



EULAR 2023 EXHIBITION TECHNICAL MANUAL

WELCOME

This Exhibition Technical Manual will answer any questions that may arise during the planning of your participation at the Industrial Exhibition of EULAR 2023 in Milan, Italy.

Besides basic information and regulations regarding booth construction, you will also find ordering information for services provided by our exclusive suppliers as well as other contractors that will be available for any other requests.

Online booking of exhibition services:

It is possible to place orders for most exhibition services via the [online booking system \(OBS\)](#) which will be available from the January 2023. Each exhibitor will receive an email with instructions on how orders should be placed as well as an individual log-in name and password.

To avoid any misunderstandings or delays, please ensure that all orders are completed within the given period and – except for online orders – are sent to the correct contractor. Ordering before the deadlines indicated under the section [Important dates & deadlines](#) of this manual will guarantee the best possible service by our contractors and will avoid any surcharges.

For any further assistance, contact information on any additional services or any information on general aspects of the exhibition, please do not hesitate to contact us via email (exhibitionservices@eular.org).

Please also read, acknowledge, and follow the [EULAR Code of Practice](#) which can be found on the [EULAR 2023 Congress Website](#).

We look forward to welcoming you in Milan and thank you for your continued support.

The EULAR 2023 Congress Team



Latest announcements

Exhibition Consultation Hours:

Every Thursday; 19 Jan, 26 Jan, 2 Feb, 9 Feb, 16 Feb, 08:30 – 09:00 CET

Link to join: [\(click here to join\)](#)

Every Thursday; 19 Jan, 26 Jan, 2 Feb, 9 Feb, 16 Feb, 14:30 – 15:00 CET

Link to join: [\(click here to join\)](#)

LAST Exhibition Consultation hour:

Friday, 24 February 2023, 08:30 – 09:00 CET

Link to join: [\(click here to join\)](#)

Friday, 24 February 2023, 14:30 – 15:00 CET

Link to join: [\(click here to join\)](#)



Table of Content

IMPORTANT ADDRESSES.....

IMPORTANT DATES & DEADLINES1

KEY INFORMATION2

1 ONLINE BOOKING SYSTEM (OBS)4

2 EXHIBITOR REGISTRATION5

2.1 Build-up / Dismantling5

2.2 **Corporate Staff Passes**6

3 LEAD RETRIEVAL SYSTEM.....6

4 EXHIBITION HALLS7

4.1 Floor plan overview7

4.2 Lighting.....12

4.3 Floors and ceilings12

4.4 Pillars13

5 GENERAL HOUSE RULES14

5.1 Children on the premises14

5.2 Alcohol, smoking and drugs14

5.3 Music, images, and trademarks14

5.4 Noise.....15

5.5 Private vehicles15

5.6 Parking15

5.7 Construction rules16

5.8 Financial / insurance liability.....16

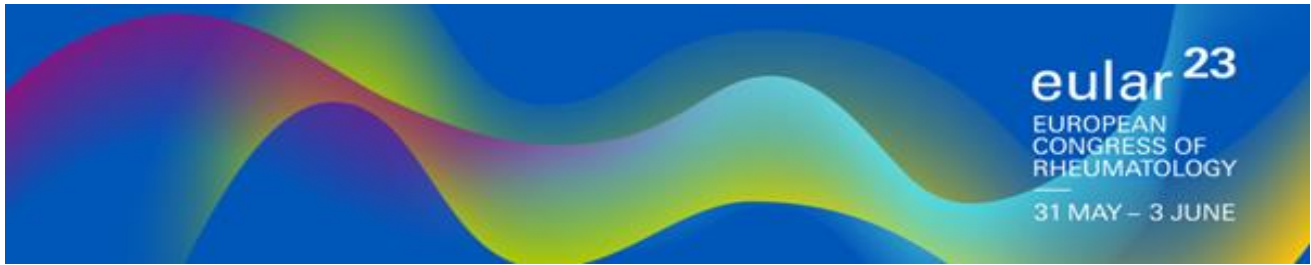
5.9 Fire safety17



5.10 Food smell and smoke	19
5.11 Packaging and other materials	19
5.12 Stand ceiling, construction, and decoration materials	21
5.13 Covered stands.....	23
5.14 Security	23
5.15 Accidents / first aid	23
5.16 Emergencies	24
6 EXHIBITION RULES	25
6.1 Work environment responsibility	25
6.2 Stand construction.....	25
6.3 Booth services	29
6.4 Build-up.....	31
6.5 Submission of exhibition stand	33
7 TECHNICAL INFORMATION	34
7.1 Power and Electricity.....	34
7.2 Internet Access	35
7.3 Food and drink.....	36
7.4 Waste.....	36
7.5 Cleaning.....	38
8 TRANSPORT AND LOGISTICS	38
8.1 Consigning of shipments and deadlines for road freight	39
8.2 Groupage / Courier shipments	40
8.3 Customs clearance (applicable for non-EU-countries only).....	40
8.4 Labelling (Bag Inserts / Stand Materials).....	41



- 8.5 Shipping advice41
- 8.6 Storage42
- 8.7 Insurance42
- 8.8 Basic conditions of contract42
- 8.9 Handling rates EULAR 2023.....43
- 9 OTHER INFORMATION46
- 9.1 Getting to the congress venue.....46



IMPORTANT ADDRESSES

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IMPORTANT DATES & DEADLINES

January 2023	Link to the OBS (Online Booking System) sent to all exhibitors
21 April 2023	Deadline for submitting stand plans for general approval
21 April 2023	Deadline for submitting stand plans showing the location of utility connections
28 April 2023	Deadline for submission of advertisement artwork
28 April 2023	Deadline for submitting art works and graphics for stands
	Deadline for ordering: ¹ (see next page)
21 April 2023	<ul style="list-style-type: none"> • Modular stand construction • Security Staff
28 April 2023	<ul style="list-style-type: none"> • Signage for the stand • Utility connections • Rental furniture
15 May 2023	<ul style="list-style-type: none"> • Flowers • Hostesses • Booth catering • Lead retrieval system
08 May 2023	Deadline for ordering work wrist bands (mandatory during build-up and dismantling)
11 May 2023	Deadline for ordering Corporate Staff Passes Submit freight, clearing and loading form to Merkur Logistics
31 May 2023; 08:00 – 13:00 CEST	Delivery / Build-up of booths / Decoration
31 May – 3 June 2023	EULAR 2023 CONGRESS
3 June 2023; 15:00 – 20:00 CEST	Dismantling of booths

¹A surcharge of 25% will be applied to all prices after 12 April 2023. A surcharge of 50% will be applied to all prices after 24 May 2023 [Bookings via exhibitionservices@eular.org] and last-minute bookings are only possible on-site. The OBS System will be closed by 24 May 2023. For further details, please refer to the [section 1. Online booking system \(OBS\)](#).



KEY INFORMATION

DELIVERY¹ / BUILD-UP OF BOOTHS / DECORATION

Sunday	28 May 2023	08:00 – 22:00 (with special permission only at extra cost) (overnight possible only at extra cost)
Monday	29 May 2023	08:00 – 22:00 (overnight possible only at extra cost)
Tuesday	30 May 2023	08:00 – 22:00 (overnight possible only at extra cost)

Important Note: The Sunday additional build up day can be purchased in the OBS system. You also have the option to purchase overnight build up for the nights of the 28th To 29th, 29th to 30th and 30th to 31st.

EXHIBITION DATES AND HOURS

Wednesday	31 May 2023	14:00-18:00 (From 8:00 to 13:00 you can do the final touch ups on your booth. No construction allowed.)
Thursday	1 June 2023	09:30-17:00
Friday	2 June 2023	09:30-17:00
Saturday	3 June 2023	09:00-14:30

EXHIBITION ACCESS TIME FOR EXHIBITORS ([Entry only at Gate 4](#))

Wednesday	31 May 2023	08:00-20:00
Thursday	1 June 2023	07:00-20.00
Friday	2 June 2023	07:00-20.00
Saturday	3 June 2023	08:00-20.00

DISMANTLING OF BOOTHS

Saturday	3 June 2023	15:00-20:00
Sunday	4 June 2023	07:00-20:00 (with special permission only and at extra cost)

All times are subject to possible changes due to the scientific programme. The exhibition organiser will keep exhibitors informed. Please note that all times are Central European Summer Time (CEST). Exhibitors must book extended hours for build-up and dismantling if necessary.

¹ For delivery and pick up of booth material please note that a strict unloading schedule will be operated on-site.



Please complete the Merkur Logistics [“Freight clearing and loading” form](#). Vehicles without a confirmed timeslot will only be granted access AFTER all pre-booked vehicles have been seen to. All contractors delivering booth materials and removing empty packaging must use the loading / unloading services of Merkur Logistics.



1 ONLINE BOOKING SYSTEM (OBS)

Most of the exhibition services, including utility connections, must be ordered via the [Online Booking System \(OBS\)](#), which will be available from January 2023. Each exhibitor will receive an email with full ordering instructions along with an individual login name and password. **Please note, that in Italy, you are supposed to take your waste with you as MiCo / EULAR do not have the capacity to dispose your waste.**

For further information please refer to the [section 7.4 Waste](#).

The following services can be ordered via the OBS:

- Modular stand construction
- Utility connections
- Rental furniture
- Signage for the stand
- Carpet
- Lead retrieval system
- Security
- Electricity
- Water connection
- Hostesses
- Booth Catering
- Cleaning services (floor cleaning and emptying bins during the event days)
- Plants and flowers etc.

To avoid any misunderstandings or delays, please ensure all orders are completed by the relevant deadlines and are sent to the correct contractor. Observation of the various deadlines listed in the '[Important Deadlines](#)' section will guarantee the best possible service by all contractors and avoid any possible surcharges. Order before the stated deadline to ensure our lowest prices on products and services.

After the 12 April 2023, a 25% surcharge will be added to orders for all products and services including quotations that are received after the deadline. Orders that are placed after the 24 May 2023 (system closure) will be subject to 50% surcharge [Bookings via exhibitionservices@eular.org] and last-minute bookings are only possible on-site.



