



FIERA MILANO



**FIERA MILANO
CONGRESSI**

EXHIBITIONS AND CONFERENCE ACTIVITIES

PROTOCOL FOR CONTAINMENT OF THE DIFFUSION OF THE NEW CORONAVIRUS

[ENGLISH VERSION - COURTESY TRANSLATION

IF FOR ANY REASON AN INTERPRETATION IS NEEDED, REFERENCE MUST BE MADE TO THE ITALIAN TEXT ONLY]

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1. INTRODUCTION

This document has been drawn up in compliance with the requirements governed by the protocols in force concerning prevention and protection actions in the context of the development of the health emergency related to the Covid-19 pandemic.

Unlike most other types of large events, the format of a trade fair event allows organizers to structure and guide the public in all phases of their stay within the fairgrounds from pre-registration, to on-site arrival and afterwards. entrance, the way in which they pass through the various exhibition halls, the meeting spaces and the auditoriums, as well as when they use the catering and health services dedicated to them. The exhibition venues are specifically designed to host this type of demonstration / event and to manage visitors according to the strict security policies of national and local authorities and international security standards.

Compliance with national legislation on health and hygiene indications aimed at preventing the spread of the COVID-19 virus is an essential premise of this document.

The recommendations of the World Health Organization, the Ministry of Health and the individual Regions are and will be considered a point of reference in the application of this Protocol.

The rules reserved for these events must be promptly placed to the knowledge of the organizers of the events themselves.

2. TARGET

The objective of this regulatory protocol is to provide organizational and operational guidelines aimed at increasing the effectiveness of the precautionary containment measures adopted to combat the COVID-19 epidemic at trade fairs. From a preventive perspective, this protocol therefore contains measures that follow the precautionary principle and fully implement the prescriptions of the legislator and the indications of the Health Authority.

The document therefore has the purpose of identifying and defining all the measures deemed necessary in order to allow the safe conduct of trade fairs and congress events.

The application scenarios include the exhibition activity as a whole, divided into the phases explained below:

- 🚧 organizational and management activities of the exhibition center and the Congress Center;
- 🚧 phases of preparation and dismantling of exhibitions / events;
- 🚧 running of the show/event: opening to visitors.

The shared perspective is to illustrate a framework of measures that defines and guarantees a consolidated security perimeter, each for their own responsibilities, for all the actors involved (Manager, Organizer, Exhibitor, Fitter, Visitor) and which can therefore guarantee protection designed, implemented, verified and shared.

All the arrangements, in terms of technologies and services, have been made coherent and fully defined in specific operating procedures which are an integral part of all the technical-commercial documents that characterize their own and hosted exhibitions/events.

3. INFORMATION NOTICES: contents and methods of communication

The Manager of the exhibition center / congress center informs all employees and anyone who has the right to access about the instructions given by the Authorities, posting appropriate information brochures at the entrance and in the places of greater walkability and exploiting, where possible, the digital signage tools and Reference app by appropriately adapting the regulations of the individual exhibitions / events. The implementation of the digital system also makes it possible to promptly provide information regarding the external environment (public transport, info-traffic, etc ..).

The main information concerns:

- ✚ the obligation to remain at home and to call your doctor and / or health authority:
 - ❖ in the presence of body temperature over 37.5 °;
 - ❖ in the presence of other flu symptoms;
 - ❖ coming from areas with particular restrictions or prescriptions;
 - ❖ having had contact with people who tested positive within the terms prescribed by current legislation.
- ✚ develop the awareness of the fact of not being able to enter if the conditions referred to in the previous point exist or of not being able to continue to stay if the symptoms appear later;
- ✚ the commitment to comply with all the provisions issued by the Authorities and their Employer when accessing the Company (in particular, keep a safety distance of at least one meter and constantly observe the correct hand hygiene practices and more);
- ✚ the commitment to promptly inform their Employer of the presence of any flu symptoms during the performance of work, taking care to remain at an adequate distance from other people present. On the basis of the duties and work contexts, with particular reference to the set of measures adopted that operators must comply with (in particular on the correct use of PPE), a specific information brochure has been drawn up and disseminated.

Fiera Milano has drawn up a specific information on health and hygiene rules to be adopted at the venue of the event/event that each Organizer undertakes to respect (and to enforce) during their stay within the Exhibition Centers/Congress Center.

4. METHOD OF ENTRY

Dedicated pedestrian and vehicular access gates have been defined, dividing the flows and ensuring, during the planned phases of body temperature control, compliance with the social distance of at least 1 m. This fulfillment is ensured and constantly monitored by dedicated personnel.

