

EXHIBITOR'S MANUAL
INTERNATIONAL ICT CONGRESS – ANDICOM 2023
LAS AMERICAS CONVENTION CENTER
SEPTEMBER 6 to 8, 2023
www.andicom.co

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1. WHAT IS ANDICOM?

ANDICOM is the meeting point for the ICT industry in Colombia and Latin America, where business opportunities are generated through networking activities and where decision makers from companies and entities from different productive sectors attend. It has a high-level academic agenda, which allows the transfer of knowledge to the participants on political and regulatory aspects, as well as the technological trends that define the dynamics of the digital economy.

2. GENERAL INFORMATION OF THE CONGRESS

NAME OF THE EVENT: ANDICOM INTERNATIONAL ICT CONGRESS – ANDICOM 2023

CITY: CARTAGENA

DATES: September 6, 7 & 8, 2023

VENUE: Las Americas International Convention Center (CICLA)

ADDRESS: Anillo Vial, Cielo Mar Sector, Cartagena de Indias



3. ASSEMBLY AND DISASSEMBLY

Dates & Hours.

UNLOADING From Sunday, September 3, from 08:00 hrs.

SET UP From Sunday, September 3 (from 08:00 hrs. until 18:00 hrs.), Monday September 4 (from 8:00 hrs.) until Tuesday September 5, 2023 (Ending 23:59 hrs.)

NOTE: Without exception, all stands must be set up on Tuesday, September 5, 2023, at 11:59 p.m. Otherwise, the exhibiting company will be fined for an amount equivalent to 10% of the total value of its commercial relationship.

DISASSEMBLE Friday September 8, 2023, from 16:00 hrs., until 23:59 hrs.

NOTE: Without exception, all stands must be fully dismantled on Friday, September 8 at 11:59 p.m. Otherwise, the exhibiting company will be fined for an amount equivalent to 10% of the total value of its commercial relationship and the possibility of continuing with its dismantling will be evaluated by the organizing Committee.

4. EXHIBITION BLUEPRINT OF THE INTERNATIONAL CONVENTION CENTER OF HOTEL LAS AMÉRICAS (CICLA)

In the following image we present the blueprint where you can see the location of the contracted commercial space.



Note: The blueprint may have updates, which can be viewed in the latest version published on the ANDICOM website.

5. PRE-DECORATED STANDS

Information related to the pre-decorated stand is presented below.

Table 1 Type of pre-decorated spaces and dimensions.

TYPE	STAND TYPE	DIMENSIONS			
		Width	Depth	Height	m ²
4	PRE-DECORATED STAND	3	3	3	9
5	PRE-DECORATED STAND	3	2	3	6
17	BUSINESS SUITE /PRE-DECORATE	5	4	3	20
18	BUSINESS SUITE /PRE-DECORATE	5	3	3	15
19	BUSINESS SUITE /PRE-DECORATE	5	2,5	2,5	12,5
C	COFFEE STATION	2,5	2,5	2	6
	BUSINESS ROOM - CASA DE PLAYA	3,6	9,4	-	33,8
	CHARGING POINT	2,20	0,66	2	1,45
	INFORMATION POINT	1,5	1	2	1,5

5.1 DELIVERY CONDITIONS OF PRE-DECORATED STANDS

The pre-decorated stands listed in the previous number will be delivered on Tuesday, September 5, 2023, from 2:00 p.m. The delivery of these spaces must be coordinated with the commercial executive who has been accompanying the commercial relation.

The pre-decorated stands acquired within CICLA will be delivered under the following conditions:

- a) Be in good standing (up to date) with the payment of 100% of the value of the commercial relationship.
- b) Submit the **ELECTRICAL VERIFICATION FORM**
 - Each exhibiting company that has a pre-decorated space at the **ANDICOM 2023 International ICT Congress** may fill out this form in the Commercial Log. This form must be completed before 6:00 p.m. on Wednesday, July 26, 2023, for review and approval. **If the company does not have approval for this form, it will not be able to carry out the assembly.**
 - In this form, the company must clearly indicate the use it will give to the outlets delivered to its stand. **In case the loads exceed those approved in the verification form and those allowed (supplied by the congress and contracted), the adjustments to be made by the exhibitor will be evaluated on site to comply with the allowed and agreed load and avoid accidents or alterations in the electrical network of the congress.**

c) Regarding electrical characteristics:

- For spaces up to 18 meters in area, one (1) double 110-volt single-phase outlet with a maximum capacity of 1.5 Amps is provided.
- For spaces larger than 18 meters in area, two (2) double 110-volt single-phase sockets each, with a maximum capacity of 3 Amps, are provided.
- **The use of multiple sockets is not allowed in the trade show spaces or in the stands (commercial exhibition).**
- Each exhibitor may not exceed the electrical load in amperes defined by CICLA in its regulations; if this is exceeded, the Convention Center will charge the exhibitor the cost corresponding to the amperes exceeded.
- It is important that in the **FORMATO DE VERIFICACION ELECTRICA** exhibitors indicate the total electrical load to be used, the description of equipment to be connected to validate that the electrical distribution does not exceed the capacity provided, and check whether the exhibitor must hire an electrical plant contracted by the exhibitor.
- If the exhibitor requires additional electrical load beyond that supplied, this must be indicated and contracted through **the validation contact and electrical distribution requirements** no later than August 17, 2023.
- Once the pre-decorated stand has been delivered, the technical and electrical team of the congress will verify on Tuesday, September 5, in the evening hours, the electrical loads of each of the stands and spaces, which must correspond to those indicated and requested in addition in the FORMATO DE VERIFICACION ELECTRICA. **In case the loads exceed the approved and allowed ones (supplied by the Congress plus contracted ones), the adjustments to be made by the exhibitor will be evaluated on site to comply with the allowed and agreed load and avoid accidents or alterations in the electrical network of the Congress.**

- c) Shared wireless Internet connection for the entire commercial exhibition. If you require an additional connection, you must request it from the Exhibitor Service Office of the International Convention Center of the Las Americas hotel - CICLA.
- d) For additional food and beverage services or the general rental of any audiovisual aid equipment, you must request the Exhibitor Service Office of the International Convention Center of the Las Americas hotel - CICLA.
- e) In case of entering materials, audiovisual equipment, technological elements to the convention center, you must fill out the format **R-GSEG-003 CONTROL DE INGRESO Y SALIDA HERRAMIENTAS Y EQUIPOS CONTRATISTAS** found in the Commercial Log.

This file must be sent maximum until August 30 at 5:00 p.m. (48 hours in advance of the assembly date to the event) to the following emails:

controldeacceso@hotellasamericas.com.co; s2@hotellasamericas.com.co;
katherine.uribe@hotellasamericas.com.co; rosmy.moreno@hotellasamericas.com.co;
ana.castellon@hotellasamericas.com.co; edwin.torres@hotellasamericas.com.co;
jcortes@cintel.org.co

6. FREE-STANDING MOUNTING STANDS

The information related to the free-standing mounting stands is presented below:

Table 2 Type of Free-standing mounting spaces and dimensions

TYPE	STAND TYPE	DIMENSIONS			
		Width	Depth	Height	m2
CE	EXPERIENCE CENTER A				70
CE	EXPERIENCE CENTER C	4,5	5,5	3,3	24,75
CE	EXPERIENCE CENTER D	10	5	3,3	50
CE	EXPERIENCE CENTER F	4	6	5	24
6	FREE-STANDING MOUNTING	5,7	3	5	17
6*	Special FREE-STANDING MOUNTING*	5,7	3,8	5	21,7
7	FREE-STANDING MOUNTING	5,7	4	5	22,8
8	FREE-STANDING MOUNTING	5	6	5	30
9	FREE-STANDING MOUNTING	8	5	4	40
10	FREE-STANDING MOUNTING	6	2	3	12
11	FREE-STANDING MOUNTING	6	3	3	18
12	FREE-STANDING MOUNTING	5	3	3	15
13	FREE-STANDING MOUNTING	4	2	3	8
14	FREE-STANDING MOUNTING	4	3	3	12
15	FREE-STANDING MOUNTING	10	5	5	50
15	FREE-STANDING MOUNTING (15.A y 15.B)	5	5	5	25
16	FREE-STANDING MOUNTING	5	2	3	10
C	COFFEE STATION	2,5	2,5	2	6
20	CONTAINER + STAND	-	-	-	-
MA	MEDIA STANDS	3	3	3	9
MB	MEDIA STANDS	5	3	3,5	15
T	TUNNEL	-	-	-	-
PA	NIÑA SQUARE	-	-	-	-
PB	NIÑA SQUARE	-	-	-	-

NOTE: Free-standing mounting stands that are in the Santa María Hall, may contemplate within their assembly a structure hanging from the ceiling with a maximum height of 1 meter, separated from the base structure of the stand 80 centimeters from it. Companies that are going to assemble this type of “off hook” must consider the provisions for assembly at heights (requirements and safety) established in this manual.

