

# Exhibitor's Manual

Version 2.<sup>1</sup>

**FISE 2023**  
FISE Exhibition

10<sup>th</sup> Edition

**November 14<sup>th</sup> to 16<sup>th</sup>, 2023**

Medellin-Colombia



Aliado:



Una Marca:



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<sup>1</sup> 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 2023** organization, which will take place on November 14<sup>th</sup> to 16<sup>th</sup>, 2023 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](http://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 TIMES<sup>2</sup>**

### **1.1 Commercial Exhibition**

#### **Admission for general attendees:**

November 14<sup>th</sup> to 16<sup>th</sup>: 10:00 a.m. to 7:00 p.m.

#### **Admission for exhibitors:**

November 14<sup>th</sup>: 8:00 a.m. to 8:00 p.m.

November 15<sup>th</sup> and 16<sup>th</sup>: 9:00 a.m. to 8:00 p.m.

***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.***

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<sup>2</sup> The event reserves the right to modify the schedule of the event when deemed necessary.

## 1.2 Technical sessions

It is a special feature for sponsors and exhibitors:

Gold Sponsors	Silver Plus Sponsors	Silver Sponsors	Bronze Sponsors and exhibitors (subject to availability)
3 sessions	2 sessions	2 sessions	1 session

The sessions must have a maximum duration of 40 min and will be held in the following spaces with the following capacity:

Comisiones 1, 2, 3, 4, 7, 8, 9,10,11	Comisiones 5 and 6
25 people	150 people each

Dates and times:

November 14<sup>th</sup>: 10:30 a.m. to 12:30 p.m. and 2:00 p.m. to 5:00 p.m.

November 15<sup>th</sup> and 16<sup>th</sup>: 10:30 a.m. to 12:30 p.m. and 2:00 p.m. to 6:00 p.m.

The room will be equipped with chairs for attendees, projector, and screen and, in the case of Comisiones 5 and 6 with an academic sound. Each company is welcomed to invite their target audience to attend its session, although these are open to the general public of the event. Each exhibiting company must bring their computer and the adapter to connect with the projector.

## 1.3 Installation

**White Pavilion:**

November 10<sup>th</sup>: 2:00 p.m. to 9:00 p.m.

November 11<sup>th</sup> to 13<sup>th</sup>: 8:00 a.m. to 9:00 p.m.

**Yellow and Green Pavilion, and Plazoleta Interamericana:**

November 11<sup>th</sup>: 2:00 p.m. to 9:00 p.m.

November 12<sup>th</sup> and 13<sup>th</sup>: 8:00 a.m. to 9:00 p.m.

**Blue and Red Pavilions, Hall and Plaza Cultural:**  
November 12<sup>th</sup> and 13<sup>th</sup>: 8:00 a.m. to 9:00 p.m.

Extended installation hours will be authorized after 9:00 p.m. **upon cash payment; \$150,000 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 midnight, 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 all **the people who will work on the booth installation** (in charge of building, layout or decoration), before November 9<sup>th</sup> to the email [logistica@fise.co](mailto:logistica@fise.co). The entrance to the venue will be through the Plaza Mayor loading area, please use the following doors accordingly: **door 3** for booths located in Yellow and White Pavilions, Hall and Plaza Cultural, **door 6** for booths located in Blue and Green Pavilions, and directly through Plazoleta Interamericana for the booths located there. Suppliers involved in the installation must submit a hard copy of the mentioned form, as well as the required documentation.

## **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:

**November 13<sup>th</sup>: 9:00 a.m. a 7:00 p.m.** Try to take advantage of this day as it is exclusive for exhibitors.

**November 14<sup>th</sup>: 8:00 a.m. a 7:00 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 November 13<sup>th</sup> (all day) or November 14<sup>th</sup> before 10:00 a.m. to speed up the process.

**November 15<sup>th</sup> and 16<sup>th</sup>: 9:00 a.m. to 7:00 p.m.**

## 1.5 Dismantling

Friday, November 17<sup>th</sup>, 2023, **only** from 8:00 a.m. to 4:00 p.m.

IMPORTANT: The staff in charge of your booth must be present at 8:00 a.m. to prevent any element of the booth from suffering any damage or being stolen, since all the booths will be dismantled simultaneously.

## 2 INSTALLATION STAFF, SUPPLIERS AND EXHIBITORS' ADMISSION DURING INSTALLATION DAYS<sup>3</sup>

- All the installation staff must submit the following upon arrival:
  - ID
  - Current social security and professional risk insurance certificate.
  - Work at heights certificate, if you are going to carry out this type of work, ([see annex 1](#)).
- All staff must bring their personal protection elements according to the activity to be carried out and must wear safety and fully covered footwear.

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<sup>3</sup> The Organization reserves the right to modify the event's schedule, when deemed necessary.

