name and address of auditing organisation
- Name and signature of the senior manager (partner) responsible for overseeing the audit together with the official stamp.

Statistical information

In order to be used as an audit certificate to support UFI Approved Event status, the certificate must include the following information:

- Total number of visitors and/or visits as defined in the “UFI Calculation Standards and Definitions”.
- Breakdown of origin of visitors/and or visits (international vs. national).
- Total number of exhibitors as defined in the “UFI Calculation Standards and Definitions”.
- Breakdown of origin of exhibitors (international vs. national).
- Total net exhibition space (with separate figures for indoor and outdoor space).

This audit certificate must mention the reference and date of the UFI Auditing Rules and the “UFI Calculation standards and Definitions” taken into consideration, in order for UFI to check that the audit has referred to the latest updated version of the rules.

7. Dispute resolution

7.1. Irregularities

When UFI is concerned that there may be irregularities in the statistics provided, or that the correct audit procedure has not been respected, the following steps will be taken:

1. The exhibition organiser will be asked to answer specific questions submitted to them by UFI regarding the data submitted or the audit process.
2. A response to those questions should be submitted to UFI within one month.
3. After receipt of the response or in the case of non-response, UFI's Membership Committee reserves the right to require a re-audit of the data with another firm. The cost of this re-audit will be borne by the member. UFI's Membership Committee can propose the cancellation of the approval and the possible eventual termination of the membership.

7.2. Complaints

If a UFI member has cause to believe that audited statistics provided for a UFI Approved Event by another member are incorrect, they may bring that complaint to the attention of the UFI Membership Committee.

Such complaints are to be handled in confidence according to the procedures outlined in 7.1 above.

When UFI is satisfied that the complaint is not justified and that the audited statistics appear to be reasonable, the complainant will be informed of this and no further action will be taken.

When changes are made to the statistics and/or a re-audit is organised, the complainant will be informed of the final outcome but will not necessarily be entitled to be informed of the details of the investigation.

Each complaint will be carefully investigated by UFI and the appropriate action taken. It is recognized that certain complaints may require a specific approach which will be determined by UFI if judged necessary.

Annex 1: ARTICLE 3 - UFI EVENT APPROVAL *(extract from the UFI Internal Rules)*

Article 3.1. - Requirements for granting the status of UFI approved event

UFI event approval can only be requested by UFI member organizers or applicants for this membership category.

Article 3.1.1. - UFI approved events (non international)

The event must meet the following criteria:

- it must have taken place twice at the moment of the application;
- audited statistics have to be provided regarding the total net exhibition space and the number of exhibitors as well as the total number of visits or visitors. The latter can be decided at the individual member's discretion, but always, in accordance with the decision of the UFI Membership Committee and in conformity with the "UFI Calculation Standards and Definitions" (separate document).

These statistical data must be objectively confirmed by a specialized audit organization or by an independent audit company or by a certified accountant. *At a minimum every other edition of the event must be audited, except for the events which take place once every three years, or less frequently. For these events, each edition must be audited. The only exception is for events which have been audited for the first time in order to obtain UFI Approved Event status. In this case the next edition must also be audited.*

- the event should occur in appropriate permanent installations and provide users with all the services they may require, notably reception, assistance and information services for exhibitors and visitors;
- the event should have a regular schedule and duration which does not exceed two weeks.

Article 3.1.2. - UFI approved international events

These events must meet the following criteria:

- it must have taken place twice at the moment of the application;
- It must be "international" conforming to the standards defined hereafter, and it must give proof of one of the following conditions:
 - the number of direct foreign exhibitors must be at least 10% of the total number of exhibitors;
 - the number of foreign visits or visitors must represent at least 5% of the total number of visits or visitors, respectively. For public fairs, this percentage is to be counted on the basis of professional visits or visitors, if they are identified.
- Audited statistics must be provided regarding the total net exhibition space and the number of domestic and international exhibitors as well as for visits or visitors, as the case may be, in accordance with the decision of the UFI Membership Committee, and in conformity with the "UFI Calculation Standards and Definitions".

These statistical data must be objectively confirmed by a specialized audit organization or by an independent audit company or by a certified accountant. At a minimum every other edition of the event must be audited, except for the events which take place once every three years, or less frequently. For these events, each edition must be audited. The only exception is for events which have been audited for the first time in order to obtain UFI Approved Event status. In this case the next edition must also be audited.

- The event should occur in appropriate permanent installations and provide users with all the services they may require, notably reception, assistance and information services for exhibitors and international visitors. Application forms, advertising material and the fair

catalogue should be published not only in the country's language, but also in at least one other foreign language, preferably English.

- The event should have a regular schedule and duration which does not exceed two weeks.

Annex 2: UFI Standards and Definitions



UFI CALCULATION STANDARDS and DEFINITIONS

The figures requested for an UFI approved event, as mentioned in article 3 of the UFI Internal Rules, will be counted and audited according to the following definitions and rules.

A. Calculation Standard for the Surface Area of an Exhibition

For an Organizer, the figure to be certified and provided is the "total net exhibition space", defined as follows: total floor space - indoors and outdoors - occupied by exhibitors. This is also called "contracted space", and may include both paid and unpaid space. It also includes space allocated to special shows having a direct relation to the theme of the exhibition.