2 EXHIBITOR REGISTRATION

2.1 Build-up / Dismantling

During build-up / dismantling, wrist bands are required for stand builders and any other contractors working for the exhibitors.

Please enter the name of the people that will be present during build up / dismantling the MiCo online portal by **8 May 2023**. Wrist bands will be provided on-site. EULAR will proceed with a Vaccination Required approach for all attendees in order to gain access to the EULAR 2023 congress venue onsite.

The period dedicated to the exhibition by the fitters, and often anticipated by a phase of preparation of the area or of the pavilion, in which only companies contracted by Mico are operating with the following duties: cleaning, plotting of stands, the installation of rigging and signs in general, the laying of carpeting, laying the technological systems in the service of exhibition spaces.

In this phase, the companies contracted by MiCo carry out through the persons in charge of every firm, an action of cooperation and coordination to eliminate or manage the interference which may possibly come about.

During the phase of set-up the viability and the areas of MiCo are affected by a series of activities such as:

- movement of mechanical vehicles, from TIRs to the fork-lift trucks for unloading and storage of materials;
- presence of fitting firms of the Organisers / Exhibitors who prepare the exhibition spaces or areas affected by the event;
- removal of residues from the operations by the cleaning staff;
- electrical, water, etc. connections, by the maintenance staff;
- positioning computer stations and connections by computer technicians;
- all the other activities that contribute to the phase of preparation of the Event;

During the Event areas are kept under control areas and exhibition spaces in relation to:

- presence of machinery in operation;
- presence of the public for the management of any of the flows in the event of an emergency and in the event of overcrowding.

Dismantling

In the dismantling phase the entities involved are practically the same as for the set-up.

Similarly, the dismantling is followed by a final phase in which operating are only the companies contracted by MiCo that are engaged in: cleaning, removing the rigging and the signs in general, removing the carpeting, the removal of technological systems in the service of the areas of the exhibition spaces.

Specific risks existing in the environment in which are intended to operate the companies and the self-employed workers and prevention, and emergency measures adopted.



The risk analysis highlights the following dangers for the operators, divided according to areas.

2.2 Corporate Staff Passes

Corporate Staff Passes must be ordered in advance. These passes will provide access to the Satellite Symposium & Consult-The-Expert sessions of the company they represent, the exhibition area, hospitality suites / meeting room and balcony lounge (if booked). Staff wishing to have access to the exhibition outside the official exhibition opening hours, for example in the mornings to help prepare the exhibit, must be in possession of a Corporate Staff Pass. They do not need to be registered as regular congress participants. Corporate Staff Passes can access the Congress Centre via Gate 4.

Each exhibitor is entitled to 4 free Corporate Staff Passes for the first 10'000 EUR spent on the satellite symposia, exhibition space and hospitality suite investment and 1 additional Corporate Staff Pass for the next 10,000 EUR spent.

Each email address can only be used once, therefore please include an email address for each staff member. Individual confirmation details with general information and a bar code will be sent out approximately ten days before the conference starts. This confirmation will be required when collecting **Corporate Staff Passes** at the self-print station.

Additional Corporate Staff Pass will be charged at 200 EUR.

For any requests concerning pre-ordered passes, please contact congress.reg@eular.org.

Deadline for pre-ordering **Corporate Staff Passes**: 11 May 2023

Access to exhibition hall for staff holding a regular registration pass

If anyone from your company is holding a regular registration pass (for the type of ticket pass, please refer to [EULAR 2023 – Registration](#)) requires access to your booth prior to exhibition opening hours (maximum 30 minutes), a coloured access sticker must be added to their badge. These stickers (maximum 30 per company) can be picked up at the Exhibition Service Desk on-site by the responsible person of your company or the group coordinator / person registering your staff.

Additional full congress registrations

Further full congress registrations can be made at regular rates by registering online at: [EULAR 2023 – Registration](#)

Staffing of the booth

As a courtesy to those attending EULAR 2023 and to fellow exhibitors, we ask that all exhibitors to open their exhibition stand or booth on time and ensure that at least one person is in attendance throughout each day until the scheduled closing of the exhibition on Saturday.

3 LEAD RETRIEVAL SYSTEM



The Lead Retrieval System can be ordered via the OBS. With our iPhone rentals, you can capture visitors' badges, comment, and qualify your prospective clients immediately. Conduct custom surveys and easily implement your company's opt-in text.

Key Features

- Off-line scanning
- Edit lead details immediately after scanning
- Fully customised surveys (multiple choice, ratings, questions, etc.)
- Customised opt-In function
- Custom qualifiers, comments, and notes
- Graphical lead and qualifier statistics
- Automated cloud backups
- Simple login via QR code
- Valuable reports including contact information, such as email and postal address
- Dedicated on-site support

For more details and prices, please refer to the [OBS](#). Order deadline: 24 May 2023

4 EXHIBITION HALLS

4.1 Floor plan overview

Fully detailed overview can be found here: <https://3dmap.micomilano.it/>

Complete overview



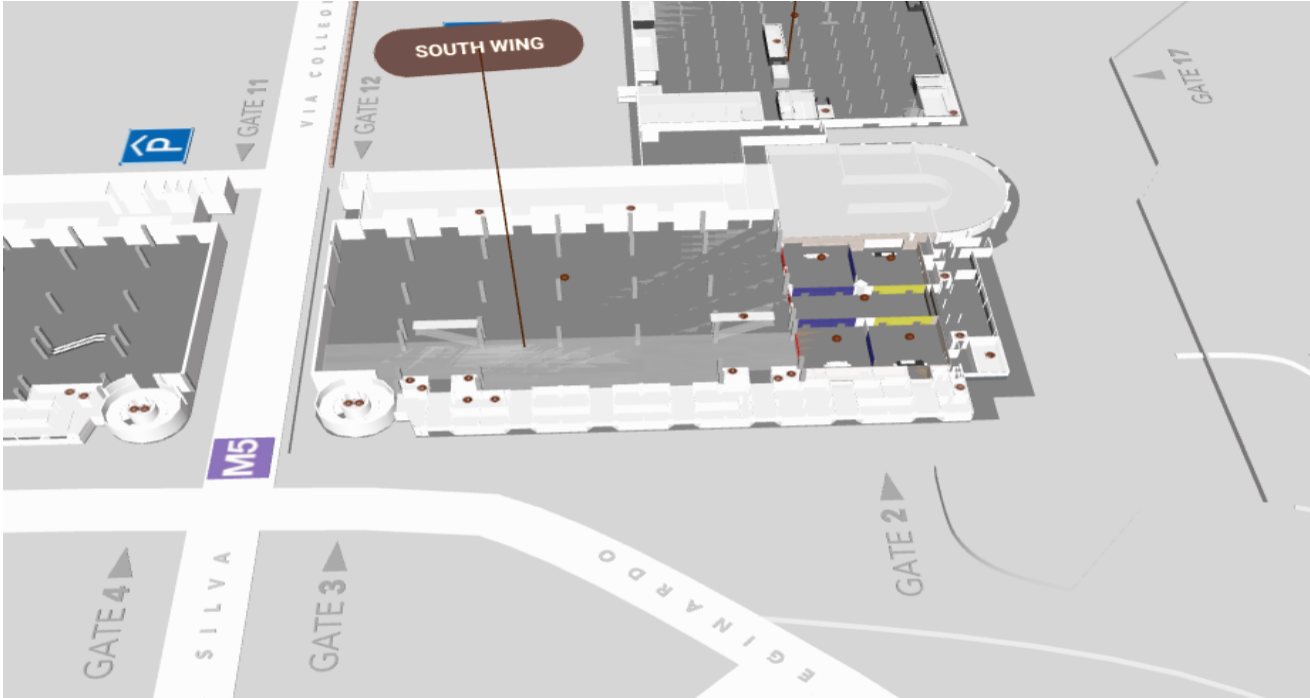
Gate 4 is a dedicated Exhibitor entry. For time details, [please refer to Important Dates and Deadlines](#).



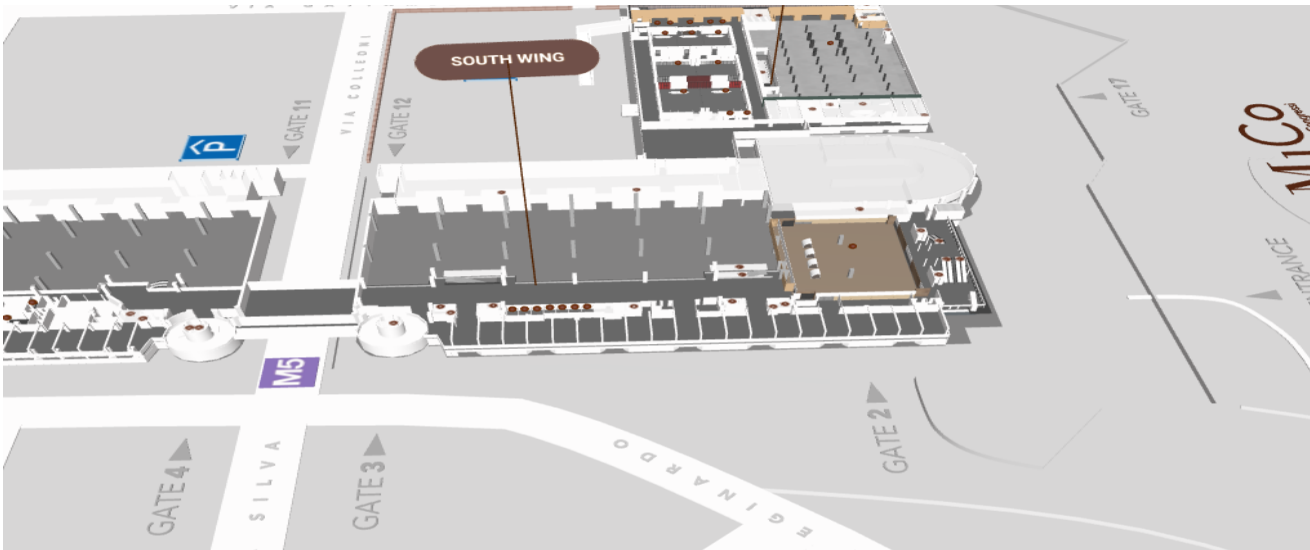
Hall 4 level 2 (Hospitality Suites)



