



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

Operating Guidelines for Event Organisers

IN RESPONSE TO COVID-19

Issued: September 2020



WELCOME



Dear Partners,

The humanitarian and economic challenges precipitated by the COVID-19 pandemic are as unforeseen as they are unprecedented in scale and magnitude.

The world economy continues to adapt to the unparalleled challenges of the pandemic, and every industry is currently going through an evolution to readjust to the changing

realities, including the MICE sector. With the ongoing support and commitment from you, our long-standing industry partners, we are ideally positioned to overcome the near-term disruptions and collectively work together to create added value for the global events industry. To ensure the sustained contribution of the MICE industry to global economic growth, it is imperative for all stakeholders to come together to resume operations gradually, albeit under controlled circumstances and with appropriate and adequate safeguards in place.

We at Dubai World Trade Centre (DWTC), have produced this **'Guidelines in Response to COVID-19'** which aligns with the recently issued government guideline document from Dubai Tourism - 'Events Industry Guidelines for Reopening – MICE, leisure and other events' - and incorporates best practice measures and regulations covering all event types at DWTC.

I would like to take this opportunity thank our local partners and stakeholders for your collaboration and contribution to this document as we work together to drive the GCC's post-pandemic industry emergence as a global leader.

We feel it is the collective responsibility of all of us in the industry (organisers, exhibitors, participants, contractors, and venues) to ensure that we safely and responsibly resume operations and continue to instil confidence across the MICE sector and drive economic growth, while prioritising the health and safety of our stakeholders and visitors.

Thank you for your continued partnership and support.
Warm Regards,

A handwritten signature in black ink, appearing to be 'Mahir Julfar', written over a horizontal line. The signature is stylized and includes a large, sweeping flourish above the name.

Mahir Julfar
Executive Vice President, Venue Services Management
Dubai World Trade Centre

A blue-tinted photograph of the Dubai skyline, featuring the Burj Khalifa and other skyscrapers. The image is used as a background for the text.

Dubai World Trade Centre (DWTC) adheres to all rules and regulations set out by Government authorities, including Department of Tourism and Commerce Marketing (DTCM), Dubai Economic Department (DED), Dubai Health Authority (DHA) and Dubai Municipality (DM) to ensure the health and safety of everyone on our premises in the post COVID-19 world.

SAFETY ASSURED BY



Our venue is certified with the prestigious **Bureau Veritas SafeGuard Label**, which attests to its compliance with the highest hygiene standards.

Bureau Veritas, a world leader in testing, inspection and certification services has developed detailed checklists with global health, safety and hygiene specialists to ensure safe procedures are in place for the resumption of business operations in line with local and international regulations as well as recognised best practices. Detailed audits are carried out to ensure that safety measures are implemented across the venue efficiently with the SafeGuard label awarded only when all of the stringent requirements are met.

Together with this, DWTC's own 'Venue Safe' standards ensure strict adherence to all safety and hygiene measures for the safe return of organised events.

As we get ready to welcome you back with minimum impact on your event experience, please be assured that all event safety measures have been put in place for a safe and secure event. Our dedicated and trained 'Venue Safe' champions will be happy to assist you at all times.

Content

1 Safety Measures Implemented by DWTC

General Measures	7
Hygiene	8
Air Safety	9
Staff	10
Capacity Utilisation	11
Hospitality Standards	12
DXB Live	13

2 Safety Guidelines for The Event Journey

Pre-Arrival	16
Event Planning	18
Event Build-up	26
During Event	33
Post-Event	40

3 Safety Guidelines for Specific Event Types

Exhibitions	44
Conferences & Meetings	55
Training & Exams	63
Concerts & Live Events	68
Brand Sales	75
Banquets, Exhibitors Parties, Cocktail Receptions	81

4 Safety Guidelines for Hospitality Services

General Guidelines	88
Venue Outlets	89
Stand Catering	91
Coffee Breaks	92
Cocktail, Buffet, Seated Events	93
In Hall Cafés, Counters/Kiosks and Catering Services	94
Capacities	95
Equipment	96

This document is an appendix to the DWTC Organiser Manual. These guidelines and the Organiser Manual should be read and construed as a single document.



1

Safety Measures
implemented by DWTC

General Safety Measures Implemented by DWTC

- 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.
- It is mandatory to wear face masks at all times in the venue.
- Signage has been installed at key locations across the premises to spread awareness about safety regulations. Digital screens across the venue display messaging related to safety measures.
- Floor stickers and other guides are installed to support social distancing measures as outlined in the government guidelines. These are installed at strategic locations across the venue i.e. elevators, escalators, at restrooms, at F&B outlets, venue entrances and along concourse areas.
- Sanitisers have been installed at key locations: at entrances to the premises, at entrances to halls and meeting rooms, in F&B outlets, in washrooms, within parking areas, in service yard restrooms and in all meeting rooms used for internal and external meetings.
- Isolation/quarantine rooms have been designated at the venue.
- A dedicated and trained 'Venue Safe Team' has been assigned to carry out regular internal audits to ensure strict compliance to government health and safety guidelines.
- Tannoy/PA systems are being utilised to make announcements on social distancing inside the halls and in public areas.
- All emergency evacuation routes and assembly points remain the same, social distancing will be implemented in case of an evacuation.



