



# COVID-19 EXHIBITOR GUIDANCE: PLANNING YOUR STAND AND EXHIBITING SAFELY AT EVENTS

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## INTRODUCTION

Our event would only take place in a situation where the risk of COVID-19 transmission is not considered to be very high, i.e. the transmission rate is significantly low, and that the Government has permitted business activities of this nature to resume with some controls as suggested within this document.

The challenge faced by all as a result of COVID-19 is purely one of Health and Safety. What you are trying to avoid is the spread of the disease and exhibitors need to attempt to aid in that by decreasing the risks of transmission from one person to another. We request that you approach your plans and measures from a Risk Assessment basis - as you would do for all other Health & Safety risks.

Thinking about planning your participation and the measures you need to take can be understandably daunting. Hyve has spent a lot of time thinking through the challenges and has provided the guidance below which falls in line with government guidance for the safe return to events.

As is usual, each and every exhibitor has a different challenge - dependent on the products they exhibit, their stand size, their booking type and the way they want to run their stand. As a result, we are unable in this guide to give specific solutions for everything. Instead, we have listed the things that you should consider and bear in mind when thinking about your stand and your time at the event.

Of course, however, we are always available to you individually for any further questions or concerns that you may have.

## SECTION 1 - HEALTH & SAFETY

### 1.1 EMERGENCY SITUATIONS

- Measures and reactions to immediate, life threatening, emergencies (e.g. evacuation due to fire or terrorist attack) take precedence over any COVID-19 controls such as social distancing measures and one-way systems. Such measures are not applicable where there is an immediate threat to life.

### 1.2 RISK ASSESSMENT

- You will need to carry out an Event Risk Assessment, as usual. This will now also need to consider transmission of COVID-19 as a new risk and detail the control measures you will be implementing to minimise this risk. This could be a separate document, but we encourage you to include with your main Risk Assessment covering the Build-up, Open Period and Breakdown periods of the event.
- Space Only exhibitors should also ensure that this risk is considered within the Risk Assessments completed by their stand contractors. An example Risk Assessment layout and guidance for considering transmission of COVID-19 is included in the manual.

### 1.3 FIRST AID / MEDICAL

- First aid and medical facilities will be provided within the venue as usual.



- The medical facilities are located between Halls 4 & 5 at the DWTC
- If you suspect anyone with COVID-19 symptoms – contact the event organiser straight away who will guide you through the necessary steps you will need to take. Please avoid contact with the suspected patient.
- Any updated or relevant new procedures put in place will be communicated to all parties to ensure all risks to health are minimised. Please also ensure that your staff are familiar with these details.

## SECTION 2 - GENERAL VENUE AND EVENT MEASURES

A huge amount of detail has been explored between Hyve, the venue and our contractors. We are not going to detail all of the arrangements, but here are the main things you can expect from us when you arrive onsite-

### 2.1 ACCESS

- Event arrival, access and registration procedures for exhibitors, contractors and visitors are being considered and planned thoroughly. As much as is possible, this process will be contactless and to enable this we ask that you make sure you and all of your staff have registered prior to coming onsite. Please print off your event badges and bring them with you to the event to minimise interactions and queuing at the Hall Entrances. Where registration and other Front of House staff are in frequent close contact with large numbers of people they will be positioned behind screens and/or issued with the necessary PPE.
- Please ensure all of your staff have registered before the event and print off their badges and ring them to the event when they come. Please ensure that they have the required accreditation displayed whenever they are within the event space.
- We will increase the number of access points to the event where practical, considering the required entry processes, in order to minimise queuing upon arrival and departure.
- We are working closely with the venues to reconsider systems for security checks which work effectively within current guidance. Guards may operate from within fixed protected positions and/or will be supplied with the necessary PPE. Please have your badges ready when approaching the check points.
  