For an Exhibition Centre operator, the figure to be provided is the "total gross exhibition space". This is the total space provided by the venue operator for use by the organizers or, the total space used by the fair, including circulation. Catering areas, offices, storage, etc. are excluded.

When exhibition space figures are communicated, they must always be specified as "total net" or "total gross".

B. Calculation Standard for the Number of Exhibitors

B.1. Exhibitors ("direct" exhibitors)

Only the exhibitors ("direct" exhibitors) will be counted. Considered as such are both the main exhibitors and the co-exhibitors.

The main exhibitors are those bodies contracting directly with the organizer.

The co-exhibitors are those organizations/companies present on a main exhibitor's stand, with their own staff and their own products and/or services. They must be clearly identified via several means, e.g. mentioned on the application form of the main exhibitor or declared by an official co-ordinating body, or in the exhibition catalogue forms.

In the case of a collective participation, the space must be rented and paid for by the exhibitor organising the collective participation. The area is shared by several participants who are considered to be co-exhibitors if they occupy their own area, appear under their own name and present their own products/services by their own staff.

If each of these conditions is not fulfilled, they are considered as "represented companies" ("indirect" exhibitors), and may not be counted in the exhibitor tally.

In any communication with reference to the UFI standard, or to the UFI approval of an event, only the figures related to direct exhibitors may be used.

B.2. Represented companies (“indirect” exhibitors)

Represented companies are those organizations/companies not present with their own staff, and whose products or services are present on a main exhibitor's or co-exhibitor's stand.

These represented companies are excluded from the calculation of the total number of exhibitors.

B.3 To avoid any confusion, it must be clearly mentioned which category of exhibitors were counted.

C. Nationality of an Exhibitor

The nationality of an exhibitor is determined by the address of the exhibiting company/organization as written on the contract with the organizer.

In the case of an address not representing the true nationality of the exhibitor, the organizer may accept the nationality mentioned by the exhibitor on a self-declaration. A declaration by the Organizer alone is not acceptable.

Where a doubt may exist about the nationality of an exhibitor, the exhibiting company's/organization's headquarters should provide a declaration stating that the subsidiary is acting on its behalf.

D. Calculation Standard of the Number of Visitors and Visits and Entries

The intent of visitor calculations is to provide exhibitors with an idea of the potential number of customers accessible during his exhibition participation.

D.1. Timeframe for visitor calculations

The counting of visitors will take place during the event's official opening hours only.

D.2 “Entry” or “admission”

Each individual who enters the site of the exhibition event during hours officially open to the public.

D.3 “Visits” (sometimes referred to as “Visitor Entries”)

A visit is the action of a person who, on any official open day and hour, enters the event with an access document and who is representative of the market audience expected by the organisers and exhibitors.

Included in the calculation of “visits” to an event are:

- persons who purchase their tickets at the event,
- persons who purchased their ticket before the event AND who attend the event,
- persons with a complimentary invitation or a reduced tariff ticket AND who attend the event,
- persons attending with a season ticket,
- journalists.

A person may only be counted once per day.

Excluded from the calculation of “visits” to an event are:

- staff of the exhibition venue and organizer,
- staff working for service providers,
- staff of exhibiting companies/organizations,
- speakers during the event.

D.4 Visitor

A visitor is a person attending an exhibition. He is counted only once for the entire duration of the fair, regardless of the number of visits.

D.5 Repeat Visits

A repeat visit is each additional visit of a visitor after the first visit, that can be controlled. Here also only one visit per day is counted.

D.6 Total number of Visits (addition of items D4 and D5)

The total number of visits is equal to the total number of visitors plus the total number of repeat visits.

D.7 Total attendance

The total attendance is equal to the unique visitors plus the exhibitors’ staff plus the speakers plus the media representatives.

To summarize D.6 and D.7:

Visitors <i>(to be counted only once)</i>	+ Repeat Visits	= Total Visits
+ Exhibitors’ Staff		
+ Speakers		
+ Media Reps		
= Total Attendance		

D.8 Communication of statistics and UFI Certification of Approved Events

Figures related to either “visits” or “visitors” are accepted by UFI.

In either case the definition of the applicable term (“visits” or “visitors”) must be clearly understood in the context of its application. This is true for statistics communicated in declarations, media information or promotional information.

E. National (Domestic) and International Visitors or Visits

The “Nationality” is determined on the basis of a visitor’s place of residence and must be stated on visitor registration forms with mention of the address abroad. Foreign or

international visits are those visits by visitors of places of residence other than the country in which the event takes place*.

If a system of individual registration is not possible, the organizer may be authorized by UFI, upon request and solely for the UFI international approval of a fair, to determine the total percentage of foreign visits through a sampling. This survey should be carried out by a market research company and certified by an independent audit company. The certificate must mention the methodology of the sampling.

When the exhibition is a public show, it is acceptable that only foreign professionals should be counted and compared to the total number of visits by professional visitors, preferably with a registration system for each foreign visitor. The auditor's certificate must identify the method of calculation used.

** EU countries are counted as individual nations.*



For your information:

The above mentioned standards and definitions are used by UFI and its members worldwide in the frame of the UFI approval of a fair/exhibition/show, "UFI approval of an event". Approximately 800 events are approved by UFI (November 2008).