



**Fiera Roma, Rome, Italy**

**WELCOME**

Dear Exhibitor, welcome to ECOC 2018. We hope you have a successful show and an enjoyable time in the city of Rome.

Please find below information to help you throughout the duration of the Exhibition. If you have any problems or queries, please feel free to come and see us in at the Organisers Service Desk located on the mezzanine of the exhibition hall 3.

**VENUE ADDRESS:**

The Fiera Roma  
Viale Alexandre Gustave Eiffel 79 (North Entrance)  
00148, Rome  
Italy  
**T:** +39 06 65 074 200  
**W:** <http://www.fieraroma.it/en/>

The exhibition will take place in Hall 3

**BUILD UP TIMES:**

Friday	21 <sup>st</sup> September	0800 – 2200	SPACE ONLY
Saturday	22 <sup>nd</sup> September	0800 – 2200	SPACE ONLY
Sunday	23 <sup>rd</sup> September	0800 – 2100	SHELL AND SPACE

**PLEASE NOTE:** On Sunday 23<sup>rd</sup> September, the aisles must be clear by 1400, building on your stand can commence until 2200 but only within the perimeter of your stand.

If you wish to have additional build up time, please see the cost below. The costs shown are per company per hour

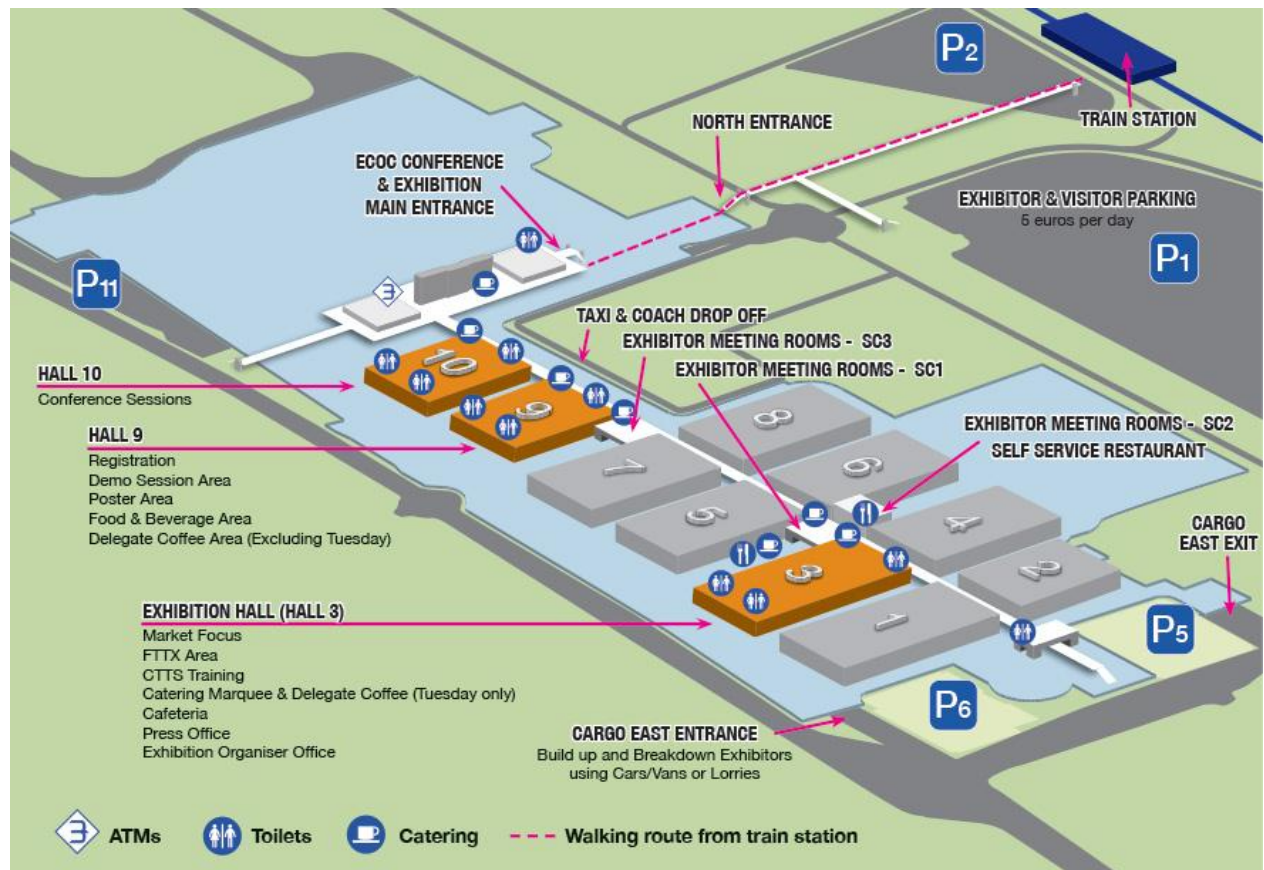
EURO 110.00/ HOUR FROM 10 PM TO MIDNIGHT  
EURO 140.00/ HOUR AFTER MIDNIGHT

If you do need to book additional time, then please can you contact us directly and we will arrange this with the Fiera. The Fiera will invoice you directly for this service not us the Organisers. The hours **cannot be extended on Sunday 23<sup>rd</sup> September**, this is the last day of build and all stands must be finished and complete by 9pm otherwise the carpet and the cleaning will be delayed for show opening the next day. If the times are exceeded and you have not built the stand in the given time we the Organisers will enforce a substantial fine. This could also affect future ECOC events and we the have the right to refuse entry in the future for stand contactors that disregard our timetable and regulations stated in the online manual.

### EXHIBITION TIMES:

Monday	24 <sup>th</sup> September	0930 – 1700
