

General Regulations for exhibitors, visitors, external organisers and suppliers

GENERAL REGULATIONS FOR EXHIBITORS, VISITORS, EXTERNAL ORGANISERS AND SUPPLIERS

This document describes the mandatory measures and systems to prevent and contain the spread of COVID-19 at IFEMA MADRID as established in Order 571/2021 of the Community of Madrid Ministry of Health and in the regulations defined by IFEMA.

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1. General measures and recommendations.

- All persons accessing the site must comply with the measures contained in this document and the instructions and recommendations displayed on screens and on posters and those issued by IFEMA MADRID staff.
- The use of face masks will be mandatory at all times inside the IFEMA MADRID facilities, both indoors (halls, offices, convention centres) and outdoors (from the moment the premises are entered and until leaving), as well as whenever it is not possible to keep the minimum interpersonal safety distance of 1.5 m. There will be an automated people counting system at events that require this.
- Event capacities will be limited in accordance with the provisions of the regulations in force at the time with respect to the activity being performed.
- These capacities may be modified depending on the characteristics of the event and in accordance with permits granted by the Community of Madrid or when established in the provisions in force on the date of the event, which shall be duly notified. To do this, IFEMA MADRID will display the capacity of each space to the public. Access will be prohibited if the capacity limit is exceeded, and all people must follow the corresponding instructions, ensuring compliance with them at all times.
- Flows of people and floor layouts will be organised to ensure that it is possible to maintain the established minimum interpersonal distance. Pathways will be established to direct user traffic and avoid bottlenecks, using different entrance and exit points. To achieve this, informative posters, horizontal signage, retractable barriers, personnel, etc. will be used. It will be mandatory for all people who access the site to respect the measures, signs and established itineraries.
- The maximum occupancy of toilet facilities is one person per 4 m², or 50% of the usual occupancy for larger bathrooms, and the minimum interpersonal safety distance must be respected at all times.

- Tissues and other disposable items must be discarded in the bins provided for this purpose.
- Proper, frequent hand hygiene is mandatory, particularly after use of or contact with any surfaces that may be or have been used by another person: toilets, counters, door knobs, tables, chairs, vending areas, papers, ATMs, etc.
- Hand sanitiser dispensers and virucidal disinfectants must be made available to the public.
- Payment by card and other means that do not involve physical contact are preferable for all economic transactions, particularly for automatic sales and payment devices, such as vending machines and parking charges.
- The use of e-tickets or passbooks is preferred.
- Under all circumstances, IFEMA reserves the right to refuse admission to the facilities as it sees fit based on the circumstances set forth herein, particularly those related to the possibility of Covid-19 transmission (see the access control action protocol in this document).

It is not permitted to smoke or use any other tobacco inhalation device in outdoor spaces, including the outdoor seating areas of hospitality establishments, when the minimum interpersonal distance of 2 metres cannot be maintained.

2. Specific regulations and recommendations for exhibitors:

- All public service points must be fitted with protective partitions.
- Brochures, commercial documents and any other documentation handed out by exhibiting companies may only be distributed by authorised staff from the stand and only when the material is requested by the visitor. Until the material is handed out, it must be stored and accessible solely to the aforementioned personnel, who will hand it out pursuant to the hygiene and preventive measures established in these regulations.
- Any exhibitors wishing to offer food or drink to their customers must set up a catering point at their stand. To provide the catering service, exhibitors must comply with all regulations in force at the time.
- Catering Services:

Current regulations require that food and drink be served at tables that accommodate a maximum of six people, respecting an established safety distance of 1.5 m between chairs, and the occupants must remain seated (at a banquet table with chairs or cocktail table with stools).

Specifically appointed staff will serve the food.

Self-service is NOT allowed.

Bar services and stand-up cocktail-type events associated with trade fair activity are not allowed either.

It is important to ensure capacity is not exceeded.

In outdoor areas, the maximum number of people allowed at a table is eight (8).

- With regard to the occupation of their stand, the exhibitor must take responsibility for ensuring that the stand's capacity requirements are complied with and that crowds are prevented from forming. This point applies both to the stand as a whole and to any enclosed space in it (meeting rooms, offices, etc.). It is of vital importance that these conditions are adhered to at all times, especially in the event of presentations or activities that might involve people gathering together.
- In the event of opting for a specifically designed stand, it is important to incorporate the recommendations regarding ventilation, movement of personnel, access points, etc. applicable to any meeting space into it (See the RECOMMENDATIONS FOR FREE-STYLE STANDS DOCUMENT).
- It is recommended that hand sanitiser be made freely available for frequent use by both the staff manning the stand and those visiting it.