- Thermal cameras have been installed at all entry points to screen visitors, exhibitors, organisers, employees and contractors prior to entering the DWTC premises. Screening is conducted through contactless temperature checks.
- No communal water bottles or meals can be supplied; sealed water bottles and prepacked meals with disposable cutlery are to be used.
- All contractors must enter the halls through service yards where they will go through mandatory temperature check before access to the halls/meeting space is granted.
- All vehicles will need to go to Al Warsan holding area and obtain a vehicle badge before access is given.
- All vehicles will report to the Al Warsan holding area in a timely manner, no more than 2 hours before their time slot. They may be released 30 45 minutes before their time slot depending on availability in the service yard.
- Time in the service yard will be limited and will depend on the size of vehicle. Please note that charges will apply to all vehicles that overstay their time slots as outlined below:
  - Trucks Up to 3.5 tons: 45 minutes will be allocated to unload material



- Trucks 3.5 to 13.5 tons: 60 minutes will be allocated to unload material
- 13.5 tons and 40 foot trucks: 75 minutes will be allocated to unload Material
- There will be strictly no access to contractors on the opening morning, except for 'stand by' electrical, AV/light technicians and project managers. No building construction work, graphic replacement, or touch ups can be done at this time.
- On the last day of the show, no vehicles will be permitted into the venue from event closing until midnight for stand build material removal, until the stand is completely dismantled and ready for loading. Please refer to the

## **2.2 AIR QUALITY**

- We have liaised with the venue to ensure the best possible hall ventilation services. Currently they function in line with or in excess of industry guidance.

## **2.3 CLEANING AND HYGIENE**

- Hand washing facilities and hand sanitiser stations will be provided by the venue and the Organisers at high traffic areas around the public areas and event spaces (including entrances, catering areas, toilets and show feature areas). This will be re-enforced with on-site signage about the importance of frequent hand cleansing and social distancing as well as the common signs and symptoms of COVID-19 and public address system announcements.
- An enhanced and visible cleaning regime will be implemented with an increased focus on key touch points.

## **2.4 CODE OF CONDUCT**

- Do not exchange business card and refrain from personal greetings such as handshakes or hugs.
- When walking the show, we will ask visitors to try to keep to the left of any gangway to minimise paths crossing
- Follow any instructions and communication provided on signage, by event staff and fellow exhibitors.
- Face coverings are now compulsory within exhibition and conference venues. There will be a limited supply available for anyone that requires this upon entry to the event.

## **2.5 INTERACTION POINTS**

- On-site service desks, registration help points, information points, organiser offices and other facilities are being reviewed and will be protected by screens/barriers where possible. Physical distancing protocols will also apply.
- In some circumstances phone numbers will be available for problem reporting and we ask that all exhibitors try to put in all orders pre event to minimise onsite queuing at the service centre.
- Circumstances are under constant review and any other necessary precautions/systems will be communicated to you prior to the event via the show website, emails and the exhibitor manual.

## **2.6 VISITOR FLOW & AISLE WIDTH**

- The Venue is currently putting in place a system for safely moving around their facilities. Guidance and signage will be provided in these areas.



- As a general policy we have increased gangway sizes across the event as far as possible. When walking the show, we will ask visitors to try to keep to the left of any gangway to minimise paths crossing.
- We have also increased the minimum stand depth to 2m, to allow exhibitors on smaller stands to meet with visitors within their stand space, and not dwell in gangways.
- One-way systems may be implemented in certain gangways or across the event, dependent on expected visitor numbers and gangway widths. We will try to avoid this wherever possible in order to encourage free visitor movement but, where these are necessary, the system will be clearly indicated. Please ensure your teams abide by these requirements.

## 2.7 QUEUING

- Any areas where queuing is expected around the venue (e.g. cloakrooms, hall entrances, toilets, catering areas) will be clearly indicated with signage, floor markings and rope and post/tensator barriers where applicable.
- Please help us by not joining any queues that extend past any designed queuing system. There will always be alternative facilities that are situated not far away.