Tuesday	25 <sup>th</sup> September	0930 – 1700
Wednesday	26 <sup>th</sup> September	0930 – 1600

**Please note:** Exhibitors can ONLY access the halls from 0800 each morning during the exhibition days and can only remain until 17.30 on Monday and Tuesday when the hall will then be closed. Exhibitors must remain within their own stand area and are not permitted to walk around the exhibition before the show opens.



### BREAKDOWN:

Wednesday 26<sup>th</sup> September

1600 - 1630 Hand carried items only whilst return of empties/crates commence by official contractor GT Exhibitions

1630 - 2400 Loading doors open for all other contractors/empties. The return of the empty cases will commence after the exhibition has closed. Vehicles with empty packaging, not stored through the official handling contractor will not have access to load until approximately 17.00. Items may be carried out of the hall to your vehicle.

Thursday 27<sup>th</sup> September 0800 - 1500

## **IMPORTANT INFORMATION**

ALL CONTRACTORS MUST BE IN POSSESSION OF THE OFFICIAL CONTRACTOR BADGE ISSUED BY THE VENUE FOR BUILD-UP AND BREAK OTHERWISE ENTRY WILL BE REFUSED. PLEASE NOTE NO CONTRACTOR MAY ENTER THE HALL UNTIL THE OFFICIAL BUILD AND BREAK TIMES AND ARE STRICTLY NOT ALLOWED IN THE HALL DURING THE EVENT.

**WE RECOMMEND THAT YOU DO NOT MAKE TRAVEL ARRANGEMENTS IMMEDIATELY AFTER THE CLOSE OF THE EXHIBITION. ITEMS MAY BE CARRIED OUT OF THE HALL TO YOUR VEHICLE. ARRANGEMENTS FOR OUTBOUND SHIPMENTS SHOULD BE MADE WITH OUR FREIGHT FORWARDING CONTRACTOR, GT EXHIBITIONS (REFER TO HANDLING OF EXHIBITS FOR FURTHER INFORMATION).**

Safety shoes or similar footwear must be worn for build-up and breakdown, this is a mandatory regulation at the venue and must be adhered to. Hard hats are required if you are working at height on space only stands. This equipment cannot be purchased at the venue and must be provided by you the exhibitor/contractor. The organiser has the authority to stop any person from working in the hall if these rules are not followed. Please inform your contractor.

