



Fiere di Parma S.p.A.

Baganzola

Emergency Plan of EXHIBITION AREA

pursuant to that which is set forth in the M.D. of 10 March 1998

Written in collaboration with



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Annex:

- Emergency flowchart Organigramma d'emergenza

1. Foreword

This document sets out the responsibilities, tasks, operating procedures and required actions to manage an emergency occurring inside the exhibition area of Fiera di Parma SpA.

The plan aims at:

- training the personnel to respond to the emergency since the very beginning in order to curb the effects and restore the normal working conditions as soon as possible;
- planning all the actions with the primary purpose of protecting people and then minimizing damages to the company's properties;
- setting out an emergency response organization in conformity with the organization chart of the company in order to avoid role confusion;
- setting forth tasks and responsibilities as much precisely as possible in order to ensure the promptest response in dangerous situations.

2. Definitions

2.1 Emergency

Emergency means any "anomalous" situation that causes or might cause damages to people, plants and the surrounding environment.

- The following cases are to be considered emergencies:
- Fire
- Explosion
- Prolonged absence of utilities (power supply, water, etc...)
- Flooding
- Floods
- Earthquakes
- Collapses.

2.2 Local emergency

An event that remains confined inside the single pavilion.

2.3 General emergency

An event that poses or may pose a risk to all the pavilions of Fiera di Parma SpA.

3. Responsibilities

3.1 Foreword

Four different work situations can be distinguished and defined in terms of time inside the Exhibition Area:

- Absence of exhibitions
- Setting up of exhibition
- Exhibition under way
- Dismantling of exhibition.

Work situation	Personnel present	External people present	Emergency response procedures
Absence of exhibitions	Likely presence of the Technical Office personnel	Personnel of external companies of routine and emergency maintenance	Internal emergency team
Setting up/dismantling	Technical Office personnel + employees hired with a fixed-term contract to manage the event	Companies in charge of performing routine and emergency maintenance, installations, etc... + exhibitors	ITALIAN RED CROSS Internal emergency team + people in charge of contractors + any people in charge of a surveillance/security company ¹
Exhibition under way	Technical Office personnel + SATE workforce ² + employees hired with a fixed-term contract to manage the event	Maintenance, fair service management companies, etc... + exhibitors and booth coordinators + public	FIRE BRIGADE ITALIAN RED CROSS Internal emergency team

The instructions that personnel must follow during the emergency are written below. When exhibitions are under way both the Fire Brigade and the Italian Red Cross are present to first respond to emergencies, therefore they shall be involved in the emergency response procedures since the first stages, effectively collaborating with them

¹ The people in charge of the surveillance/security company have a certificate of technical suitability for firefighters trained by the Provincial Fire Department.

² In-fair Technical Services for Exhibitors – personnel of Fiere di Parma SpA, always available to the exhibitors during the exhibitions, positioned in the offices of pavilion 1 (acting as reference pavilion for pavilions no.1-2-3-8) and 5 (acting as reference pavilion for 5-6-7).

3.2 Roles and responsibilities

3.2.1 Employer

The Employer takes all the required measures, promotes and plans the interventions so that in case of danger the workers interrupt their activities and safely leave their workstations. Such measures must be adequate to the kind of activity, the size of the company and the number of people present.

The Employer appoints the workers in charge of implementing the fire protection measures, fire-fighting measures and emergency management.

The Employer notifies all workers of all dangers, the measures set up, behaviors to take and the names of workers in charge of the emergency response teams.

The Employer promotes the training of all workers so that they can deal with the emergencies that may arise with full knowledge of the situation.

3.2.2 Emergency Coordinator

The Emergency Coordinator oversees and coordinates all the activities carried out while there is an emergency situation under way in the settlement.

The Emergency Coordinator keeps the emergency under control during its evolution (incremental development, actual and potential damages, type of countermeasures) and activates the other People in Charge on the basis of his/her own assessments and evaluations.

The Emergency Coordinator collaborates with the public services for managing the emergency.

The Emergency Coordinator is responsible for the safety and well-being of all the emergency responders as well as all the other people present.

The Emergency Coordinator decides the evacuation of the plant.

The Emergency Coordinator declares the state of emergency.

3.2.3 First Response Team Manager

The First Response Team Manager is responsible for coordinating his/her own team.

The First Response Team Manager must make the choices regarding health.

3.2.4 External Relations Manager

The External Relations Manager must gather, arrange and process all the information relating to the emergency in order to write press releases and public statements.