## SECTION 3 - STAND DESIGN

There are obviously a number of things that you will need to consider when you are planning for your stand and activities onsite. As Organisers, as we have detailed above, we are considering the event layout, the event facilities, the access/egress and the public spaces around the event. It is your responsibility, as an exhibitor, to create a safe and secure environment on your stand for your staff, your visitors and your contractors throughout the event, from the time you arrive during build up until the moment you leave during breakdown.

The following is the range of things we think that you should be considering, based on your stand type and activities at the event. It looks long but is generally common sense and not all of the points will be relevant to you. Please read through each point to see what will apply and remember that we are here to talk to if you need more clarity on anything. We will do our best to help and offer advice where we can

It is important to consider the layout and design of your stand to ensure that you can both undertake the construction of your stand (for space only exhibitors, and for the set-up tasks undertaken by shell scheme exhibitors) and interact with visitors in a safe and controlled manner.

### 3.1 ACCESSIBILITY

- Ensure any changes to your stand layout do not make your stand inaccessible for those with access requirements.

### 3.2 BUILD UP & BREAKDOWN

- Please read the event timetable carefully as these may now differ from previous years in order to reduce the number of people on site and using the loading areas, for example, at any one point. We may be asking you to start your build up later, dependent on the area of the hall that you are in, or in some cases we may need you to arrive earlier, to take the pressure off the last day of build that is usually the busiest.
- Please make sure to pre-order all of the services that you will require (electrical, furniture, shell scheme extras, internet, carpet etc) prior to coming onsite. All contractors will be sending



less people to site to aid with social distancing measures so waiting times for late onsite orders could be substantial.

- Consider and discuss with your stand contractor ways to reduce the complexity of your Build-up and Breakdown activities in order to minimise the time and number of people required to build and dismantle the stand – for example modular builds and pre-fabricated panels which can be partially constructed/prepared off-site.
- Reducing the complexity of your stand build should also give you other benefits – including additional free floorspace within which to engage with your visitors and hopefully a reduction in your costs. Remember, it is your products that the visitors really want to see, rather than a complex stand build.
- We have a stand space option (Show Ready) which can be booked directly through your Hyve sales contact. This stand option allows you, at a very competitive rate, to pre-approve your layout and digital quality graphics, and arrive onsite with only the task of merchandising your products, thus reducing the amount of staff and contractors onsite.
- The Site Rules for the event can be found within the manual as usual. We will let you know if these change at all in the run up to the event. It is your responsibility to communicate these rules to all your staff, contractors and suppliers in line with CDM regulations.
- All exhibitors and contractors will be asked to pre-register before arriving on-site and agree that if they are showing COVID-19 symptoms or feeling unwell on the day of the event that they do not come. Temperature checks may also be carried out on arrival.
  
- Face coverings are compulsory within exhibition and conference venues. There will be a limited supply available for anyone that requires this upon entry to the event.
- For exhibitions, all stands need to be completed by 10pm on the last night of the build up phase.
- The stands need to be completed by 10pm on the last night of the build up phase. No late night or overnight work will be permitted as the remaining time is required for deep cleaning, sanitisation and fumigation of halls, before opening.

### **3.3 CUSTOMER INTERACTIONS AND PRODUCT DISPLAY POINTS**

- Consider if you need to bring your whole range/collection and whether you can show some of your products digitally or virtually. We understand that often it is important to bring everything to your stand so discuss with your stand contractor (or our stand contractor if you are a shell scheme exhibitor) what innovative solutions they may be able to supply to help maximise your stand space to create more free floor area. Our AV contractor can advise on digital solutions where this may be a consideration.
- It is most often vital that customers are able to handle your products – this, after all, is the point of attending an event rather than ordering online! In this situation the biggest risk of transmission would be through surface contact and cross contamination. In order to decrease this risk, we recommend supplying hand sanitiser and/or disposable gloves to your visitors as they arrive on your stand (and a bin to dispose of the gloves as they leave your stand!), and ensure surfaces and products are cleaned as often as practical between uses. Remember that gloves do not mitigate the risk of cross contamination, hence the suggestion to supply new gloves and a bin to dispose of them in.
- If providing gloves, consider signage or briefing staff to remind users they should still avoid touching their face.
- Consider the type of furniture you have on your stand - hard surface chairs which can be cleaned between uses would be preferable to material/upholstered furniture.