**IMPORTANT INFORMATION: Any exhibitors breaking down or packing exhibits before the official closing time of 1600hrs on Wednesday 26<sup>TH</sup> September will forfeit priority ranking booking slots for the following year. Under no circumstances are stand builders allowed into the hall for breakdown before 16.00.**

Under no circumstances will exhibitors, their agents be allowed to remain on site after the stated times. A penalty charge will be enforced if necessary. During the dismantling venue cannot be held responsible for loss or damage to personal belongings and/or stand materials. We therefore kindly request that you remove any personal belongings and/or materials on Wednesday 26th September within 1 hour after the closing of the show. After this time, we will start dismantling the stands.

## **ACCESS DURING BUILD-UP, EXHIBITION AND BREAKDOWN:**

East Cargo Entrance  
Viale Alexandre Gustave Eiffel, 50  
00148 Rome  
Italy

### **During the last day of build and exhibition open days**

North Entrance - (pedestrians only)  
00148 Rome  
Italy

### **Taxi & Train Additional NEW information**

If arriving by Taxi - please ask for the EAST CARGO ENTRANCE, you will then be dropped round to the registration Hall 9 where the taxis drop off point is located.

If arriving by train, please note there is a free shuttle bus to the Fiera Roma, the buses will drop outside the registration area, Hall 9. The distance is walkable if you do decide to walk from the train station to the venue.

## **TRUCK PARKING**

Parking is available in P3 for lorries, it is free of charge, but you leave your vehicle at your own risk.

**ORGANISERS OFFICE:**

The Organisers Office and Sales Office is located on the mezzanine in the exhibition hall 3. The office will be open from 0800 hours Friday 21<sup>st</sup> September and daily during build up and the event, please come and see us in the office with any queries that you may have. The organiser's office telephone number is: Tel: +39 064040 8679

**SERVICE DESKS:**

The service desks for all services is located on the mezzanine in the Exhibition Hall 3. It will be open at the following times:

**Fiera Roma**

Friday 21 September	0800 – 2200
Saturday 22 September	0800 – 2200
Sunday 23 September	0800 – 2100
Monday 24 September	0800 – 1700
Tuesday 25 September	0800 – 1700
Wednesday 26 September	0800 – 2000
Thursday 27 September	0800 – 12.00

The Fiera Roma service desk is located on the Balcony of Hall 3 along with the Organisers Office and Bill Moule & Sons electrical service desk.

**Bill Moule & Sons (Electrics)**

Friday 21 <sup>st</sup> September	please come to organisers office
Saturday 22 <sup>nd</sup> September	0800 – 1800
Sunday 23 <sup>rd</sup> September	0800 - 1800 (dependent on exhibitor demand)
Monday 24 <sup>th</sup> September	0800 - 1200 midday

**CLOAKROOM:**

The cloakroom facilities are in the registration area in Hall 9. There will be a charge.

Sunday 23 September	0800 – 2100
Monday 24 September	0800 – 1730
Tuesday 25 September	0800 – 1830
Wednesday 26 September	0800 – 1800
Thursday 27 September	0800 – 1630

**PRESS OFFICE:**

The Press Office is located on the mezzanine in the exhibition hall 3.

**PRESS REPRESENTATIVES WHO ARE CORRECTLY BADGED ARE ONLY ALLOWED TO USE THIS ROOM.** All Press should register at the Conference Registration Desk located in Hall 9 and then sign in at the Press Office. Full facilities will be available to bona-fide Press Officials only. All exhibitors are welcome to supply press packs of their company details to the office. Please bring minimum of 20 copies to the organiser office on Sunday 23 September.

Press briefings can also be scheduled in the press office. Please ask in the press office for further details or e-mail the Marketing Manager on e-mail [Emma.Harvey@nexusmediaevents.com](mailto:Emma.Harvey@nexusmediaevents.com) The room will be open from 9.30 hours Monday 24<sup>th</sup> September until Wednesday 26<sup>th</sup> September.

