

FISE 2022

FISE Exhibition

9th Edition

April 5th to 7th, 2022

Medellin-Colombia



Exhibitor's Manual

3rd version.¹

¹ Later editions of this manual may be published with modifications, based on the decisions made during the event planning. Be aware of schedule updates and other provisions, as the final version will be applicable.

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EXHIBITOR'S MANUAL

Dear sponsors and exhibitors:

In this manual you will find information regarding key aspects about the FISE 2022 organization, which will take place on April 5th to 7th, 2022 at Plaza Mayor Medellín Convenciones y Exposiciones. We ask you to please read this manual and share it with your team. Also share it with the transportation and booth installation staff, in order for them to comply with the design, characteristics and space use guidelines and to prepare the required documents to enter the venue (social security contributions, work at heights certificate, among others, depending on the task to be performed).

There may be updated editions of this manual with modifications, based on decisions made during the event planning. You will find the latest edition on FISE's website www.fise.co, please make sure to review this, given that, by participating formally in FISE 2022, you are committed to comply with the terms and conditions stipulated herein and to accept any future changes meant to benefit the event or caused by reasons of force majeure

The organization may restrict or terminate any activity considered to go against this manual and the provisions herein.

1 DATES AND TIMES²

1.1 Commercial Exhibition

Dates for general audience:

April 5th, 6th, and 7th: 10:00 a.m. to 8:00 p.m.

Dates for exhibitors:

April 5th: 8:00 a.m. to 9:00 p.m.

April 6th and 7th: 9:00 a.m. to 9:00 p.m.

² The event reserves the right to modify the schedule of the event when deemed necessary.

The staff in charge of the booth must be available for attendees from the opening time to the public (10:00 a.m.) until all attendees leave the venue, this means, approximately one hour after closing the doors to the public.

1.2 Technical sessions

April 5th: 10:30 a.m. to 12:30 p.m. and 2:00-5:00 p.m

April 6th and 7th: 10:30 a.m. to 12:30 and 2:00 to 6:00 p.m.

Rooms: Comisiones 1 to 11 at Plaza Mayor Convenciones.

1.3 Installation

White Pavilion:

April 1st: 2:00 p.m. to 9:00 p.m.

April 2nd to 4th: 8:00 a.m. to 9:00 p.m.

Yellow and Green Pavilion:

April 2nd: 2:00 p.m. to 9:00 p.m.

April 3rd and 4th: 8:00 a.m. to 9:00 p.m.

Blue Pavilion, Plaza Cultural and Plazoleta Interamericana:

April 3rd and 4th: 8:00 a.m. to 9:00 p.m.

Hall:

April 3rd: 12:00 p.m. to 9:00 p.m.

April 4th: 8:00 a.m. to 9:00 p.m.

Extended installation hours will be authorized after 9:00 p.m. upon cash payment; \$125,000 COP (TAX included) per booth per additional hour or fraction. This fee will be used to cover the additional operating costs related to the extended hours. No installation will be allowed after 11:59 p.m., at this time all the installation suppliers and exhibitors must leave the venue.

We recommend that you request your suppliers to start the booth installation as soon as possible, in order to be completed within the established hours. Especially in the case of companies that will build several booths. We suggest for you to request your supplier to have enough staff to work in all the booths simultaneously, in order to finish them within the dates and times established by the organization.

Each exhibitor must send the form attached [here](#), listing the people who will work on the booth installation (in charge of building, layout or decoration), before April 2nd to the email logistica@fise.co. When entering the venue, which will be through door 3 of the Plaza Mayor loading area, suppliers involved in the installation must submit a hard copy of the mentioned form, as well as the documentation requested (social security contributions, work at heights certificate, among others, depending on the task to be performed), the security staff will require this to authorize the entry ([see annex 1](#)).

Exhibitors entering the venue with the purpose of verifying the status of their booth, nor to work on the installation or actively participate in it, may do so by entering through the Green or White pavilions located at Plazoleta Interamericana and no social security documentation will be required.

1.4 Exhibitor, booth staff and attendees' registration and credentials

Registration:

This process involves completing a form with basic information regarding attendees and staff that each exhibitor company authorizes to be in the booth on their behalf. It can be fill out online before the event (which will speed up the entrance) or in the "Registration and credentials" booths located at the entrance of the venue.

Credentials:

This is the assignment and delivery of a name badge (which is required to enter the venue) to attendees, exhibitors, and booth staff. In order to get the name badge, you must register first (registering previously online will speed up the process) and your name badge will be available at one of the "Registration and credentials" booths specially assigned for registered people. You can also do the entire process at the venue. Once the attendees register online before the event, if they prefer, they have the option to print their credentials at home and enter directly without having to claim a name badge.

Registration (of the exhibitors who did not register in advance) and credentials for all the booth staff and exhibitors, will take place in the following hours:

April 4th: 8:00 a.m. to 8:30 p.m. Try to take advantage of this day as it is exclusive for exhibitors.

April 5th: 8:00 a.m. to 8:30 p.m. Exclusive times for exhibitors will be from 8:00 a.m. to 10:00 a.m. and it will be open to the general public at 10:00 a.m., so we suggest registering on April 4 or April 5 before 10:00 a.m. to speed up the process.