The External Relations Manager manages and screens all the communications with the media and the external authorities not directly involved in the emergency.

The External Relations Manager must act as an intermediary with the families of employees and visitors.

	INTERNAL EMERGENCY PLAN EXHIBITION AREA	
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3.2.5 Plant System Manager

The Plant Systems Manager coordinates all the interventions (in collaboration with the firefighting team manager) aimed at limiting damages and restoring the proper working condition of all technical systems, notably the electric power.

The Plant Systems Manager collaborates with external technical bodies such as the Fire Brigade, companies supplying water, electric power, gas, etc... for the suitable interventions.

The Plant Systems Manager must restore the essential services as soon as possible, as well as the routes for first-responder interventions and safety of the affected places.

3.2.6 Internal Personnel of Fiere di Parma SpA

The Internal Personnel of Fiere di Parma SpA deal with their own safety as well as that of the other people present in the workplace.

The Internal Personnel of Fiere di Parma SpA must behave as set forth in the emergency plans in any emergency warning and in every case of suspected danger.

The Internal Personnel of Fiere di Parma SpA must follow the instructions given by the Emergency Coordinator and Department Managers.

4. Methane power plants – Shut off procedures of utilities

Utility	Location	Intervention area in case of shut-off
<p>Methane gas</p>  	 <p>Overall shut-offs near the IREN delivery cabin – South side of the Exhibition Area</p>	<p>No. 3 overall shut-offs relating to the following areas:</p> <ul style="list-style-type: none"> • Exhibition Area • Office Building • East Ticket Office
	 <p>Shut-off located outside the thermal station of pavilions 7 and 8</p>	<p>Intervention on the single thermal station</p>
	 <p>Shut-off located outside the thermal station of office building</p>	<p>Intervention on the gas supply of the whole office building</p>
	 <p>Shut-off located outside the thermal station of East Ticket Office</p>	<p>Intervention on the single thermal station</p>
	 <p>Shut-offs covering Pavilions 2 and 3 – North side</p>	<p>Intervention on the supply of A/C machine supply ramp</p>

5. Electrical systems – Shut-off procedures of utilities

Utility	Location	Utility/switch/push-button	Intervention area in case of shut-off
<p>Electric Energy</p>   	Outside the main delivery cabin located in the building called "East Ticket Office"	No. 1 main electrical button-activated switch controlling the main switch opening of MT	Intervention on light and f.m. of all the buildings of exhibition area, except for Pavilion 4, which is equipped with its own independent cabin of energy delivery
		MT cabin electrical switch of photovoltaic plant of Pav. 5	Insulation of photovoltaic plant of Pav. 5
	Outside the delivery and transforming cabin of Pavilion 4	Release button controlling the main switch opening of MT upstream Pavilion 4	Intervention on light and f.m. of Pavilion 4
		Release button of A/C machine supply of Pavilion 7	Intervention on A/C machine supply of Pavilion 7
		Inhibition button of safety lighting UPS	Intervention on electrical safety system of Pavilion 4
	Inside Pav. 4 cabin	Push-button for opening switches of the two photovoltaic plant cabins of Pavilions 2 and 3	Insulation of photovoltaic plant of Pav. 2 and 3
	Outside each transforming cabin of Pavilions 2 - 3 - 5 - 5/6CDZ - 6 - 7	Release button controlling the main switch opening of MT placed in the main cabin	Intervention on light and f.m. of the respective Pavilion
		UPS inhibition button for safety lighting of the respective Pavilion	Intervention on electrical safety system of the respective Pavilions
REFRIGERATING UNITS AND POWER UNITS	The refrigerating units and power units (if any) are also cut off by activating the MT release buttons of each Pavilion cabin		
PHOTOVOLTAIC PLANTS	Photovoltaic plants are installed in Pavilions 2 - 3 - 5; each one has its own transforming cabin. Each cabin contains a button that cuts off the power supply of PV plant.		