**BUSINESS SERVICES & LOCAL SHOPS:**

There is a limited Business Service on site and can assist with printing of documents only (they cannot print signage) Parco Leonardo is the shopping centre that is the next stop on from the Fiera on the train and is approximately 6km away from the venue in a car, there you can find stand provisions if you need any additional items.

**MEETING ROOMS:**

The meeting rooms are in SC1, SC2, SC3. For the location please refer to the venue overview map on page 2. To collect the keys, you need to come to the Fiera Roma Service Desk on the mezzanine of Hall 3. You cannot collect the keys any earlier than the days you have contracted for. – Please again refer to the map on page 2 for the room locations.

Please note the electrical sockets are European. No posters can be stuck to the walls and any damages that occur within the rooms will be charged directly back to you.

**REGISTRATION:**

Registration is in Hall 9

Pre-registered exhibitors/visitors should go to the touch screens located in the hall marked exhibition pre-registration and non-registered to the exhibition registration desk including any badge changes or queries.

Exhibitor Registration will be open on Saturday 22<sup>nd</sup> – 12.00 to 1800 and Sunday 23<sup>rd</sup> – 0800 to 1800 for exhibitors to collect their badges. Please ensure you bring along your unique reference number to obtain your badge. If you have already pre-registered, please go to the touch screens.

**Please ensure any contractors setting up your booth on the Friday and Saturday are supplied with Fiera Roma official contractor badges.**

**CONTRACTOR/STAND BUILDER BADGES:****Fiera Roma Permit Contractor Badge for buildup and breakdown - NEW FOR THIS VENUE**

The venue is accessible only to persons in possession of a Fiera Roma Permit Contractor Badge. This permit must be used for Friday 21st, Saturday 22nd & Sunday 23rd September for contractors and will include breakdown on Wednesday 26th & Thursday 27th September. Exhibitor badges are not valid on Friday 21st and Saturday 22nd September. Permit badges must be ordered through the Fiera Web shop and can only be done by the exhibitor who must then register their stand builder details. The contracted stand builder will then receive a link to complete registration for their permits.

The permits can be collected at the East Entrance. Refer to venue overview map on page 2.

**NB: We strongly advise that you register this information before the event as you will be expected to complete the details on site which will delay you or your stand builders entering the hall.**

**Exhibitor Badges can be used to access the halls on Sunday 23rd September 8am onwards.**

**DATA COLLECTION DEVICE:**

For those exhibitors who have already ordered Data Capture equipment, it should be collected from the registration desk on Sunday 23 September from 0900hrs.

Scanners must be returned to the collection desk at 1600hrs on Wednesday 26 September.

**WASTE REMOVAL:****Stand Cleaning, Waste Disposal & Waste Management**

All stand builders/exhibitors are expected to dispose of their own waste including carpet or large bulk waste and manage this themselves onsite by ordering the service via the web shop or taking the waste back into your vehicles. Large Waste Carts can be ordered via the on-line shop. Any waste left on the stand area after the event will be charged. For any questions please contact us the Operations Team.

A hall manager will in the hall monitoring the waste and will speak with any exhibitors they feel require additional assistance with large waste.

**NO COMPANY CAN BREAKDOWN THEIR STAND AND LEAVE IT AT THE VENUE - WE WILL FINE THE EXHIBITING COMPANY**

## **STAND CLEANING**

A final cleaning of the exhibition area aisles and shell scheme stands will take place prior to opening. The aisles must be cleared by 1400hrs, stand construction can commence up until 2000hrs on the 23rd September but only within your allocated stand area.

Space Only companies **do not** have daily cleaning included so if you do require daily stand cleaning please go to the Fiera Service Desk in hall 3.

## **ELECTRICAL**

Please note sockets on shell scheme stand will be a European socket unless you have requested otherwise.

## **ONSITE ORDERS:**

The deadline date for ordering services has now passed (24<sup>th</sup> August 2018) you can still order items online through the web shop but there is no guarantee some items will be available.