April 6th and 7th: 9:00 a.m. to 8:00 p.m.

1.5 Dismantling

Friday, April 8th, 2022, only from 8:00 a.m. to 4:00 p.m.

2 BIOSAFETY MEASURES AGAINST COVID 19

The following guidelines have been extracted from the mentioned protocol and refer to the general biosafety measures indicated in Resolution 666 of 2020, all of this in order to carry out FISE 2022 exhibition in-person.

To carry out the exhibition, there are three (3) moments to consider:

1. Installation
2. Exhibition
3. Dismantling

Each stage considers the general biosafety measures, which are mandatory:

- Providing your vaccine card to show proof that you are fully vaccinated and your ID to validate your identity.
- Using a face mask at all times and the PPE required according to the position and the level of exposure.
- Hand washing and disinfection of all the exhibition areas at the venue.
- Monitoring general capacity of the exhibition and specific areas, including the booths.

2.1 Installation and dismantling

General information:

- FISE will deliver all the information for the installation and dismantling process to all the companies and contractors that will participate in the exhibition.
- All contractors must validate the working conditions of their staff (article 3.8.4 Res 1681/2020).
- Every person carrying out installation and dismantling tasks at Plaza Mayor must submit current and active Social Security System documents. Anyone that does not meet this requirement will not be allowed to enter, likewise, the removal of the premises can take place at any time if they fail to comply with this requirement.
- Each contractor must encourage their staff to clean and disinfect their hands at least every 2 hours during workdays at Plaza Mayor.

Requirements for installation staff upon arrival:

- All staff must submit the following upon arrival:
 - ID
 - Vaccine card
 - Current social security and professional risk insurance certificate.
 - Personal biosafety kit: Additional face mask and alcohol or 70% alcohol-based hand sanitizer.
- All staff must bring their personal protection elements according to the activity to be carried out.
- All staff must wear safety and fully covered footwear.
- Clothing must fully cover arms and legs.
- The proper use of a face mask is essential at all times. FISE and Plaza Mayor will remove from the premises those people who do not comply with this requirement.
- People that comply with the installation and dismantling entry process will be identified with a wristband, which will be delivered by the exhibition team.
- The equipment and tools required for this process will be for the exclusive use

of the contractor, lending these tools between people will not be allowed; Likewise, the contractor is responsible for cleaning and disinfecting these items.

- Under no circumstances are minors allowed to enter during installation, dismantling or the exhibition itself. Therefore, each company, contractor or attendee will assume responsibility for the entry of minors without authorization in accordance with what is determined by FISE.
- FISE reserves the right to refuse admission to the installation, dismantling and the exhibition itself. Therefore, name badges or wristbands may be removed, in cases where they are being misused, such as: identity theft, borrowed name badge and / or wristband, falsified name badge, distributing advertising, a minor wearing one, or someone carrying out illegal or immoral activities within the exhibition and, most importantly, non-compliance with the guidelines and Biosafety conditions.

Vehicles and drivers:

- Vehicle and driver protocol:
 - When entering the premises, it is mandatory to properly wear a face mask and personal protection elements provided by your employer.
- Entrance:
 - FISE will establish the entry areas for vehicles carrying goods for the exhibition installation and dismantling.
 - Upon arrival, the driver must wear the wristband that certifies that he met all the requirements.
 - Only the driver is allowed to enter the unloading area and must carry out the protocol process without getting off the vehicle.
 - The driver must park the vehicle in the areas determined and outlined by the exhibition team.
 - In the event that the driver must get off the vehicle, he must use all PPE properly.

Maximum capacity allowed per area:

For the installation and dismantling, each area will have a maximum capacity allowed, which is based in a minimum of 1-meter distance between people.

All contractors, clients and attendees who carry out any set up tasks must comply with the established protocol.

It is recommended to all contractors that the staff team has the minimum number of people possible.

Specific requirements for exhibitors, contractors, and suppliers:

In order to fully comply with occupational health and safety regulations, each exhibitor company and each exhibitor direct supplier must ensure that their staff team complies with the following:

- Delivering the database of your staff to the exhibition team. This must be sent to the email logistica@fise.co by each exhibitor (including all their suppliers' staff), as well as by the exhibition direct suppliers.
- Using the appropriate personal protection elements to carry out the different tasks within the corresponding area.
- Carrying and submitting the documents required to carry out the different tasks within the venue (current professional risks insurance certificate, working at heights certificate, etc.)
- Marking out the working areas for each supplier.
- Monitoring the entry of each supplier staff.
- Monitoring over the subcontractor staff to avoid them from entering restricted areas or areas that are not part of their work area.
- Supplying the required tools, equipment, consumable materials, personal protection elements and preventive measures for each potential risk at the workplace.
- Performing daily inspection in the areas where the tasks are being carried out in order to ensure compliance with the guidelines.

- The contractor is responsible for complying with current legislation on Safety and Hygiene, Environment, and Prevention and control of Emergencies.
- Strictly monitoring your company's staff to meet the exhibition's requirements.