6. Operation logics in case of emergency of the smoke detection systems, optical-acoustic alarm panels, smoke and heat exhaust ventilation system, A/C systems (Pavilions 2 and 3)

Outfit	Operation logics
Manual warning push-buttons 	If enabled, they send a fire warning signal to the smoke detection station (they do not activate any acoustic general alarm)
Manual push-buttons activating alarms and cutting out plants 	<p>SIREN 1 manual push-buttons (present on each control panel of CA3000 stations): they instantly activate the optical-acoustic alarm panels present in the relevant pavilion and the evacuation message through the sound diffusion Rack.</p> <p>SIREN 2 manual push-buttons (present on each control panel of CA3000 stations): if enabled, they put all the SDAU aspirating machines installed inside the pavilion in standby mode (i.e. with fans stopped, therefore out of service).</p>
Smoke detectors 	<p>Punctiform smoke detectors (except for some detectors installed in external premises or REI): If enabled, they send a fire warning signal to the smoke detection station, and, after 10 minutes, they automatically activate the optical-acoustic alarm panels present in the pavilion and the evacuation message (sound diffusion). Should the alarm be disabled, the person in charge must go to the smoke and alarm detection station within 10 minutes to disable it.</p> <p>SDAU Aspirating Smoke Detectors: If enabled, they send a fire warning signal to the smoke detection station, and, after 10 minutes, they automatically activate the optical-acoustic alarm panels present in the pavilion and the evacuation message (sound diffusion).</p> <p>The above-described activation may be generated by the alarm coming from the network of only one SDAU pipes or by the simultaneous third-level pre-alarm of the two pipe networks of the SDAU machine.</p> <p>Should the alarm be disabled, the person in charge must go to the smoke and alarm detection station within 10 minutes to disable it.</p>

Outfit	Operation logics
	<p>Punctiform Smoke Detectors from Channel: If enabled, they send a fire warning signal to the smoke detection station, and, after 10 minutes, they automatically activate the optical-acoustic alarm panels present in the pavilion and the evacuation message (sound diffusion).</p> <p>Should the alarm be disabled, the person in charge must go to the smoke and alarm detection station within 10 minutes to disable it.</p>
<p>Smoke detectors</p> 	<p>Punctiform Smoke Detectors installed in the first-floor offices of Pavilion 3: If enabled, they send a fire warning signal to the smoke detection station, and, at the same time, they activate the optical-acoustic alarm panel present in the office passageways.</p> <p>Should the alarm be disabled, the person in charge must go to the smoke and alarm detection station within 10 minutes to disable it.</p> <p>Punctiform Smoke Detectors + SDAU Aspirating Smoke Detectors + Punctiform Smoke Detectors from Channel: if enabled, after 10 minutes they automatically control the opening of the smoke and heat exhaust ventilation system of the zone affected.</p> <p>SDAU Aspirating Smoke Detectors + Punctiform Smoke Detectors from Channel: if enabled, they control the immediate stop of cooling machines (ATU).</p> <p>Punctiform Smoke Detectors installed in the Area premises and MT/BT Cabin: if enabled, they control and order the immediate stop of cooling machines installed in every respective room.</p>

7. Overall response procedures in case of emergency

7.1 Emergency communication systems



Any emergency can be signaled through:

- internal emergency telephone present in each pavilion (near the refreshment corners – bar)
- pre-alarm manual activation push-button (pav. 2, 3 and 4), which transmits the warning signal in the station of the respective smoke detection system
- mobile phone
- verbal announcement.



The warning signal through internal emergency telephone is directly connected to:



- the stable Fire Brigade center (located in the warehouse 3)
- the stable Health Emergency First-Aid center (located near the East Ticket office).

In case of immediate emergency or evacuation, the warning signal will be communicated through an acoustic alarm with specific procedures according to the pavilion involved.

The Pavilions 2, 3 and 4 feature:

- optical-acoustic alarm with automatic activation with connection to the smoke detection system (the alarm triggers after a delayed time of 10 minutes with reference to the activation of smoke detectors) or manual activation (by activating the "SIRENA1" manual button near the respective stations of the smoke detection systems).
- Emergency sound diffusion system controlled by the control unit enslaved to the detection system and that can be activated even near the Concierge's Desk, it consists of loudspeakers (speakers) that diffuse some recorded messages (warning, evacuation, customized message) besides any other ordinary verbal announcements (which are immediately interrupted when the emergency system goes off).



From the emergency control and management station and from the remote control, it is possible to:

- activate or stop the recorded alarm messages;
- select the alarm message;
- select and enable/disable the loudspeaker zones;
- diffuse messages in person through a microphone.

An electrically operated vocal alarm (recorded message), powered through power unit, activated in the Concierge's Desk of offices is set up for the Pavilions 5, 6 7 and 8.