- Consider placing protective coverings on large items that may require customer testing or use, for example, furniture, beds or seats. These coverings should be cleaned between every use, or single-use coverings would be preferable if available.
- For larger stands, consider the use of separation screens for any staff working in fixed positions (e.g. Reception, Info Points, meeting spaces) who come into frequent contact with customers.
- Face coverings are now compulsory within exhibition and conference venues. There will be a limited supply available for anyone that requires this upon entry to the event.
- A no handshake policy will be implemented throughout the event.

### **3.5 HOSPITALITY/GENERAL SEATING AREAS**

- Consider reducing or removing unmanaged general seating areas on your stand where people would be likely to congregate.
- Surfaces and furniture within any seating areas should be cleaned frequently.
- Ensure adequate space between seats. Consider screens/barriers on tables to mitigate seating arrangements below social distancing guidelines.
- Please contact your stand contractor or our official furniture supplier for details of potential solutions available.

### **3.6 MEETING SPACES**

- Any meeting areas on your stand will need to be assessed and appropriate distancing measures implemented; consider the use of separation screens in situations where you intend to sit and talk with customers and colleagues face to face. Screens may allow more meetings to happen in smaller areas.
- To ensure good air circulation, meeting rooms should not be designed as closed rooms with closed ceilings.
- As per e-Guide regulations, screens made of Perspex are not allowed so please ensure you use an approved alternative such as Plexiglass. Early sourcing is advisable as demand is likely to be high.
- Face coverings will remain compulsory within meeting spaces as per current government guidance.

### **3.7 SIGNAGE AND COMMUNICATION**

- General codes of conduct will be communicated to all personnel pre-event and on arrival at the event via signage.
- Consider what signage you may need to remind staff and customers on your stand to follow social distancing guidelines and other hygiene measures e.g. floor stickers, tape or paint to mark areas to help people keep to a safe distance, signage to identify what cleaning measures you are taking in order that your visitors feel comfortable coming onto your stand.
- Consider communicating the measures you are taking within the invitations you send out to your customers prior to the event. This will build confidence in your customers and allow them to raise any questions or concerns they have – be open to answering these as they are likely to have different concerns from your own.





- Exhibiting companies must arrange for stickers to indicate the maximum number of visitors permitted on the stand at any time. These signs need to be a minimum of 50cm by 30cm in size. The permitted stand capacity should correspond to 1 person per 4 sqm gross and should be indicated on a clear signage with 'Number of People Allowed' at the entrance of each exhibition stand.

### **3.8 SOCIAL DISTANCING**

- Before finalising your design, calculate the maximum number of people (staff and customers) that you can safely have on your stand at any one time while maintaining prevailing social distancing guidelines.
- At the time of writing these guidelines, the government directive is that you must allow for 2m distance between each individual
- Any changes will be communicated to you through the show website, emails and the exhibitor manual but it is recommended that you monitor Government guidelines as the event approaches as these are subject to change.
- Consider the design and layout of your stand to allow staff to work further apart from each other wherever possible.
- We have ensured that all stands going forward will be a minimum of 2m deep in an effort to accommodate social distancing
- As a general policy we have increased gangway sizes across the event as far as possible. When walking the show, we will ask visitors to try to keep to the left of any gangway to minimise paths crossing.
- Clear screens/shields should be provided on all reception counters. The number of staff at these counters should be limited to only one person at any time. Hand sanitisers should be available at all reception counters at all times.
- For one on one meetings at the stand, it is recommended that protective screens be put in place.