Restrictions for contractors and suppliers:

The following conducts are not allowed for contractors and suppliers during the days of installation, dismantling, and the exhibition itself:

- Entering the venue facilities to work as a contractor (during the exhibition's installation and dismantling) while intoxicated or under the influence of hallucinogenic drugs.
- Entering the venue with alcoholic beverages, narcotics, weapons, and explosives.
- Carrying out work in an unsafe way that could result in an accident.
- Carrying out work that may be risky without using the personal protection elements determined by Colombian regulations.
- Operating or moving equipment, materials, or tools without authorization from the exhibition team.
- Building temporary set ups (electrical, hydraulic or of any kind) that are not authorized by the exhibition team.
- Removing equipment, materials, and/or tools from the venue facilities without prior authorization from the exhibition team.
- Transporting people in the forklift, on the vehicles' footboards, on the cabin, on top of materials or in the midst of toxic or flammable substances.
- Blocking emergency exits, street crossings or entrances to pavilions and parking vehicles in front of fire hydrants, firefighting equipment, or the infirmary.
- Failure to comply with the biosafety protocol established by FISE and Plaza Mayor for FISE 2022.

2.2 Exhibition days

Entry general information:

- There will be three exhibition entrances for attendees:
 - Multipurpose room (You must use this entrance if you did not previously register).
 - Avenida Ferrocarril (pre-registered attendees with name badge).
 - Teatro Metropolitano (pre-registered attendees with name badge).

- Attendees must find the appropriate entrance for the exhibition according to their registration status. If you do not have your name badge, you must first complete the registration process in the Multipurpose room.
- Everyone entering the exhibition must disinfect their hands. There will be hand sanitizing stations and hand washing stations at all the entrances and throughout the venue, in addition to those available at the restrooms.
- Everyone must wear a face mask at all times while attending the exhibition.
- In order to facilitate the entry process, there will be information signs regarding the biosafety protocol, establishing the distance required between people and the recommended precautions.

Registration and credentials - Multipurpose Room

Name badges for all the different audiences will be provided in this area.

Steps to be followed by attendees in this area:

- Finding the appropriate entrance gate.
- Washing your hands or using hand sanitizer.
- Wearing properly a face mask at all times.
- Finding the specific booth to register and get the name badge to enter the exhibition.
- Submitting the vaccine card and ID. Registering and getting the name badge.
- Entering the exhibition by submitting your ID and name badge.

Entrance through Avenida Ferrocarril and Teatro Metropolitano:

These are the entrance areas for registered attendees wearing a name badge for the exhibition.

Steps to be followed by attendees in this area:

- Finding the desired entrance gate: Avenida Ferrocarril o Teatro Metropolitano.
- Washing your hands or using hand sanitizer.
- Wearing properly a face mask at all times.
- Entering the exhibition by submitting your ID and name badge.

- Finding the nearest hand washing station.

Note:

During the exhibition days, the loading and unloading entry areas continue to operate with the same protocols as during the installation process.

Pavilions and booth requirements:

- The attendees will find hand sanitizing stations for frequent use, at the entrance to the pavilions and various areas at Plaza Mayor.
- The booths must meet the infrastructure requirements determined by FISE, promoting good air circulation and lighting of the area. Confined spaces should be avoided inside the booth.
- Each exhibitor will be responsible for cleaning and disinfecting: merchandise, booth installation elements, work material, booth area and furnishing. For this, it is important that each company has a timesheet that indicates the disinfection process at least 3 times a day.
- Exhibitors must carry out the process of cleaning and disinfecting tables, chairs, and furnishing frequently, in order for the booth area to be clean and disinfected at all times.
- The exhibitor company in each booth must allow the cleaning and disinfection processes carried out by the exhibition team in the common areas around the booth.
- All the booth staff must be registered and must wear the wristband during the installation and dismantling days and the name badge during the exhibition (see the installation and dismantling requirements).
- Everyone at the booth must wear a face mask at all times during the exhibition.
- Each exhibitor company must provide training to all the staff regarding the use

and removal of personal protection elements in accordance with the requirements under the protocols of the Ministry of Health and Social Protection.

- Each exhibitor must have available at the booth hand sanitizer that contains at least 60% alcohol for the staff and attendees.
- Each person at the booth must guarantee a minimum of 1-meter distance between each person. (Including between co-workers).
- In cases where the attendees have to get in contact with the product, this is the process to be followed by the exhibitor:
 - ✓ Requesting the use of hand sanitizer or hand washing to the attendee.
 - ✓ Getting in contact with the product sample, catalog, brochure or required stationery.
 - ✓ Applying hand sanitizer again or hand washing immediately after getting in contact with the products.
- When attendees visit the booth, the exhibitor must:
 - ✓ Carry out a cleaning and disinfection process of tables and chairs to be used by the attendee.
 - ✓ Ask the attendee to use hand sanitizer before entering the booth.
 - ✓ Always maintain a minimum of 1-meter distance between each person.
 - ✓ In case you need to deliver documents or products to the attendee, these must be previously disinfected.
 - ✓ At the end of the visit, ask the attendee to use hand sanitizer before leaving the booth.
 - ✓ Carry out a cleaning and disinfection process of tables, chairs and furnishing in the area where the visit took place.
- Each staff member at the booth must carry their personal biosafety kit, which

contains an additional face mask plus hand sanitizer or alcohol.