Future years the queues have been quite considerable, we do advise to order before the event. The web shop will close for orders on the Thursday 20th September, bank transfers for payment of services cannot be sent after the 16th September. From 16th - 20th the Web shop items can only be paid by credit cards. All orders after 20th September must be made at the Service Desk.

## **Wi-Fi:**

ECOC 2018 will be providing free WiFi within the halls. Please refer to the exhibitor manual (regulations section) for all the rules on WiFi. **Please note this will only be suitable for browsing the internet and is not suitable for downloading or streaming.**

The network name for the ECOC wifi will be:

<b>SSID</b>	<b>ECOC2018</b>
<b>Password</b>	<b>Roma18ECOC</b>

**PLEASE NOTE:** You are personally liable for the content you download from the free Wi-Fi service.

## **EMERGENCY PROCEDURES & FIRE RISK:**

Please do take time to read these Emergency Guidelines regarding the venue.

## **SECURITY INFORMATION:**

### **Unattended Items:**

- Do not touch or move suspicious items
- Remain vigilant always
- Be aware of suspicious people, incidents and packages
- Report them to the Security
- Follow the instructions that you are given

**Remember always be alert never look after items belonging to other people.**

## **USE OF FIRE EXTINGUISHERS**

The general rule for the use of fire extinguishers are that that no risks should be taken. Accordingly, no one should contemplate using fire extinguishers if they have not been trained in their use and they should also be confident that the fire has not gone out of control. Whenever possible two persons should tackle the fire - one to use the extinguisher and the other to keep an eye on the escape route.

## **AUTOMATIC FIRE ALARM**

The fire alarm is connected to the fire brigade and call immediately when smoke is detected.

## **EMERGENCY PROCEDURES – FIERA ROMA**

### **PROCEDURE IN CASE OF EMERGENCY DURING SET-UP, DISMANTLING AND THE OPENING OF THE EVENT**

For the Exhibition Center a specific plan was prepared on what to do in case of an emergency, how to use the manual and automatic firefighting facilities and what kind of action the qualified emergency staff has to take.

During set-up, dismantling and the opening of the event first aid medical staff and personnel for firefighting operations will be present on site, if requested. Exhibitors and stand fitters should take notice of the plan enclosed in this document (D.U.V.R.I. (risks assessment for risks generated by interference between activities conducted simultaneously in the same workplace) in which they can find all information how to behave in case of an emergency, the same plans are on display in the exhibition halls and the other rooms. There are information such as:

- Escape routes,
- Firefighting facilities,
- Position of first aid staff,
- Position of manual call points,
- Assembly points where to go to in case of a general evacuation.

The paths reserved for emergency services are defined and have to be strictly observed. As stated before all persons carrying out fitting or dismantling operations inside the exhibition halls have to be readily organized to intervene by own personnel and by proper means in any likely emergency case related to the performed activity.

Nevertheless, in case of an emergency inside the Fair Grounds the following procedure must be respected:

1. Inform the operators in the Control Room: 06 – 65074- 627 And/or directly the Safety Manager: Mr. Renzo Gambino mobile: 334-6707825, office: 06-65074901
2. Who is reporting the emergency has to speak clearly giving the following information:
  - I am: surname and role
  - I am calling from: Hall number..., aisles n°..., booth n°...
  - Type of accident, short description of the event: (type of emergency, importance, pertains to a booth, aisles, service area, injured persons, etc.)



*Evacuation Plan with emergency assembly points –  
Highlighted in Green*





## **MEDICAL EMRGENCIES / FIRST AID**

Please come to the organiser office located in the Exhibitor Service Centre on the Mezzanine of Hall 3 and report any medical incidents. The paramedic will attend once it has been reported.

If possible, give the following information:

- The location
- The problem
- Is the patient conscious?
- Is the patient breathing?
- Their approximate age
- Do they have chest pains?
- Are they bleeding?

Please take the time to read this important information and share this with your staff.

