

## CUSTOMER OPERATION GUIDELINES FOR EVENTS

The following is a list of the health and safety measures that all customers, organizers, exhibitors and their suppliers must comply with when operating any event at Centro Citibanamex.



CATEGORY	GUIDELINE	DESCRIPTION / ACTION	OPERATION OF:			
			CUSTOMER	ORGANIZER	EXHIBITOR	SUPPLIER
ACCESS CONTROL	Personal Protective Equipment (PPE).	Every person who enters the venue must wear a face mask before entering and keep it on during their stay, the entire personal protection equipment/team is overseen by the same person.	✓	✓	✓	✓
	Wait line Entry	Every person entering the venue must line up before the access control filter and at all times maintain social distancing according to the signs marked on the floor.	✓	✓	✓	✓
	Temperature.	Everyone must go through the security filter and will be given access only if they have a mask properly placed and a temperature lower than 37.5°, if detected equal or higher than 37.5° they will not be able to access the venue.	✓	✓	✓	✓
	Hand Sanitization.	After going through the access control filter, the visitor must apply 70% alcohol-based gel sanitizers.	✓	✓	✓	✓
	Social distancing.	If there is only one access, it must be divided by physical barriers (belt posts, acrylic barriers, etc.).	✓	✓	✗	✗
		Visitors and staff must enter one by one at every entrance.	✓	✓	✓	✓
Internal Measures	Group visits must be avoided.	✓	✓	✓	✓	

CATEGORY	GUIDELINE	DESCRIPTION / ACTION	OPERATION OF:			
			CUSTOMER	ORGANIZER	EXHIBITOR	SUPPLIER
BEFORE THE EVENT	Event Layout.	The event layout must be sent for authorization according to the Centro Citibanamex Operations Guidelines (15 days prior to entering the venue) for authorization and/or feedback from the venue.	✓	✓	⊘	⊘
		In case of exhibitions or stands at your event, a minimum of 3 meters of width must be considered for the corridors. The circulation of the entries and exits must be marked, which must be one-way at all times.	✓	✓	⊘	⊘
		In case of having auditoriums and/or conference rooms, these assemblies must maintain social distancing and/or the capacity requested by the authorities according to Mexico City's current risk indicator.	✓	✓	⊘	⊘
		For events in exhibition halls, the customer or organizer must consider and allocate areas for hand sanitizing stations (sinks with water, soap and disposable towels) and/or a 70% alcohol-based gel sanitizer dispensers.	✓	✓	⊘	⊘
	Use of Personal Protective Equipment (PPE).	The customer and organizer through its staff and/or event security must ensure that all staff entering the assembly area have their QR code and wear their Personal Protective Equipment (PPE) at all times.	✓	✓	✓	✓
	Access Logistics.	Customers and organizers must have an access logistic to avoid crowds and control the density of staff within rooms and halls. Also, they are responsible for implementing access control filters where they must check the temperature and correct use of masks.	✓	✓	⊘	⊘
	Food and Beverage / Food Consumption Areas	Food and beverages are not allowed inside the venue (see Centro Citibanamex Operational Guidelines).	✓	✓	✓	✓
		Food and beverage consumption protocols must be followed in the different consumption areas inside the venue.	✓	✓	✓	✓
	Basic Protection Measures.	Wash hands with soap and water frequently or sanitize them with 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
		Respiratory hygiene must be practiced at all times, when coughing or sneezing cover your mouth and nose with a disposable tissue and throw it immediately in the labeled trash cans or use the inner corner of the arm (cough etiquette) then you must wash your hands with soap and water or apply 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
		At all times avoid kissing, shaking hands or hugging. Avoid touching your face with dirty hands, especially your nose, mouth and eyes.	✓	✓	✓	✓
	Social distancing.	You must inform the public about the logistics of access and exit flows in the facilities.	✓	✓	⊘	⊘
		Social distancing of 1.5m between each person must be maintained in all lines that require it.	✓	✓	✓	✓
		Users must be informed about systems that promote contactless service and payments (virtual platforms, card payments, etc.), in order to avoid direct contact between cashiers and customers.	✓	✓	✓	⊘
		The elevator must be used only if necessary and for people who require it, either way it will be limited to only two people per square meter. The use of masks inside is mandatory. To enter, a waiting line with social distancing of 1.5 meters must be respected and hand hygiene must be done after touching the elevator buttons (with a 70% alcohol-based solution).	✓	✓	✓	✓
	Access Control.	All assembly staff must keep a distance of 1.5 meters between each other to avoid crowds.	✓	✓	✓	✓
	Infection Prevention Measures.	The attendance of vulnerable persons must be avoided.	✓	✓	✓	✓
		If there is only one access, it must be divided by physical barriers (belt posts, acrylic barriers, etc.).	✓	✓	⊘	⊘
		Visitors and staff must enter one by one at every entrance.	✓	✓	✓	✓
	Signage	Placement of official infographics indicating health measures for all attendees.	✓	✓	✓	✓
		Within the event, the organiser must place signage communicating prevention measures for waiting lines, restricted areas or objects and/or mandatory use of masks.	✓	✓	✓	✓
	Staggered Work Schedules.	Schedule staggered meals and break times for staff to avoid crowds.	✓	✓	✓	✓
	Surveillance, Supervision and Identification of Possible Infections	Staff who appear to have symptoms of COVID-19 must stay at home and not attend the venue.	✓	✓	✓	✓