	<p>INTERNAL EMERGENCY PLAN EXHIBITION AREA</p>	
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The fire alarm is triggered according to the following priorities (in order of presence):

During exhibitions

1. Fire Brigade

During the installation and dismantling stages and in absence of the Fire Brigade

2. Emergency Coordinator
3. Deputy Emergency Coordinator
4. Firefighter in charge
5. Another person if the previous ones are absent

All personnel shall not disclose any news regarding the events took place at the company, even partially, to strangers (both during and after the event).

Contacts with the external Authorities and Bodies and mass media shall pertain to the Company Management: the personnel must provide all the information regarding the emergency they know of to the Emergency Coordinator.

7.2 Manned outpost

A manned outpost is always present during exhibitions. In relation to the type, complexity and progress of the works, it can be also present in certain stages of booth installation and dismantling.

7.2.1 Fire Service outpost

The people in charge of such outpost, upon reception of the emergency call, shall notify:

the Emergency Coordinator

the Plant Systems Manager

the people in charge of the emergency response team.

7.2.2 Healthcare Outpost

The people in charge of such outpost, upon reception of the emergency call, shall warn the Emergency Coordinator.

	<p>INTERNAL EMERGENCY PLAN EXHIBITION AREA</p>	
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7.3 Intervention

Upon hearing the emergency alarm under way, the people in charge of the emergency and the department managers shall reach the spot concerned.

The intervention is decided by the Emergency Coordinator in coordination with the emergency response team, and it can generally consist of:

- medications in case of injuries or slight illness
- hospitalization of the casualty in case of serious injury or illness
- fire extinguishing in case of fire
- partial or total evacuation according to the type of emergency under way
- calling the police if a robbery occurred
- other interventions according to the emergencies under way

The schematic flowchart below shows the sequence of intervention of an emergency. The flowchart does not include the responsibilities during the emergency, the decisions to make and measures to take, but it allows immediately identifying the intervention sequence in a simple way.



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8. Fire emergency

8.1 Behaviors

8.1.1 Dispatcher

In case of fire alarm, the person in charge of the outpost shall notify:

- the Emergency Coordinator;
- the Firefighter Squad;
- the Healthcare Outpost.

In case of warning through loudspeaker that can be heard both inside and outside the pavilions for the personnel research, the person in charge shall use the following type of announcement:

- Announcement 1: Attention, please, a critical situation of YELLOW level occurred at/in...
(indicate the place where the event took place).

Such announcement foreshadows a localized type fire warning, and the people who have not been directly reached by the person in charge of the fire service outpost through any other means of communication must reach the place.

8.1.2 Emergency Coordinator

As soon as the Emergency Coordinator receives the fire emergency alarm, he/she shall go to the place where the event occurred and the emergency was signaled, and shall:

- assess the scope and seriousness of the emergency;
- plan the most appropriate intervention according to his/her own assessment, giving instructions to the firefighter squad regarding the technical options on how to intervene;
- provide all the measures to be taken to handle it;
- resort to the activity of the Plant Systems Manager;
- check that there are no people who suffered damages, and if there are, the Emergency Coordinator makes them move away from the dangerous places in collaboration with the first responders;
- check that the bystanders are moved to a safety zone;
- check that the systems and equipment (if any) have been made safe and that they do not harm or contribute to the emergency;
- maintain the order and keeps the personnel present calm in order to avoid panic and confusion;
- organize the evacuation of one or more pavilions.

8.1.3 Firefighter Squad

When the firefighter squad is called for an emergency, its members:

- equip themselves according to what is communicated by EMM;
- reach the place and wait for the instructions of the Emergency Coordinator;
- intervene according to their training, resolving the emergency or limiting its consequences until further reinforcements arrive.

8.1.4 The Plant Systems Manager

As soon as the Plant Systems Manager hears the fire alarm announcement, he/she shall:

- draw up actions to contain the damage (e.g. cutting out the power supply in some departments; moving away combustible materials, etc...) in collaboration with the company's firefighter squad;
- collaborate with the Emergency Coordinator by making available the technical diagrams of the technological systems and his/her own knowledge of the settlement in terms of electrical system, compressed air system, systems for the automatic turning off and not, etc...
- check and notify the Emergency Coordinator of the practicability, restoration of practicability, safe conditions and integrity of the various parts of the settlement;
- restore the supply of essential services as soon as possible.