6.1 ACCESS AUTHORIZATION PROCESS FOR SERVICE PERSONNEL TO ASSEMBLY

For all workers who will be working inside Hotel Las Americas International Convention Center, it is important that they consider the access authorization process for assembly and service personnel inside the hotel in order to comply with the timely submission of current Social Security (ARL, EPS

and AFP) for their respective validation by the Occupational Health and Safety area. **This documentation must be available 48 hours prior to their entry on working days, it must be submitted no later than Wednesday, August 30 at 17:00 hrs:**

- List of personnel to enter to perform the work in the facilities of the Hotel Las Americas and International Convention Center (CICLA), the personnel must be listed in the record **R-GSEG-001 CONTROL CONTRATISTA**.
- The contractor firm must send the **R-GSE-001 CONTROL CONTRATISTA** register filled out and attaching the social security payment form (ARL, EPS, and AFP) in force at the beginning and end of the entry control must be subject to the validity of the social security affiliation.
- All personnel working at heights must present a valid certificate of authorized worker or retraining.
- In case of bringing materials, audiovisual equipment, technological elements to the convention center, the **R-GSEG-003 CONTROL DE INGRESO Y SALIDA HERRAMIENTAS Y EQUIPOS CONTRATISTAS** format must be filled out, which can be found in the commercial logbook.
- If the contractor is going to perform work at heights, you must send:
 - Work at height permission signed by the Height Coordinator.
 - Certificate from the Height Coordinator who issues the permit.
 - Height certificates of the people who are going to perform the work.
 - Safe Work Analysis (SBA)
 - Pre-operational fall protection equipment and access systems
 - Rescue procedure in case of emergency.

This file must be sent maximum until August 30 at 5:00 p.m. (48 hours in advance of the assembly date to the event) to the following emails:

controldeacceso@hotellasamericas.com.co; s2@hotellasamericas.com.co;
katherine.uribe@hotellasamericas.com.co; rosmy.moreno@hotellasamericas.com.co;
ana.castellon@hotellasamericas.com.co; edwin.torres@hotellasamericas.com.co; jcortes@cintel.org.co

6.2 DESING VERIFICATION

Blueprints and designs must be previously verified by the **ANDICOM 2023 Organizing Committee** by filling out the **FORMATO DE VERIFICACIÓN DE DISEÑO** in the commercial logbook. This form must be filled out before 6:00 p.m. on Wednesday, July 26, 2023, for review and approval. **The verification and approval time will be 3 business days.**

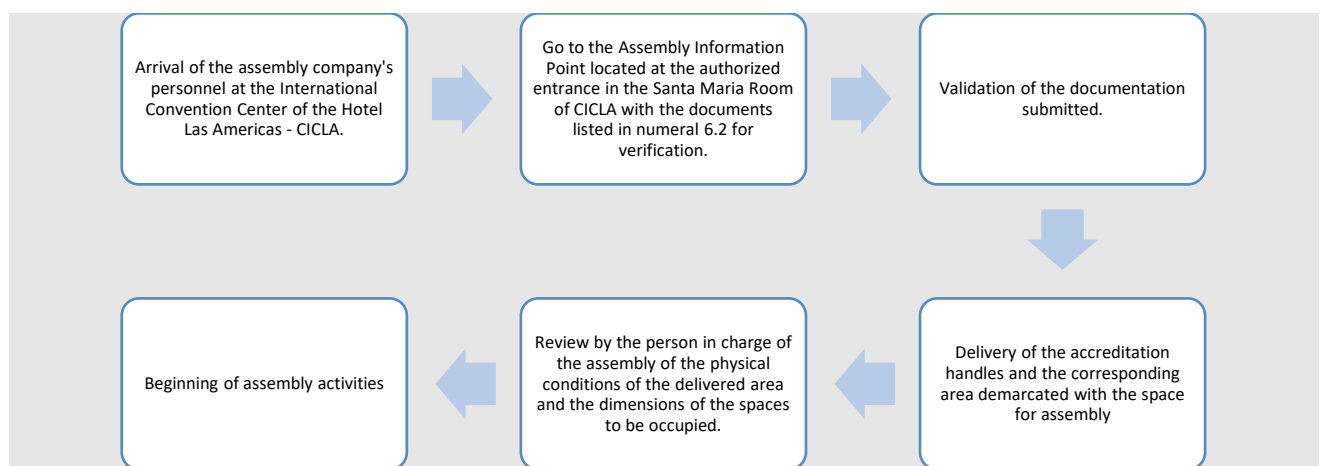
NOTE: It is important that the information submitted in this form is as close as possible to the planned set-up so that there are no inconveniences at the time of the event. The ANDICOM 2023 organizing Committee reserves the right to evaluate on site the approval or rejection of those set-ups that have not been previously validated or approved in terms of dimensions, materials, equipment, and electrical load required.