### **3.9 STAND ACCESS AND VISITOR FLOW**

- If you have concerns about visitor density on your stand you will need to consider regulating access and visitor movement. For example, you could consider restricting access to open sides using ropes and posts, creating 'staff only' areas on larger stands to separate your team from visitors, or having a restricted area for meetings away from crowds. You may be able to regulate visitors to smaller stands in person rather than utilising physical barriers.
- Regulating access will allow you to manage visitor density and behaviour on your stand. Please also consider the potential for congestion at access points and take reasonable steps to prevent overcrowding.
- Carefully examine your available floorspace and plan your physical displays accordingly; visitors will need to feel comfortable coming onto your stand and you may need to limit the number of product displays or consider alternate display methods to achieve this.
- Consider any arrival and welcoming procedures you will be putting in place and ensure that, where possible, this is a contactless process. Any reception team, on larger stands, should be suitably distanced or protected.
- Please remember that your stand design should allow for you to comfortably hold conversations and meetings and product demonstrations with your customers, within your space, without the need for them to dwell in the gangways and create pinch points.



- It is so much more important to keep gangways clear and flowing in order to make the visitor experience as comfortable as possible. We will have stewards to move on any queues that appear to form. Please help us by not allowing queues to build up on the gangways outside your stand using the suggestions within this section.
- Ensure that you have a system for dealing with visitors wishing to visit your stand when your dwell areas are fully occupied; this could include a queue area (within your stand area, not within a gangway), appointment/call back system or contactless detail capture.
- Pre-booking meetings with your customers will help to mitigate you reaching maximum capacity on your stand. It is worth trying to pre-book your meetings at times when your stand would normally be quieter if possible.
- On larger stands, consider designing your stand to incorporate a one-way flow with separate entry and exit points. Where this is not possible, consider alternative mitigation measures such as floor markings and screening options.
- To ensure good air circulation, meeting rooms should not be designed as closed rooms with closed ceilings.
- If you are planning a two-storey stand, please allow for sufficiently wide stairs or one-way traffic routes. The ground floor must be designed to be as open as possible at the sides to allow for good air ventilation.
  
- On the stand, reception counters, furniture, product displays and models needs to be set back by a minimum of 1m to discourage queueing in aisles and to ensure social distancing.
- For stands with a staircase more than 4m wide, a centre handrail needs to be in place, with floor signage on the stairs to clarify direction of movement.
- Boardroom space on the stand needs to be large enough to incorporate social distancing regulations. The capacity guideline (1 person per 4sqm gross or minimum of 2 vacant seats equivalent between each person/seat if not from the single group) should be used to determine the number of people permitted within the space.

## SECTION 4 - STAND ACTIVITY

This section covers all the tasks you will be undertaking during the build-up, open and breakdown of the show and is relevant to both space-only and shell scheme stands.

### 4.1 BUILD-UP AND BREAKDOWN

- When planning your Build-up and Breakdown activities consider back-to-back or side-to-side working (rather than face-to-face) wherever possible. Where staff are required to work in close proximity, examine options such as temporary or mobile screening, or visors.
- Please advise all staff to follow any requirements displayed around the event space (e.g. social distancing requirements around toilets, badge collection areas, catering facilities, loading areas, gangways etc) when they leave the stand area.
- Throughout the Build-up and Breakdown periods, congestion is best mitigated by scheduling your tasks to be completed in such a way that the minimum number of people are required at any one time.
- Wherever possible, use the same pairs of people for moving loads where more than one person is needed.



- Try to avoid passing goods, products, tools or materials from person to person.
- Consider how your goods are to be transported and then how they are going to be moved when onsite. Where possible, ship in such a way that people can move the items whilst working within social distancing guidelines. Where this is not possible, consider use of PPE and any other relevant mitigation measures that may be required.
- Where you would usually need additional stock or sample supplies brought to your stand throughout the event, consider having all supplies delivered and stored within your stand, or left with the official event freight contractors during build-up.
- Surface transmission risks can be mitigated relatively easily by adopting good and regular hand washing routines.
- Where relevant, try to minimise using passenger lifts and use the stairs wherever possible. If you have to use a goods lift, try to reduce the amount of times you take stand build material/product to your stand space. Also consider the amount of people needed to do this
- All contractors must enter the halls through service yards where they will go through mandatory thermal screening before access to the service yard is granted.
- All contractors are required to wear masks at all times. Gloves are optional as per government regulations.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.
- Contractors will be scheduled according to the size and complexity of their stand/feature/set, which may vary per event.
- Storage behind perimeter stands is not permitted, any items (including stand material) found behind stands will be removed during the daily master cleaning.