3. Specific regulations and recommendations for external organisers:

The Promoter or Organiser of an event is responsible for compliance with the safety measures stipulated for it, as well as those established in current legislation.

When 600 or more attendees are expected to attend the event, it will be considered a mass event, and the Organiser must prepare an Action Plan that includes prevention and control measures for it, which will be evaluated by the relevant authority.

These measures must be coordinated with those established for the IFEMA MADRID facilities.

To this end, the Promoter or Organiser must sign a sworn statement declaring that they will comply with the measures set out in the current regulations as well as with the IFEMA MADRID coordination measures included in this document and any others that may be adopted later and notified by IFEMA MADRID staff.

4. Specific rules for suppliers

Supplier companies must sign a sworn statement declaring that they will comply with the measures contained in this document, along with any others that may be duly issued and notified at a later date by IFEMA staff.

5. Additional regulations applicable to leisure events:

In addition to the general measures, in the case of leisure events, the following measures are incorporated in addition to the measures established by the corresponding licence:

- All tickets must be bought in advance, preferably online, to book a pre-allocated seat.

In the event of purchase at the box office, payment by card will be encouraged. The maximum capacity is 75%, and members of the public must remain seated in the seat that has been assigned to them. At these events, groups of up to a maximum of six people will be permitted, and an unused seat will be placed between each group of people who have booked their tickets together.

- The use of a face mask is mandatory at all times.
- Unsold seats ~~and seats that do not meet the physical distance criteria~~ will be taken out of service.
- No paper programmes, brochures or paper documents will be issued.

Measures applied by IFEMA MADRID for strengthening its safety rules:

All public service points must be equipped with protective partitions.

Cleaning and disinfection:

- Disinfectants, such as diluted bleach (1:50) and other virucidal products, will be used.
- After each cleaning, the materials used and the protective equipment will be disposed of safely.

Air quality and ventilation

Periodic ventilation tasks will be undertaken within the facilities **3 times per hour**.

Among the **systems implemented by IFEMA MADRID to guarantee safety and hygiene in its facilities**, action has been taken to guarantee air quality and environmental hygiene, according to the **study by the Spanish Technical Association of HVAC and Refrigeration (Atecyr)**, based on information from the scientific community and the recommendations of the World Health Organization:

- Excess ventilation.
- Elimination of air recirculation.
- Filtration systems.

Access control action protocol:

Persons not wearing a FACE MASK will be invited to put one on. Persons who do not have face masks will be invited to obtain one through the means made available by IFEMA MADRID.

Anybody refusing to comply will be denied access the event. In the event of any doubt regarding persons claiming that they are exempt from wearing a mask for any reason provided for by law, the case will be referred to the Health Service for it to make the appropriate decision.

Before having their entrance ticket checked at the mandatory commercial control, everyone, without exception, must have their TEMPERATURE MEASURED using the system provided for this purpose. ACTION PROTOCOL:

- Persons refusing to have their temperatures measured will be denied access to the event.
- Nobody whose temperature is equal to or greater than 37.5° will be allowed to access the event. If the person's temperature is 37.5° or higher when first measured, the person will be invited to be seen by IFEMA's emergency medical service, where available, who will take it a second time. If the emergency medical service is not available, the second and final control will be repeated at the same place where the first was carried out, applying the same criteria.

At peak arrival times, health personnel will be located at the main entrances to carry out these controls immediately, as indicated above.

To this end, private spaces will be provided to examine people discreetly.

The access control system for IFEMA MADRID sites does not keep any records of health data.

Whenever a person is seen by the medical service, the doctor-patient relationship may lead to the collection of personal data deemed appropriate by the medical service. IFEMA MADRID will not have access to this data at any time, and it is covered by doctor-patient confidentiality.

Final Provisions:

- In addition to the measures contained in this document, specific regulations may be considered if the circumstances require. Such measures shall be appropriately made known with sufficient notice.
- In the case of exhibitors and visitors, signing the contract or acquiring the entry ticket implies knowledge and acceptance of these measures.
- Whenever the characteristics of an event require, in accordance with the guidelines of the Community of Madrid, a record will be made of the identity of attendees.

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