- Clothing must fully cover arms and legs.
- People that comply with the installation and dismantling entry process will be identified with a wristband, which will be delivered by the exhibition team.
- 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.
- People who do not meet these requirements will not be allowed to enter, likewise, the withdrawal of the venue can take place at any moment after entering the event and while not complying.
- Exhibitors who enter the venue, during installation days, with the purpose of monitoring the status of their booth, not to work on the installation or actively participate in it, may do so through the Green or White pavilions entrance, located in the Plazoleta Interamericana and the supporting social security documentation will be required: EPS and ARL; In addition, for safety, must wear long pants and a shirt or T-shirt (no bare legs or arms) and covered shoes (no sandals).
- **Specific requirements for exhibitors regarding the contractors and suppliers hired for their booth installation and services:**
  - Make sure that the contractors (installation companies) supply their operators with the equipment and personal protection elements and preventive measures necessary for each risk at the workplace.
  - Strictly supervise your company's staff in order to meet the organization's requirements.



### **Restrictions for contractors and suppliers:**

- 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.
- 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.

### **NOTE:**

During the event days, the loading and unloading areas entrances continue to operate with the same conditions applicable during the installation.

## **3 VISITORS ADMISSION DURING EXHIBITION DAYS**

- There will be three exhibition entrances for attendees during the event:
  - 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).

- 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:

- Find the appropriate entrance gate.
- Find the specific booth to register and get the name badge to enter the exhibition.
- Submit your ID. Register and get your name badge.
- Enter 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:

- Find the desired entrance gate: Avenida Ferrocarril o Teatro Metropolitano.
- Enter the exhibition by submitting your ID and name badge.

## 4 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, Red 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, Red 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 m<sup>2</sup>) will be 2.95 m width by 2.95 m length and an area of 8.7 m<sup>2</sup>. See [annex 2](#) for graphics.

**Double 3 prong grounded outlet 110v:**

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

**Power Capacity**

- 1 kW for 9 to 19 m<sup>2</sup> booths
- 2 kW for 20 to 42 m<sup>2</sup> booths
- 3 kW for 43 to 54 m<sup>2</sup> 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](mailto: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.***

## 5 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 1<sup>st</sup>; 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](mailto:atencionalexpositor@plazamayor.com.co) / Attaching the following information:

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

## 6 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 2023 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.

### 6.1 Mandatory insurance

The organization requests to all sponsors and exhibitors to have insured 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.

### 6.2 Full payment

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

### 6.3 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 2.7 m <sup>4</sup>
	Silver Sponsors 5 m
	Bronze Sponsors 4 m
Hall	According to the location (get in contact with <a href="mailto:yuliana.arango@fise.co">yuliana.arango@fise.co</a> ).
Blue, Red, 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, located in Blue, Yellow and Green pavilions may be increased up to 4 m. high, <b>prior written authorization by the organization</b> of the event, as long as the back of the walls next to the surrounding booths have <b>a white finishing, built with top quality canvas and</b>

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<sup>4</sup>In this case, the booth can be 2.7 m high in the area that is under the beams and can go up to 5 m in the part that is facing the corridor (see illustrative booth rendering BI 019 [here](#) and of stand BL 017 [here](#)).

	<p><b>aesthetically compatible with the quality of the event<sup>5</sup>.</b> The deadline to apply for this authorization in writing is March 7<sup>th</sup>, 2022, and by doing so, you must send the booth design and your request to <a href="mailto:logistica@fise.co">logistica@fise.co</a></p> <p><b>If your stand is in the Red Pavilion, the maximum height is 3.5 m.,</b> and you must ask for the authorization as explained for the other pavilions.</p>
Cultural Plaza and Plazoleta Interamericana	5 m

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

#### 6.4 Elements hanging from the roof at the exhibition area.<sup>6</sup>

**It is not possible to hang elements from the ceiling of the Red pavilion** because it does not have the structure for it. If your booth installation at the White, Yellow, Blue, or Green pavilions requires hanging elements from the venue roof -in areas where the structure allows it-, you must request authorization before November 1<sup>st</sup>, 2023 to the organization of the exhibition, please write to the email [logistica@fise.co](mailto: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)

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<sup>5</sup> 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](mailto:logistica@fise.co) to process the authorization and receive support, given that you must send us the design rendering to evaluate the technical and aesthetic feasibility.

<sup>6</sup> 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 and you must request authorization as explained in the following paragraph.

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 \$ 160,000 COP for each anchorage point or cable.**<sup>7</sup> 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 \$ 160,00 COP TAX included 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.

**IMPORTANT:** in the yellow pavilion new area, the roof structure is different from the older side, and it is only possible to suspend anchor points and elements with the

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<sup>7</sup> 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 and you must request authorization as explained here.

use of a manlift. In the event that your booth is located in this area, and you need to hang elements from the ceiling, you must hire this element directly.



### 6.5 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.

### 6.6 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 (Silver and Bronze Sponsors), Red, and Yellow Pavilions.	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.	White - level 1 (Silver and Bronze Sponsors) and Yellow Pavilion.
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"> <li>• 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.</li> <li>• 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.</li> <li>• 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 <a href="mailto:logistica@fise.co">logistica@fise.co</a> and <b>perform this activity exclusively on Friday, November 10<sup>th</sup>.</b></li> </ul>
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We ask you to please install large and heavy elements and parts on November 11<sup>th</sup> at the Yellow and Green pavilions, and November 12<sup>th</sup> at the Blue Pavilion, this means the 1<sup>st</sup> 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 2<sup>nd</sup> 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 November 10<sup>th</sup> exclusively, given that this access area will be closed in order to install the booth located there.