### **4.3 INTERACTION WITH CUSTOMERS**

- Consider how you will interact with your customers and the measures that may mitigate any risks e.g. adequate space or any PPE options.
- Wherever possible, ensure that staff interactions with visitors are contactless. A no handshake policy will be implemented across the event within our code of conduct.
- Can you provide information to your customers digitally either in advance, whilst they attend your stand, or as a visit follow up in order to reduce the activity time?
- Where screens are not practical, you may need to consider other risk mitigation measures, such as reducing time spent with an individual where that is possible, disposable face masks, face visors (although these must be thoroughly sanitised between use by different users) etc.

### **4.4 MEETINGS**

- It is recommended that exhibitors arrange as many meetings in advance of the event as possible, and spread these times throughout the course of the event/day.
- Allow for an adequate break between every meeting to air the meeting space and clean all surfaces.
- Encourage your visitors to attend meetings on the traditionally less busy days where possible.
- Look out for opportunities that may be provided by the event organiser to meet with any buyers who are unable to attend - for example if international travel is restricted.
- Limit the length of meetings to 15 minutes or less wherever possible. Where your meetings are likely to be longer than 15 minutes, consider having a supply of disposable face shields available or other social distancing mitigation measures in place.
- Use pre-scheduled meeting and matchmaking opportunities.



#### **4.5 ON-STAND HOSPITALITY**

- Consider carefully the necessity to provide on-stand hospitality catering/drinks receptions and avoid wherever possible. Where it is essential, adhere to food hygiene standards and venue regulations, consider increased use of pre-packed options (e.g. bottles of water/beer) and ensure any such activity is included within your event/COVID-19 risk assessment.
- Staff and visitors should not share equipment and crockery etc. without thorough cleaning.
- Do not offer shared bowls of snacks/treats even when individually wrapped.
- Consider using disposable (recyclable) cups and automatic coffee machines, ensuring that buttons and equipment used by multiple people are regularly cleaned and sanitised.
  
- Trolley and stand catering: self-service buffets are currently not permitted. In addition, pass around/cocktail menus are not being encouraged. Individually packed food items are being recommended to all clients for selection.
- No open water dispensers are permitted; only sealed bottled water will be allowed on stands these are available for purchase via the EventPlus website.

#### **4.6 PRODUCT DEMONSTRATIONS**

- Product demonstrations can attract crowds and it is recommended that such activities are strictly limited to essential demonstrations only.
- If a demonstration (on the basis of demonstrating to more than two people) of your product is vital, you will need to provide the organiser with evidence of how you intend to manage and monitor your audience to ensure that over-crowding does not occur, gangways are kept clear and physical interactions are minimised. An accompanying risk assessment will be required.
- Consider increasing the number of demonstrations throughout the day, with a controlled and reduced viewing capacity at any one time.
- As an alternative, consider offering a virtual demo/walk through instead.
  
- Simulators or VAR equipment needs to be sanitised after each use. It is recommended that an usher or staff member be assigned sanitise all simulators or VAR equipment.

#### **4.7 PROMOTIONAL LITERATURE, PRIZES AND GIVEAWAYS**

- Minimise or remove your giveaways at this time and think about using the data capture solutions to send your brochures electronically.
  
- Exhibition stand/conference giveaways are allowed only if individually sanitised and wrapped/packaged. Brochures are recommended to be provided digitally through QR codes. If physically handed, these should be individually sanitised and wrapped/packaged.

#### **4.8 ADDITIONAL CONSIDERATIONS FOR SPACE ONLY STANDS**

- Add all relevant instructions to the site rules that you prepare for your stand construction phase.
- Consider the size/location of any break areas or staff rooms within your stand space where relevant and ensure that your staff are aware of the rules and procedures that apply in these areas.