Safety Measures Implemented by DWTC: Hygiene

- Deep cleaning and sanitisation of all areas is conducted after every use: Front of House (FOH), Back of House (BOH), service yards, car parks, meeting rooms, organiser offices, green rooms, conference spaces, exhibition halls, concert FOH, venue FOH areas, speaker rooms, translation booths, venue BOH areas, kitchen facilities and other applicable areas.
- Frequent sanitisation of all high touch public areas - ATMs, credit card machines, handrails, elevators, garbage bins, toilets, counter tops, parking machines/counters and similar is carried out in line with Dubai Municipality health and safety guidelines. Sanitisation of restrooms is conducted every night for 2 hours.
- Special PPE disposal bins are available at all key entrances and in washrooms for medical waste (masks, gloves etc.) and these are frequently emptied and sanitised – a minimum of every two hours.
- Sterilisation of the entire venue is conducted once every week.
- Pre-opening deep cleaning, sanitisation and fumigation of all facilities will be conducted on the last night of build-up. Overnight sanitisation of halls, including high touch points will be carried out between 2am and 6am on every event day.
- Where applicable, shutter doors at the back of the halls will be kept open to allow for full circulation of air within the halls prior to build-up.
- All shared tools and equipment are being/will be sanitised before, during and after each shift, or at any time the equipment is transferred to a new employee.
- Washroom facilities cleaning and sanitisation will be conducted every hour for all areas of the toilets, during events.
- Additional housekeeping attendants will be placed in restrooms during events to ensure social distancing is adhered to and to ensure strict hygiene.
- The frequency of cleaning BOH areas is increased to at least once every hour in high traffic areas.
- Single use carpet/exhibition carpet is being recommended at this time.



Safety Measures Implemented by DWTC: Air Safety

DWTC has always maintained the air quality of our indoor environment to the highest ASHREA standards; the current COVID-19 situation mandates that we take our efforts one step further in order to assure air safety to all of our clients, partners, visitors and staff.

As standard practice DWTC monitors CO2 levels of our enclosed areas (offices, meeting rooms and halls). Here are some of the additional measures we are taking at present:

- Additional extractor fans protected by HEPA filters have been installed at venue entrances.
- Weekly air cleaning with high pressure water and coil cleaning agents is carried out. The cleaning frequency can be further increased as per event requirements.
- Bag filters are being monitored and replaced on a weekly basis as per static pressure drop and climate conditions.
- DWTC air safety teams are replacing AHU filters and sanitising AC units regularly to ensure complete safety. A new AHU filter is installed prior to each show after the build-up and before the official opening.
- Air extraction in halls is scheduled and all hall shutter doors will be kept open both before and after the event to assist with air circulation.



Safety Measures Implemented by DWTC: Staff



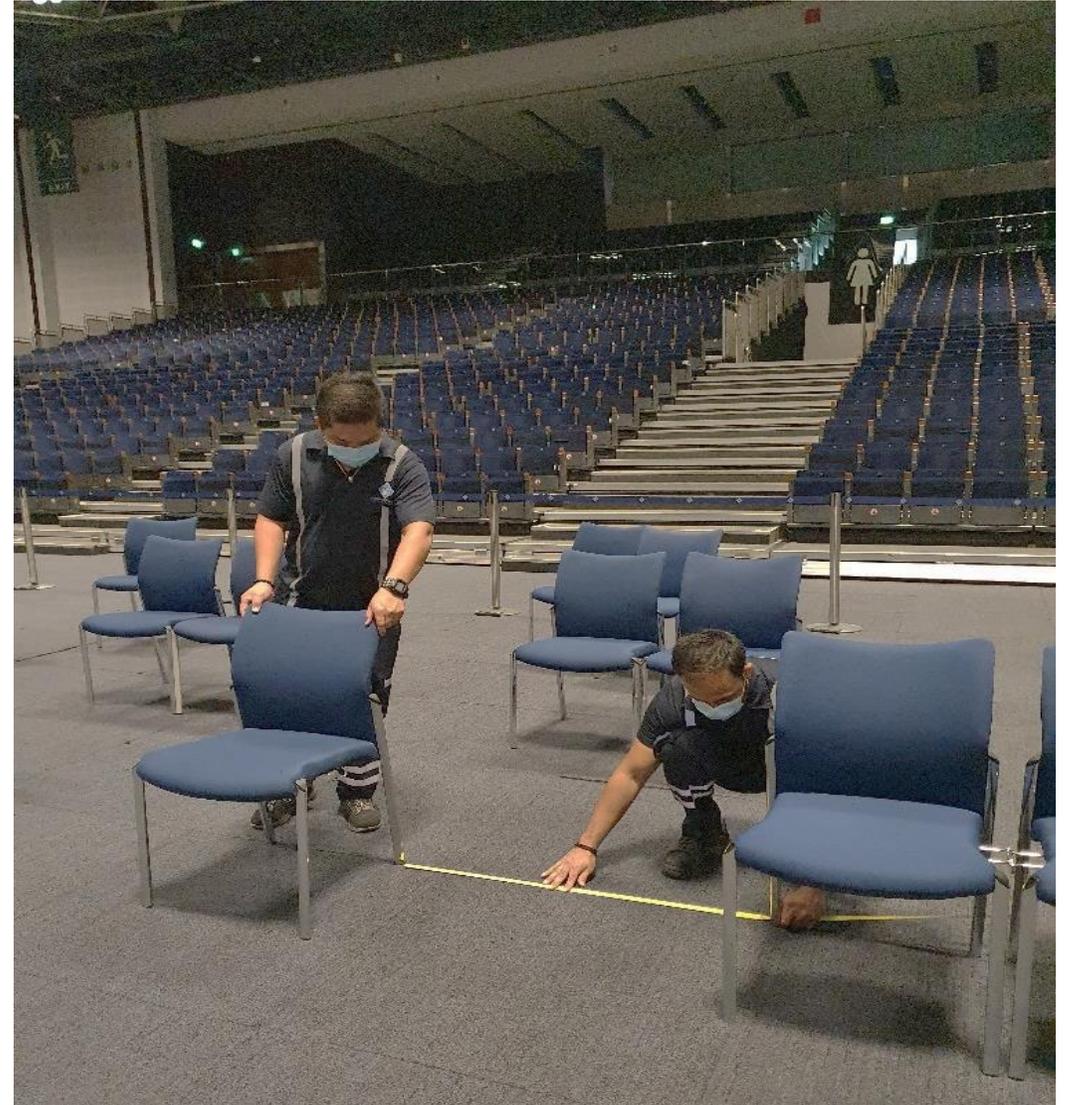
All DWTC employees are trained on safety rules and regulations in alignment with the most recent government guidelines. This includes wearing masks and gloves, cough and sneeze etiquette, maintaining social distancing in both BOH and FOH areas, washing hands and using sanitisers regularly.

