

**INTERNAL RULES OF PROCEDURE
FOR THE FOOD AND AGRICULTURE CENTRE OF VERONA**

Art. 1 - DEFINITION OF THE CENTRE

The Fruit and Vegetable Market, the Markets and the installations for the flower, fish and meat industries as well as for mixed products located in Via Sommacampagna, together with the fixtures and the areas and installations for private wholesale trade as well as all of the related services make up the Food and Agriculture Centre of Verona.

Art. 2 - MANAGEMENT OF THE INTERNAL SERVICES IN THE CENTRE

The owner of the centre, VERONAMERCATO s.p.a., is in charge of management. The functions of the Centre Manager are carried out by the General Manager of Veronamercato.

Art. 3 - OBJECT OF THE RULES

These Rules of Procedure set out the behaviour required of the traders of the Food and Agriculture Centre concerning the use and maintenance of goods and both private and shared services.

This document can be modified, on the basis of proposals from management or traders, through ad hoc resolutions passed by VERONAMERCATO.

The following premises aid the understanding of the Internal Rules of Procedure:

- a. VERONAMERCATO s.p.a., hereafter called the "managing Company", promoted and created the Food and Agriculture Centre of Verona, undertaking the costs and obtaining the necessary authorisation.
- b. The managing Company thus has the duty / right to ensure that the Food and Agriculture Centre functions to its maximum potential so as to protect its interests and those of the business people and traders working at the Centre. The managing company will comply with this duty /right, by means of specific rules for the wholesale markets and licenses for spaces for traders in the industry.
- c. The individual and collective behaviour of all the people working with the Food and Agriculture Centre influences, over time, both the image and the effectiveness of the Food and Agriculture Centre and, as a result, its value. It equally influences the achievement of the business objectives and the good reputation of the companies working in the market. Hence the extreme importance of regulating the said behaviours.

Art. 4 - SCOPE OF APPLICATION

The rules herein set forth are applicable to all the traders in the Food and Agriculture Centre of Verona and to their colleagues or employees. Every other matter not expressly ruled by this document will be governed by the individual Rules of the Markets, provide it does not contradict what is herein stated.

Art. 5 - PUBLIC OPENING HOURS

The Agro-Industrial Centre of Verona will be open to the public on working days throughout the year. There will be no annual closure for holidays.

Art. 6 - OPENING HOURS FOR PERSONNEL

The owners and workers of businesses located in the Centre can enter the Food and Agriculture Centre throughout the entire day, except for a night break (under the control of security). The duration and start of the nocturnal break will be determined by the managing Company. Due to security reasons it is hereby stipulated that:

- traders and their staff must enter and exit the market through communal entrances, with the exception of businesses with an independent point of access;
- traders and their staff must be prepared to show security their badge, their card or any other personal identification paper required;
- should traders need to replace some staff temporarily, they may enter the Centre during opening hours only if in possession of an identity document issued by the managing Company.

Should special circumstances arise, that might require exceptions to this rule, the person in question must obtain special permission from the Management.

Art. 7 - LOADING AND OFFLOADING GOODS

The vehicles for loading and offloading goods may access the Centre during the hours determined by the Manager.

In order to define the times, the managers of the individual markets and the traders or workers not based in a market will communicate their requirements to the Management. During loading and offloading, the free circulation of people, vehicles and goods handling vehicles must be ensured and the areas containing fire and safety equipment must be kept clear.

Loading and offloading must be carried out in full respect of the activities of the Centre, its equipment and any regulations on goods handling set forth by the managing Company. It is the responsibility of the traders to ensure that their suppliers and delivery people respect and know the aforementioned regulations.

Art. 8 - ENTRANCE CHECKS

The Management is in charge of creating a system to control the communal entrances in compliance with the current Rules of Procedure and the rules for the markets in the Centre (as Per Article 1)

A computerised entrance control system might be made available by the managing Company.

Art. 9 - SECURITY

The security of the Centre is the responsibility of the managing Company. Any additional services required by individual traders must be approved by the managing Company and will be charged to the trader.

Art. 10 - COMMUNAL AREAS

The following are considered communal areas:

- lanes for pedestrians or vehicles, including the market floor of all the markets;
- parking lots;
- public toilets;
- green areas;
- other areas subsequently determined and communicated by the managing Company.