- No food should be consumed at the booth; the exhibition will have specific areas for this purpose. In case it is required to deliver food or souvenirs to the attendees, these must be in a package and must allow external disinfection.
- Each exhibitor or company is responsible to identify workers with pre-existing comorbidities included in Resolutions 666/20 and 1681/20, allowing to assign them to areas where contact is minimized.
- Each company must promote handwashing at least every 2 hours among their booth staff during the days of the exhibition, or when hands are contaminated with respiratory secretions after coughing or sneezing or when they are visibly unclean.
- In the event that a booth staff member has symptoms referred to in Resolutions 666/20 and 1681/20, they must stay at home and report to their employer, so that they can follow their company's protocol.
- The exchange of work elements and PPE between booth staff members is not allowed at any time; if required, they must be previously disinfected.
- Each company must have the appropriate containers for waste management, including a specific container for biological waste such as face masks, among others.

Food courts management:

On May 13, 2020, the Ministry of Health and Social Protection issued Resolution 749, which adopts the biosafety protocol for the management and control of the risk of COVID-19 in the wholesale trade of food, beverages and tobacco, retail in non-specialized establishments and retail of food, beverages, and tobacco in specialized establishments, as well as hotel accommodation and restaurant, cafeteria, and mobile catering service activities.

In order to comply with this protocol and the one issued in Resolution 666 of April 24, 2020, FISE as the organizer of FISE 2022 has established the following:

- All catering services at the exhibition must guarantee physical distance between customers.
- Restaurants and catering services that have seating areas, will be responsible for cleaning and disinfecting these areas and any shared elements used by their customers. Every time a customer uses this area, the restaurant or catering service must clean and sanitize it for the next customer.
- All restaurants and catering services must have available hand sanitizer that contains at least 60% alcohol, for the use of their staff, attendees, and customers.
- Each restaurant or catering service must mark the waiting areas to avoid close contact between customers.
- Face masks can only be removed while eating or drinking, otherwise all attendees, employees and customers must wear it properly.
- Food must be delivered in disposable containers, which allow external manipulation and disinfection by the customer.
- Each restaurant or catering service must reinforce cleaning and disinfection routines at their ordering and payment areas, common and high-traffic areas, baskets and furnishing, and places of high contact and frequent use by customers.
- The cleaning and disinfection process of these areas must be carried out with products that have virucidal properties and the company must record it in a timesheet confirming the time it was carried out and the person responsible.
- Before opening day, all restaurants and catering services must thoroughly clean and disinfect all the areas.
- All the food that restaurants and catering services offer to their visitors must be delivered in closed containers that allow external disinfection by the customer.
- Each company or restaurant must separate waste according to the category of colored bins determined for each type of waste.
- Catering services and restaurants must keep their space tidy, clean,

and disinfected at all times.

- Restaurants using vegetable oils must be responsible for their storage and final disposal, in accordance with the current environmental regulations and for no reason may they be disposed in regular garbage bins.
- Each restaurant and catering service must provide its employees with the personal protection elements required according to their position. All employees who are on the premises must wear face masks at all times throughout the day.
- If gloves are being used, they must be kept clean, without tears or imperfections, and must follow the same hygiene routine required for hands.
- Restaurants or catering services must ensure that all their staff clean their hands with water, soap and a single-use towel when entering and leaving the facilities and at least every half hour throughout the day.
- Each restaurant or catering service must train all the staff regarding the use and removal of personal protection elements in accordance with the protocols established by the Ministry of Health and Social Protection.
- It is suggested to use electronic or online payment methods for customer service. In case of using a PIN pad device for customers, a cleaning and sanitizing process must be carried out after each use.

3 BOOTH SPECIFICATIONS

Booth area and panels

- White Pavilion, Hall, and surrounding areas (Cultural Plaza and Plazoleta Interamericana): The delimited area will be according to the sponsorship space.
- Yellow, Blue, and Green Pavilions: The area is delimited by 1 x 2.4 m. dividing paneling.

Booth interior area

The dividing booth panels provided by the organization are 5 cm thick (Yellow, Blue, and Green Pavilions), therefore, the booth interior area, which is the one that can be used for the installation of your booth components, is reduced as follows:

- Booth width: purchased width minus 5 cm
- Booth length: purchased length minus 5 cm
- You must consider this information for furniture and parts design. Example: the real interior dimensions for a 3x3 m booth (9 m²) will be 2.95 m width by 2.95 m length and an area of 8.7 m². See [annex 2](#) for graphics.

Double 3 prong grounded outlet 110v

- Exhibitors with 9 to 19 m² booth: One (1).
- Silver plus, Silver, Bronze sponsors and exhibitors with 20 m² booth: Two (2).
- Gold sponsors: Three (3).

Power Capacity

- 1 kW for 9 to 19 m² booths
- 2 kW for 20 to 42 m² booths
- 3 kW for 43 to 54 m² booths

If you require other power installations or additional outlets, this can be booked with the energy provider designated by FISE organization, please contact us (logistica@fise.co) for more information.