- Mandatory temperature checks are being conducted for all onsite staff.
- All staff are mandated to wear masks at all times. Kitchen and food and beverage service staff are also required to wear gloves.
- Pre-shift safety briefings are conducted across all teams.
- All health and safety guidelines are adhered to at the company-provided staff accommodation and transportation. We encourage all partners (sub-contracted staff, organisers staff, exhibitors staff) to follow the same for their staff as well.
- All health and safety protocols prescribed by Dubai Municipality are mandatory and strictly implemented.

Safety Measures Implemented by DWTC: Capacity Utilisation

All DWTC facilities strictly follow capacity utilisation guidelines issued by government authorities.

- The permitted venue capacity while adhering to a 2m social distancing corresponds to 1 person per 4sqm gross.
- Venue capacities have been adjusted in alignment with this; new capacities per location can be provided by your event planner.
- All retail outlets on the DWTC premises are following government mandated capacity utilisation and social distancing norms.
- All parking facilities across DWTC are operated in line with government guidelines.
- All elevators at DWTC are operating at 30% capacity or to hold a maximum of 4 people-whichever is lower.



Safety Measures Implemented by DWTC: Hospitality Standards

All F&B outlets at DWTC operate in line with government guidelines on capacity utilisation, social distancing and safety regulations as per following:

- Close supervision and audit of all staff, equipment and space are conducted to ensure stringent sanitisation and quality standards at all times.
- Social distancing is implemented in all retail outlets, in-hall cafés and counters/kiosks. Bakery products are not being openly displayed or sold unwrapped from self-service counters.
- Guests are not permitted to take food items from the shelves themselves; a DWTC staff member serves the customer.
- The menus at Traders House are accessible via QR codes.
- All F&B equipment and infrastructure is being cleaned and sanitised frequently and in line with Dubai Municipality cleaning standards.
- Water dispensers are currently not allowed. Bottled water is being served.
- For banquets, self service buffets are not permitted at present. As an alternative, served buffets, pre-plated menus, lunch box meals, live stations (i.e. carvery and ouzi/live desserts), canapés menus and pre-set individual tray menus are available.

- For beverage and coffee break services: disposable cutlery and individually served juices and food items are being provided, based on client menu selection.
- Concessions and food trucks are currently not recommended at the venue.
- 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.
- The use of shared food and beverage equipment in back-of-the-house office pantries (including shared coffee brewers) has been discontinued.



Safety Measures Implemented by DWTC: DXB Live



All shared tools and equipment are being sanitised before, during and after each session, or when the equipment is used or transferred to a new employee, event or location. These include phones, laptops, microphones, lecterns, all communication devices, keys and other direct contact items used across the venue.