South Hall level 0 (Session rooms)



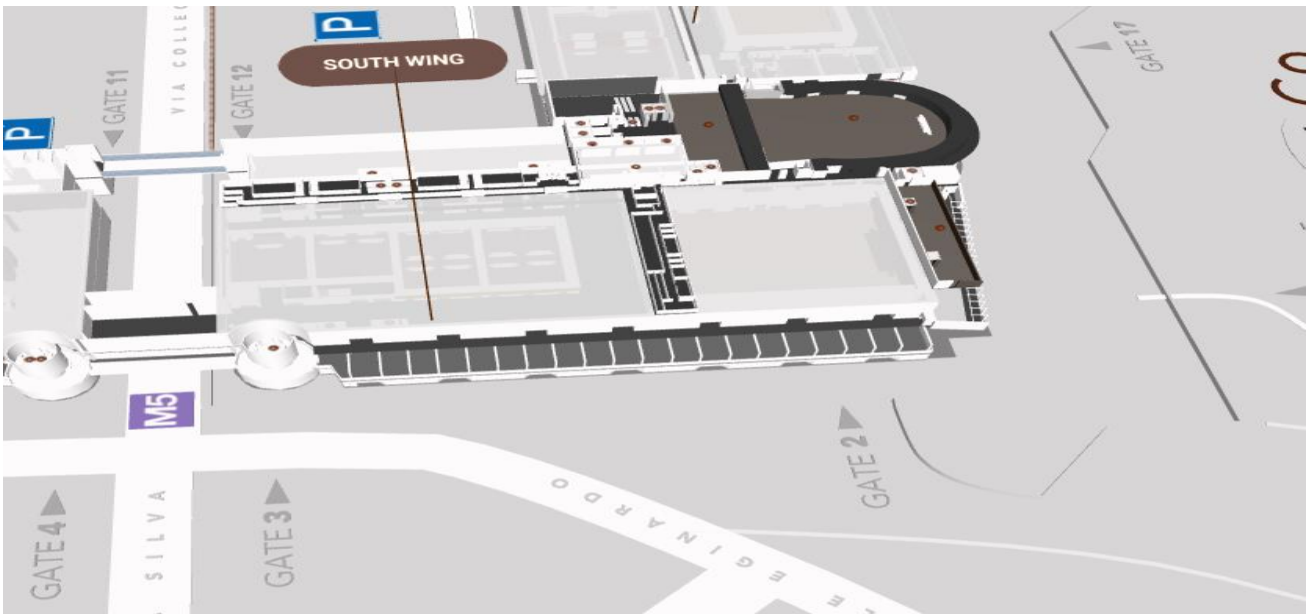
South Hall level 1 (Registration & Balcony)

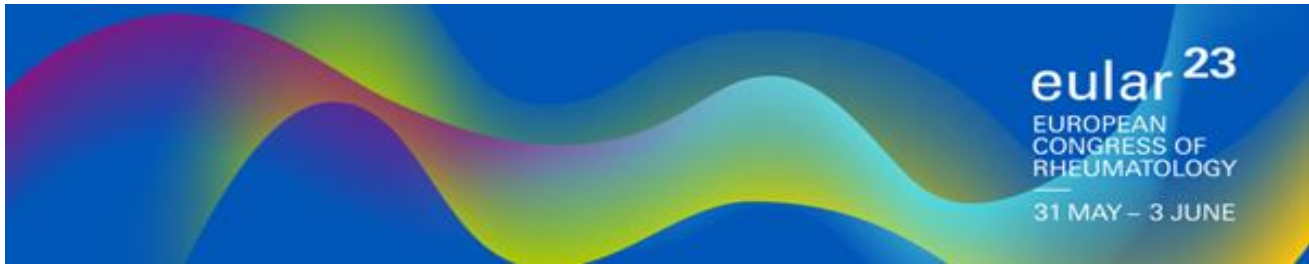


South Hall level 2 (Session rooms)



South Hall level 3 (Session room)





4.2 Lighting

Lighting in the pavilions

The minimum guaranteed illuminance is 40 lux. Each pavilion is equipped with an appropriate emergency lighting system.

Fixed lighting in the exhibition space

All the lighting fixtures must be firmly anchored to the structures of the exhibition space, and placed in a position which is not accessible to the public - at a minimum height of 2.5 m from the bottom of the lighting body to the finished floor of the stand, including those supplied by extra low voltage systems - and kept at an adequate distance from the objects being illuminated.

The lighting fixtures with halogen lamps, or metal halide should be protected with safety screens and installed in accordance with the manufacturer's instructions, so that in case of breakage it will not be able to project incandescent material. The use of bands for the anchoring of the lighting fixtures to the structures is not admitted.

The illuminated signs and their components, having an operating voltage greater than 230/400V, in addition to responding to the respective product standards, and to mounting recommendations of the manufacturer, will have to comply with the IEC EN 50107-1 (IEC 34-86) Norm.

Transformers and electronic converters at very low voltage

A device must be provided for manual restoring, able to protect the secondary of each transformer or electronic converter. Transformers with very low voltage should be installed out of the reach of the public and must have adequate ventilation. Electronic converters must conform to the relevant product standards.

4.3 Floors and ceilings

The floor and ceiling in North level 0 (Exhibition):

The floor is concrete, painted light grey (Colour code RAL 7038), and only removable tape is permitted. Power, plumbing, network, and compressed air can, if necessary, be supplied via the subfloor services ducts which are built-in at 6m intervals.

The floor can carry the following loads:

Wheel loads (twin wheels): 5,500 kg per sq. m

Single point loads per 15 x 15cm: 4,000 kg

Max loads (load including weight of truck): 4,000 kg per sq. m

The maximum building height on stands in this hall is: **5.0m**



The floor and ceiling in North level 1 (Balcony)

The floor is concrete, and only removable tape is permitted.

Power, plumbing, network etc. can be supplied via the subfloor service ducts. The **maximum building height** on stands in this hall is: **4.0m**

The floor and ceiling in North level 2 (Hospitality suites)

The floor is concrete, and only removable tape is permitted.

Power, plumbing, network etc. can be supplied via the subfloor service ducts. The **maximum building height** on stands in hall is: **5.0m**

It is not allowed to make channels or grooves in the floor or walls to flush cables or pipes; the walls, ceilings, the structures and technical installations of the pavilions may not be used in the anchoring of staging elements that must, in any case, be self-supporting; moreover, it is not allowed to paint, with any type of paint, floors, walls, ceilings and any other installation of MiCo;

Fixing to the floors coverings such as carpeting, linoleum, parquet or the like, is allowed only by using double-sided adhesive tape for easy removal, and only a type that does not leave residue on the floor;

Ceilings and continuous blind suspended ceilings are prohibited; the creation of false ceilings is allowed if it consists of mesh fabrics with minimum mesh size equal to mm 2x2 properly tensioned.

4.4 Pillars

In hall North level 0 (Exhibition), there are 80 x 80cm freestanding concrete pillars lining the arcade sections at intervals of 25 meters. Pillars need to be covered with panels 300 x 300cm wide. Only exhibitors who have booked a booth with a pillar, can add branding to the pillars.

For more details, please refer to the [Pillar branding construction](#) paragraph under 6.2 Stand Construction.

Fire hose reels must not be obstructed or concealed.



5 GENERAL HOUSE RULES

5.1 Children on the premises

For safety reasons, persons under the age of 15 may not be in the event halls during construction work or dismantling regardless of whether they are alone or accompanied by an adult, as the exhibition halls are classed as a construction-site during these times.

In the areas of the Congress Centre in which there is maintenance work and/or set-up/dismantling of events underway, the access of unauthorised non-professionals and minors under the age of 15 is severely prohibited.

For minors between the ages of 15 and 18, the access for reasons of work is only permitted under the condition that they comply with the applicable laws regarding the use of minors for work activities, with particular reference to Italian Law no. 977 of 17/10/1967 on the Protection of the Labour of children and adolescents.

Any other age limits, during the event, are the responsibility of the Organiser.

5.2 Alcohol, smoking and drugs

The consumption of alcohol in MiCo is forbidden during construction and dismantling of exhibition stands. Serving alcohol at the congress is not permitted at any time, except during the EULAR Networking Platform and by EULAR only.

Smoking is forbidden throughout the entire venue in accordance with Italian law. Smoking is permitted outdoors only.

During the congress outside of South Level 1 (Balcony) is a dedicated smoking area. Use or possession of drugs is prohibited on MiCo premises, and we reserve the right to remove any person using or in possession of drugs from the premises at any time.

5.3 Music, images, and trademarks

The Organizer / Exhibitor is obliged to request, if this proves necessary, the "show permit" from the S.I.A.E. for any film or slides or sound transmissions or background music during the Event, as well as to make at his or her own expense and care the relative advance payment of the fees due.

If the Organiser / Exhibitor intends upon playing and disseminating musical recordings on any media (CD, DVD, audio and video cassettes, hard disk, servers, etc.) he or she will also be required to fulfil the rights of, pursuant to Art. 72 and 73 Law n. 633/1941, to the artists, performers and producers and to the phonographic rights holders on the recordings, directly to the phonographic producers or SCF - Società Consortile Fonografici S.p.A., via Leo XIII, 14, Milan.

In any case the Organizer / Exhibitor indemnifies and releases Fiera Milano Congressi, Fondazione Fiera Milano and Fiera Milano, from any payment request should the same come from S.I.A.E. or by SCF - Società Consortile Fonografici S.p.A.

