

**SPECIAL REGULATION No. 10
CONCERNING GENERAL SERVICES**

CHAPTER I. GENERAL PROVISIONS

Article 1. Purpose

1.1. Pursuant to Articles 15, 16, 17, 29 and 43 of the General Regulations of the International Horticultural Exhibition Expo 2023, Doha Qatar (hereinafter referred to as “Expo 2023 Doha”, or “Exhibition”), this Special Regulation specifies the rules on the provision of the following general services within the Expo site:

- Sanitation and public health,
- Security and surveillance,
- Supply of water, electricity, and air conditioning,
- Telecommunications.

Article 2. Compliance with the Laws and Regulations

2.1. All Participants shall comply with the Paris Convention relating to International Exhibitions signed in Paris on November 22, 1928 as amended and supplemented, the General Regulations and the Special Regulations, the relevant laws and regulations in Qatar and the additional instructions and directives issued by the Organizer, which shall be in conformity with the General Regulations and the Special Regulations of the Exhibition (hereinafter jointly referred to as “Laws and Regulations”).

2.2. The additional instructions and directives are issued by the Organizer to provide more information on related subjects and further specify the rights and obligations of the Participants and the Organizer.

Article 3. Rights of the Organizer

3.1. The Organizer shall, in the event that Participants violate or fail to comply with the Laws and Regulations related to the services stated in Article 1 of this Special Regulation, ask the Participants to take corrective measures or take any measures necessary, at the expense and responsibility of the Participant concerned.

3.2. The Organizer shall assume no responsibility whatsoever for any damage or loss relating to and resulting from the violation of the Laws and Regulations by Participants or their failure to comply with a corrective measure pursuant to Article 3.1. of this Special Regulation.

Article 4. On-site Inspection

4.1. The Organizer may send a designated representative to inspect the exhibition areas and other facilities of Participants when deemed necessary. The representative conducting the on-site inspection

shall present an authorised identification document.

4.2. If the designated representative determines that a Participant is in violation of the Laws and Regulations, the Organizer has the right to instruct the Participant to take remedial action. The Participant shall follow the instructions given by the Organizer.

Article 5. Environmental Protection

Participants shall take necessary measures to protect the environment with regard to the use of water, electricity and air conditioning in their exhibition areas and facilities.

CHAPTER II. SANITATION AND PUBLIC HEALTH

Article 6. Sanitation

6.1. The Organizer is responsible for sanitation in the public areas and facilities in the Exhibition site.

6.2. Participants shall be responsible for sanitation within their exhibition areas.

6.3. The Organizer shall provide Participants with a list of cleaning companies that have been accredited by the Organizer. Participants may purchase cleaning services from these companies.

6.4. Participants shall take necessary measures to maintain adequate ventilation, natural illumination and lighting, and take anti-moisture, anti-noise, anti-quake and deodorization measures within their exhibition areas.

6.5. Participants shall ensure normal and safe functioning of the facilities for water supply, drainage, sanitation, natural illumination and lighting, electricity supply, the equipment for ventilation and air conditioning within their outdoor exhibition areas. These facilities within the indoor exhibition areas shall be built and maintained by the Organizer.

6.6. Should the Participants fail to undertake the measures related to sanitation, the Organizer has the authority to provide these services. The concerned Participant shall bear the corresponding costs in such cases.

Article 7. Control of Harmful Rodents and Insects

Participants shall eliminate harmful pests i.e. rodents and insects including mosquitoes, flies, cockroaches and their breeding places in their exhibition areas and facilities.

Article 8. Food Hygiene

8.1. Participants who sell and provide food and beverages shall comply with the Laws and Regulations on food hygiene and safety. They shall be responsible for the sanitation of their food and beverage facilities in the process of installation, operation, food supply and management in accordance with the Law No. 8 of 1990 Regulation of Human Food Control of Qatar and other relevant regulations. Qatari authorities have the right to inspect and take samples from the Participants' food and beverage facilities.

8.2. Participants shall immediately report chronic or acute food safety hazards and cooperate with the Organizer in the investigation and management of any food related incidents.

8.3. Participants shall bear the responsibility if the food they supply results in personal injury, which affects the health of the consumer.

Article 9. Waste Disposal

9.1. Participants shall sort recyclable waste before disposal, use designated sites for waste collection and dispose of waste in accordance with other methods specified by the Organizer.

9.2. Participants shall not dispose of waste within their exhibition areas without the approval of the Organizer. Participants shall comply with the Laws and Regulations with regard to waste disposal.

9.3. Waste disposal services will be provided by the Organizer, Participants shall bear the cost of such services, which will be based on the size of their exhibition areas and the nature of the commercial activities carried within.