Due to venue regulations (Plaza Mayor Exposiciones y Convenciones), it is not allowed to use duplex cable.

Internet

The Exhibition will enable a Wi-Fi network for the exclusive use of exhibitors, however, this will be shared by all participant companies and its efficiency is subject to the number of simultaneous users and the type of content being downloaded, so its capacity is not guaranteed (please do not share the password with attendees). If your exhibition strategy requires internet, it is important that you hire an exclusive internet channel directly with Plaza Mayor.

Name badges for booth staff and wristbands for installation and dismantling staff:

They will be available at the registration and credentials booth on the dates established on item 1.4. Only one person from the organization must approach and request all the name badges, for which they must have the information required for registration or have previously done the registration online. Registering online will speed up the process as it is only required to collect the name badges.

The entrance of people without a name badge throughout all the Exhibition phases will not be allowed. We recommend always wearing your name badge visible to avoid setbacks.

4 ADDITIONAL SERVICES

Services such as internet, natural gas, food, and beverages, that the exhibitors may require during the Exhibition days, will be provided directly by Plaza Mayor Exposiciones and must be hired with this organization in accordance with the venue's new policies for service delivery. The latest date to send a request to the executive of Plaza Mayor responsible for these services is April 1st; if the request is sent after this date, there will be no guarantee that the service can be provided in due time.

The guidelines to request and pay for these services are the following:

You must request the service or a quote to the email:

atencionalexpositor@plazamayor.com.co / Attaching the following information:

- Contact name
- Mobile number
- Service type
- Event name
- Event date
- Area and booth number
- Installation date

5 BOOTH DESIGN AND INSTALLATION

In order to avoid setbacks during the installation, each exhibitor is responsible for ensuring that its booth meets the manual stipulations and must guarantee the

stability and safety of any additional elements (to the paneling delivered by the organization) installed on its booth. In cases of booths with structure, design, finishing, height, or divisions that do not comply with the aesthetics of the Exhibition, the specifications of this manual, or affects the neighbor's booth or the attendee's safety, the organization of FISE 2022 will be obliged to request compliance with the manual and the exhibitor must perform the required modifications. We suggest not accepting a design proposal that does not comply with the parameters established by the organization of the Exhibition.

5.1 Mandatory insurance

The organization requests to all sponsors and exhibitors to insure the merchandise they are going to exhibit and the decoration elements, whether they are owned or rented. We recommend planning ahead with your insurance company or your trusted broker.

5.2 Full payment

In order to start the booth installation, the exhibitor must have had fulfilled all payment commitments.

5.3 Maximum booth height

The maximum height for the booth and its components is established according to the pavilion:

| Pavilion | Maximum height in meters |
|----------------------------------|--|
| White | Gold Sponsors 6 m |
| | Silver Plus Sponsors 2.85 m |
| | Silver Sponsors 5 m |
| | Bronze Sponsors 4 m |
| Hall | According to the location (get in contact with yuliana.arango@fise.co). |
| Blue, Yellow and Green Pavilions | The standard paneling size provided by the organization is 2.4 m. Booths that are "built" by the exhibitor with additional materials, may be increased up to 4 m. high, prior written authorization by the organization of the event, as long as the back of the walls next to the surrounding booths have a white |

| | |
|---|--|
| | finishing, built with top quality canvas and aesthetically compatible with the quality of the event ³ . The deadline to apply for this authorization in writing is March 7 th , 2022, and by doing so, you must send the booth design and your request to logistica@fise.co |
| Cultural Plaza and Plazoleta Interamericana | 5 m |

The maximum height allowed includes the booth's highest element installed.

5.4 Elements hanging from the roof at the exhibition area in yellow, blue, and green pavilions.⁴

If your booth installation at the yellow, blue and green pavilions requires hanging elements from the venue roof -in areas where the structure allows it-, you must request authorization before March 7th, 2022 to the organization of the exhibition, please write to the email logistica@fise.co and send with your request the technical rendering that illustrates the way in which the elements will be suspended and the following information:

- Materials
- Elements total weight
- Number of anchorage points
- Weight for each point and render of the anchorage points that will be installed (please request a visit beforehand to verify the viability of your project)

³ In cases of height greater than 2.4 m, the organization reserves the right to request, at the venue, modifications to the back of the walls finishing, to those that are visible from surrounding booths and that are not suitable according to the aesthetics of the event and that are considered to affect nearby booths. If you wish to increase your booth height, please contact logistica@fise.co to process the authorization and receive support, given that you must send us the design rendering in order to evaluate the technical and aesthetic feasibility.

⁴ Sponsors at the white pavilion are authorized to hang elements from the roof and there is no additional charge; however, it is necessary to carry out a technical visit to verify the structures and the viability of the project.

Based on this information, it will be determined if it is possible to hang the elements and the spots from which the cables and other tackles can be suspended, there will also be recommendations if applicable.

This authorization requires a deposit of \$ 125,000 COP for each anchorage point or cable. If the exhibitor company dismantles the elements properly and promptly, this amount will be reimbursed within a period of no more than 30 calendar days, starting when the company who made the deposit (either the exhibitor or its installation supplier) delivers the following documentation requested for the reimbursement process:

- Rut (Single Tax Number)
- Deposit reimbursement request letter
- Bank Certification of the account in which it must be deposited.