5. EMPLOYEE PROTOCOL

A specific Protocol has been drawn up for all employees and suppliers/maintenance workers.

The main prevention and protection actions implemented are listed below.

Before arriving at the workplace, the employee must check at his home that he does not have symptoms attributable to a form of flu, even generic. In particular, he will have to measure his temperature and if it is higher than 37.5 ° he will have to stay at home, he will have to contact his

doctor as soon as possible and follow his instructions. At the same time he will have to notify his health status to the HR office. Under no circumstances should you come to the workplace in the presence of symptoms.

All staff, before entering the workplace, and specifically before the entrance gates, will be subjected to body temperature checks. If, with the measurement carried out, the temperature turns out to be higher than 37.5 °, access will not be allowed.

With a view to preventive and protectionist personnel protection, some technical and organizational provisions have been implemented in order to reduce the number of people in the offices, while ensuring business continuity.

- ✚ Use of teleworking (and/or smart working) for all people whose activity can be carried out remotely.
- ✚ The suspension and cancellation, up to new directives, of all national and international business trips / trips, even if already agreed or organized. When it is possible to travel, the modalities will be appropriately regulated and communicated.
- ✚ The limitation to the bare minimum of all movements within the company site.
- ✚ The ban on face-to-face meetings (meetings must take place through the use of dedicated IT applications); where the same are characterized by the character of necessity and urgency, in the impossibility of remote connection, the necessary participation must be reduced to a minimum and, in any case, interpersonal distancing and adequate cleaning/ventilation of the premises must be guaranteed.
- ✚ The suspension and cancellation of all internal events and all classroom training activities, even mandatory, even if already organized.
- ✚ The reorganization with a view to managing the overcrowding of offices, especially open spaces.
- ✚ The installation of plexiglass-type barriers for the separation of workstations, where necessary.
- ✚ The organization of catering services, where provided, with checkerboard arrangements for meal consumption stations.

6. SUPPLIERS/MAINTENANCE WORKERS

For the access of all external suppliers, contingent entry, transit and exit procedures are applied, using predefined methods, routes and timing, in order to minimize the possibility of contact with employees.

Also in this case a specific protocol has been drawn up as per the previous paragraph. The main actions are listed below.

- ✚ For the necessary preparation of loading and unloading activities, the transporter, equipped with PPE, must in any case comply with the strict safety distance of at least one meter from other operators.
- ✚ For suppliers/transporters, dedicated toilets will be identified, taking care to give appropriate communication.
- ✚ Access to occasional visitors is allowed only for proven and mandatory business needs. The provisions of the previous par. 4.

- ✚ Each Contractor is required to promptly inform the company if one of its operators, present within the neighborhoods or the conference center, tests positive for the COVID -19 buffer, in order to take the related prevention and protection actions.
- ✚ The rules of this Protocol, appropriately disclosed to all operators involved in the supply chain, also extend to contracted companies that will need to organize locations and construction sites within the fairgrounds / conference center.
- ✚ The workers present for maintenance activities, set-ups, etc. they must necessarily wear all PPE for the entire duration of their stay within the neighborhood and operate at least 1 meter away from other workers.

7. EXIBITHORS, FITTERS and VISITORS

Each Exhibitor, in the context of his own leased exhibition space, as the subject who has the legal availability of the area and therefore the holder of the primary guarantee position towards the subjects who are inside the aforementioned space, must enforce the rules of regulation for the contrast and containment of the spread of COVID-19, as established by current legislation.

In particular, the Exhibitor must ensure that both workers and third parties who, for whatever reason, are within the perimeter of their exhibition space fully comply with the provisions on spacing and those provided for in the aforementioned protocol.

The access of visitors and exhibitors takes place with entry, transit, exit procedures, predefined and differentiated methods, routes and timing, in order to reduce the opportunities for gathering.

At each entrance to the exhibition center, body temperature is checked (limit 37.5 ° C) with a contactless type hygienic system and the correct use of the mask is checked. There is control staff trained to manage compliance with the rules.

To ensure compliance with the interpersonal spacing of at least 1 meter, assistance from control staff is provided in the access spaces and in all areas of greater walkability.