CATEGORY	GUIDELINE	DESCRIPTION / ACTION	OPERATION BY:			
			CUSTOMER	ORGANIZER	EXHIBITOR	SUPPLIER
DURING THE EVENT	Pre-Registration / Event Registration [Customer and/or Organizing Committee].	The use of technology (Pre-registration, online registration and electronic ticketing/accreditation, as well as programs and event information in digital format) is recommended to minimize time, crowds and physical contact between people at the time of entry of the event.	✓	✓	✓	✓
		Events that install temporary registers must have sanitary measures (acrylic screen for public service, social distancing marking on the floor, hand sanitizer dispensers and should clean and sanitize these areas).	✓	✓	✓	✓
		All events must abide the capacity and time allowed by the authorities according to the contracted space at all times, practice social distancing (not to exceed the authorized occupancy density), have an access/exit counter to know the number of people within the contracted space. It is suggested to have staggered schedules of attendance at the event.	✓	✓	✗	✗
	Use of PPE Equipment.	The customer and organizer through its staff and/or event security must ensure that everyone entering the event must wear Personal Protective Equipment (PPE) at all times.	✓	✓	✓	✓
	Logistics Flows During the Event.	Customers and organizers must have a pedestrian flow logistics to avoid crowds and control the density capacity at the event. The circulation of entrances and exits must be marked and be one-way at all times.	✓	✓	✗	✗
	Cleaning and Sanitizing.	Constant cleaning and disinfecting must be done frequently in exhibitors' stands and customer service areas.	✓	✓	✓	✗
	Promotional Material.	Avoid handing out programs, flyers or printed material of the event. Deliver information orally or through sound equipment. Use of QR codes to provide information to the public.	✓	✓	✓	✓
	Food and Beverage / Food Consumption Areas.	Food and beverages are not allowed inside the venue (see Centro Citibanamex Operational Guidelines)	✓	✓	✓	✓
		Food and Beverage protocols must be followed in the different food consumption areas of the venue.	✓	✓	✓	✓
	Basic Protection Measures.	Wash hands frequently with soap and water or sanitize them with 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
		Respiratory hygiene must be practiced at all times. When coughing or sneezing, cover your mouth and nose with a disposable tissue and throw it immediately in the labeled trash cans or use the inner corner of the arm (cough etiquette), then you must wash your hands with soap and water or apply 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
		At all times avoid kissing, shaking hands or hugging. Avoid touching your face with dirty hands, especially your nose, mouth and eyes.	✓	✓	✓	✓
	Internal Measurements.	Group visits are to be avoided.	✓	✓	✓	✓
		Avoid crowds in corridors, lobby and common areas.	✓	✓	✓	✓
		The sale or bulk distribution of exposed candy and food is suspended.	✓	✓	✓	✓
	Social distancing.	Inform the public about the entry and exit flows in the facilities.	✓	✓	✗	✗
		Social distancing of 1.5m between each person must be respected in all lines that require it.	✓	✓	✓	✓
		Users must be informed about systems that promote contactless service and payments (virtual platforms, card payments, etc.), in order to avoid direct contact between cashiers and customers.	✓	✓	✗	✗
		The elevator must be used only if necessary and for people who require it, either way it will be limited to only two people per square meter. The use of masks inside is mandatory. To enter, a waiting line with social distancing of 1.5 meters must be respected and hand hygiene must be done after touching the elevator buttons (with a 70% alcohol-based solution).	✓	✓	✓	✓
	Infection Prevention Measures.	Avoid the attendance of vulnerable people.	✓	✓	✓	✓
		No testing products involving direct handling by customers as well as food tastings.	✓	✓	✓	✓
		If there is only one access, it must be divided by physical barriers (belt posts, acrylic barriers, etc.).	✓	✓	✓	✗
		Access of persons must be on a one-to-one basis per access.	✓	✓	✓	✓
	Signage.	Visitors should be prevented from touching products they are not going to buy.	✓	✓	✓	✗
		Placement of official infographics indicating health measures for all attendees.	✓	✓	✓	✓
	Staggered Work Schedules.	Within the event, the customer must place signage communicating prevention measures for waiting lines, restricted areas or objects and/or mandatory use of masks.	✓	✓	✓	✓
		Schedule staggered meals and break times for staff to avoid crowds.	✓	✓	✓	✓
Surveillance, Supervision and Identification of Possible Infections.	Staff who appear to have symptoms of COVID-19 must stay at home and not attend the venue.	✓	✓	✓	✓	