Article 10. Health Requirements

10.1. Participants shall pay due attention to the hygiene and health conditions in their allocated exhibition areas.

10.2. Pursuant to Law 8 of 1990 Regulation of Human Food Control of Qatar, staff working in the restaurants of Participants shall undergo a medical examination for a health certificate at a healthcare institution designated by the Organizer and meet the requirements of other relevant Laws and Regulations. Further details will be made available to the Participants by the Organizer

Article 11. Preventive Measures against Infectious Diseases

If an infectious disease prescribed in the Decree Law No. 17 of 1990 on Protection from Infectious Diseases of Qatar occurs at the Expo site, Participants shall assist the Organizer with prevention, monitoring, quarantine and treatment of the disease.

Article 12. Emergency Medical System

The Organizer shall provide necessary first-aid medical facilities and ambulances at the Exhibition Site.

CHAPTER III. SECURITY AND SURVEILLANCE

Article 13. Responsibilities of the Organizer

13.1. The Organizer shall take necessary measures to ensure public safety and order within the Expo Site in the course of the Exhibition. These shall include:

- Raising public awareness of safety and protection of the personal and property safety of all people including Participants and visitors

- Maintaining public order in the Exhibition Site
- Liaison and coordination with the police agencies, fire agencies, private security officers employed by Participants and any other related agencies to prevent fire, crime, accidents from overcrowding and other safety accidents.
- Preparation of security plans and implementation of special security measures in cooperation with relevant governmental authorities for visiting VIPs
- While on duty, the Organizer's security staff shall put on uniforms and equipment determined by the Organizer and carry identification cards in a way that they are displayed prominently.

Article 14. Participants' Responsibilities

14.1. Participants shall take necessary measures to ensure security and order within their exhibition areas at their own expense and responsibility.

14.2. The Organizer shall provide Participants with a list of accredited security service providers. Participants may choose their security provider from the list established by the Organizer.

14.3. Participants shall give permission to the Organizer to enter their exhibition areas in case of emergency.

14.4. After consultation with the Organizer, Participants may appoint a security officer for their outdoor exhibition areas and provide the name, the identification document and contact information of the security officer to the Organizer.

14.5. The security officers shall be responsible for the following:

- Preparation of the security and surveillance plan for the areas under their control, in consultation with the Organizer, and implementation of security and surveillance based on the produced plan.
- Cooperation with the police, fire agencies and the Organizer's security unit.
- Safeguarding the flow of visitors within their exhibition area.

Article 15. Maintaining Order within the Exhibition Area

15.1. The Organizer may, for the purpose of maintaining order and safety within the Expo site, stipulate rules governing all personnel at the Expo site.

15.2. Participants shall ensure that their personnel involved in exhibition and commercial activities complies with the above-mentioned rules.

Article 16. Emergency Measures

Participants shall, in the event of stampede, crime, fire or other accidents that may occur in their exhibition areas, take immediate actions, report to and follow the directives of the Organizer.

Article 17. Fire Protection

17.1. Participants shall ensure that the emergency exits and evacuation routes in their gardens, buildings and structures comply with the requirements of the Fire Prevention Laws and Regulations.

17.2. Participants shall take fire prevention measures in conformity with the Special Regulation No. 4 concerning Construction, Installation, Workplace Safety, Fire Prevention, and Environmental Protection.

17.3. Participants shall at their own expense, install fire prevention facilities and equipment in their exhibition areas as required. Fire prevention facilities of the Participants shall be connected with the fire prevention and alarm system of the Organizer.

Article 18. Lost and Found Service

The Organizer shall provide lost and found services. Participants shall cooperate with the Organizer with regard to the lost and found items within the Exhibition site.

Article 19. Lost Person and Child Service

The Organizer shall provide lost persons and children services. Participants shall cooperate with the Organizer in the care of lost persons and children within the Exhibition site.

Article 20. Measures in Case of Non-compliance with the Laws and Regulations

The Organizer shall be entitled to ask a person to leave the Exhibition site if the said person violates the Laws and Regulations.

CHAPTER IV. SUPPLY OF WATER, ELECTRICITY AND AIR CONDITIONING

Article 21. Installation of Facilities

21.1. The Organizer shall install the facilities for the necessary distribution networks for electricity, irrigation and domestic water, wastewater, drainage, sewage and air conditioning (hereinafter referred to as "water supply and other facilities") up to the boundary of the allocated parcels for outdoor exhibition areas and inside the area allocated for indoor garden exhibitions free of charge.