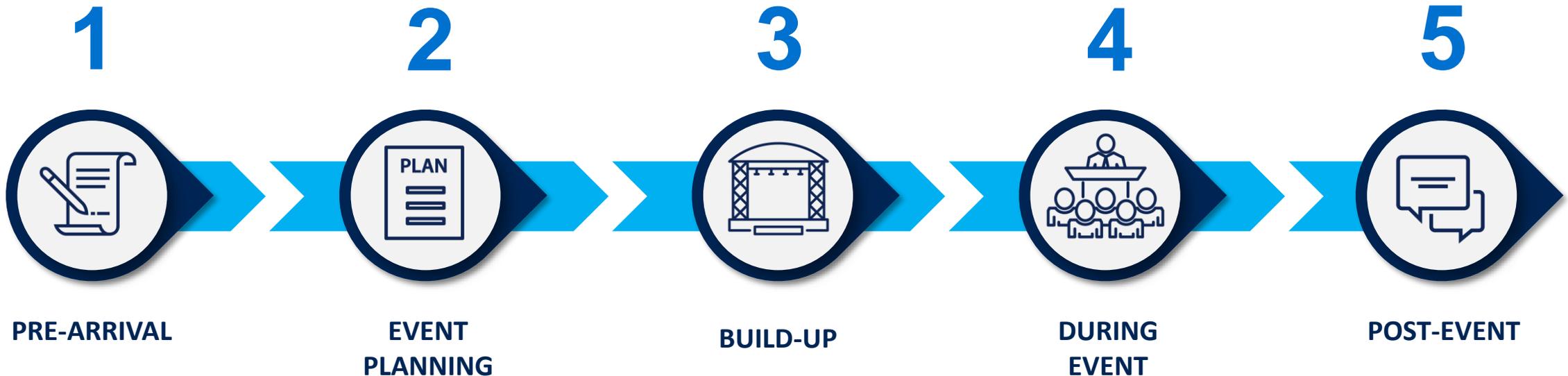
- All delivery team members and technicians are required to wear masks and gloves (where necessary).
- All delivery vehicles are equipped with additional sanitisers and undergo deep cleaning and sanitisation after each event/use.
- All team members are trained on the new safety and hygiene regulations.

2

Safety Guidelines for
The Event Journey
at DWTC

This section will help you get familiar with the step-by-step process and updated guidelines to be followed at every stage of your event journey with DWTC .

Please click on any of the icons below to directly review guidelines for your preferred stage.





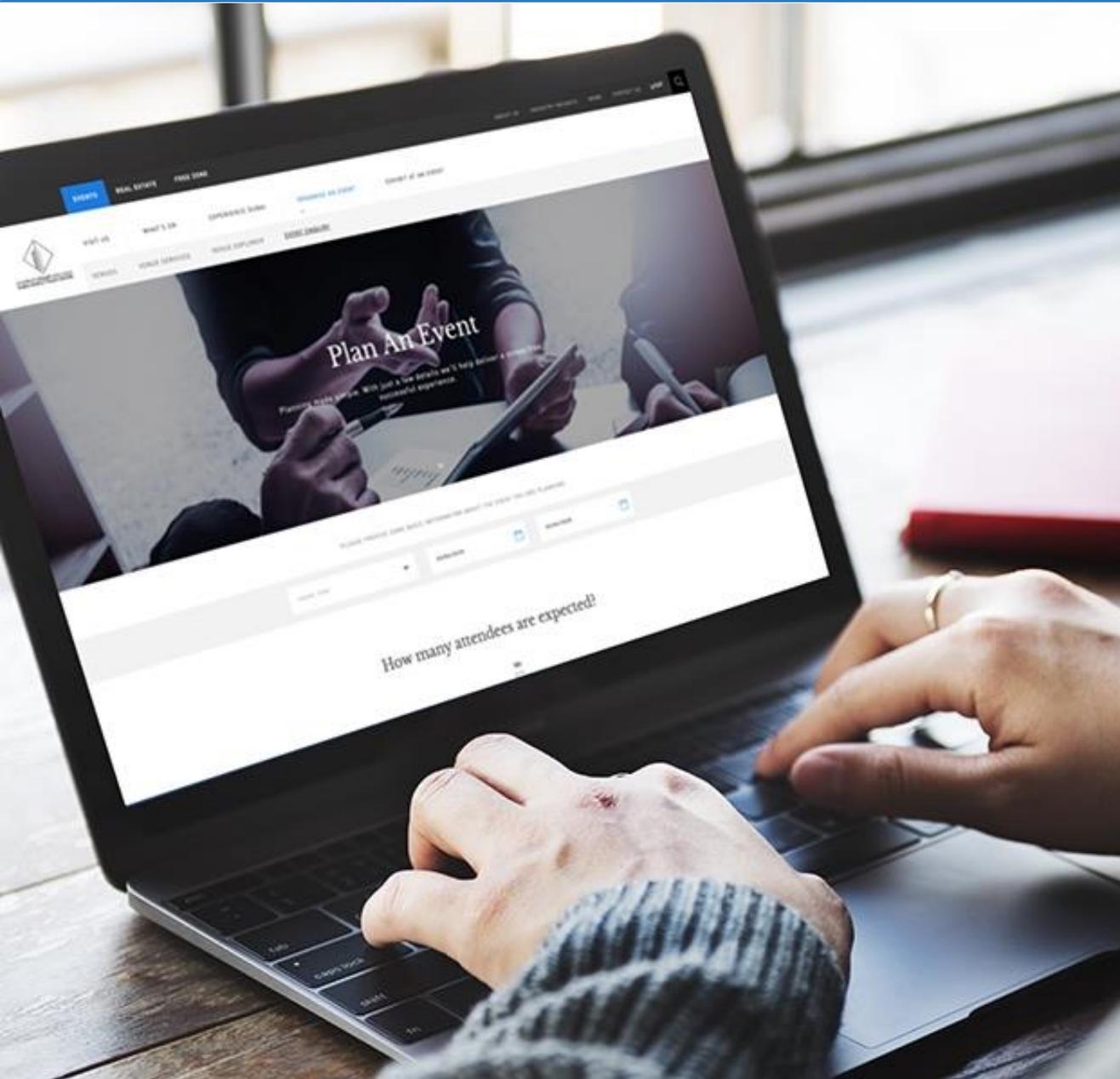
PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Event Listing on DWTC Website

In order to appear on DWTC's event calendar, an Online Event Calendar Content Form needs to be completed and returned to the event planner at DWTC.