6.3 ASSEMBLY AUTHORIZATION REQUIREMENTS

- Be in good standing (up to date) with the payment of 100% of the value of the commercial relationship.
- Submit the **FORMATO DE VERIFICACIÓN DE DISEÑO**. Each exhibiting company and its assembly support participating in the **ANDICOM 2023 International ICT Congress** may fill out this form in the Commercial Logbook. This form must be completed before 6:00 p.m. on Wednesday, July 26, 2023, for review and approval.
If the company does not have the approval of this form, it will not be able to carry out the assembly.
- **Presentation of documents to start the assembly:** each company must go to the Assembly Information Point located at the authorized entrance in the Santa Maria Hall of the International Convention Center of the Las Americas Hotel - CICLA and present the following documentation:
 - Previously sent to the hotel; **R-GSEG-001 CONTROL CONTRATISTA**
 - Complete social security form in force (EPS - ARL).

NOTE: If the approved assembly contemplates structures that imply a roof hanging, the assembly company must present the certificate of work at heights of the personnel that will perform such work; in the same way, if the company requires to enter and make use of a hydraulic crane, it must present the quality and pre-operational certificate of the machine at the entrance of the CICLA.

6.4 PROCEDURE FOR ENTRY TO CICLA BY THE ASSEMBLY COMPANIES



6.5 DELIVERY OF FREE MOUNTING STANDS

The spaces acquired within CICLA for free-mounting assemblies will be delivered under the following conditions:

- Demarcation of the space.
- Regarding electrical characteristics:
 - a. For spaces up to 18 meters in area, one (1) single-phase 110v double socket with a maximum capacity of 1.5 amps will be delivered.
 - b. For spaces larger than 18 meters in area, two (2) single-phase 110v double sockets are provided each, with a maximum capacity of 3 Amps.
 - c. **The use of multiple sockets is not allowed in the trade show spaces or in the stands.**
 - d. Each exhibitor may not exceed the electrical load in amperes defined by CICLA in its regulations; in case this is exceeded, the Convention Center will charge the exhibitor the cost corresponding to the amperes exceeded.
 - e. It is important that in the **FORMATO DE VERIFICACIÓN DE STANDS** exhibitors indicate the total electrical load to be used, a description of the equipment to be connected to validate that the electrical distribution does not exceed the capacity provided, and check whether the exhibitor must hire an electrical plant or generator contracted by the exhibitor.
 - f. If the exhibitor requires additional electrical load beyond that supplied, this must be indicated and contracted through the **validation contact and electrical distribution requirements** no later than August 17, 2023.
 - f. Once the assembly has been completed, the technical and electrical team of the Congress will verify the electrical loads of each of the stands and spaces, which must correspond to those indicated and requested in the **FORMATO DE VERIFICACIÓN DE STANDS**. **If the loads exceed the approved and allowed loads (supplied by the Congress and contracted), the adjustments to be made by the exhibitor will be evaluated on site to comply with the allowed and agreed load and avoid accidents or alterations in the electrical network of the Congress.**
- Shared wireless internet connection for the entire trade show. In case you require dedicated internet channels, you must request them at the Exhibitor Service Office of the International Convention Center Hotel las Americas (CICLA).
- Maximum height limit allowed: depending on the location of your booth, verify the maximum height limit allowed. Refer to numeral 6 for validation.
- For additional food and beverage services or the general rental of any audiovisual equipment, please contact the Exhibitor Service Office of the International Convention Center Hotel las Americas - CICLA.
- If the exhibiting company decides to bring its own screens or televisions for the set-up of its stand, it must fill out the **R-GSEG-003 CONTROL DE INGRESO Y SALIDA HERRAMIENTAS CONTRATISTAS** form found in the commercial logbook and send it to the e-mail address indicated 48 hours before to the set-up.

6.6 DISASSEMBLY REQUIREMENTS

- Strictly comply with the schedule established for the disassembly and delivery of the assigned space under equal conditions at the time it was delivered for the start of the assembly activities.
- Be in “PAZ Y SALVO” with certification issued by the Exhibitor Service Office of the International Convention Center Hotel Las Americas (CICLA) to authorize the departure of the elements that constituted the assembly.

7. TRANSITORY FREE TRADE ZONE (TFTZ)

For the entry and exit of merchandise to the TFTZ established for the ANDICOM 2023 Congress, the following documentation must be presented, considering the instructions in file ZFT found in the commercial log.

- Merchandise entry form
- Merchandise release form
- Support documentation according to the origin of the merchandise

Please consider that it is mandatory to send the requested information in advance, before the shipment of your merchandise to the premises, considering that customs must carry out a prior review of it. **This applies to national, nationalized, or foreign merchandise, including P.O.P material or some type of machinery.**

Please share the forms in Excel format for proper review, not in PDF.