For your convenience here are some excerpts of the SIAE contacts:

S.I.A.E. - Via Arco, n. 3 - 20100 Milan - Tel. +39 02 / 86.49.61 - mail: milano@siae.it



5.4 Noise

Exhibitors may not produce noise and/or use amplified music and/or voices which may be heard outside the space assigned to their exhibition stand, or which may interfere with or be objectionable to attendees or other exhibitors. The volume must not exceed 70dB (A) at the boundaries of the stand. The organisers reserve the right to require exhibitors to discontinue any such activity. Live presentations at the stand are not permitted without prior approval from the organisers.

5.5 Private vehicles

Vehicles are not allowed inside the hall for loading or unloading. The designated area outside the hall must be used for unloading. From there items can be transported on trolleys, which exhibitors may provide themselves. Alternatively, contact our logistics partner for assistance - however, this will be chargeable.

5.6 Parking

The Congress Centre sends to each exhibiting company an e-mail containing a link through which to record data of the vehicles that must access and circulate within the area of MiCo. After the inclusion of the data, the exhibitor will receive the Pass for the vehicle that gives it the right to the entrance, movement, parking and strictly the loading and unloading operations, and it must always be attached and visible on the vehicle.

Bear in mind that the movement of vehicles in the area of MiCo is governed by the Italian Rules of the Road.

In particular, it draws attention to the strict observance of the horizontal and vertical signs and to the speed limit prescribed by the Congress Centre of 30 km/hour. A penalty will be applied as set out in Art. 10 for each offence, in addition to the withdrawal of the access pass.

It is absolutely forbidden to park vehicles in correspondence to vehicle passageways, hydrants, safety exits, in the vicinity of the crossings, as well as in areas in front of the public utility services (First Aid, Fire service, etc.).

The Congress Centre reserves the right to remove the vehicle without notice, charging the relative costs to it.

Due to the intensity of the traffic of cars and lorries in the roads of MiCo, during the period of set-up and dismantling, drivers are required:

- to strictly observe the paths and parking areas indicated by MiCo by means of Personnel for the supervision of traffic; failure to comply with the provisions of the Personnel for supervision of internal traffic will bring about the withdrawal of the access pass.
- to restrict the stop for the loading and unloading of goods operations (max 2 h). A penalty of € 50,00 will be applied for each additional hour as per Art. 10.;
- to not leave parked lorries (even in case of failure) within the areas of MiCo from the hours of 8:00 pm to 7:00



am. In the event of extended opening hours, no later than the closing time of MiCo. Overnight parking is prohibited. There will be a penalty as set out in Art. 10 in case of non-compliance.

Articulated lorries and articulated buses do not have access to the area of MiCo during the last day of set-up and the first day of dismantling, any request for extension can be taken into consideration only in exceptional cases and the authorisation must be requested to MiCo.

5.7 Construction rules

LIMITS ON CONSTRUCTION WORK

All work that affects MiCos property may only be carried out by staff authorised by MiCo Milan, Italy. For example, attaching any fittings or machinery to columns or beams and connecting electricity and water via the under-floor channels.

It is not permitted to screw, glue, paint or in any other way cause damage to MiCos buildings or equipment."

5.8 Financial / insurance liability

MiCo and EULAR can accept no financial liability whatsoever for costs arising as a result of any waiting times in connection with installation/dismantling, delivery of products, etc.

MiCo and EULAR cannot be held liable for exhibitors' property (private or company property) even in the case of simple theft. We recommend taking out the necessary insurance coverage for your own property, as this will not be covered by MiCo's insurance.



5.9 Fire safety

The Organiser / Exhibitor and the Fitter are obliged to observe and enforce that the companies hired by them observe the laws and regulations of public security and the entire normative system and regulatory framework in the fields of safety, hygiene, prevention, workplace accidents and fire prevention.

MiCo assumes no responsibility for any consequences that arise as a result of such non-compliance, responsibility that shall be assumed by the Organiser / Exhibitor and the companies employed by the same.

Listed below are the rules and prohibitions to observe and to make others under its charge observe:

- a) it is mandatory for every Exhibitor to install in the area of their own competence (exhibition space), in a clearly visible and accessible position and adequately indicating the position of fire extinguishers distributed according to regulations, i.e., about one for every 50 square metres of surface area or fraction thereof. Remember that the exposition activity is considered at high risk of fire pursuant to Ministerial Decree 10 March 1998. In the event of a default, Fiera Milano Congressi automatically provides to the exhibition space the necessary fire extinguishers, charging the relative amount in the final bill. Whenever the above provision is included in the contract, Fiera Milano Congressi will directly fulfil the provision at no additional cost. It should be noted that MiCo has only powder extinguishers;
- b) the side where control of the exhibited machinery (operator side) is located, if positioned along the aisle, is required to be placed at a distance of at least 0.70 m from the aisle itself. Otherwise, the machinery, if properly protected or free from dangerous parts for the public, can be exhibited along the aisle. Within the pavilions the operation of machines and/or power driven equipment with internal combustion engines is strictly prohibited. All the exhibited machinery must be in line with the existing Italian and Community safety and accident prevention norms. In particular, pursuant to Legislative Decree n. 17 of 27 January 2010 "Implementation of the directive 2006/42/EC", relating to machinery, paragraph 7, Art. 3 will be strictly observed.
- c) Inks, solvents, and other flammable liquids must be placed in the special external deposits available each time at Fiera Milano Congressi. For their transport to the stand, appropriate containers must be used. In the exhibition space, the amount necessary for daily requirements is allowed to be deposited.
- d) It is prohibited to introduce within MiCo, and to keep in the exhibition spaces, flammable substances, compressed or liquefied gas, caustic, corrosive or toxic substances, poisonous or irritant substances; Within the conference areas any type of work with heating and the presence of flames is prohibited. Exceptions are exhibited machines and plants for which there must be taken specific safety provisions in accordance with the applicable rules and with the specific offices of Fiera Milano Congressi. In special cases, where it is essential to use inert gases for



- practical demonstrations, at the request of the Exhibitor, Fiera Milano Congressi will examine the possibility of granting the use of said gas. The containers of these substances if products in exposition, may be exhibited empty;
- e) It is forbidden to introduce within MiCo and/or use in the exhibition areas, ionising radiation generating apparatuses (generators) or radioactive material, even if contained in equipment or devices in general. Exception is made for that equipment for which there is negligible activity, the concentration of radionuclides or the emission of radiation. The Exhibitor, and however the holder of such substances, must comply with the Legislative Decree 230/95, Legislative Decree 241/2000 and Legislative Decree 257/2001 in the times and in the manner set out. In this case, notification must be submitted to the competent authorities (Health Authorities, fire Brigade, the Labour Inspectorate, - ARPA Regional Environmental Protection Agency) at least 30 days prior to the introduction of the material in MiCo. Copy of the notification and of any other documentation must be promptly transmitted to Fiera Milano Congressi;
- f) it is prohibited to retain, within the exhibition spaces, empty packaging, printed and promotional material to an extent exceeding the normal daily needs;
- g) it is prohibited to use within the exhibition spaces ovens, electrical heaters or other similar electrical appliances;
- h) in the periods of set-up and dismantling, it is obligatory to carry out the immediate removal of packaging from the stands and the aisles, which can be used only temporarily for the loading/unloading of the material in the staging or for the products on display. Such temporary occupation should always be carried out in an orderly manner, so as not to make the aisles completely unusable. Fiera Milano Congressi reserves the right to intervene in the event of non-compliance with costs to be borne by the Exhibitor;
- i) it is forbidden to use the gaps between inner and outer walls of the stand and the areas below the raised platforms as a deposit of any type of material;
- j) the machines (circular saws, planers, drills, sanders, etc.) that are able to produce during the operation powders, chips, hazardous or annoying emissions of any nature must be equipped with a vacuum system and filters to prevent dispersion in the environment; the non-compliant machines must be kept off until their adaptation to the legal norms.
- k) at the end of each day of each of the phases of set-up - Event - dismantling, and in any case before leaving the exhibition space, the Exhibitor must always:
- switch off the circuit breakers that are part of his or her own electrical installation;
 - make sure that materials in ignition do not remain in the stand;
 - leave accessible all the premises, including those used for offices and meeting rooms, storage deposits or



closets, for inspection of the staff of the Security Service; alternatively a key to said premises must be given to Fiera Milano Congressi, to allow possible intervention in case of need;

- l) operations may not be carried out outside one's own exhibition space, also in order to avoid interference with the activities of other exhibition spaces, and undue occupations of the aisle is prohibited as well as the abandonment in MiCo of any waste material and or material from the set-up works is prohibited;
- m) smoking is prohibited within the exhibition halls and connected service areas (restaurants, bars, offices, conference rooms, etc.). In the external areas, no smoking is allowed in the vicinity of combustible materials and in places where the ban is indicated with specific signs;
- n) in the common areas inside the pavilions, during the hours of exposure, it is forbidden to circulate with any mechanical vehicles, even electric with or without motor (bicycles, quadricycles, Segway, etc.). In the external common areas, during the hours of the Event, the circulation of motorised mechanical vehicles of any kind, must always be authorised by Fiera Milano Congressi;
- o) it is possible to introduce in MiCo vehicles (cars/motorcycles) for exhibition purposes exclusively if the battery is detached and the fuel tank is empty;
- p) hydrants must be constantly visible and able to be used immediately. It should be noted that rendering unusable instruments for the extinction of a fire is a criminal offence pursuant to Art. 451 of the Italian Criminal Code. Any irregularities will be indicated to the competent authorities (Fire Brigade);
- q) the utilities boxes and installation derivations of any kind, present within the exhibition space, must be constantly accessible;
- r) the openable windows must remain manoeuvrable and the functionality of ventilation grilles and ventilation systems must be maintained;
- s) it is prohibited to have running radios during set-up and dismantling operations, in order to enable the listening of the service and safety announcements, by implantation of sound diffusion present in MiCo;
- t) it is forbidden to introduce dogs or other animals except cases in which these must participate in Events which concern them or carry out tasks that are socially useful;
- u) it is prohibited to use the private Wireless access points of individuals within the district;
- v) discharge in sewerage lines of waters derived from processing machinery and waste substances is prohibited.