- When implementing restricted access to your stand, consider the visual appeal and customer experience, for example, building in a product display or branding opportunity rather than a functional but blank wall.
- Within the Build-Up and Breakdown period, you may or may not require a one-way system on your stand - this will depend on your stand size and complexity of build. Consult your stand builder and have a plan in place to ensure your staff can interact safely with the build team.
- Do not arrange for all of your construction materials, stock and supplies to be delivered at the same time, unless this can be stored throughout the Build-Up within the confines of your stand.
- Please confine all tasks within the stand construction phase to within your stand boundaries once your floor/floor covering has been laid. It will be more important than ever to keep the gangways clear of goods and construction work to allow social distancing measures to be observed.
- Please contact the official event freight supplier to discuss opportunities for storage within an onsite staging area. No deliveries will be accepted prior to arrival.
- Consider the time that you need to arrive. Only the largest stands, with the most work to complete, need to be waiting to come into the halls when the doors open at 8am on the first day of the build-up. Similarly, for smaller stand spaces, could you arrive to build two days before the event opens, rather than on the day before when the halls are usually busiest?
- If possible, allow your stand contractors enough time to complete their build before your teams arrive onsite.
- Stand construction progress updates/production meetings could be held digitally in certain circumstances as an alternative to physically monitoring progress on the stand.
- Breakdown speeds are likely to be slower due to these new challenges. Do you really need to be the first stand out of the hall, or could you delay your breakdown activities for an hour or two?

## SECTION 5 - STAND HYGIENE & CLEANING

You will be responsible for the hygiene measures required on your stand. Hand washing facilities will be available in the toilets at the venue, and hand sanitiser stations will be provided by the venue and event organisers within the public areas and high traffic areas (including registration, catering areas and show features). You should complement this more locally by providing hand sanitisers on your stand, along with any other measures you feel appropriate once you have conducted your risk assessment.

### 5.1 CLEANING REGIME

- Good housekeeping is already an essential consideration and a deeper clean of all spaces should be undertaken at the end of each day. Please remember you are responsible for this.
- Implement a thorough and frequent cleaning regime of objects and equipment, these could include: products, display surfaces, high frequency touchpoints (e.g. shelves, handrails, door handles), data capture devices and other stand resources, as well as tools and trolleys during the construction phases. Consider what materials you may need to provide to do this and your systems for ensuring this is done. Make sure there are adequate disposal arrangements for cleaning products.
- Consider the equipment your teams will need on-site and avoid the need for sharing where possible. Where sharing cannot be avoided, consider your cleaning routines around this.



Please remember any PPE you are supplying should not be shared between individuals without thorough cleaning.

- If you decide to provide disposable gloves when customers enter your stand, remind them that they should still avoid touching their face and ensure you have an adequate disposal system.
- A cleaning log positioned in a prominent location on your stand may be a useful way to capture and demonstrate the cleaning regime you have put in place.

## **5.2 HAND SANITISER**

- Please provide anti-bacterial hand sanitiser on your stand and encourage use by everybody – particularly if touching surfaces or handling products.
- Ensure that your staff are aware of the stand policy and can communicate it effectively to your visitors.

## **5.3 PPE**

- Consider the use of PPE across all phases of the event as part of your risk assessment and provide it as necessary within your stand space for staff and free of charge for visitors if applicable. Remember that individual pieces of PPE should not be used by multiple people. Items such as visors should be adequately cleaned between uses.
- Face coverings are compulsory within exhibition and conference venues. There will be a limited supply available for anyone that requires this upon entry to the event.
- It is important to use face coverings and gloves properly and wash or sanitize your hands before putting them on and taking them off.

## **5.4 WASTE DISPOSAL**

- Contact the venue cleaning team if you require additional waste disposal services. Details of regular services will be provided closer to the event.