All the requested information must be sent to the emails

dainer.marquez@hotellasamericas.com.co and zonafranca.eventos@gmail.com; who will review and issue approval for the shipment of the merchandise.

Please send this information well before the start of the event **and before the shipment of your merchandise to the venue**, to avoid setbacks and fluidity in the process. Remember that it is subject to review by Custom Authorities.

Once the information is verified, if everything is **OK**, an approval will be shared in PDF. **This format must be delivered in print when you go to the CICLA facility to claim the merchandise stored in the warehouse.**

PROTUCARIBE ZFT user 80,000

LABEL THE MERCHANDISE IN THIS WAY:

CONSIGNEE: PROTUCARIBE

NIT: 8 9 0 4 0 4 3 8 9 3

PROTUCARIBE TRANSITORY FREE TRADE ZONE

CODE:

EVENT NAME:

EXHIBITOR NAME:

STAND NUMBER:

LAS AMERICAS CONVENTION CENTER

ANILLO VIAL, CIELO MAR SECTOR, CARTAGENA DE INDIAS, COLOMBIA

CARTAGENA, BOLIVAR

8. GENERAL ASSEMBLY RULES

- a) It is recommended to review the Exhibitor's Manual of the International Convention Center Las Americas Hotel (CICLA) with all the information related to the rules and conditions of the convention venue where the 38th version of the **ANDICOM 2023 International ICT Congress** will be held. This document It is hosted on the commercial log.
- b) All assembly personnel must be duly identified with the handle approved and issued by the **ANDICOM 2023 Organizing Committee**. For this purpose, the assembly company must request the handles following the instructions mentioned in numeral 6.3.
- c) The assembly that is carried out for the Exhibitor/Sponsor may not exceed the limit measurements of the space delivered, both in height and on all its fronts.
- d) Access and exit doors, evacuation exits, fire extinguishers, and other areas designed for the safety of attendees must always remain free; that is, stands, tables, chairs, signage, dummies, or any element that obstructs circulation cannot be located. Hose cabinets and fire extinguishers will always remain visible and free of impediments to their use. It is forbidden to remove the extinguishers from their fixed point to be in a different place.
- e) The responsibility for the transfer, handling, and disposal of materials and equipment owned by the Exhibitor/Sponsor or assembly company will belong to each and will be carried out at their own risk and expense.
- f) Production processes supported by machinery in the area selected for assembly and in walkways are prohibited activities. Within these areas, only assembly or assembly tasks of prefabricated parts or elements may be carried out.
- g) It will not be possible to use any area other than the one selected by the Exhibitor/Sponsor to carry out the assembly work of the modules that make up their stand. These must always be carried out within the delivery perimeter.
- h) It is strictly forbidden to affect the dividing system of the stand with nails, perforations, deformations, scratches, or affectations with any type of paint, glue, or high-adherence

tape, among others. Any repairs for damage that must be carried out on these structures will be charged to the account of the Exhibitor/Sponsor.

- i) If the assembly includes paneling, the dividing system of the stand of panels and profiles must fulfill the sole function of delimiting the spaces, for which it is not allowed to support or lean elements that may cause damage to the fairground structures. With prior authorization from the organization of the Congress, assembly may be carried out hanging from the ceiling, which must not exceed the measurements and dimensions approved with the approved **FORMATO DE VERIFICACIÓN DE STANDS**.
- j) Off-hook assembly:
 - For companies that require the use of a hydraulic crane for the assembly of the off hooks, this must be rented directly by the exhibitor, and at the time of presenting the documentation, the quality and pre-operational certificate of proper functioning of the machine must be attached.
 - The assembly requirement for the installation of ceiling hangers establishes that, from the maximum height of each stand, an empty/free space of 80 cm must be left between the height and the hanger. Likewise, the drop must have a maximum height of one (1) meter in height. (See item 6).
- k) It is not allowed to affect or remove the floors, in this occasion, will have different characteristics depending on the space of their location. Only mats with adhesive tape placed on platforms that do not affect the floor will be allowed. It is also not allowed to drag heavy modules inside the rooms unless support elements are used, such as special carts equipped with rubber wheels, to facilitate their work and avoid possible damage. Mats or floors cannot be fixed with glue.
- l) The general facilities of the fairgrounds, such as floors, ceilings, walls, structures, and others, must remain unaltered; therefore, all structures must be self-supporting, understanding that anchoring, fixing, or leaning elements that are part of the assembly are not allowed. Carrying out any of these activities without the proper authorization of the International Convention Center Las Americas Hotel (CICLA) will lead to the imposition of fines for the assembly company or the Exhibitor/Sponsor.
- m) All assembly must execute optimal finishes for all the fronts or facades of the stand; This also includes the backs of the stands that are visible so as not to affect the aesthetics of the design of the neighboring exhibitors and of the trade show in general. Any area that comes to count without said finish must be adjusted to comply with the above provisions. If they do not do so, the Exhibitor/Sponsor will put their participation in the event at risk in the event of a possible sanction imposed by the organizers.
- n) It will not be allowed to do painting work with spray or compression systems inside the portals and halls of the fairgrounds. These activities can only be done manually, taking the appropriate protection and isolation precautions for the fairground facilities and neighboring exhibitors. Failure to comply with this requirement will lead to a fine for the company in charge of the assembly equivalent to 10% of the total value of the commercial link made by the Exhibitor/Sponsor.
- o) **ANDICOM 2023 Organizing Committee** will reserve the right to interrupt assembly work that does not comply with the safety regulations described above or with what is reported in the stand verification form. In the same way, the right of admission and