The DWTC website also features the Visitor Safety Guidelines for easy reference.



Updated DWTC Site Visit Guidelines

During the commercial negotiations phase, the DWTC Venues Commercial team will guide the organisers on all post-COVID-19 regulations that need to be adhered to throughout the event journey at DWTC.

If a site inspection is required, all areas will be sanitised before and after the site inspection. Social distancing measures will be observed throughout the visit and masks will also be mandatory during the site inspection.

Updated DWTC Products & Services

The DWTC product and services catalogue has been updated to include PPE and hygiene products. Please ask your event planner for details.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Permits & Licensing

DWTC, in coordination with Department of Tourism and Commerce Marketing (DTCM), will monitor the expected number of visitors per event and ensure that the government guidelines on capacity utilisation are adhered to.

Event Planner Handover Process

The DWTC Planning & Operations team will ensure that organisers are fully briefed and that all relevant documents pertaining to DWTC's current guidelines are provided.

DWTC Organiser Manual

This document and the existing DWTC organiser manual should be read and be construed as a single document.

Floor Plans & Capacities

DWTC has adopted a policy for social distancing within the halls and all capacities have been adjusted accordingly. These figures are based on the current UAE regulations and are subject to change at short notice, depending on changes in government regulations.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

The following guidelines apply across all events. Calculations for specific event types are indicated in the next section of this document.

- Floor plans submitted by organisers need to adhere to all safety guidelines in order to obtain approval from the venue.
- Organisers are required to submit a COVID-19 Risk Assessment for their event. This will form part of their overall Event Safety Plan and will determine aisle widths and other capacities for their respective event. This should adhere to all government and show regulations to ensure that the required controls are in place to protect staff working onsite.
- Event capacities will need to change based on social distancing norms and should be submitted based on 1 person per 4sqm gross.
- The maximum capacity for each event will vary based on the open floor and stand space, or space remaining after stage and production build as well as the set-up style (i.e. theatre style, cabaret, classroom etc.) has been plotted. This should be calculated by the organisers and submitted with their floor plan for approval by the Venues Infrastructure Team.
- Hall and meeting room capacities will be aligned with the government's social distancing guidelines for each area of the venue. The maximum capacity in case of outdoor or tented space will be calculated accordingly, on a case by case basis.
- At hall entrances, organisers will need to arrange for signage to indicate the maximum number of visitors permitted.
- Entrances and exits into the event will need to be plotted by organisers and submitted for approval. Large shows may restrict their entry and exits to divert footfall to other areas.
- Uni-directional pedestrian flow, demarcated with floor stickers indicating direction of flow is to be provided by organisers. This includes clearly marked entrances and exits.
- Aisles and widths: 1-way aisles are required to be a minimum of 2.5m wide. 2-way aisles are required to be a minimum of 4m wide. The direction of pedestrian movement should be clearly indicated on all aisles. This directional flow needs to be plotted on the floor plan submitted for approval. It is recommended for all shows to have a minimum of one 4m aisle to ensure ease of visitor movement – more 4m aisles are encouraged. Dogleg aisles should be avoided.
- All floor plans will need to be reviewed and approved by the venue prior to being communicated to stakeholders. Please refer to the next section of this document for further information on floorplans and capacities per event type.
- It is the organiser's responsibility to ensure that the maximum number of pre-registered visitors and/or tickets sold (including staff, crew, exhibitors, media etc.) remains within the maximum capacity guidelines.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

Registration Guidelines

- All visitors need to pre-register online prior to visiting the show/event. This includes providing all pertinent details required to allow contact tracing, in line with DTCM registration requirements.
- For larger shows, different day/time slots may need to be allocated to visitors during the registration process, for example tickets for specific dates and/or AM and PM badges. All organisers are requested to work with registration companies to assign tickets/badges by day and time slots.
- Registration areas will be used to scan pre-registered guests for entry. In areas of queuing social distancing of 2m will be required.
- Dedicated ticket sales area/onsite 'badge collection area' may be set up for the event. This needs to ensure compliance to social distancing of 2m for queuing with clear floor markers. Ticket dispensation should be automated with contactless payment.

- In case of multiple events, screening and badge/ticket collection should only be done at the main entrances of the tenanted halls.
- Organisers need to follow current regulations on age restrictions and for high risk groups and ensure control measures are in place. An example of this may be advising them to come at a quieter time of the show.
- Giveaways are not permitted in registration areas.
- Electronic distribution of materials is preferred as paper based materials are not recommended at this time.

Hosted Buyers Area/Event Feature Areas & Seminars

- It is recommended that a pre-booking/scheduling system is applied to manage capacity.



Online registration is recommended.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

Event Programme

Organisers need to consider time for sanitisation and fumigation when preparing their event programme.

- For events with multiple conferences/shows on a daily basis, sanitisation will be undertaken after every show/conference. Sufficient time intervals (minimum 30 minutes for all events < 25 pax and 60 minutes for all events > 25 pax) needs to be provisioned for effective sanitisation. We request that organisers factor in cleaning time and frequency into their overall event programme.
- Organisers are recommended to ensure sufficient cleaning time between breakout sessions, broadcasting sessions in multiple rooms and staggering break and lunch times.