# **SECTION 6 - STAFF WELFARE**

Carefully consider the staffing requirements for each phase of the event – ensure only the minimum number of staff required are present at any one time, consider measures such as splitting into separate teams, staggered arrival times and use of technology to minimise staff requirements onsite (for example, visitor data capture solutions).

Staff welfare is a key consideration during these times, and it is important that your staff are made aware of the measures you are taking and the required procedures to enable them to work safely and confidently on your stand.

## **6.1 ACCOMMODATION**

- Ensure that you are aware of any measures your proposed accommodation/hotel recommends and pass this information onto your team.



## 6.2 BREAKS

- Consider splitting your stand team into different but consistent shift teams, so you can stagger staff break times to avoid peak times for venue facilities and reduce pressure on any on-stand facility.
- Encourage staff to take breaks outside of the venue following social distance guidelines.
- For your own staff, consider ordering pre-packaged meals/snacks from the official stand catering supplier to avoid having to go to catering points within the hall. Avoiding catering points, especially at key periods during the day (lunchtime etc), as this will allow the venue to deal more quickly and effectively with the visitors. Ask your stand staff to buy anything they need from the catering points in the morning or later in the afternoons if possible.

## 6.3 BRIEFINGS

- Brief your team about all the control measures you, as well as the venue and ourselves, are implementing in advance of them coming on-site in order to help them feel comfortable about the ways in which the risks have been reduced, and to ensure they understand what is required and expected of them.
- Arrange for briefings for your team to be held in advance of the show where possible. This could be carried out digitally or given to smaller groups in order to maintain social distancing guidelines.
- Remember to detail your control measures on any site rules you are issuing to your teams, contractors and suppliers who will be on your stand during the build-up and breakdown period. You must tell them of any measures you are taking that impact them, or procedures they will need to adhere to.
- Consider briefing your team to deal with customers who may have special needs in a different way - for example briefing them verbally upon arrival should they have visual impairments
- Give someone within your stand team responsibility for ensuring adherence to your control measures.
- Add any signage to your stand to help remind staff and visitors about social distancing and encourage hand washing.

## 6.4 MOVEMENT AROUND THE VENUE/EVENT

- Try to remain within the confines of your stand space as much as possible and try to reduce the number of non-essential trips. When off your stand, to visit toilet or catering facilities, please follow guidelines displayed in those areas.
- Try to minimise using passenger lifts and use the stairs wherever possible.

## 6.5 PERSONAL HYGIENE

- Ensure anti-bacterial hand sanitiser is available on your stand and accessible for staff and visitors at all times and encourage frequent use.
- Brief your staff on how to use face coverings safely:
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering daily, if it becomes damp or if you've touched it.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.



- Continue to wash your hands regularly.

## 6.6 SYMPTOMS & TRACK & TRACE

- We are confident the measures that we, the venue and the exhibitors will be putting in place will make our event as low risk as possible.
- Ensure you and your staff give accurate information throughout the registration process in order for effective track and trace
- The relevant local authorities will contact you if there's a need to update you regarding track and trace.
- Ensure you and your staff are familiar with the [symptoms of COVID-19](#) as well as the local government advice on what action should take if you develop symptoms before going on site for the event
- If you or any staff member present symptoms of COVID-19 on arrival at the venue, please be advised you will not be allowed to enter the event.
- In the event of a known or suspected case of COVID-19 on your stand, contact the event organiser straight away who will guide you through the necessary steps you will need to take.

## 6.7 TRAVEL TO/FROM THE VENUE

- Transport arrangements to and from the venue should be considered in advance of the event.
- We are working closely with our venue to ensure a frictionless and contactless arrival experience. The arrangements for this are likely to keep changing up until the event but we guarantee that we will do everything practical to make the experience as easy as possible. Please follow instructions published onsite

## 6.8 VULNERABILITIES

- It may be difficult for you to assist with visitors' vulnerabilities, as not all vulnerabilities can be easily seen, and you may not have the ability or resource to assist. However, do try to ensure you have given your own staff the opportunity to let you know if there are any individual requirements they may have, as you would normally do, and try to accommodate any requirements a visitor alerts you to.