## **CATERING:**

Exhibitors can place their catering orders through the official catering company. Your catering order will be delivered to your stand at the day and time of your choice. Exhibitors are strongly advised to take advantage of the stand catering facility to meet their requirements during exhibition open hours to avoid queues at the public cafes and restaurants within venue. Please refer to the catering form located within the ECOC exhibitor manual and note the opening times and restaurants during the buildup and exhibition below.

## **RESTAURANT/REFRESHMENT OPENING DAYS AND TIMES**

<b>Sunday 23<sup>rd</sup> September</b>	Food area Hall 9	11.00 – 15.00
	Coffee Bar Hall 9	08.00 – 17.00
	Marquee outside Exhibition Hall 3	08.00 – 17.00
	Coffee Bar Hall 3	09.00 – 19.00
<b>Monday 24<sup>th</sup> September</b>	Food area Hall 9	11.00 – 15.00
	Coffee Bar Hall 9	08.00 – 17.00
	Marquee outside Exhibition Hall 3	08.00 – 17.00
	Coffee Bar Hall 3	08.00 – 17.00
	Outside Coffee Bar SC2	08.00 – 17.00
	Self Service Restaurant SC2	11.00 – 15.00
	Coffee Bar SC1 first floor	08.00 – 17.00
<b>Tuesday 25<sup>th</sup> September</b>	Food area Hall 9	11.00 – 15.00
	Coffee Bar Hall 9	08.00 – 17.00
	Marquee outside Exhibition Hall 3	08.00 – 14.00
	Coffee Bar Hall 3	08.00 – 17.00
	Outside Coffee Bar SC2	08.00 - 17.00
	Self Service Restaurant SC2	11.00 – 15.00
	Coffee Bar SC1 first floor	08.00 – 15.00
<b>Wednesday 26<sup>th</sup> September</b>	Food area Hall 9	11.00 – 15.00
	Coffee Bar Hall 9	08.00 – 17.00
	Marquee outside Exhibition Hall 3	08.00 – 16.00
	Coffee Bar Hall 3	08.00 – 20.00
	Outside Coffee Bar SC2	08.00 – 16.00
	Self Service Restaurant SC2	11.00 – 15.00
	Coffee Bar SC1 first floor	08.00 – 15.00
<b>Thursday 27<sup>th</sup> September</b>	Food area Hall 9	11.00 – 15.00
	Coffee Bar Hall 9	08.00 – 17.00

**The following will be available in the food areas – Hall 9, Marquee Hall 3**

Asian, Pizza, Fried Rice “nuggets” Sicilian Style, Potato Croquettes, Salads, Italian Pasta, Roast Meats, Ice cream and selection of water, soft drinks, beer and wine

**The following will be available in the Self-Service Restaurant SC2**

Asian, Italian Pasta, Salads, Meat courses, Fruit and selection of water, soft drinks, beer and wine

**The following will be available in the Coffee Bars – Hall 9, Hall 3, Outside bar SC2 and SC1**

Italian breakfast sweets, Sandwiches, Filled Italian Rolls, Pizza Bread and Italian Mortadella, Fruit Salad, Snacks and Crisps, Ice Cream and selections of coffees, tea, water, soft drinks, juices and beer

**CHILDREN:**

No person under the age of 18 can be admitted to the exhibition, either during build-up, open days or breakdown. This rule also applies to the exhibitor’s/delegates children. The organisers have a right to enforce it to comply with the safety regulations of the exhibition.

**CASH POINTS:**

There are three cash points located within the Fiera Roma. Please refer to venue map on page 2 for the ATM locations.

**SMOKING/ALCOHOL & DRUGS:**

Smoking and drug taking are strictly prohibited **inside** the venue premises AT ALL TIMES.

**COPYRIGHT PROTECTION:**

As the Organiser we take a very strong view on Copyright infringement; any company reported infringing these rights will be immediately ejected from the exhibition. If a successful prosecution is brought by the affected company, a further ban would be imposed on the prosecuted company from exhibiting at future ECOC events.