8. EVENTS

8.1. Preparation and demobilization

For the access of fitters / exhibitors, the measures discussed in the previous paragraphs apply. In order to correctly regulate access and monitor the level of crowding in the halls, further applicable measures are indicated below:

- ✚ access by fitters must be carried out by carefully following the instructions in the assembly and disassembly circulars. The guiding criteria must be:
 - ❖ topographical (pay attention to the work in adjacent stands and use different accesses identified in relation to the areas being set up; the activities, where possible, must begin with the assembly of the boundary walls with the other stands, creating in fact and right from the I initiate a physical barrier aimed at eliminating and / or further reducing interference while ensuring social distancing);
 - ❖ related to the complexity of the projects and the number of workers;

- ❖ planned in such a way as to coordinate the activities of the fitters with the services that the manager of the exhibition center must provide: logistics, hangings, connections, testing, etc.
- 🚧 It is necessary to define, in agreement with the Organizers of the Events and on the basis of the numerical feedback provided by them, the aspects highlighted below:
 - ❖ the width of the corridors and the structure of the exhibition meshes, preferring a unified modular mesh (when possible) that takes into due consideration the entrance and exit modules from the exhibition stands, the access routes to the toilets and the areas of refreshment and the corridors of exodus;
 - ❖ exhibitors and fitters, will have to carry out a detailed planning of the activities, in order to respect the assigned times and minimize the need for entry and exit movements of vehicles and people, which can be estimated in advance;
 - ❖ modulate the seats in the conference rooms and in the common areas to favor the distancing of the public.

8.2. Conduct of the event

The access of visitors and exhibitors takes place with entry, transit and exit procedures, in fact identical to those of employees, therefore methods, routes and timing are defined in order to reduce the opportunities for contact.

With the aid of fixed signs and digital support (Digital Signage), access and exit gates for visitors are identified and appropriately marked, whose transit flows are regulated by identifying differentiated routes both on a temporal basis (considering the entry and exit times) and/or physical. The management of transit flows within the exhibition center is then conveyed and remodeled through personnel adequately trained for the purpose.

Aids are set up at the access gates where the body temperature of visitors is measured.

The current legislation, regarding the crowding of a space used for trade fairs, is now based on the flow capacity guaranteed by the system of escape routes and emergency exits; compliance with the social spacing of at least 1 m is favored with the adoption of supplementary initiatives functional to contain crowding by facilitating the management of flows.

In light of the above, the measures specified below are evaluated with the individual Organizers.

- 🚧 Spatial-temporal extension of the duration of the event, proceeding, if necessary, with an increase in both the exhibition spaces and the opening times. To prevent the arrival of visitors from coinciding with the times of greatest use of local public transport, the times may be redefined and/or extended (eg. 10.30-20.30).
- 🚧 The homogeneous distribution of the presence of visitors over the entire period of the event also through the daily booking of the visit with implementation of the use of the online ticket office.
- 🚧 Limit physical ticketing activity. The desks intended for registration and reception of participants are equipped with protections in plexiglass material towards the public and there are stations for the event assistants positioned according to the general indications on spacing. The delivery of any information material to the participants must take place through a window or through a "self-service" distribution point set up in an adequately organized space. In the case of on-site payments, Fiera Milano is equipped with devices

for payment by credit card or contactless debit card. The keypads for entering the code will be sanitized frequently and the disinfectant gel dispenser is available in the immediate vicinity.

- ✚ Visitors receive in advance precise indications on the timing of arrival in the exhibition area appropriately calibrated according to the expected time of visit, in order to avoid an excessively early or delayed arrival with the consequent creation of possible queues. Such indications may also be provided in real time through the implementation of the services offered by the neighborhood App.
- ✚ The poles of attraction (leading companies, collateral events, conferences etc.), distributed throughout the area occupied by the event, must be appropriately designed with the aim of encouraging turnout and avoiding concentrations.
- ✚ Eliminate possible queues at the refreshment points through electronic payment systems and renewed/fast distribution of products. Increase the opening of the refreshment points in compliance with the social distancing required and in compliance with the measures introduced for the consumption of meals. Encourage the practice of takeaways (especially for exhibitors/fitters) with the delivery of the meal directly to one's stand.