Traders are expected to make proper use of the communal areas. In particular, they are expected not to use or have others use the access and service roads, pavements and parking lots for purposes other than those indicated by the managing Company.

The following is forbidden in communal areas:

- blocking passageways and hindering circulation;
 - displaying products or machinery;
 - distributing fliers or doing other promotional activities;
- unless express permission has been granted by the Centre Manager.

It is the traders duty to promptly inform the Manager of any breaks, problems, anomalies and violations in the communal areas.

Art. 11 - MAINTENANCE HOURS

Should specific rooms and/or other public areas of the Centre need maintenance, the work must be carried out in the time and manner agreed with the Management.

Art. 12 - EXTRAORDINARY MAINTENANCE WORK

Should extraordinary maintenance, restructuring or refurbishing be required in the communal areas, the Manager might call for the exceptional closure of the centre. This decision must receive the approval of the Board of Directors of the managing Company.

Art. 13 - SAFETY MEASURES

In order to ensure maximum safety for the people, buildings, installations, equipment and the businesses located in the Centre, the following has been established:

- emergency exits, the areas with fire safety equipment and, in general, all of the communal parts must, at all times, be kept clear of any bulky objects so as to guarantee quick reaction in the case of an emergency;
- the traders will be held responsible for any damage caused to the safety installations;
- traders must not throw corrosive or inflammable products into the pipes or waste outlets whether they are in communal or private use.

Art. 14 - EXTRAORDINARY CLOSURE

The Manager can decide to close the Centre immediately in circumstances (e.g. fights, riots and so on) that might endanger the customers, traders, installations and equipment of the Centre.

Art. 15 - MANAGEMENT OF INDIVIDUAL ACTIVITIES

Since the Food and Agriculture Centre is an aggregation of activities in which unity guarantees the proper functioning of the complex, it is indispensable that every single activity is always, in their entirety, well maintained and functioning. Furthermore, traders should avoid improper behaviour amongst themselves.

Therefore, the behaviour of the traders and their staff must be in line with these Rules of procedure and should not be the reason for complaints.

Traders must make available from their accounting records information concerning the quantity of products traded, the selling prices and their turnover, to the Centre Manager, who can use this information for statistical purposes. This data will be treated confidentially in compliance with the existing regulations.

Art. 16 - APPEARANCE, SIGNS AND VISUAL DISPLAYS

Anything that might influence the appearance of the Centre must have the approval of the managing Company.

Traders cannot, under any circumstances, put up posters, fliers, flags, banners or writings on the external walls or in the communal areas without the prior written authorisation of the Manager.

Businesses and services in the Food and Agriculture Centre can put up signs indicating their

location.

In this respect, traders must obtain the authorisation of the managing Company, which will check whether the sign is compatible with the general appearance and quality of the Food and Agriculture Centre in terms of type, size and location.

Art. 17 - CLEANING

Transportation of waste from the point of sale to the collection site must normally be carried out before or after the public opening times of the Centre or the individual market, or within the timeframe set by the Centre Manager. Should transportation be necessary during the public opening times, then it must not inconvenience the public.

Traders cannot use the communal areas as a deposit for material, waste or the like during cleaning. This also holds for maintenance work.

In the case of non-compliance, the Manager will organise the clearing of the space at the cost and risk of the infringer.

The managing Company will contract out the cleaning of communal areas, transportation and waste disposal to companies that have proven particularly reliable and competent.

Art. 18 - INSURANCE

All traders must have an insurance policy against risks related to their business as a guarantee for the managing Company.

Art. 19 - DISCIPLINARY ACTION

In the case of non-compliance by a trader (and their workers, employees or suppliers) with the Regulations herein set forth, the disciplinary action and sanctions pursuant to Article 19 of the Veneto Regional Law of 30 March 1979 no. 20 and subsequent modifications and as per the current Regulations of the Fruit and Vegetable Market will be applied.

This copy was printed in AUGUST 2002 matching the copy printed in AUGUST 2001. It was given out before the signature of the draft licence and subsequently redistributed to all the companies entitled as an attachment to the final version of the licence.