5.10 Food smell and smoke

It is not permitted to cook your own food on your exhibition spaces in the MiCo.

5.11 Packaging and other materials



For handling operations within MiCo of the materials for the staging and the products for the event, the organisers and exhibitors should only contact the Official Freight Forwarder of EULAR which is available to provide any information, clarification and assistance with regard to shipments, the transport of materials and any possible customs operations.

The services requested from official shipping agent shall be borne by the Organiser / Exhibitor and are carried out according to times, modes, procedures and fees set by the Official Freight Forwarder.

For reasons related to safety, to the Organisers / Exhibitors and their fitters, it is prohibited to use within MiCo, forklift trucks, truck cranes, etc., belonging to them; for these needs they will have to resort to the Official Freight Forwarder of EULAR, to guarantee the strictest compliance with safety norms

Otherwise an immediate halt to the lifting means will be carried out and Fiera Milano Congressi can proceed as indicated in Article 10.

During the period of set-up and dismantling and during the Event, within the limits of availability and at pre-set rates, it is possible to take advantage of a rental service of hand trucks and portorage.

This service can be booked at the Official Freight Forwarder of Fiera Milano Congressi.

The Official Freight Forwarder is available for withdrawal, holding and the redelivery at the end of the Event of empty containers, according to the rates in force. The redelivery takes place on the basis of a programme that is prepared each individual time. Empty packaging not delivered to the Official Freight Forwarder will be removed and sent to Public Landfills, with charge the Exhibitor of the related costs.



5.12 Stand ceiling, construction, and decoration materials

Ceilings and continuous blind suspended ceilings are prohibited; the creation of false ceilings is allowed if it consists of:

- mesh fabrics with minimum mesh size equal to mm 2x2 properly tensioned,
- wood, metal, plaster, etc., making openings for the evacuation of smoke in the event of a fire, for a total of 1/100 of the surface of the stand. These openings may be of a size ranging between 0.25 sq. m and 0.30 sq. m and be evenly distributed over the whole area of the stand. Different configurations of the openings, always evenly distributed, must ensure the ratio of 1/100 of the surface of the stand already mentioned. It is possible to make openings for the discharge of the smoke by superimposing several levels of the elements of the false ceiling, always ensuring the ratio of 1/100 of the surface of the stand.
- in the configuration of the stand, there must not exist rooms closed by walls and ceilings that do not have openings for the evacuation of smoke. In any event, the Exhibitor is required as a preliminary step, to agree with MiCo on the type of structure that it intends upon making;
- the installation of illuminated signs, except where prohibited in the General Regulation, must be carried out in accordance with the norms in force regarding electrical installations;
- in each exhibition space there must be allowance for an adequate system of evacuation routes, such as to allow easy evacuation to the common aisles in case of emergency;
- if there are any furnishing or wall elements made of glass or mirrors that are full height, they have to be marked properly and protected against impact. The glass walls used must comply, for characteristics and installation system, to the norms in force.
- If the Organizer allows the implementation of continuous walls of delimitation, calculating the evacuation routes the rules as outlined in DM 10 March 1998 must be applied, taking into account that the trade fair activity is considered as an elevated fire risk.

The minimum size of each security exit must not be less than 1.20 m width and 2.10 m in height. Any doors that may be installed should open toward the aisle without invading it. The internal and external exits from the stand must be signalled by light box signs that are operated by independent power, visible in case of shut-down of the electrical installation of general lighting of the pavilion. Apart from the surface of the stand, any type of continuous boundary (showcases, flowerpots, machines and installations, chains, etc.) must be made in such a way as to guarantee an adequate system of evacuation routes from the same;

- the raised platforms of exhibition spaces that are accessible to the public, must ensure a flow of 5 kN/m² 510 kg/m²) of overload, in addition to the loads induced by any machines or equipment installed. The Exhibitor must



keep in the exhibition space at the disposal of the control bodies, the document for approval of the statics of the stand, signed by a qualified professional in Italy, of the platforms with a height greater than 0.30 m, if accessible to the public. The raised platforms must be connected to the floor of the pavilion, in the passages for the public, with steps of adequate rise and tread and with at least a ramp with a slope no greater than 8% in compliance with the norms on the elimination of architectural barriers. Each stand equipped with a raised platform must be accessible with at least one ramp. Steps or ramps should not encumber the paths of the public in the aisle; the corners of the platform should be rounded or protected; the height change must be clearly visible and marked by a colour change with respect to the floor. The perimeter should also be closed with the possibility of inspection for each side. The corners of the raised platforms present at the intersections of aisles must be protected to prevent that visitors might stumble.

- Any elements of the staging or the products exhibited, may not occupy, even partially, the area intended as an aisle;
- the boxes for user installations (electrical, telephone and service sockets, etc.) must be kept constantly accessible; such as phone and emergency services;
- the panels that border with another stand and the ceilings that can be observed from the top must be finished according to best practices, with electrical cables and the like embedded in specific canals.



5.13 Covered stands

As the halls have an automatic sprinkler system, there are limits to how exhibition stands can be covered.

All conditions regarding covering of stands and special areas, such as vehicles, tents, and containers, must be agreed with MiCo. MiCo reserves the right to prohibit the use of a covering if it conflicts with fire safety in the hall. Therefore, information about the type of covering, size and materials must be provided before the event.

If the fire safety conditions allow it, the stand may be covered, but coverings of more than 9m² should be constructed with water permeable materials. It is possible to construct a solid covering, such as wooden panels, as long as the total solid covering does not extend over more than 40% of the covered area.

If a solid covering of more than 9m², is used, the exhibitor will be obliged to install extra sprinklers on the stand. Sprinklers must be installed according to the requirements of the event location. The sprinkler system can be installed by MiCo, and a non-binding quotation for the work can be provided. Connection to main sprinkler pipes must always be undertaken MiCo.

5.14 Security

Allianz MiCo has security staff on-site 24 hours a day, and they can be reached at **+ 39 02 4997 7210 (in EMERGENCY only) at any time.**

Only Allianz MiCo security personnel may wear uniforms marked with “Security Guard” or “Guard” on the premises. It is up to each exhibitor to ensure adequate safety measures are undertaken to comply with regulations and minimise any risk of personal injury.

5.15 Accidents / first aid

The First Aid room is located on the first floor of the South Wing of MiCo. On request and subject to a fee it is possible to have a physician on duty as well as an ambulance service.



5.16 Emergencies

Anyone within the District can activate the emergency service, simply by calling the emergency number: from internal phones 7210 from other phones **+39 02 4342 7210**.

In case of need the call procedure is as follows:

- Indicate the place of the emergency: Pavilion, hall, floor, or level...
- Describe the type of emergency (fire - flooding - collapse...)
- Indicate the entity of the emergency (damage to buildings - people)
- Indicate if there are injured persons and if their number is known
- Information of the caller (last name - first name - any phone number).

As you communicate the emergency, the Operations Centre is now warning the teams of Emergency Interventions

WHO:

All persons present in the building with the exception of employees in Emergency Service.

WHEN: The order to evacuate is imparted by the coordinator for Emergencies. The visitors and the staff can leave the building, even in the absence of specific order, when they consider that they are in danger.

HOW:

- Keep calm.
- Follow the pre-defined evacuation routes, indicated, and highlighted in the exhibited plans.
- Avoid using the elevators and routes other than those indicated.
- Reaching the meeting points outside the building indicated in floor plans exhibited and identified by appropriate signs. Personnel must absolutely not move away from the areas of gathering.



6 EXHIBITION RULES

6.1 Work environment responsibility

Exhibitors assume responsibility for construction management and compliance with work environment rules and other applicable laws and regulations. Alternatively, a construction manager can be appointed for your stand or construction at the event.

MiCo and EULAR accept no liability whatsoever for construction design and construction responsibility unless a stand or other construction work is ordered directly from MiCo. In such cases, we guarantee compliance with relevant legislation and regulations.

Rubber mallets, dust extractors and climbing

Rubber mallets or similar should be used whenever possible to reduce noise levels during construction. Climbing on girders is strictly forbidden. Saws, grinders, polishers, or similar devices should be fitted with a dust extractor.

Safety inspection rounds

Representatives MiCo make regular safety inspection rounds before and during events to minimise the risk of injury or damage and to ensure the highest levels of safety. Any issues raised during an inspection must be remedied immediately. An exhibitor will be billed for any costs arising because of any safety issues.

Safety shoes

According to the Italian Work Environment Authority, the use of safety shoes is mandatory in areas where trucks may be in use. These rules apply at the production areas at MiCo, during installation and dismantling of exhibition stands. The employer is responsible for complying with the rules, meaning that you as an exhibitor or stand builder is responsible for your staff wearing safety shoes. The safety shoes must have a toecap and a closed heel and be of minimum protection class level S1.

6.2 Stand construction

In the stand's project design, the Exhibitor is obliged to comply with the following provisions:

- all the norms relative to the design and construction, where applicable, referring to any type of structure and/or material used for the construction of the stand.
- all the rules relevant to the elimination of architectural barriers.
- all the material to be used for the exhibition (dividers, backgrounds, various structures, platforms, trims, fabrics, curtains, suspended ceilings, etc.), if not fireproof, must be flame retardant at the origin or materials which have been fire proofed and classified according to the provisions of the Decree of the Ministry of the Interior on 26/6/84 and subsequent amendments and supplements.



That is, for the materials classified as construction products of European class equivalent to the terms of the decree of the Ministry of the Interior on 15 March 2005 integrated with the changes introduced by the Ministerial Decree 16/02/2009.

Therefore, the materials, in relation to their use, should respond to the following classes of reaction to fire:

Class 1 - materials which are likely to catch fire on both sides, curtains, ceiling covering;

Class 2 - floors, walls, platforms, raised floors, panels for partition walls, inclusive of any coatings.