permanence of the assembly personnel on the fairgrounds will be reserved if they do not maintain adequate behavior during the development of their activities.

- p) Each Exhibitor/Sponsor must return the assigned space and the elements requested for rent in the same perfect working order, integrity, and cleanliness in which they were received; Otherwise, fines and replacement values will be applied.
- q) Each Exhibitor / Sponsor must return the equipment belonging to the Convention Center requested for rent in the same perfect working order, integrity, and cleanliness in which it was received.
- r) Each Exhibitor sponsor, and assembly company must comply with the rules and regulations imposed by the Security Department of the International Convention Center Las Americas Hotel (CICLA).
- s) Regarding the electrical capacity of the stands, please consider:
 - In the case of requiring the laying of wiring for the connection of equipment, this must be validated and approved by the **ANDICOM 2023 Organizing Committee** and validated by the company in charge of electrical assembly. Any extension of the additional electrical installation that is required must be informed in the stand verification form before July 26 and contracted before August 17 with the company in charge. No additional requests can be made after this date.
 - If the exhibitor requires a greater number of electrical outlets, they must request them from the contact in charge of the electrical distribution of the ANDICOM 2023 congress.
 - It is not possible to carry out electrical and network installations in general or affect the installations carried out and delivered by the Organization of the ANDICOM 2023 Event.
 - Assembly companies and/or exhibitors must bring their electrical extensions to connect electronic devices inside each stand.
 - The Exhibitor/Sponsor may not connect thermal devices such as irons, coffee makers, and heaters, among others, without the proper authorization of the **ANDICOM 2023 Organizing Committee** and the International Convention Center Las Americas Hotel (CICLA). **It must be considered that the overload of electrical installations can cause serious injuries or accidents to people and serious damage to the structure of the fairgrounds. Any repair or compensation for damage that must be made will be charged to the account of the Exhibitor/Sponsor.**
- t) Once the commercial exhibition has started, the transport of heavy material through the corridors of the fairgrounds will not be allowed. Any movement required must be done during break times and following all health and safety regulations.
- u) **ANDICOM 2023 Organizing Committee** will define the opening and closing hours for the trade show. Each Exhibitor/Sponsor is requested to be in their selected space half an hour before opening hours.
- v) To maintain an adequate environment for the exhibition, the Exhibitor/Sponsor is not allowed to produce sounds or noises at their stand that affect or disturb the tranquility of the other participants in the trade show and the event in general.
- w) Once the term for the disassembly of each stand has ended, the International Convention Center Las Americas (CICLA) hotel will remove from its exhibition areas all

the elements that remain there without this generating any responsibility for the organizers or for the administrators of the venue. fair.

- x) Communicate and learn about these rules with all personnel involved in the work of design, assembly, development of the event, and disassembly of the exhibition.