CATEGORY	GUIDELINE	DESCRIPTION / ACTION	OPERATION OF:			
			CUSTOMER	ORGANIZER	EXHIBITOR	SUPPLIER
AFTER THE EVENT	Use of PPE Equipment.	The customer and organizer through their staff and/or event security must ensure that all staff entering the dismantling area wear their Personal Protective Equipment (PPE), masks at all times.	✓	✓	✓	✓
	Access Logistics.	Customers and organizers must have an access logistics, to avoid crowds and control the density of staff inside rooms and halls.	✓	✓	✗	✗
	Food and Beverage / Food Consumption Zones.	Food and beverages are not allowed in the venue (see Centro Citibanamex Operations Regulations).	✓	✓	✓	✓
		Food and Beverage protocols must be followed in the different food consumption areas of the venue.	✓	✓	✓	✓
	Basic Protection Measures.	Wash hands with soap and water frequently or sanitize hands with 70% alcohol-based hand sanitizer.	✓	✓	✓	✓
		Respiratory hygiene must be practiced at all times, when coughing or sneezing cover your mouth and nose with a disposable tissue and throw it immediately in the trash cans for this purpose or use the inner corner of the arm (label sneeze), then you must wash your hands with soap and water or apply 70% alcohol-based gel on your hands.	✓	✓	✓	✓
		At all times avoid kissing, shaking hands or hugging, and avoid touching your face with dirty hands, especially your nose, mouth and eyes.	✓	✓	✓	✓
	Social distancing.	It must inform the public about the access and exit flows in the facilities.	✓	✓	✗	✗
		Social distancing of 1.5m between each person must be respected in all lines/row that require it	✓	✓	✓	✓
		Users must be informed about systems that promote contactless service and payments (virtual platforms, card payments, etc.), in order to avoid direct contact between the cashier and the customer.	✓	✓	✗	✗
		The elevator must be used only if necessary and for people who require it; in any case, access must be limited to only two people per square meter inside; the use of masks must be mandatory; to board, there must be a waiting line respecting the social distancing of 1.5 meters and hand hygiene must be done after touching the elevator buttons (with a 70% alcohol-based solution).	✓	✓	✓	✓
	Infection Prevention Measures.	Avoid the attendance of vulnerable people.	✓	✓	✓	✓
		If there is only one access, it must be divided by physical barriers (belt posts, acrylic barriers, etc.).	✓	✓	✗	✗
		Visitors and staff must enter one by one at every entrance.	✓	✓	✓	✓
	Signage.	Placement of official infographics indicating health and safety measures for all attendees.	✓	✓	✓	✓
		Within the event, the customer must place signage communicating prevention measures for waiting lines, restricted areas or objects and/or mandatory use of masks.	✓	✓	✓	✓
Staggered Work Schedules.	Schedule staggered meals and break times for staff to avoid crowds.	✓	✓	✓	✓	
Surveillance, Supervision and Identification of Possible Infections	Staff who appear to have symptoms of COVID-19 must stay at home and not attend the venue.	✓	✓	✓	✓	