21.2. Participants with outdoor garden exhibition areas shall install facilities within their exhibition areas at their own expense and responsibility.

Article 22. Water Supply Facilities

22.1. Irrigation water and tap water usage shall be complimentary for Participants during the Exhibition.

22.2. The quality of water supplied to the Expo site for different needs shall meet the relevant quality standards issued by the Qatar Government.

22.3. The Organizer shall install water supply pipes and section valves up to the boundary of the indoor and outdoor exhibition areas. The Participants shall make necessary installations within their indoor and outdoor exhibition areas at their own expense.

Article 23. Drainage Facilities

23.1. Drainage facilities include the collection, transmission and treatment and disposal systems for wastewater.

23.2. The Organizer shall install wastewater pipes from the boundary of the allocated exhibition areas till the disposal point within the municipality network. The Participants shall be responsible for making installations within their indoor and outdoor exhibition areas at their own expense.

Article 24. Air Conditioning Facilities

24.1. The Organizer shall install an air conditioning system in the Indoor Garden building.

24.2. Participants shall install air conditioning units and associated equipment within the exhibition area at their own expense and responsibility. Air conditioning units will be power-supplied, and the Organizer shall provide the required low voltage cable connections to the boundary of the exhibition area.

Article 25. Power Supply Facilities

25.1. The Organizer shall provide a single-phase power distribution system with 240 V.

25.2. The Organizer shall install power distribution lines and section switches extending to the boundary of outdoor exhibition areas and inside the indoor garden exhibition areas.

25.3. Participants shall install electric facilities from the section switches and beyond into their allocated outdoor exhibition areas at their own expense and responsibility.

25.4. The Organizer shall offer complimentary electricity usage in the exhibition areas of Participants.

25.5. Participants shall submit the power and water demands to the Organizer as part of their garden designs.

Article 26. Maintenance of Service Facilities

26.1. Participants shall conduct routine maintenance and inspect the service facilities in their indoor and outdoor exhibition areas at their own expense.

26.2. In case of any malfunction or problems with the service facilities, Participants shall notify the Organizer and immediately discontinue to use the affected equipment. The Organizer shall request

from service providers to solve the problem directly.

26.3. Participants shall not install alternative service facilities or modify or repair existing facilities without the approval of the Organizer.

Article 27. Suspension, Discontinuation or Limitation of Services

27.1. The Organizer may suspend or limit the supply of water, electricity and air conditioning to Participants under the following circumstances:

- In case of force majeure
- When failure or signs of malfunction are detected in the supply and disposal facilities
- During maintenance, repair and work on infrastructure facilities
- For security reasons

27.2. Apart from emergencies, the Organizer shall give prior notice to the Participants, informing them of the dates, times and scope of the suspension, discontinuation or limitation of services.

27.3. The Organizer shall not be held responsible for any damages or losses sustained by Participants due to the suspension, discontinuation, or limitation of services.

CHAPTER V. TELECOMMUNICATION SERVICES

Article 28. Installation

The Organizer shall install wiring devices and connecting devices required for telecommunication services extending up to the boundary of the outdoor exhibition areas and inside the indoor exhibition areas. Participants shall install telecom facilities within their outdoor and indoor exhibition areas at their own expense.

Article 29. Supply of Telecommunication Services

29.1. Telecommunications services including fixed telephone, mobile communications, facsimile, internet and satellite communications (hereinafter referred to as “telecommunication services”) shall be supplied by service providers designated by the Organizer (hereinafter referred to as “the Telecommunication Service Providers”).

29.2. The Organizer shall provide wireless internet connection as a complimentary service on the Exhibition site.

29.3. The Organizer shall provide the necessary assistance in signing up for telecommunication services with Telecommunication Service Providers.

29.4. Participants may enter into a service contract with the Telecommunication Service Providers regarding the supply of telecommunications services and bear the costs. The Telecommunication service fees shall be in accordance with the local rates and the Laws and Regulations.

Article 30. Approval and Operation of Radio Stations

Participants and telecommunications service providers must obtain prior approval of the Organizer and comply with the Laws and Regulations if they plan to set up and operate radio stations.

Article 31. Special Telecommunications Facilities and Equipment

Participants may set up special telecommunication facilities or equipment at their own expense and responsibility with the approval of the Organizer.

Article 32. Prevention and Elimination of Electromagnetic Interference

32.1. Participants shall ensure that their radios and other equipment and facilities do not disrupt the normal functioning of the equipment or facilities of the Organizer or other Participants.

32.2. Participants shall comply with related technical standards and security policies issued by the Organizer, while installing and operating wireless and fixed telecommunication equipment.