Each exhibitor is responsible for the proper and promptly installation and dismantling of the elements hanging and the cables used for this purpose, which is a requirement to obtain the clearance certificate issued to the exhibitors by the exhibition organization. If the exhibitor company does not dismantle within the stipulated terms and the organization must perform this procedure, the charge will be \$ 105,042 COP plus TAX for the dismantling service of each anchorage point or cable. The invoice will be sent after the event in a period no longer than 30 calendar days, starting when the company who made the deposit (either the exhibitor or its installation supplier) delivers the documentation requested for the billing process. Take into consideration the maximum height authorized for the booth structure in the pavilion where your exhibition space will be, since the elements hanging must be at an equal or lower height than the limit established for the pavilion.

5.5 Forklift

The forklifts required to move the booth elements within the venue must be hired by each exhibitor company. The organization of the Exhibition will have two forklifts and a pallet jack to support the process, however, the availability of these is limited

given that it will be a first come, first served service for the exhibitors. We suggest hiring this service directly with a forklift company to meet your specific needs.

5.6 Maximum load weight and access restrictions

Please review the specific restrictions of the pavilion where your booth is located as it can vary according to the structure of the booth.

| Pavilion where the booth is located | Maximum weight per m2 at the exhibition area | Parts weight restrictions |
|---|--|---|
| White – level 1 (Bronze sponsors) | No weight restriction per m2 | |
| White – Level 2 and 3 (Gold and Silver Plus Sponsors), Central Hall | 450 kg/m2 | |
| Blue and Green | 450 kg/m2 | <ul style="list-style-type: none"> The maximum weight for moving load going through the green pavilion ramp is 2 tons (adding the weight of the electric jack pallet and the merchandise) and the maximum width is 1.9 m. There is no restriction of length and height, but in case of a very long element, it must be considered if it will be feasible to transport it according to the ramps structure. By the winch: the maximum load weight is 3 tons (adding the weight of the item used to load and the merchandise). Length and width limit: 2 m. Height limit: 2.3 m. Elements of greater size or weight must enter through the Green P. window with a forklift |

| | | |
|---|---|--|
| | | or crane that extends 6 m. long, its height must not exceed 3.5 m and must be hired directly by the exhibitor. In these cases, you must request prior authorization to logistica@fise.co and perform this activity exclusively on Friday, April 1 st . |
| White - level 1 (Silver and Bronze Sponsors) and Yellow Pavilion. | There is no weight limit. However, if you are going to install an element heavier than 450 kg / m2, please contact the logistics coordinator for a technical assessment of the installation feasibility, which will consider the weight distribution in the support points. | |

We ask you to please install large and heavy elements and parts on April 2nd at the Yellow and Green pavilions, and April 3rd at the Blue Pavilion, this means the 1st day of installation of your exhibition pavilion, as early as possible (according to the established installation hours), in order to facilitate traffic through the venue. The 2nd day of installation will be at an advanced stage, and it will not be possible to circulate in certain areas. For the Blue and Green Pavilions, if the part cannot enter by ramps or winch and must be lifted through the Green Pavilion window, this will be authorized to be carried out on April 1st exclusively, given that this access area will be closed in order to install the booth located there.

5.7 Documents required for staff, merchandise and installation components entering the venue

Before starting the installation, upon arrival, all the transportation and booth staff must submit, without exception, the social security contributions and professional risk insurance documents and a hard copy of the form provided here ([see annex 1](#)) filled out (One form per supplier company is sufficient and if the staff is going to enter at different times, it can be submitted at the door by whoever goes first or take several copies for everybody to have). In addition, everyone must have the

necessary safety equipment for their duties: gloves, steel toe boots, ladders, harness, etc. For the installation of elements 1.5 meters above ground level, the employee must submit the certificate that enables him to work at heights, have the proper equipment and comply with the legal requirements for this type of work (heights coordinator).

For the access of any installation element or merchandise to the venue, it is necessary to fill out the online Free Trade Zone form, required by DIAN (National Tax and Customs Administration of Colombia). Contact Juan Camilo Molina Giraldo, coordinator of the Plaza Mayor Free Trade Zone, for support about the form that you need to fill out.

In case you have questions about filling out the form or about bringing material from abroad for the exhibition, also contact Juan Camilo Molina Giraldo, he will provide advice regarding the best way to transport and enter your merchandise, especially everything related to the transitory Free Trade Zone service offered to exhibitors by the event. Contact information: juan.molina@plazamayor.com.co / +57 321 733 5102.

5.8 Other guidelines to consider

- Booths with machinery in operation must have a security system that will be verified on site by the DAGRD (Administrative Department of Disaster Risk Management).
- All the elements used for the booth installation must arrive to the venue ready to install, only assembly of parts must be carried out in the booth installation designated area and circulation areas. If there is any last-minute modification that requires the use of a drill, saw, hammer or paint, you must use elements to protect the walls and the floor. Any damage will be charged directly to the exhibitor. To avoid floor stains, due to the use of tape, it is recommended to use a clean removal acrylic tape.