8.2.1. Catering services

The administration of food and drinks during the event is regulated in accordance with the provisions of the specific rules issued for the purpose. The catering areas are always manned by control personnel. By way of example, it is reported that:

- ✚ Where it is possible to arrange spaced seating, meals served by catering staff will be organized. The meal will be served in the form of ready meals or with delivery of prepackaged trays.
- ✚ Where it is not possible to have adequate space for seated meals, trays or pre-packaged packs ("lunch box" or "coffee box") will be delivered to be consumed individually in the event area, or even nearby, maintaining social distancing.
- ✚ Any dedicated sessions must be arranged in such a way as to ensure the necessary social distancing of at least 1 meter, this distance can possibly be reduced only by resorting to the installation of physical barriers between the different tables adequate to prevent contagion via droplets.
- ✚ Consumption at the counter is allowed only if the usual interpersonal distance can be ensured.
- ✚ It is possible to organize a buffet mode through administration by personnel in charge, excluding the possibility for visitors to touch what is exposed and in any case providing for the obligation to maintain the distance and the obligation to use a mask to protect the streets. respiratory.
- ✚ The self-service mode can possibly be allowed for buffets made exclusively with single-portion packaged products. In particular, the distribution of food must take place with organizational methods that avoid the formation of gatherings also through a reorganization of the spaces in relation to the size of the areas; Appropriate measures must also be assessed (eg. signs on the ground, barriers etc.) to ensure interpersonal distancing of at least one meter during queuing for access to the buffet.

9. CONGRESS EVENTS

9.1. Preparation and demobilization

As regards the preparation and dismantling of congress events, the same considerations as in paragraph 7.1 apply.

9.2. Conduct of Congress Event

Net of the indications already reported in this protocol, further operational measures are reported below for the areas considered most sensitive in terms of possible crowding.

9.2.1. Secretariat and reception area

Automated IT procedures have been introduced for event registration, such as printing systems for personal access badges with QR codes in order to automate checks and limit the possibility of queuing.

The desks intended for the registration and reception of participants are equipped with protections in transparent material to the public and desks have been set up for the event assistants positioned according to the general indications on spacing.

The delivery of any information material to the participants takes place through a window or space under transparent protection or through a "self-service" distribution point set up in an adequately organized space.

In the case of on-site payments, Fiera Milano is equipped with devices for payment by credit card or contactless debit card. The keyboards for entering the code will be sanitized frequently and the disinfectant gel dispenser is available in the immediate vicinity.

9.2.2. Exhibition area

All the general health and hygiene rules already mentioned are applied in the exhibition spaces, such as social distancing and the use of PPE, both for the staff of the exhibiting companies and for visitors.

Corridors of adequate size are foreseen in the design of the spaces to favor social distancing.

Each Exhibitor, in the context of his own leased exhibition space, as the subject who has the legal availability of the area and therefore the holder of the primary guarantee position towards the subjects who are inside the aforementioned space, must enforce the rules of regulation to combat and contain the spread of COVID-19.

In particular, the Exhibitor must ensure that both workers and third parties who, for whatever reason, are within the perimeter of their exhibition space fully comply with the provisions on spacing and, in general, with the aforementioned protocol.

Commercial, promotional materials and gadgets will be distributed through the use of special containers and displays in "self-service" mode.

The exhibition area must always be manned by control personnel.

9.2.3. Catering area

The administration of food and drinks during the event is regulated in accordance with the specific rules issued for the purpose. The catering areas must always be manned by control personnel. For further specifications, please refer to paragraph 8.2.1 of this Protocol.

9.2.4. Conference rooms

In the conference rooms the positioning of the seats that can be used is provided at a distance from each other in order to ensure interpersonal distancing.

By way of example, some general indications are provided.

- ✚ Seats that cannot be used must be well identified with devices suitable for non-use.
- ✚ The number of seats must be adequate for the number of participants. Nobody can participate in the event while standing.
- ✚ Access and outflow from the hall must be organized with diversified entrances and exits, identified by appropriate signs.
- ✚ Before the start of the work, the video on the hygiene and health rules to be respected at the arranged event may be shown. Alternatively, appropriate information signs will be present in the conference spaces.
- ✚ If a direction or a "slides center" is set up, a reception room for speakers and moderators will be provided and the space dedicated to the delivery of teaching aids must be set up in order to maintain social distancing. If PCs or other commonly used devices are provided, cleaning with disinfectant will be provided between one use and another.
- ✚ The podium from which the event speakers will speak will be positioned at a distance of at least 2 meters from any other person on the stage and from the front row, in order to allow the presentation without a mask. If the use of remote control, PC or other commonly used devices is foreseen, cleaning with disinfectant will be provided between one use and another.
- ✚ The moderators seated at the table must maintain a minimum distance of 1 meter between one and the other, in order to allow them to intervene without wearing a mask. If the use of a PC or other commonly used devices is foreseen, cleaning with disinfectant will be provided between one use and the next.