All the materials of construction should be installed in strict compliance with the requirements in their certificate of conformance to standards issued by the Ministry of the Interior. It is prohibited to use, since they are not fireproof, plastic materials that are not fire retardant at their origin including, laths, mats, grates, articles made of cardboard and derivatives, curtains consisting of thin wood strips (blinds type) or similar.

On the articles that are not fire retardant at the origin it is mandatory to proceed with specific treatments with flame retardant products. Such treatment must be performed before the introduction of materials in the stands at MiCo.

The introduction and use in MiCo of staging materials is permitted only on the condition that they are accompanied by regular documentation certifying their class of reaction to fire.

The Exhibitor that has received the SICU Form complete with its annexes, must fill it out and send the required ones in advance prior to the start of the event, and upon completion of the installation, the rest of the annexes of the SICU Form must be given in their original to the Exhibitor Service Desk of Fiera Milano Congressi SpA.

For information regarding the above form, the characteristics of the reaction to fire of the materials and the certification to produce, the Exhibitor may call upon the Security Service of Fiera Milano Congressi SpA.

- The maximum measures of height defined and laid down in the General Regulation or in other communications related to the specific event must be observed.
- It is not allowed to make channels or grooves in the floor or walls to flush cables or pipes; the walls, ceilings, the structures and technical installations of the pavilions may not be used in the anchoring of staging elements that must, in any case, be self-supporting; moreover, it is not allowed to paint, with any type of paint, floors, walls, ceilings and any other installation of MiCo;
- the material used for the exhibition must be composed of elements that are pre-arranged and finished, in such a way as to allow "in loco" operations of simple assembly and final touch-up; any elements of the staging or the exhibited products may not occupy, even partially, the area intended as an aisle, evacuation or access route;



- fixing to the floor's coverings such as carpeting, linoleum, parquet or the like, is allowed only by using double-sided adhesive tape for easy removal, and only a type that does not leave residue on the floor;
- ceilings and continuous blind suspended ceilings are prohibited; the creation of false ceilings is allowed if it consists of:
 - mesh fabrics with minimum mesh size equal to mm 2x2 properly tensioned
 - wood, metal, plaster, etc., making openings for the evacuation of smoke in the event of a fire, for a total of 1/100 of the surface of the stand. These openings may be of a size ranging between 0.25 sq. m and 0.30 sq. m and be evenly distributed over the whole area of the stand. Different configurations of the openings, always evenly distributed, must ensure the ratio of 1/100 of the surface of the stand already mentioned.

It is possible to make openings for the discharge of the smoke by superimposing several levels of the elements of the false ceiling, always ensuring the ratio of 1/100 of the surface of the stand.
- in the configuration of the stand, there must not exist rooms closed by walls and ceilings that do not have openings for the evacuation of smoke. In any event, the Exhibitor is required as a preliminary step, to agree with MiCo on the type of structure that it intends upon making;
- the installation of illuminated signs, except where prohibited in the General Regulation, must be carried out in accordance with the norms in force regarding electrical installations;
- in each exhibition space there must be allowance for an adequate system of evacuation routes, such as to allow easy evacuation to the common aisles in case of emergency;
- if there are any furnishing or wall elements made of glass or mirrors that are full height, they have to be marked properly and protected against impact. The glass walls used must comply, for characteristics and installation system, to the norms in force.
- If the Organizer allows the implementation of continuous walls of delimitation, calculating the evacuation routes the rules as outlined in DM 10 March 1998 must be applied, taking into account that the trade fair activity is considered as an elevated fire risk.

The minimum size of each security exit must not be less than 1.20 m width and 2.10 m in height. Any doors that may be installed should open toward the aisle without invading it. The internal and external exits from the stand must be signalled by light box signs that are operated by independent power, visible in case of shut-down of the electrical installation of general lighting of the pavilion. Apart from the surface of the stand, any type of continuous boundary (showcases, flowerpots, machines and installations, chains, etc.) must be made in such a way as to guarantee an adequate system of



evacuation routes from the same;

- the raised platforms of exhibition spaces that are accessible to the public, must ensure a flow of 5 kN/m² 510 kg/m²) of overload, in addition to the loads induced by any machines or equipment installed. The Exhibitor must keep in the exhibition space at the disposal of the control bodies, the document for approval of the statics of the stand, signed by a qualified professional in Italy, of the platforms with a height greater than 0.30 m , if accessible to the public. The raised platforms must be connected to the floor of the pavilion, in the passages for the public, with steps of adequate rise and tread and with at least a ramp with a slope no greater than 8% in compliance with the norms on the elimination of architectural barriers. Each stand equipped with a raised platform must be accessible with at least one ramp. Steps or ramps should not encumber the paths of the public in the aisle; the corners of the platform should be rounded or protected; the height change must be clearly visible and marked by a colour change with respect to the floor. The perimeter should also be closed with the possibility of inspection for each side. The corners of the raised platforms present at the intersections of aisles must be protected to prevent that visitors might stumble.
- Any elements of the staging or the products exhibited, may not occupy, even partially, the area intended as an aisle;
- the boxes for user installations (electrical, telephone and service sockets, etc.) must be kept constantly accessible; such as phone and emergency services;
- the panels that border with another stand and the ceilings that can be observed from the top must be finished according to best practices, with electrical cables and the like embedded in specific canals.

Building Height

The general building height allowed at the EULAR 2023 Congress are:

Hall North level 0 (Exhibition) – **5.0m**

Hall North level 1 (Balcony) – **4.0m**

Hall North level 2 (Hospitality suite) – **5.0m**

Please note that the maximum stand building height is 5 m.

Height exposure may not obstruct other exhibitors, must be safe and may not present any other practical obstacles. If the directives regarding height exposure and/or information to your neighbouring stands (see above section) have not been followed, the Exhibition Organiser will make adjustments that your company will be charged for. The Exhibition Organiser



also reserves the right to demand dismantling of your stand. Height exposure will be charged according to the price list.

Rigging

Rigging is not allowed in the exhibition halls. See the [EULAR Code of Practice](#) under the [EULAR 2023 Partnership and Investment Resources](#).

Pillar Branding Construction

Pillars can be branded if permission has been obtained from the organisers. The measurements for the pillar branding are as following:

L: 300 cm B: 300 cm

the height varies from hall to location.

North level 0 front (closest to escalator): 6.5 m

North level 0 middle (the middle line): 7.5 m

North level 0 back (closest to catering): 8.5 m

Every pillars needs to be covered in 300cm by 300cm panels by the exhibitors that can be branded according to his wishes.

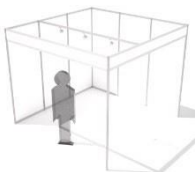
This can either be done by the company itself or the MiCo.

Every pillar needs to have a door that allows access to the pillar. Fire safety equipment cannot be covered.

Please note that we will take a look at every individual pillar with you and that there could be some limitations.

6.3 Booth services

WITH BASIC STAND CONSTRUCTION, including:



Your shell scheme booth (3m x 3m; 9sqm) will include: Floor space, Shell scheme, Basic electrical connection and Fascia board

Additional packages like: Basic lighting, Basic carpet [Mandatory] and other products & services are available for bookings



at [OBS](#).

WITHOUT BASIC STAND CONSTRUCTION, including:



Floor space only – clearly marked with tape

If any changes to the basic stand construction are required, please adjust in the OBS, where it is possible to search for “remove” and “cancel”. Please note that there will be a charge of EUR 32,97 per sqm if cancellation of construction is ordered after the deadline, when MiCo has commenced the stand construction.



6.4 Build-up

Consumption of alcohol and drugs on the premises during build-up and dismantling is prohibited.

Time for stand construction / dismantling

The halls are usually open from 8:00 – 22:00 for installation work up to the day before the event, unless otherwise stated. The day before the event, all building work and all transport with forklifts must be completed no later than 16:00. After 16:00 we will only remove empty packaging materials for storage. This must be marked with special labels, which can be picked up at the Exhibitor Service Desk. We cannot take responsibility for any property left in the packaging.

Any proven need for limited extensions of the schedules provided in the set-up and dismantling phases must be requested directly from Fiera Milano Congressi through the Exhibitor Services Website.

The request must be made within 16:00 of the day to which the extension refers to Fiera Milano Congressi, that gives confirmation of the authorisation within an hour of the request.

The Organiser / Exhibitor cannot carry out operations of preparation that do not have advance authorisation from Fiera Milano Congressi. In the case of unauthorised permanence within the exhibition space after closing time, Fiera Milano Congressi will adopt in each instance all the initiatives that it considers appropriate or necessary, even for the purposes of security, and to the defaulting Organiser / Exhibitor will be applied the penalties set out in Article 9 maintaining the right to compensation for any possible damage.

Keep aisles free of obstruction

We start laying the carpet runners in the halls at 16:00 on the day before the event starts. Personnel may still be in the stand after 16:00, but all goods and other items must be removed from the aisles. We have the right to remove any remaining items and store them at your expense.



Goods transport during the event

For safety reasons, during an ongoing event, goods may only be transported one hour before the event opens. Otherwise, only lighter goods may be brought in. Please contact Merkur Logistics for further details.

Dismantling

Dismantling of stands can begin as soon as indicated on the section Dismantling of booths under the section Key information on this document. However, personnel should remain within their own exhibit space until the carpet runners have been removed and stored goods and empty packaging materials have been brought to the hall. This will ensure that the dismantling process proceeds as smoothly as possible for everyone. It will then be possible to access loading bays as instructed by Merkur Logistics' staff.

Dismantled materials will be carried out to the loading bays in Zone E. Contact the staff of Merkur Logistics when ready to remove your belongings. You may not drive or wheel your own vehicles, trailers, or cars into the halls.

Storing any materials in surrounding stands or in marked transport gangways is not permitted. Consumption of alcohol on the premises during dismantling is prohibited.

WASTE/PACKAGING DISPOSAL DURING THE SET-UP AND DISMANTLING

The exhibitor / Organizer and his appointees are jointly and severally liable for the proper disposal of waste products within the exhibition area assigned, ensuring that all of the provisions and the directives on the protection of the environment, the production and waste disposal are also complied with from companies that operate on its behalf. It is forbidden to leave any type of waste material in common spaces (aisles, loading bays, etc.).