## **6.7 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).**

A transitory Free Trade Zone service will be offered during the event; If you need to bring items from abroad, contact the Free Trade Zone team in Plaza Mayor by email: [juan.molina@plazamayor.com.co](mailto:juan.molina@plazamayor.com.co) /Contact: 3217335102; they will advise you on the process.

If you are only bringing national or nationalized merchandise and assembly elements, you must consider that the forms that were previously filled out manually **will now be filled out on a virtual platform before the event starts**, for this, each exhibitor will be trained and will be given a password to access the platform. This will ensure an easier access to the venue. We will request your authorization to share your contact information with Plaza Mayor so that they can contact you for this purpose. You can also speed up the process by calling the Free Trade Zone team directly (see email and phone number in the previous paragraph).

## 6.8 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.

## 7 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 2023 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, November 17<sup>th</sup>, 2023, late afternoon, considering that **the dismantling will take place on November 17<sup>th</sup> and for no reason it will be allowed to remove merchandise on Thursday, November 14<sup>th</sup>, 2023.** 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, November 16<sup>th</sup>. The dismantling process will take place on Friday, November 17<sup>th</sup> from 8:00 a.m. to 4:00 p.m.

## 8 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 2023**, 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.***

## 9 SPECIAL RESTRICTIONS

The activities listed below are not allowed:

- ***To play 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.*** If you wish to make a request directly with SAYCO and ACINPRO for a permit to play music at your booth, as an independent event (not as part of FISE), you can contact these entities. The capacity of the event is 3,000 people.
- 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.

## 10 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.

## 11 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](mailto: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, November 17<sup>th</sup>, 2023.***

### **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.

## 12 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 2023 at:

**FISE Logistics Operation**

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

(+57) 300 409 44 98

[logistica@fise.co](mailto: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](mailto:Yuliana.arango@fise.co)

You can also find more information of your interest in our website: [www.fise.co](http://www.fise.co)

## ANNEXES

### Annex 1: Staff registration form for booth installation

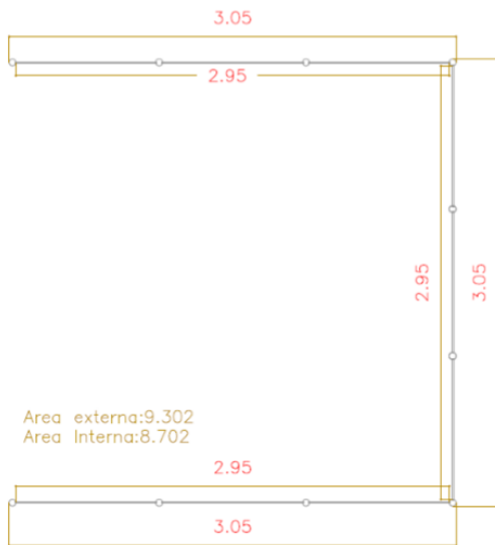
	<b>EVENT OPERATION STAFF REGISTRATION</b>							<b>EVENT NAME</b>			
								<b>FISE EXHIBITION</b>			
<p>PLAZA MAYOR, a mixed company at the municipal level, in compliance with the Statutory law 1581 of 2012, the 1377 decree of 2013, and our Personal Data Management Policy, informs you that the use and management of Personal Data that will be included in the PLAZA MAYOR data base it is handled under strict responsibility and integrity standards.</p>				<p><b>TO BE FILLED OUT BY THE COMPANY ENTERING PLAZA MAYOR MARK WITH AN X</b></p>				<p><b>TO BE FILLED OUT BY PLAZA MAYOR</b></p>			
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
<p><b>FIND THE INSTRUCTIONS FOR FILLING OUT IN THE BACK</b></p>											



<b>FILLING OUT DATE</b>	
<b>COMPANY</b>	Name of the company
<b>WORK AT HEIGHTS</b>	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>
<b>HAZARDOUS ENERGY AND HOT WORK</b>	<p><b>Hot work:</b> 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.</p> <p><b>Hazardous energy:</b> 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.</p>
<b>EVENTS</b>	It will be all the additional and required staff for the event that is not included in the previous categories.
<b>HIGH-RISK TASKS PERMIT</b>	Permit form for heights and dangerous energies safe work for every company. According to resolution 1409 of 2012 and RETIE.
<b>WRISTBAND CODE</b>	Individual wristband number and color.
<b>SECURITY SIGNATURE PARTNER COMPANY</b>	Signature of the security company employee.
<b>WRISTBAND HOLDER SIGNATURE</b>	Signature of the wristband holder of the company that will have access to the venue.

## Annex 2: Booth interior area

### Upper view 9 m2 Booth



### Upper view 16 m2 Booth