Time Limit for Build-up

Contractors need to adhere to the allocated time limit without any exception.

- For exhibitions, all 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 will be used for deep cleaning, fumigation and sanitisation of the halls before opening.

- If stands are not completed by 10pm on the last night of build-up, then contractors will be permitted access to complete any outstanding work only after the show closes on the first day, provided they have received the necessary permissions from both the organiser and venue security teams.
- For afternoon or evening events, the DWTC housekeeping team will require a minimum of 6 hours to fog and sterilise the hall for the opening.
- Final rehearsals and the technical run-throughs will be permitted on the event day, however it is requested that clients and crew do not use visitor seats.
- It is the organiser's responsibility to review the production schedule and ensure that the production team have sufficient time to complete all work and vacate the hall in time for sanitisation.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Event Planning Meetings

- The DWTC Planning & Operations team will adhere to all precautionary measures mandated by the government inclusive of wearing face masks, social distancing (2m), hand sanitising etc. across the venue and will provide all organisers details of measures that need to be undertaken, during the onsite event planning meetings.
- The team will ensure that a suitable meeting room is booked in advance – this will be large enough to accommodate the number of people attending the meeting, while adhering to social distancing regulations.
- DWTC will host briefing sessions in a safe environment for all stakeholders - organisers, exhibitors, contractors - prior to the event. These briefing sessions will provide the most updated information on guidelines and ensure alignment across stakeholders.



In addition, the team will ensure the following:



Tables and chairs across the venue are sanitised before and after the meeting.



Hand sanitiser is provided outside each meeting room.



All areas are sanitised thoroughly before and after a site inspection.



Masks (and gloves, if required) are provided to clients, if they do not already have these.



All waste is safely disposed of.



Ensure bottled water is provided as water dispensers are not permitted at this time.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

Event Collateral

- All organisers are requested to communicate new guidelines in response to COVID-19 across relevant collateral and publications, including their exhibitor manual. A copy of the exhibitor manual needs to be shared with the event planner for review and approval before distributing further to exhibitors and contractors.

Barcodes for Car Park Access

- Complimentary car parking barcodes that are provided as part of the organiser's tenancy will only be issued in digital formats. These will be accessible via mobile phone to adhere to a contactless system.
- Organisers are requested to ensure that team members and VIP clients using these complimentary car parking barcodes have access to these digital codes on their mobile phones to enter and exit the car parks.
- The above will be applicable to all car parks except the Sheikh Rashid Tower multi-storey car park.

Signage Policy

Venue signage, including digital signage outlining DWTC's guidelines in response to COVID-19 i.e. social distancing stickers reminders on sanitisation needs to be installed across the venue.

- All organisers must include these guidelines on all event signage and submit their signage plan (including proposed designs) to the event planner for approval - with sufficient time for review and suggested amendments.
- Organisers need to ensure that exhibiting companies 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.
- Organisers need to arrange for floor stickers and signage with social distancing guidelines to be placed at vantage points inside the halls, on stands and/or on other build areas i.e. reception counters, foyers, lounges, catwalks and entrances to halls.
- Adherence to social distancing using floor stickers, signs and other guides in all venue spaces is mandatory.

It is required that all organisers include social distancing floor stickers as part of their in-hall signage plan.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Sign-off and Release of Event Plan

As per DWTC's standard operating procedure, the event planner will produce an event plan - a summary of all products and services, including technical requirements, catering and security arrangements that are not included in the tenancy contract.

The event planner will also arrange for the final event plan meeting, which will be an opportunity to go through all event logistics with DWTC's delivery teams. The DWTC teams will ensure that all precautionary measures, including but not limited to, social distancing and sanitisation of the meeting spaces are followed for this final event plan meeting.

At this stage, DWTC will re-emphasise the measures that the venue will be taking for all contractors, exhibitors and visitors/delegates at the event.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Venue Halls/Meeting Rooms

- Full sanitisation of the halls will be carried out prior to the event. All shutter doors at the back of the halls will be kept open to allow for full circulation of air prior to the event build-up.
- All surfaces including tables and chairs will be cleaned with the approved and appropriate disinfectant.
- Single use carpet/exhibition carpet is recommended at this time.
- Hand sanitisers have been installed throughout the venue public areas and will be replenished as required.
- DWTC's housekeeping team will ensure that all areas are cleaned throughout build-up, on each event day and during tear-down. Sanitisation and fumigation of these areas will also take place on the last night of build-up (overnight) and again at the end of each event day.

Entry Inspection

- During entry inspection, the event planner will highlight additional measures that have been put in place for the safety of the organiser, clients, partners and visitors.

Overview of Updated Contractor Guidelines

- All contractors, including stand building contractors, are to ensure that all government and show regulations are adhered to.
- In addition, they need to ensure that they have carried out risk assessments and put the required controls in place to protect their staff.
- All contractors need to acknowledge DWTC's updated guidelines in response to COVID-19 and brief their teams accordingly. This acknowledgement should be sent to the organiser at the time of stand design submission.
- Throughout build-up and tear-down, DWTC in coordination with the organiser, will carry out tannoy announcements in English, Arabic, Urdu and Hindi to remind all contractors to sanitise, wear PPE and maintain social distancing.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Build-Up Activity at DWTC

All contractors/production crew must plan and schedule their teams to not exceed the maximum number of people on the stand during build-up. This corresponds to 1 person per 4sqm.