9. SAFETY STANDARDS FOR ASSEMBLY, DISASSEMBLY AND COMMERCIAL EXHIBITION

- a) The personnel entering the assembly must carry company identification, a uniform, personal protection elements, and a handle provided by the **ANDICOM 2023 Organizing Committee**. For no reason will personnel in shorts, sleeveless shirts, and open shoes be allowed to enter.
- b) Staff must enter through the back door located next to the convention center warehouse.
- c) The assembly personnel at height must:
 - Have the current social security payment form and risk level.
 - They must have the updated work-at-height certifications of the people involved in the work.
 - For work at heights, you must have the mandatory safety equipment, such as a helmet with chinstrap, steel-toed boots, protective gloves, a harness, safety glasses, a positioning sling, a troll or arrestor, and a shock absorber.
- d) During the stay in the International Convention Center Las Americas (CICLA) hotel, smoking, alcoholic beverages, or hallucinogenic substances will not be allowed. Any person caught violating this rule will be expelled from the fairgrounds.
- e) The manipulation of toxic, flammable, or combustible substances will not be allowed without the proper authorization of the Security Department of the International Convention Center Las Americas Hotel (CICLA).
- f) The work tools are the responsibility of each assembly company and the person delegated for this purpose.
- g) The International Convention Center Las Americas Hotel (CICLA) provides a general security service contracted by the **ANDICOM 2023 Organizing Committee**; for this reason, no one is responsible for losses that may occur during the assembly, exhibition, and disassembly activities of the event.
- h) Each Exhibitor/Sponsor and assembly company must implement the necessary security measures to protect their construction and exhibition equipment. Neither the administrator of the fairgrounds nor the organizers are under the obligation to do so or to respond for damages or losses that may occur during the event.
- i) For security reasons, and also for presentation, do not leave the stand alone at any time. The security service contracted by the **ANDICOM 2023 Organizing Committee** with the International Convention Center Las Americas Hotel (CICLA) is general and, for this reason, cannot be held responsible for damages or losses that may occur in any of the phases of the event.
- j) Before the exhibition closes, verify that your stand has been closed and that the necessary security measures are active. When leaving, do not forget your personal belongings.

- k) Objects such as wallets, recording and photography cameras, briefcases, laptops, cell phones, and jewelry for personal use should not remain in sight, with each case being kept under lock and key.
- l) Animals of any kind will not be allowed to enter the fairgrounds. Any special requirements must be consulted with the International Convention Center Las Americas Hotel (CICLA).
- m) In the event of any inconvenience or difficulty with the security of the event, locate the supervisor who will be willing to help you.
- n) If you detect any suspicious person or emergency, notify the supervisor immediately or go directly to the Security Department of the International Convention Center Las Americas Hotel (CICLA).

10. LOADING AND UNLOADING OF MERCHANDISE

In the Regulations of the International Convention Center Hotel las Americas (CICLA), the recommendations for loading and unloading of merchandise are established, which must be considered if you are going to carry out an assembly at the **ANDICOM 2023 International ICT Congress**.

UNLOADING DATE:
Sunday, September 3, at 8:00 a.m.

The warehouse of the International Convention Center Hotel las Americas (CICLA), is authorized to **store small merchandise** in the warehouse starting on Saturday, September 2 from 8:00 a.m.

For this purpose and without exception, the merchandise sent must be marked with the label of the event:

Centro Internacional de Convenciones del hotel las Américas – CICLA Cartagena - Colombia	
Nombre del Evento: _____	
Nombre del expositor y/o Stand: _____	
Nombre de quien retira la mercancía: _____	
Caja #. _____	Total cajas: _____

- **VENUE:** International Convention Center Las Americas hotel (CICLA)
- **ADDRESS:** Anillo Vial, Sector Cielo Mar, Cartagena de Indias, Colombia
- **Contact details for shipping merchandise:**

- **Edwin Torres**
- **Operation Manager**
- edwin.torres@hotellasamericas.com.co
- **Phone: 3184153796**
- Payment for all shipments must occur at their point of departure.
- The International Convention Center Las Americas hotel (CICLA) has a storage area of 250 square meters.
- If companies leave merchandise or objects in it, they will be kept for a period of 3 days from the end of the event, and the hotel will be exonerated for the loss, damage, or deterioration of the merchandise. Once this term has expired, Las Americas and the Convention Center will have the power to dispose of them.
- The reception in the warehouse of any shipment that is made before the indicated date will be subject to the availability of spaces and, upon its subsequent withdrawal, to the maximum period established, causing the corresponding storage charge.
- **Materials for large structures or that must be transported in containers must arrive on the day of assembly, Sunday, September 3, to be unloaded directly at the exhibition stand.**
- The International Convention Center Las Americas (CICLA) hotel has vehicular access for loading and unloading, which cannot be used as a parking lot. Assembly companies will be responsible for any damage caused by vehicles entering and leaving this area.
- The unloading and loading of scenography structures and commercial shows will be done through the back doors of the Santa María pavilion.
- In case support personnel are required to load or unload merchandise in the warehouse, it can be done through the Exhibitor Service Office 24 hours in advance.