8.1.5 Internal personnel of Fair

In case the internal personnel of Fair detect an early fire, they shall notify:

- the Fire Service Outpost;
- they shall provide accurate, concise, reliable information to the outpost, indicating: the size of fire, Small, Medium, Big and its location;
- they shall provide information to the Emergency Coordinator and all personnel in charge of the emergency;
- they shall use the landline telephone in the pavilion only to provide useful information to resolve the emergency or ward off another one;
- they shall move (quietly) to another safest place, also indicated by the Emergency Coordinator, if they run the immediate risk of being involved or being in the condition of being unable to access the escape routes;
- they shall make better use of the escape routes by moving any removable floor hindrances aside.

9. Evacuation emergency

9.1 Evacuation alarm

According to the Pavilion involved by any emergency, the type of evacuation pre-alarm/alarm provided for is activated:

- Pav. 2, 3 and 4: emergency optical-acoustic alarm and acoustic alarm.
- Pav. 5, 6, 7 and 8: emergency acoustic alarm.

In general, in case of an emergency that entails the evacuation of the premises, a voice alarm is preferably used. It is a recorded message that can be activated from the Concierge's Desk in order to ensure thorough information to the bystanders and avoid panic as much as possible.

The people in charge can silence the optical-acoustic alarm triggered by the smoke detection system (delay time of 10 min) and in the meantime ask the activation of the sound alarm to the colleagues of the Concierge's Desk. In this case the following messages can be diffused:

- Evacuation pre-alarm warning – The general evacuation warning of one or more pavilions is preceded by a preliminary warning diffused by loudspeakers as follows:

- Announcement 2: Attention, please, a critical situation of RED level occurred at/in... (indicate the place to be evacuated).

Evacuation alarm is given by the dispatcher through loudspeakers.

- Evacuation alarm warning – The person in charge of the outpost can signal the evacuation only after having received the communication from the Emergency Coordinator. The general evacuation warning of a Pavilion is diffused through the following message:

- Announcement 3: Attention, please, you are all required to evacuate the pavilion...(indicate the number of pavilion).

The announcement must be made inside the pavilion involved in the evacuation announcement.

In case the alarm is not silenced, in Pavilions 2, 3 and 4 the optical-acoustic panels of the pavilion involved in the emergency will be automatically activated.

9.2 Location of the assembly point

The designated assembly point is the clearing in front of the East ticket office.

9.3 Behaviors

9.3.1 Emergency Coordinator

The Emergency Coordinator shall go to the Fire Service Outpost to:

- give the evacuation pre-alarm warning to the person in charge of the fire service outpost;
- give the evacuation alarm order to the person in charge of the fire service outpost in short time;
- coordinate all the evacuation operations;
- ensure the assistance in the assembly point by the members of the firefighter squad by means of megaphone.

9.3.2 Dispatcher

Once the dispatcher in charge has received the evacuation pre-alarm warning order, he/she shall:

- announce the warning through the Announcement 2.

After having received the evacuation alarm from the Emergency Coordinator, the dispatcher shall:

- announce the evacuation alarm through the Announcement 3;
- make warnings regarding the type of evacuation and any other important information for the evacuation.

9.3.3 Firefighter Squad

On hearing the evacuation pre-alarm warning, the members of the firefighter squad shall:

- reach the emergency exits as soon as possible;
- clear the escape routes of any removable floor hindrances;
- make sure the emergency exits are open.

On hearing the evacuation alarm warning, the members of the firefighter squad shall:

- direct and help the evacuation flow;
- maintain the order and keep the personnel present calm in order to avoid panic and confusion;
- check that there are no people who suffered damages, and if there are, they make them move away from the dangerous places;
- carefully follow any subjects belonging to the protected class groups (people with disabilities, pregnant women, etc...);
- check that no one is left inside the pavilion;
- notify the Emergency Coordinator that the evacuation has been carried out.

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9.3.4 Internal personnel of Fair

On hearing the evacuation pre-alarm warning, the Internal personnel of Fair shall:

- move outside the emergency exits and spread out evenly on emergency exits;
- remove any hindrance that people may encounter while walking;
- make sure that emergency exits are open;
- stop the incoming flow of people;
- keep the space facing the emergency exits clear of the people who might stand there;
- keep the people who go beyond the emergency exit threshold moving in order to allow other people to pass through.

9.3.5 Plant systems Manager

In case of evacuation, the Plant Systems Manager shall:

- make all the systems safe;

check and notify the Emergency Coordinator of the practicability, restoration of practicability, safe conditions and integrity of the various parts of the settlement.