Waste must be removed daily, providing for the disposal in compliance with the laws in force.

The collection, possession, transportation, storage, and disposal of waste must be carried out in compliance with Legislative Decree n. 152 of 2006 and subsequent amendments and supplements.

Uncontrolled storage and/or dumping of waste is prohibited by law and constitutes a criminal offence.

If necessary, Fiera Milano Congressi will notify the competent authorities.



Leftover materials

All goods that will be picked up by a transport company must be marked. Packed goods (pallets, boxes etc.) left on the stand after dismantling hours will be removed by Merkur Logistics

6.5 Submission of exhibition stand

Every exhibitor must submit an exact statement of the dimensions of their stand as well as plans and descriptions of the stand. **Deadline: 21 April 2023.**

These drawings must clearly indicate, in English, the planned layout, any equipment and furnishing of the stand, including any signage and visuals. The location of power outlets, electricity cables, moving parts, details of raised floors, any water, telephone, and ventilation installations must also be indicated. Please supply:

- a scaled top-view drawing
- a scaled side-view drawing
- a three-dimensional drawing (or photograph)
- a description of the design with the materials used
- fire safety certificates of the construction materials

Indicating the various heights and the open spaces will, in principle, be sufficient. If any special construction is planned (information towers, moving parts, etc.), additional information will have to be submitted.

Technical plans

Booth plans with the detailed location of utility connections (electricity / internet etc.) must be sent to the EULAR CONGRESS SYSTEM – EXHIBITION SERVICES (exhibitionservices@eular.org).

Deadline for submission of booth and technical plans to the Exhibition Organiser in min. scale 1:200 / 1:100 is **21 April 2023.**



7 TECHNICAL INFORMATION

7.1 Power and Electricity

Power

24-hour power will be available from the first day of stand construction up to and including the day after the end of the exhibition at 12:00. If a power connection is required for longer, this can be arranged.

MiCo provides electrical energy with the same characteristics with which it is supplied by distributors. Electricity supply is through TN-S installation with three-phase distribution at nominal voltage of 400 V (tolerance of +/- 10 %), 3F+N+PE, or single-phase nominal voltage of 230 V (tolerance +/- 10%) 1F+N+PE, frequency 50 Hz (tolerance +/- 1%).

Electrical installations

The network of power for the supply of exhibition spaces is constituted, depending on the area or the level used by the energy distribution boxes equipped with valved switches installed on pillars/walls or CEE Sockets (IEC EN 60309-1-2, IEC 60309-1-2) at:

- 32 A - 400 V 3P+N+PE
- 63 A - 400 V 3P+N+PE
- 63 A - 400 V 3P+N+PE + pilot contact (only for well sockets)

The type and amount of the energy retrieval points available for the exhibition space, can be deduced by planimetric extracts sent to the Organiser / Exhibitor by MiCo.

Each outlet for power supply of the exhibition space can deliver up to a maximum of 18 Kw at 400 V three-phase.

For great amounts of power, consistent with the type and quantity of the outlet points available to users in the area of interest and upon technical verification performed by Fiera Milano Congressi, the following solutions may also be proposed:

- Distribution of the total power required on more than one energy outlet.
- Execution of additional autonomous lines, following a request to be carried out at least 10 days before the start of the set-up.

The installation will be performed by Fiera Milano Congressi after the acceptance of the estimate by the applicant through the Exhibitor Services Website. For machines with motors having power greater than 15 Kw, ignition is mandatory by means of a device that limits the intensity of the current at the start.



The network service outlets for electrical energy are composed of outlets located in various points of each area or exhibition level, to be installed on pillars or walls, with the characteristics indicated below:

- MiCo North Wing

Panels with wall/pillar outlets equipped with:

n. 2 divalent outlets 2P+PE 230 V of 10/16 A (IEC 23-50, IEC 60884-1) n. 1 outlet 2P+PE of 10/16 A (IEC 23-50, IEC 884-1)

- MiCo South Wing

Panels with wall/pillar outlets equipped with:

- n. 2 divalent outlets 2P+PE 220 V 16 A (IEC 23-50, IEC 60884-1) n. 1 outlet EEC of 16 A - 400 V 3P+N+PE Panels with wall/pillar outlets equipped with: n. 1 outlet EEC of 32 A - 400 V 3P+N+PE
- n. 1 outlet EEC of 16 A - 400 V 3P+N+PE
- n. 1 outlet EEC of 16 A - 230 V 3P+N+PE

The service electrical outlets can be used by the Exhibitor and fitters only during the periods of set-up and dismantling, for work requiring the use of small power tools.

The use of these outlets must not be considered exclusive nor continuous, and is prohibited during the Event.

7.2 Internet Access

Each Exhibitor must declare to which electromagnetic legislation he or she responds to (ETSI EN xxxx) the equipment that will be turned on and used in his or her booth, in order not to generate destructive interferences for the Wi-Fi signal and internal radio communications.

The Wi-Fi system of Fiera Milano Congressi responds to DFS standard (normative references ETSI EN 301 893 V 1.3.1 (2005-08) Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN; Harmonised EN covering essential requirements of article 3.2 of the R&TTE Directive) in terms of response to any radar signals, therefore the exhibitors must pay attention to radiation in the 5 Ghz band generated by equipment in their possession.

Exhibitors are not allowed to use personal Hot-Spot Wi-Fi (Access Points, ad hoc networks, Tablet or Smartphone used as 3G/4G hot-spots) if not after having obtained specific authorisation. The massive use of these wireless hot-spots affects the use of the channels in the 2.4 Ghz and 5 Ghz radio bands, to the detriment of all congress users.



Fiera Milano Congressi is authorised to use the IDS/IPS (Intrusion Detection/Intrusion Protection System) function on its own Wi-Fi system in order to limit and isolate "rogue" or unauthorised Access Points, in order to ensure the safety of the Wi-Fi network and connections of congress users.

7.3 Food and drink

Compass Group Italia Spa is the company that exclusively handles the catering service within MiCo, offering a wide and versatile range of products, services and menus.

Through the Exhibitor Services Website, you can organise personal and private catering services (breakfast, coffee breaks, lunches) within the meeting halls or in the exhibition spaces themselves or the simple supply of food and drink, and the assistance of coffee machines or water dispensers.

During the steps of set-up and dismantling no type of permanent catering service is provided, which can be activated under different operating modes, based on the needs of the client.

The introduction of alcoholic beverages is not allowed within MiCO.

The Organisers / Exhibitors who wish to organise a refreshment point in which there is the service of administration of food or drink, including possibly its production, must submit the Certified Indication of Start of Activity (CCIA ex DIAP) for the purposes of Regional Laws 1/2007 and 33/2009, of the DGR 4502/2007, 6919/2008 and 8547/2008 and the Legislative Decree 78/2010.

If the Organiser / Exhibitor entrusts the service to a catering company, he or she is considered as directly responsible regarding authorisations/certifications that the catering company is required to have pursuant to law for the execution of the service.

7.4 Waste

Sustainable waste management

Each exhibitor will have to in-charge of your own waste. Either you find your own Italian waste management company to take care of your waste, or you will have to bring back your own waste. This is an Italian rule which is to be implemented country-wide.



For a list of Italian waste management companies, please email exhibitionservices@eular.org.

Waste management services includes the removal of waste during build up and dismantling as well as during the event days. Additionally, the initial cleaning of your booth before the official start is included but not during event days.

The exhibitor / organizer and his appointees are jointly and severally liable for the proper disposal of waste products within the exhibition area assigned, ensuring that all of the provisions and the directives on the protection of the environment, the production and waste disposal are also complied with from companies that operate on its behalf. It is forbidden to leave any type of waste material in common spaces (aisles, loading bays, etc.).

Waste must be removed daily, providing for the disposal in compliance with the laws in force.

The collection, possession, transportation, storage and disposal of waste must be carried out in compliance with Legislative Decree n. 152 of 2006 and subsequent amendments and supplements.

Uncontrolled storage and/or dumping of waste is prohibited by law and constitutes a criminal offence. If necessary, Fiera Milano Congressi will notify the competent authorities.



7.5 Cleaning

Cleaning of exhibition stands - including once vacuuming before the start of the exhibition, emptying of waste bins and removal of waste bags every day - is included as a service at extra cost in the OBS system for booking.

Exhibitors are kindly asked to place full bags of refuse in the corridors for removal at the end of each day.

Any materials left behind by exhibitors / customers will be treated as waste and disposed of at the exhibitor's / customer's expense regardless of their value.

Daily cleaning of your booth can be ordered via the [OBS](#) System.

8 TRANSPORT AND LOGISTICS

Merkur Expo Logistics is the Official Forwarder, Customs Clearance Agent and Handling Agent for EULAR 2023.

For reasons of safety and time concerns, no other contractor will be permitted to handle the loading into the venue. The range of services provided by Merkur Expo Logistics includes:

Transport, national or international:

- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time-slot management
- Unloading and delivery to exhibition stands with a forklift truck
- Storage of empty packaging and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

Contact Details:

For all international exhibitors or suppliers: Merkur Expo Logistics

Contact person: Bernd Blum

Tel: +49 6173 966 95 11

Email: Bernd.Blum@Merkur-expo.com



8.1 Consigning of shipments and deadlines for road freight

Fully Loaded Trucks / Partially Loaded Trucks

Scheduled Unloading and Reloading

Due to limited space at the venue and the tight time-schedule all unloading operations will be undertaken by Merkur Expo Logistics. Trucks must leave the unloading area immediately after unloading is completed.

All vehicles must arrive within their pre-arranged time for unloading. Please request your preferred unloading timeslot by sending the [Freight & Loading Form](#) **19 May 2023**. This form may also be used to request freight services from Merkur Expo Logistics.

Click to download the [Merkur Expo Logistics - Freight, clearing, loading form](#)

Unloading timeslots will be assigned until 22 May 2023. Please dispatch trucks to arrive within the prearranged timeslot.