This may be a challenge at times as normal health and safety practices still need to be maintained; however the companies need to try and find other solutions where possible. For example they can look at using scaffolding towers rather than ladders and/or using mechanical lifting equipment rather than manpower.

- 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.
- Contractors are to strictly maintain social distancing during stand/event build-up and meal/break times. This should be monitored and controlled by the organiser's floor managers/show team/production team.
- Communal water bottles or meals are not allowed. Only sealed water bottles and pre-packed meals with disposable cutlery are to be used by all contractors and crew onsite.
- Hand sanitiser should be readily available during build-up and tear-down and should be provided by the contracting/production company.
- The DWTC housekeeping team will carry out hourly cleaning and sanitisation of the contractor restrooms in service yards.
- The DWTC 'Venue Safe' ambassadors will assist the organisers by monitoring social distancing at key locations including entrances to halls and meeting rooms throughout the event. This dedicated team will also ensure that capacity utilisation within the event area and at the stands adheres to guidelines. However it is the organiser's responsibility to ensure that the guidelines are complied with by all participants.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

- All contractors are required to wear masks at all times. Gloves are optional as per government regulations.
- All contractors need to complete their work by 10pm on the last night of build-up and this timeline needs to be strictly adhered to. This will give adequate time for deep cleaning and sanitisation of the halls prior to opening.
- There will be strictly no access to contractors on the opening morning of an event, except for 'stand by' audio visual or IT technicians. A DWTC contractor badge and an event badge will be required to permit this access.
- Gangways should be kept clear of building materials to help maintain social distancing and for gangway carpet to be laid. This step needs to be completed earlier in the build-up stage in order to ensure the build-up is completed in time for master cleaning and sanitisation of halls.
- Frequent sanitisation of exhibition stands, furniture, product display/refrigerator units, stages/kosha, equipment (sports, musical, electronic etc.), F&B areas/equipment (after every use) is required on the last night of the event build-up to be ready for the opening morning.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

Material Drop-off

- Contractors are reminded to prepare stand material several days in advance and deep clean/sanitise the material before it is loaded onto vehicles.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.
- It is essential that all material and freight is kept within the build area and not in the aisles/foyers etc. Build materials/furniture/AV and freight may need to be scheduled for different arrival times to avoid crowding.
- Contractors will be scheduled according to the size and complexity of their stand/feature/set, which may vary per event.





Organiser Offices & Green Rooms

- In line with the current social distancing regulations, all desks should be separated with a minimum of 2m distance between them. Maximum capacity allowed correspond to 1 person per 4 sqm.
- It is mandatory to place floor stickers highlighting social distancing spots.
- It is recommended that organisers install clear protective screens on all desks/work spaces as a protective measure. Desks need to be big enough to accommodate the number of people required, while maintaining social distancing guidelines.
- It is suggested that organisers implement a 'stop/go' system for people to enter and exit. A security guard may also be hired to control access to the organiser office, via the event planner.
- It is recommended that organisers put together a floor plan of the organiser offices and ensure that all team members adhere to the guidelines.

- Hand sanitisers have been installed at the entrance of organiser offices and these will be replenished daily.
- For details on organiser office F&B services, please visit the hospitality section of this document. Where food and beverage services are required, we recommend pre-packed food and beverage items and single-use sustainable cutlery, napkins and bottled water.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Security Sweep

The DWTC Protocol and Security team will endeavour to advise the time of a security sweep (if applicable) early, to minimise impact on master cleaning and sanitisation of the venue, prior to the opening.

If metal detectors and X-ray machines are required, all health and safety and social distancing guidelines will be followed. Metal detectors and X-ray machines will be sanitised after every use and every hour while in operation.

Organiser will be asked to provide a shell-scheme type search room for ladies which will need to be fully sanitised prior to use and will need to be equipped with hand sanitiser.



PRE-ARRIVAL



EVENT PLANNING



BUILD-UP



DURING EVENT



POST-EVENT

Exhibition Contractor Guidelines – Opening Morning



Contractors will not be permitted to enter the halls for the purpose of stand construction, graphics or cleaning etc. on the opening morning.



Stand-by technicians (for audio visual and IT support) will only be permitted if they have the correct show contractor badge from the organiser and a DWTC contractor badge.



Any stands that are not complete or require changes will need to obtain special permission from the organiser and DWTC to carry out pending work after the show closes on the first day.



If additional cleaning is required during the event period/show hours, this can be ordered through the DWTC EventPlus team for exhibition stands or via the event planner.



All AV and IT technicians will be required to wear all appropriate PPE. (Masks and/or gloves)



Event Giveaways & Product Displays

- Event giveaways are permitted only if individually wrapped. Brochures are recommended to be provided digitally through QR codes. If physically handed out these should be individually wrapped/ and sanitised beforehand.
- Touch screen product displays need to be sanitised after each use. It is recommended that an usher or staff member be assigned to sanitise all touchscreen and product displays.
- Simulators or VAR equipment needs to be sanitised after each use. It is recommended that an usher or staff member be assigned to sanitise all simulators or VAR equipment.





VIP Inauguration

In line with all previous VIP events held at DWTC, the Protocol and Security team will assist with arranging a VIP inauguration for events.