**PHOTOGRAPHY/FILMING:**

Photography must be limited to just images of your own booth. Photography is prohibited on the exhibition floor. Any photography and videotaping must be approved by the exhibition organisers. Anyone caught taking pictures of other companies’ products will be ejected from the exhibition. Exhibitors are also not permitted to walk around the exhibition prior to opening time and should work only within their booth.

**Handout/Leaflets**

All promotional material must be handed out from your stand area, companies are forbidden to hand any items out in public areas including catering areas, registration areas, venue restaurants etc.

**SECURITY:**

Twenty-four-hour security will be provided throughout the tenancy. However, the organiser expressly decline responsibility for any loss or damage which may befall the person or property of the exhibitor. The exhibitor must take responsibility for the security of all items in their stand and personnel items. Show Management, Security personnel will try to guard against theft and damage, but the ultimate burden falls on the exhibitor.

Although the organiser take every precaution to ensure that every risk is minimized it is recommended that exhibitors take the following actions:

- Make sure you arrive prior to the official opening time and do not leave your stand at night before visitors leave the centre. Covering the products with night sheets is a deterrent.
- Business tools such as laptop computers, recorders, calculators and give away items are the things most often stolen. They should be guarded and stored safely at night.
- Thieves will also take personal items such as purses, mobile phones, suit coats and toolboxes. Do not leave personal items unprotected in your booth.
- Alternatively, items can be removed from the building. Pass out authorization can be obtained from the organiser office.

- Please note that the build-up and dismantling days are vulnerable periods. Companies are recommended to never leave their stand unattended and to take all valuable and portable items with them as soon as the exhibition closes.
- Please ensure that any incident involving the **loss of property** is reported promptly to the **Organiser Office**. Failure to do so could result in refusal by insurance companies to meet your claim.
- **Lost property** can be collected from the **Cloak Room** during the event. However, after the event all items will be given to the venue.
- Consider covering your exhibit with some sort of cloth at the close of each day. The psychological deterrent makes it more difficult for people to handle merchandise. Criminals often look for the easy mark first.
- You can hire your own security guard for your stand at your cost. Please refer to the ECOC order forms

We urge **all** exhibitors to have insurance for all personal items, business equipment (in the event of theft or damage), accident insurance and public Liability to cover visitors to the stand and you have taken out the mandatory fire and flood insurance from the venue.

#### **THEFT FROM STAND:**

In case of theft the following procedure has to be followed:

1. Lodge a written complaint within 24 hours with the local authority and ask for an acknowledgement of the complaint to the organisers office.
2. Take any steps required by the laws and regulations in force to maintain recourse against third parties. The Exhibitors undertake to waive any faculty or recourses against the Fiera Roma

#### **BEFORE/AFTER HOURS MEETINGS:**

Exhibiting companies cannot conduct meetings with attendees in their booth during non-show hours. The hall will be locked at 5.30 on show days for security reasons and management will evacuate the hall at that time. Please do not arrange any meetings/drinks reception after the closing times as we will evacuate the halls directly after the closing time.

#### **CONFERENCE:**

Any exhibitors wishing to attend the full conference sessions need to register as a delegate at the registration desk or online before the event and pay the required fee. Please go to the conference website

Exhibitors are welcome to attend the opening session and plenary on Monday morning 24<sup>th</sup> Monday September located in Hall 10. The full conference programme is on the conference website.

#### **EXHIBITION THANK YOU DRINK:**

As a thank you for your continuing support of the exhibition we will be having a thank you drink for the exhibitors on Tuesday 25<sup>th</sup> September after the show has closed. Please come and join us for a drink in the marquee catering area outside the exhibition hall from 1700 – 1800. You will need a valid exhibitor badge to attend.

#### **ECOC 2019 EXHIBITION:**

Details will be available in the Organisers office. Please come by for information and the team will also be distributing the 2019 information at all booths. As per each year each exhibitor will have received a booking date and time for reserving the booths on line from 2<sup>nd</sup> October 2018.