6 BOOTH DISMANTLING

- It is very important that those responsible for the booth and those in charge of dismantling are present at the designated time. It is essential that all personnel involved in dismantling, wear their identification wristband provided by the organization, given that during this time a considerable number of staff circulates around the venue and safety of the elements is responsibility of each exhibitor. FISE 2022 Organization is not responsible for merchandise or items left on the booth.
- It is recommended that exhibitors from other cities make reservations for their return for Friday, April 8th, 2022, late afternoon, considering that the dismantling will take place on April 8th and for no reason it will be allowed to remove merchandise on Thursday, April 7th, 2022. Otherwise, you must delegate someone to dismantle your booth, deliver back the space and withdraw all the elements.
- When dismantling your booth, you must take everything you used; for no reason it will be allowed to leave debris or use the Plaza Mayor garbage disposal.
- The lights at the venue will be turned off at 10:00 p.m. on Thursday, April 7th. The dismantling process will take place on Friday, April 8th from 8:00 a.m. to 4:00 p.m.

7 SAFETY MEASURES

The risks for damage to the booth or loss of the elements displayed, whether owned by the exhibitor or by third parties, are at the sole risk and expense of the exhibitor, for this reason, the policy must insure such elements from the start; booth installation and dismantling.

Accordingly, the exhibitor waives any action to obtain compensation or reimbursement, for any loss or damage of the elements displayed, by FISE 2022, Plaza Mayor Convenciones y Exposiciones, private or governmental entities that sponsor or collaborate with the exhibition, participants, representatives, leaders

and administrators of the legal entities or institutions mentioned, except in cases in which there is serious fault or duly proven fraud.

We recommend installing in your booth storage or lockers with a key and using safety locks to secure portable equipment and / or video projectors to the tables or the base where they will be located.

8 SPECIAL RESTRICTIONS

The activities listed below are not allowed:

- To reproduce recorded or live music, or videos with music, nor in the booths or common areas. The exhibition will not pay Sayco and Acinpro music rights, therefore it is not authorized to play music publicly during the event. The fine imposed by one of these entities, that may result from the violation of this rule, must be assumed by the exhibitor who is at fault.
- To transfer, sub-lease or share the space with other companies such as suppliers, partners and / or complementary. To accept sponsorships from other companies requesting to advertise their products in the booth. Failure to comply with this will result in immediate booth cancellation and will be banned for future exhibitions.
- To distribute objects that may affect the safety of people, for example balloons inflated with helium.
- The installation of objects outside the booth.
- To dismantle before the appointed date and time.
- To distribute advertising material in the venue hallways; this must be carried out inside the booth.
- To carry out activities or events that, due to massive crowds, may block the pavilions entrance or exit and the emergency exits. Even if they are scheduled within the allowed times, the security staff can impose sanctions given that is the space used for evacuation.

IMPORTANT

- If, during the exhibition, an exhibitor considers that is being affected by activities carried out by another exhibitor, he / she must contact the Exhibitor Support Office and, if his / her argument is legitimate, the organization must provide a proper solution to the request. Please avoid these situations and let's enjoy the exhibition as a community.
- Due to the business nature of the exhibition, there must be an appropriate environment for this purpose. If you wish to host a social event in the framework of the event, you must request authorization from the Organization, indicating what activities will be carried out. For these events, you should consider the following information:
 - Events with liquor consumption are only allowed after 4:00 p.m.
 - As mentioned before, these events may not include live or recorded music, nor videos that include music.

9 RECOMMENDATIONS

FISE Organization suggests that all BTL activities that are scheduled within the venue are characterized by good taste and in accordance with the high standards and good will of the exhibition. These activities must not compromise the integrity of other exhibitors and attendees, with special emphasis on respect and community-oriented standards.

As for the support staff hosting your booth, it is important that they are covered for professional and health risks (ARP and EPS in Colombia) during the days of the event. In case of an eventuality, this will avoid future problems for your company. It should be noted that FISE does not have nor assumes any responsibility with staff hired by your company for the event.

10 OTHER SERVICES

Free Trade Zone:

Plaza Mayor Medellín Convenciones y Exposiciones will operate during the exhibition as a transitory Free Trade Zone; find all the information in the following link: <https://plazamayor.com.co/zona-franca-transitoria/>

Remember to fill out the online form requested to enter your stand items into the venue. Juan Camilo Molina will contact you to help you out in this process or you can contact him at juan.molina@plazamayor.com.co / +57 321 733 5102.

Storage:

The warehouse provided for you by the organization at Plaza Mayor Exposiciones de Medellín, is only to store items for a limited time (during the exhibition installation, event, and dismantling). The event organization is not responsible for damage or theft of any merchandise. The exhibitor must acquire the insurance policies that cover any eventuality that may occur.

No items can remain at the warehouse after 4:00 p.m. on Friday, April 8th, 2022.

Cleaning:

General clean-up of common areas is responsibility of the Organization, the booth itself, must be cleaned by the exhibitor or this service must be hired with the Exhibition.