Delivery address:

MiCo - Milano Congressi

GATE 13, Via Gattamelata, I - 20149 Milan

Trucks arriving after their unloading time will have to wait until the next free timeslot is available. It is also possible that waiting time may occur for which Merkur Expo Logistics cannot be held responsible.



8.2 Groupage / Courier shipments

All exhibition materials / shipments, excluding full loads of stand-materials, must make use of the advance receiving warehouse.

International shipments will be accepted by the advance receiving warehouse until **19 May 2023**.

Please consign your shipment to

Merkur Expo Logistics Address:

Josef-Bautz-Straße 17 – 23 D - 63457 Hanau

c/o EULAR 2023

Exhibitor: Booth No.:

Air freight / Ocean freight

Consigning Address for AWB and B/L

This is not a delivery address:

Merkur Expo Logistics Rheinstr. 2

D – 65760 Eschborn c/o EULAR 2023

8.3 Customs clearance (applicable for non-EU-countries only)

Temporary entries (goods returning to origin after the show):

- Carnet ATA for temporary imports
- Packing list

Please use Carnet ATA only. All exhibition materials entered under temporary importation are subject to control and examination by German customs for Inward and Outward movements. Goods under temporary bond cannot be sold during the show, any sale operation must be reported to German Customs Authorities, otherwise heavy penalties might incur. Please contact us if you intend to sell any temporarily imported goods.



Permanent entries (goods to be consumed during the show):

We can clear any consumables such as brochures, giveaways, and other promotional materials.

- 3 Originals of Proforma Invoice / packing List in English, showing: No. of units

weights / sizes / total no. of boxes / values / full description of items in English, including serial number, model, and customs code nr. (Brussels Nomenclature)

- Please issue separate Invoices and separate packing for Temporary Importation (Exhibits) and Permanent Importation (Consumables & advertising material).

Proforma-Invoices must be addressed to: Merkur Expo Logistics, c/o EULAR 2023 Certificate of Origin (Form A / EUR.1) if applicable.

Temporary & permanent materials must be packed separately, in different boxes.

Restricted products:

The following products are restricted and have special requirements and health certificates:

- Pharmaceutical products
- Any kind of food or beverages

If food is to be shipped from a non-EU country, please contact us at least four weeks prior to the opening of the congress.

8.4 Labelling (Bag Inserts / Stand Materials)

All shipments to our advance receiving warehouse must be marked with an appropriate label, which can be found attached to this manual. Please do not use any other labels than those attached.

Click to download:

[Bag Insert Label](#)

[Exhibition Material Label](#)

8.5 Shipping advice

Merkur Expo Logistics needs to be informed about all shipments to EULAR 2023. Please send us all relevant shipping-details (carrier, AWB-No) as soon as possible.



8.6 Storage

Empty packaging materials

Empty boxes and packing material will be collected and safely stored during the show. All boxes should be strong enough to be unpacked and reused after the end of the congress. Empty packaging will be stored outside the congress centre and will not be accessible after collection.

Merkur Expo Logistics cannot be held responsible for any property that is damaged or lost from this packaging.

Accessible Storage

If you require accessible storage of any promotional materials, please let us know seven days before the start of the congress. Small quantities of storage material can be handed over to our on-site staff.

8.7 Insurance

We strongly recommend that all exhibitors arrange insurance coverage to include transit of materials to and from the exhibition, whilst on display and in storage. Please note that Merkur Expo Logistics do not provide insurance unless asked to do so in writing. Please note that it is the exhibitors' responsibility to ensure that if any property is left on the stand, adequate security measures are taken. Merkur Expo Logistics is not liable for any losses, theft, or pilferage.

8.8 Basic conditions of contract

All services will be billed according to the official EULAR 2023 Forwarding & Handling Tariff.

All work undertaken is subject to the German Forwarders Terms and Conditions, CMR, newest edition, ADSp trading terms and conditions latest edition and the Merkur Expo Logistics liability policy, in conjunction with the conditions and rates for trade fair transportation.

The liability of Merkur Expo Logistics ceases with delivery and commences with collection of freight at the exhibition stand. It is the exhibitor's responsibility to ensure the security of materials until collected from the stand by Merkur Expo Logistics.

No unauthorised credit will be accepted. Our invoices will be due immediately after issuance without any further notice. Customers not known to us or with whom we have not agreed any terms of payment, will be asked to pay our expenses before the event starts or on-site during the event and before return shipping of their exhibits.



8.9 Handling rates EULAR 2023

Air freight

From arrival at Frankfurt Airport to delivery at the event location (Minimum per shipment 330 kg)

Minimum per shipment	EUR 395.00
Up to 250 kg	EUR 2.85/ per kg
Up to 400 kg	EUR 2.00/ per kg
Up to 600 kg	EUR 1.85/ per kg
Up to 800 kg	EUR 1.75/ per kg
Above 800 kg	Please ask for rate

Airport taxes, storage, fees etc. will be calculated per outlay

Min. 125,00 EUR + 10% for prepayment

Handling via advanced warehouse

From arrival at Hanau – Germany to delivery at the event location including intermediate storage (customs cleared goods)

Shipment up to 50 kg	EUR 145.00
Up to 100 kg	EUR 195.00
Above 100 Kg, Per each 100 Kg or part off	EUR 38.00

Direct delivery to venue

From arrival at the venue to delivery at the stand location

Shipment up to 50 kg	EUR 125.00
Up to 100 Kg	EUR 195.00
Above 100 Kg Per each 100 Kg or part off	EUR 38.00
Truck 7.5t / 12 to	EUR 550.00
Truck 13.6 M	EUR 1,050.00



Other charges

Customs Inspection As per outlay +10% per payment m/m EUR 95,00

Storage

Handling of empties per started cubic meter and packaging unit EUR 95.00 / CBM
 (Min 2 CBM)

Full goods storage per started cubic meter and packaging unit EUR 110.00 / CBM
 (Min 2 CBM)

Forwarding commission – per invoice EUR 75.00

On-site representative for service / support EUR 85.00

Customs formalities

Temporary importation on Carnet ATA, per shipment / document EUR 105.00

Temporary importation

Temporary importation on Commercial Invoice, per shipment / document EUR 195.00

For each customs tariff code EUR 25.00

Customs Bond Fee 1.75% CIF Value or Minimum EUR 85.00

Export document / t1 EUR 65.00

Permanent importation

Per shipment / per document / per exhibitor EUR 195.00

For each customs tariff code EUR 25.00

Duties & Taxes as per outlay. Fees for advanced payment of duty & tax + 10% for prepayment

Special clearance (food, beverages, pharmaceuticals, restricted products etc.) on request

Same rates apply for outbound services.



Surcharges

- 1 CBM= 330 KG , 1 LDM =4 CBM
- Air freight 1CBM = 167 KG
- The above rates do not include local VAT that will be charged where applicable.
- The above rates are for services provided from Mon – Fri, 08:00 – 17:00
- Overtime surcharge (17:00 – 22:00) – additional 50% on total move in/out charges.
- Overtime surcharge (22:00 – 08:00) – additional 75% on total move in/out charges.
- Saturday surcharge additional 75% on total move in/out charges.
- Sunday & Holidays – additional 100 % on total move in/out charges
- Diesel-Floater, currently 6 % (excluding customs service)

Orders and instructions for forwarding services on a fair and/or exhibition ground are accepted by Merkur Expo Logistics GmbH primarily according to the special forwarding conditions for that particular fair and/or exhibition and supplementary on the basis of the Allgemeine Deutsche Spediteurbedingungen 2016 („ADSp 2016“) (German Freight Forwarders' General Terms and Conditions 2016). These ADSp 2016 are also applicable for other Forwarding Services with following alteration: In case of a freight forwarding contract which is subject to a variety of transport means and includes carriage of goods by sea Article 22.4. is deleted as well as the reference “equivalent to Article 22.4.” in Article 23.1.2.. The ADSp 2016 are further limiting the statutory limit of liability contained in Section 431 of the German Commercial Code (HGB) of 8,33 Special Drawing Right per kilogram (SDR/kg) to € 1 Million per claim or to € 2 Million per event respectively to 2 SDR/kg whatever may be higher. In case of multimodal transit with a leg by sea the liability is limited to 2 SDR/kg in general. [Link to the ADSp 2016 in English version](#)



9 OTHER INFORMATION

9.1 Getting to the congress venue

Metro

The centre of Milan (e.g. Duomo di Milano) is just a few minutes away via metro.

M1 (Red Line): this Metro line runs from Sesto San Giovanni to Bisceglie and Rho Fieramilano . The Metro station “Amendola” is a short walk (700m) from the Entrance 2 from MiCo.

M5 (Purple Line): this Metro line runs from Bignani to/from San Siro Stadio . The Metro station “Domodossola” is a short walk (600m) from the Entrance 16 and station “Portello” is a short walk (200m) from Entrance 2 from MiCo.

More information at [Metropolitana di Milano - Home - Metropolitana di Milano](#)

By taxi:

A taxi from/to MiCo to the city centre costs about EUR 15-30, depending of traffic.

Transfer to / from airport

The city of Milan has 2 international airports, which offers a wide variety of international flights every day.

By taxi:

Milan Malpensa Airport: between 40 – 60 minutes in a taxi, depending on the traffic (fixed rate EUR106).

Milan Linate Airport: between 40 – 50 minutes in a taxi, depending on the traffic (approx. rate EUR 40/50).

By Transport:

Train Malpensa Express: from Malpensa Airport to Garibaldi Station and then underground M5 (Purple Line) in direction San Siro Stadio and stop at Domodossola.

Transfer to / from Train station

The main train central station offers as well international connections.

By taxi:

Milano Centrale Train Station: between 25 – 40 minutes in a taxi, depending on the traffic (approx. rate EUR 15/25).

By transport:

M2 (Green Line): in direction Assago/Abbiategrasso to Garibaldi Station and here you switch to M5 (Purple Line) in direction San Siro Stadio and stop at Dommodossola.