10. CLEANING AND SANITIZATION

The Organizer of the event guarantees, in coordination with the Manager, both the daily cleaning and the sanitation of the premises, environments, fixed workstations and common and leisure areas; in particular:

- ✚ before the start of each event, the cleaning and sanitization of the exhibition hall pavilions used by the event and the ancillary rooms is guaranteed;
- ✚ the Organizer guarantees the installation of disinfectant gel dispensers for hand cleaning at entrances, passageways, bathrooms and refreshment points.

If the presence of a person manifesting the symptoms of COVID-19 is ascertained within the neighborhoods, the spaces are cleaned and sanitized in compliance with the provisions of circular no. 5443 of 22 February 2020 of the Ministry of Health as well as their ventilation.

Areas for office use, congress halls, auditoriums and service areas

For office areas, the activities are carried out at the end of the work shift or in any case at times when there is no staff in the areas subject to treatment.

For the exhibition areas and areas of greater walkability, teams will be provided for the continuous cleaning of the surfaces of greatest contact such as, by way of example, handles, handrails, push-button panels etc.

Products used and method of application

Cleaning must include the use of disinfectant products suitable for different types of environments and surfaces. The application can be done manually or with the aid of sweeping motorbikes and / or nebulizers.

11. PERSONAL HYGENIC PRECAUTIONS

It is mandatory for those who access the exhibition center for various reasons to take all necessary hygiene precautions, in particular frequent cleaning and sanitizing of the hands.

Disinfectant gel dispensers are made available and supplied daily, appropriately distributed in the exhibition areas.

The location of the same is adequately communicated to users with the use of suitable signage.

12. USE OF MASK

Considering the fact that the main transmission channels of the virus are eyes, nose, mouth and hands, the use of masks is mandatory within the neighborhoods.

Neither medical devices nor personal protective equipment should be considered, but a hygienic measure useful to reduce the spread of the SARS-COV-2 virus. They can be disposable masks or washable masks, even self-produced, in multilayer materials suitable for providing an adequate barrier and, at the same time, guaranteeing comfort and breathability, shape and adherence adequate to cover from the chin to above the nose.

The use of the mask helps to limit the spread of the virus, but must be adopted in addition to other protective measures aimed at reducing the infection (such as physical distancing and constant and careful hygiene of the hands), which remain unchanged and priority .

Through its operators in the area and through the staff of third-party companies, the Organizer verifies that all those who enter the exhibition center are equipped with masks and that they keep them worn for the duration of their stay.

In areas, whose legal ownership is held by third parties, it will be the obligation of the latter to ensure compliance with this indication.

13. TREATMENT OF A SYMPTOMATIC PERSON

The procedure provided by the institutions, of a general nature, requires that the individual citizen who presents symptoms or who has been exposed to possible contagion, must notify his family doctor or the National Health Service. These, based on the procedures applied, will decide

whether to subject the person to a swab or not and/or to adopt the precautionary quarantine measure.

You do not have to go to the emergency room or medical offices but you must contact your family doctor, pediatrician or medical guard by phone.

Identification of symptomatic person.

In the event that a person present at the Exhibition Center/Congress Center develops fever and symptoms of respiratory infection, he must immediately report this to the personnel office (in the case of an employee), to his/her company contact person (in the case of third-party personnel) or to the staff in charge in the case of a visitor/conference participant.

For the stages of the event (including preparation and demobilization), a specific action plan and a health plan are drawn up that contains the indications relating to the management of symptomatic people:

- ✚ medical and paramedical teams dedicated to health surveillance and the implementation of first aid in the event of suspicious cases;
- ✚ specific health protocol for the management of Covid19 emergencies;

14. MEDICAL DEVICE

The Manager of the Exhibition Center/Congress Center guarantees and ensures the constant presence of an active medical unit and of at least n. 1 ambulance, during all phases of the exhibition/event (including set-up and demobilization), with the presence of a doctor and nurses equipped with the appropriate "Covid-19" PPE and the necessary equipment and spaces.

In cases of events with a high influx of visitors, the Organizer completes the medical assistance by implementing, at least doubling them, the measures described above.

15. PROTOCOL UPDATE

This protocol will be subject to appropriate revision if there are reasons for it induced by new regulatory provisions or if the trend of the Covid19 pandemic requires it.

16. DOCUMENTAL REFERENCES

- ✚ National legislation and recommendations on the Covid 19 pandemic emergency.
- ✚ Provisions of the individual Regions and Autonomous Provinces in the field of hygienic-sanitary indications aimed at preventing the spread of the Covid virus19.
- ✚ Recommendations of the World Health Organization with respect to the Covid emergency19.