11. GENERAL RECOMMENDATIONS

- a) For your participation to be successful, we recommend that you read all the instructions of the International Convention Center Las Americas hotel (CICLA).
- b) Keep in mind that the stand measurements that appear in the plans consider a virtual division; therefore, in your design, you must consider a tolerance of 4 to 5 centimeters so as not to affect neighboring stands. The demarcation of the selected space will be delivered with masking tape attached to the floor.
- c) Keep in mind that the conditions of the stand must comply with the requirements established by the organizers. Its assembly must be quick, clean, and organized, and it must provide agile, self-supporting designs that are easy to assemble and disassemble.
- d) Manage in a timely manner with the people indicated in this manual any energy requirement, equipment rental, or food and beverage service that arises.
- e) When you are setting up your stand, cover the area with a plastic membrane. Garbage or debris is considered material found abandoned in common areas or outside the area assigned to the Exhibitor/Sponsor. The International Convention Center Las Americas hotel (CICLA) will carry out the removal of materials, objects, or merchandise that it finds abandoned in the common or circulation areas, without responsibility for its condition or whereabouts. In cases of large volumes, the respective collection of the movement and eviction of garbage will be charged to the corresponding company.

- f) Keep in mind that the repairs and fines to which each Exhibitor/Sponsor or assembly company is credited will always be their responsibility and will be charged in accordance with the value established by the **ANDICOM 2023 Organizing Committee** and by the International Convention Center hotel las Americas (CICLA). The withdrawal of merchandise will not be authorized until the respective payment is made, and the PAZ Y SALVO format is presented.
- g) To prevent anomalies at your stand, be punctual at the opening and closing times of the trade show.

12. SERVICES IN THE COMERCIAL EXHIBITION

a) Cleaning

The International Convention Center Las Americas hotel (CICLA) does NOT provide cleaning service inside the stands, only in the general exhibition area, so all exhibitors are responsible for cleaning their stand. Once the assembly is finished, it is important to place the garbage, empty boxes, or any other material in the corridors so that it can be removed by the cleaning staff of the premises.

If the Company requires assistance or reinforcement with additional personnel, they must request it at least 48 hours in advance for their coordination and respective quote to the Coordinator of the Exhibitor Service Office.

b) Food / drinks

The International Convention Center Las Americas hotel (CICLA) reserves all the rights to exploit or concession food and beverage services within the facilities of the venue, providing that in the exhibition areas, conventions, restaurants, cafeterias, and all those points of sale designated for this service, only processed food and beverages that are ready for consumption can be entered.

In the case of bringing liquor for the development of the exhibition, it must be registered in the winery, and the client must pay for its corkage if it is duly stamped, according to the prices established by the hotel and the Convention Center.

To request food and beverages and verify the entry of food products to the trade show, contact the Exhibitor Service Office directly.

Audiovisual aids and technological requirements

The International Convention Center of the Las Americas Hotel (CICLA) offers state-of-the-art equipment and solutions at the service of your company. We recommend you check its availability and make the necessary arrangements for your rental. Remember that the entry of some teams could generate a charge imposed by the administrator of the fairgrounds.

If you have any technical requirements that must be addressed in a special way, notify the International Convention Center Las Americas hotel (CICLA) through the **Exhibitor Service Office**.

c) Parking lot

The parking lot is free for congress participants; it will be available from 8 a.m. to 8 p.m. until the available capacity is complete.

13. CONTACTS FOR ADDITIONAL REQUIREMENTS

- a) **Exhibitor Service Office contact:** Food and beverage requirements, audiovisual aids, furniture, internet requirements, cleaning staff or additional support, among others.

Name	Area	Contact information
Katherin Uribe Munoz	In charge of Casa de Playa meeting rooms/Torre del Mar executive rooms and networking activities	Katherine.uribe@hotellasamericas.com.co Cell: 57 3107781283
Ana Milena Castellon	Attention requirements exhibitors trade show Convention Center	Ana.castellon@hotellasamericas.com.co Cell: 57 3104415583
Rosmy Moreno		Rosmy.moreno@hotellasamericas.com.co Cell: 57 3187081803
Dainer Marquez	Contact Transitory Free Trade Zone (TFTZ)	dainer.marquez@hotellasamericas.com.co zonafranca.eventos@gmail.com Cell: 57 3114156083

b) **Contact information point of Convention Center (Assembly)**

Name	Position	Contact information
July Cortes Bernal	ANDICOM Congress Logistics Coordinator	jcortes@cintel.org.co Cell: 57 3014013497
Fernando Sanchez	ANDICOM Congress Infrastructure Coordinator	fsanchez@cintel.org.co Cell: 57 3202353016

c) **Contact validation and electrical distribution requirements.**

Name	Position	Contact information
Gerardo Montoya	Assembly coordinator – electrical requirement	gerardomontoya.icdesing@gmail.com Cell: 57 3103497929
Fabian Beloved	Assembly coordinator electrical requirement	fabianamado.icdesing@gmail.com Cell: 57 3208459451