9.3.6 External personnel of Fair

The external personnel of Fair include the people working at the ticket offices.

On hearing the evacuation pre-alarm warning, the people working at the ticket offices shall: prevent further visitors from entering.

9.3.7 First Response and First Response Team Manager

On hearing the evacuation pre-alarm warning, they shall:

- move outside the emergency exits as soon as possible;
- assist any people injured due to the evacuation procedures or due to the occurring of an event that led to the evacuation emergency as a consequence.

9.3.8 Public

On hearing the evacuation alarm, the public shall:

- pay the utmost attention to the announcements;
- find at least two emergency exits;
- quietly leave the premises using the nearest emergency exit or the one indicated by a member of the firefighter squad;
- not push the people walking in front of them;
- not stand outside in front of the emergency exit, once reached it;
- not walk against the flow to go back to retrieve any personal belongings left behind;
- not carry heavy, voluminous, bulky objects; if you leave them, place them in places where they do not hinder the passage;
- reach the assembly point;
- provide any information about any people still present inside the pavilion;
- not try to re-enter the pavilion without the express authorization of the firefighter squad and the personnel of Fiere di Parma SpA..

9.3.9 Exhibitors

On hearing the evacuation alarm, the exhibitors shall:

- make all working machines and equipment safe;
- pay the utmost attention to the announcements;
- find at least two emergency exits;
- not push the people walking in front of them;
- not stand outside in front of the emergency exit, once reached it;
- not walk against the flow to go back to retrieve any personal belongings left behind;
- not carry heavy, voluminous, bulky objects; if you leave them, place them in places where they do not hinder the passage;
- quietly leave the premises using the nearest emergency exit or the one indicated by a member of the firefighter squad and reach the designated assembly point;
- make sure that all the colleagues have taken the escape routes;
- once outside the pavilion, they are strictly prohibited from using the cars parked inside the exhibition area.

	<p>INTERNAL EMERGENCY PLAN EXHIBITION AREA</p>	
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10. Explosion emergency

Actions to be taken in the event of an explosion:

- do not panic;
- be ready to handle any other new explosions;
- go under a table, choosing the sturdiest one, and stay close to the perimeter walls to avoid the risk of floor collapse. People can take shelter also below stairs or in the doorway opened in a bearing wall;
- move away from windows, mirrors, display cabinets, chandeliers, shelves of books, instruments, electrical equipment. Beware of random falling objects;
- if you are outdoors, seek refuge behind a wall.

	INTERNAL EMERGENCY PLAN EXHIBITION AREA	
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11. Robbery, threat or sabotage emergency

11.1 Behaviors

11.1.1 Internal personnel of Fair

Once realized the event under way, the internal personnel of Fair shall notify:

- *if there is any* Police outpost, communicating the type of event under way: **Threads, Robbery, Sabotage**
- *otherwise*, the stable fire service outpost.

The warning to the fire service outpost must be made quietly, behind the criminal's back.

If you are not certain you can warn the stable outpost without being caught by the criminal, do not make any move that may arouse the criminal's suspicion.

11.1.1.1 In the event of an indirect involvement

In the event of an indirect involvement:

- move away the bystanders;
- keep any other bystanders away from the area affected.

11.1.1.2 In the event of an involvement

In the event of a direct involvement:

- strictly follow the instructions of the criminal, without hurry, but not too slowly either. Follow the criminal's instructions, but nothing more. An obedient attitude, but not excessively collaborative, is the most appropriate and it is exactly what the criminal would expect;
- if you have to make any other move or move away to follow the criminal's instructions, ask criminal's permission or warn him/her;
- if the criminal threatens you, but you cannot see the weapon, just always assume that the criminal has a weapon;
- if during the robbery or the event telephone rings, do not answer it without having previously asked criminals permission;
- while you are following the criminals' instructions, try to memorize their features, the clothes they wear and, very important, their height (with reference to a painting or a plant present in your room). Try to observe their weapons;
- criminals very rarely walk away with a hostage, since a hostage represents a hindrance. Should this happen, offer no resistance, but try to behave in a passive way, even try to faint, thus hampering their escape;
- do not get in the way of the criminals while they walk away to avoid retaliations.

Te personnel is NOT AUTHORIZED to negotiate or talk with any saboteurs.

Upon the arrival of the emergency response team, the internal personnel of Fiere di Parma SpA entrust them with the task of moving the bystanders away from the place where the event is taking place.