Private security:

From the beginning of the installation and until dismantling is finished, the Exhibition will have a private security service.

First aid services:

The Exhibition will have this service during the installation, the event and dismantling; if you require this service, please refer to the Operator's office or approach any FISE staff located at the different pavilions of Plaza Mayor Exposiciones.

Exhibitor support office:

FISE operational staff will be available to provide the required assistance during the Exhibition at the exhibitor support office, located at the venue.

Note: If there are new provisions for exhibition events due to national, departmental, or municipal government regulations resulting from the current pandemic, exhibitors will be notified, and the corresponding changes must be carried out.

11 EXHIBITOR SUPPORT

To clarify any questions regarding this manual, design, installation, dismantling, technical sessions, and operational and logistics activities, or to request additional information, please contact FISE 2022 at:

FISE Logistics Operation

Phone number: (57 604) 444 99 27 Option 2

logistica@fise.co

For questions related to reservations, billing, payments, and terms of participation, please contact:

FISE Marketing and Sales Coordinator

Yuliana Andrea Arango M.

Phone number: (57 604) 444 99 27 Option 1

Mobile: (57) 311 382 64 53

Yuliana.arango@fise.co

You can also find more information of your interest in our website: www.fise.co

ANNEXES

Annex 1: Staff registration form for booth installation

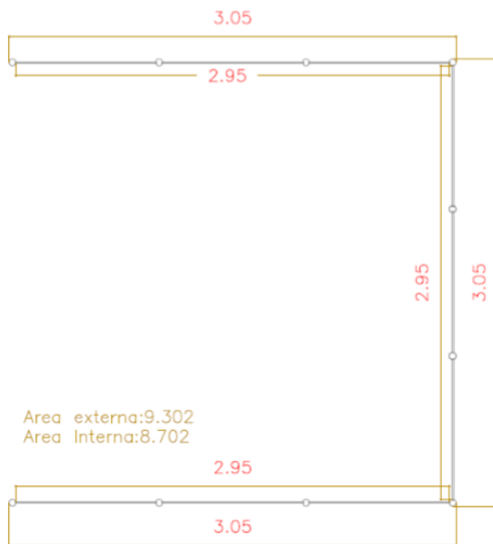
| | | | | | | | | | | | |
|--|---------|--|-------|-------|-----------------|-------------------------------|--------|---------------------------------|----------------|------------------------------------|----------------------------|
| | | <div style="border-bottom: 1px solid black; height: 15px; width: 50px; margin: 0 auto;"></div> EVENT OPERATION STAFF REGISTRATION | | | | | | EVENT NAME | | | |
| | | | | | | | | FISE EXHIBITION | | | |
| PLAZA MAYOR, a mixed company at the municipal level, in compliance with the Statutory law 1581 of 2012, the 1377 decree of 2013, and our Personal Data Management Policy, informs you that the use and management of Personal Data that will be included in the PLAZA MAYOR data base it is handled under strict responsibility and integrity standards. | | TO BE FILLED OUT BY THE COMPANY ENTERING PLAZA MAYOR MARK WITH AN X | | | | | | TO BE FILLED OUT BY PLAZA MAYOR | | | |
| Date | Company | Last Name | Names | ID N° | Work at Heights | Hazardous energy and hot work | Events | High-risk tasks permit | Wristband code | Security signature partner company | Wristband holder signature |
| | | | | | | | | | | | |
| | | | | | | | | | | | |

| | |
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| | FIND THE INSTRUCTIONS FOR FILLING OUT IN THE BACK |
|--|---|

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|------------------------------------|--|
| | |
| FILLING OUT DATE | |
| COMPANY | Name of the company |
| WORK AT HEIGHTS | These are all activities or actions performed at 1.50 meters above or below ground level and that requires the implementation of basic elements for falls prevention and protection. The employees of the organization and contractor staff assigned to work at heights must be certified by a competent entity and must demonstrate psychophysical aptitude through an occupational medical evaluation. Among the different types of work at heights, the most frequent are <u>Roofing work, work on scaffolding, work on ladders, work on lifting platforms, vertical work and access and positioning using ropes.</u> |
| HAZARDOUS ENERGY AND HOT WORK | Hot work: Activities that could develop or create a potential source of combustion, for any combustible or flammable material that is present on site or nearby. For Plaza Mayor, hot work is a high-risk job. Hot work considers all activities that require welding, polishing, cutting, fusing and all tasks carried out inside the facilities that have combustion potential. Hazardous energy: All work that involves high and low voltage energies. Refer to the RETIE (Technical regulation of electrical installations for Colombia) for all activities involving electricity. |
| EVENTS | It will be all the additional and required staff for the event that is not included in the previous categories. |
| HIGH-RISK TASKS PERMIT | Permit form for heights and dangerous energies safe work for every company. According to resolution 1409 of 2012 and RETIE. |
| WRISTBAND CODE | Individual wristband number and color. |
| SECURITY SIGNATURE PARTNER COMPANY | Signature of the security company employee. |
| WRISTBAND HOLDER SIGNATURE | Signature of the wristband holder of the company that will have access to the venue. |

Annex 2: Booth interior area

9 m2 Booth



16 m2 Booth