	<p>INTERNAL EMERGENCY PLAN EXHIBITION AREA</p>	
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11.1.2 Stable fire service outpost

On hearing the emergency alarm, the person in charge shall warn.

- the Police Force;
- the Emergency Coordinator;
- the first response team (healthcare outpost).

11.1.3 Emergency Coordinator's Behavior

He/she intervenes and shall:

- take on the coordination of all operations until the Police force come;
- see to the moving away or partial evacuation of pavilion;
- get the help of the other resources present in Fiere di Parma SpA for the emergency (Plant Systems Manager, External Relations Manager, First Response Team Manager, etc...) in order to cut off or restore the power supply, etc...;
- have the fire devices made ready by the firefighter squad: fire extinguishers, hoses, hydrants, so that they are ready when needed;
- set up the area to be cordoned off by the firefighter squad, so that external people who may hamper the emergency management or may be injured by the event under way cannot access the area;
- arrange the first aid to the people who have been injured.
- upon the arrival of the Police Force, the Emergency Coordinator still remains the main mediator between the emergency management system of Fiere di Parma SpA and the Police Force.

12. First Aid and Emergency care procedures

12.1 Behavior

12.1.1 Internal personnel of Fair

In the event of an injury or indisposition, the people standing near the person/s shall:

- not try to move the casualty, except for those cases where an imminent danger accounts for it;

they shall notify:

- the healthcare out post through the landline telephone present in the East Ticket Office or radiophone, if available;
- they provide information about the level of consciousness, breathing and heart rate to the stable outpost;

while waiting:

- they keep the people not involved away from the casualty;
- they arrange the access route to the first aid;
- they gather information from the bystanders on the accident or the indisposition occurred without asking probing questions to the casualty.

In the event of a deadly injury or indisposition, do not move the casualty and wait for the Public Safety officers to come.

12.1.2 Medical emergency outpost

As soon as the person in charge of the stable outpost receives the communication, he/she shall notify:

- the Emergency Coordinator;
- the first response team and their manager.

The person in charge shall wait for any communications received by the team manager or other medical emergencies in the outpost's premises.

12.1.3 First Response Team

The first response team reach the place where the event occurred with the available means and shall follow the instructions of their own manager.

Regardless of the seriousness of the injury or indisposition, all the members of the first response team who intervene shall:

- avoid statements and questions regarding the condition and the injuries of the casualty in his/her presence;
- avoid asking probing questions to the casualty regarding the details of the event.

	<p>INTERNAL EMERGENCY PLAN EXHIBITION AREA</p>	
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12.1.4 First Response Team Manager

The First Response Team Manager reaches the place where the event occurred together with his/her own team, and shall:

- assess the injury or indisposition (how much they are serious);
- give first aid;
- collaborate with the Emergency Coordinator in the event of a prolonged emergency;
- ask for further medical assistance by phoning from the stable outpost.

12.1.5 Emergency Coordinator

The emergency coordinator reaches the place and shall:

- in the event of a prolonged emergency, involving more people, activate the further resources present for the emergency deemed necessary;
- make the necessary resources and means to handle the medical emergency available to the First Response Team Manager;
- gather all the information to reconstruct the event that caused the injury or indisposition and report to the H&S Manager of Fiere di Parma SpA.

12.1.6 Public

In the event that one person of the public is injured or does not feel well:

- do not try to move the casualty;
- notify an internal person in charge of Fiere di Parma SpA (if identifiable);
- go to the point where an emergency telephone is present in each pavilion and call the number of the emergency room found on the telephone.

13. Information

- a) The public is notified through notices displayed in the most crowded points of the pavilion.
- b) The technical diagrams of technological systems (electrical system, fire extinguishing system, etc...) are present in the technical office and the office of the Plant Systems Manager.
- c) All the lay-outs of the firefighting devices edited by the H&S Manager and all the indications required for an intervention of the Fire Brigade (location of hydrants, hoses, fire monitors, extinguishers, sprinkles systems, etc...) are available at the Fire Service Outpost and Technical Office.
- d) All the keys to open the technological premises and the entrance gates of the Exhibition Area are available at the Technical Office and Fire Service Outpost.
- e) The names of the company firefighter squad of Ente Fiera, the names of the other people in charge taking part in the emergency and their respective extension numbers edited by the &S Manager are available at the Fire Service Outpost and Healthcare Outpost.