This will be done in liaison with the Ruler's Office of Dubai and in line with the local government guidelines on social distancing and health and safety. A confirmation on whether there will be an inauguration or not will have to be confirmed by Ruler's Office of Dubai prior to the inauguration date.

On receipt of the Event Logistics Information Form, which needs to be sent 4 weeks prior to the event, the DWTC Protocol team will start liaising with required government authorities on the regulations that need to be implemented for the VIP Inauguration.

As a venue, DWTC can assure the following:

- The opening ceremony area will be fully sanitised prior to inauguration.
- The VIP Majlis will be fully sanitised prior to every use.
- Social distancing will be adhered to during inauguration. All visitors and media will be requested to keep a safe distance from all dignitaries.



All organisers are requested to ensure the following:

- Arrange for the inauguration to take place 30 minutes to 1 hour prior to the official show opening time, to minimise the number of people inside the hall.
- Advise all exhibitors to limit the number of staff at each stand - keeping in mind the capacity calculations outlined in the previous section.
- Provide a VIP route which is clearly defined and finalised at least 5 days prior to the inauguration with a minimal number of stops. No changes will be accepted onsite on the event opening morning - unless requested by the DWTC Protocol and Security Team.
- The organising team should check each stand along the VIP route for the presence of sanitisers and overall cleanliness, prior to the VIP visit.
- Organisers need to request all exhibitors on the VIP route to be at their stand one hour prior to opening and to ensure that necessary sanitisation measures are in place.
- All exhibitors are to be reminded that handshakes are not permitted at this time.
- Masks need to be worn by all exhibitors and organisers during the official inauguration. Gloves are optional.
- Only a limited number of media personnel are to be invited to capture the event. We recommend 1 official photographer and 1 official videographer.
- For conferences and congresses – delegates should not be permitted into sessions without a mask.

Organisers need to ensure that only key personnel attend the VIP inauguration and the Majlis to minimise crowds and to adhere to social distancing.





Parking Facilities, Taxi Stations & Shuttle Bus Stations

Working closely with Dubai Police and the Roads & Transport Authority (RTA), DWTC's Traffic Management team will ensure that the traffic flow for the event is managed in keeping with all health and safety guidelines, ensuring seamless access for visitors and minimum interruption to vehicular traffic.

As part of DWTC's updated regulations the following have been/will be implemented:

- Signage boards will be located at both taxi ranks and shuttle bus stops outlining venue regulations.
- DWTC traffic marshals will be positioned to ensure safe distancing is adhered to at taxi and shuttle bus stations.
- Sanitisation of frequently touched parking areas like payment machines and attendant booths will be conducted. Sanitisers will be provided at key indoor public areas and elevators.
- Social distancing stickers have been placed in all elevators and walkways from the parking facilities and at all taxi and shuttle bus stations.
- Social distancing is mandatory on each shuttle bus with social distancing stickers placed on alternating seats and shuttle buses being sanitised after every use.
- Contactless Payments are recommended at all parking facilities.



We appreciate many visitors, delegates and visitors to training courses and exams utilise the DWTC Metro Station.

Details on the COVID-19 operation of the Metro can be found on their website. <https://www.rta.ae/wps/portal/rta/ae/home/public-transport-and-services-updates?lang=en>

Valet Parking Operations

Valet parking services are not operational until further notice.

Venue Information Desks

DWTC's Customer Experience team will be available throughout the event to assist visitors at the venue and to provide information on health and safety measures, as required.

Our tannoy/PA systems will be utilised to make announcements on social distancing inside the halls and in all public areas.

Digital screens across the venue will display messaging related to safety measures being implemented at the venue.

Emergency Evacuation

All emergency evacuation routes and assembly points will remain the same, however at each assembly point dedicated DWTC fire wardens and the DWTC Venue Infrastructure Team will ensure that social distancing is adhered to.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



The DWTC EMS team is available from **8am to 10pm** during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the show to 1 hour after the event closes.

Emergency Medical Services (EMS)

DWTC maintains a safe and healthy environment for everyone on the premises at all times.

- DWTC's Emergency Medical Services (EMS) division includes a professionally certified and onsite medical team that is available from 8am to 10pm during build-up and tear-down.
- During event days, this service is operational from 1 hour prior to the start of the event to 1 hour after the event closes to provide rapid emergency response - from immediate care for trauma, injuries and medical conditions to speedy hospital transport.
- Isolation/quarantine rooms have been installed where suspected or confirmed cases will be admitted for further examination as per the Dubai Health Authority (DHA) guidelines. The EMS team will follow the DHA guidelines if a positive case is detected at the venue.



PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT

Contractor Guidelines for Exhibitions Tear-down

- All contractors will enter the halls through service yards and will have to go through mandatory thermal screening/temperature checks.
- Organisers need to schedule their contractor vehicles to limit the number of contractors dismantling at any one time and in order to adhere to social distancing during tear-down.
- All waste materials need to be removed offsite by the contractors.
- The venue will carry out a full sterilisation of the halls and spaces post event tear-down.

Failure to comply with the new regulations will result in individuals and/or companies being denied future access by Dubai World Trade Centre.





PRE-ARRIVAL

EVENT PLANNING

BUILD-UP

DURING EVENT

POST-EVENT



Customer Survey

As part of the DWTC Venue Services Survey, organisers will be asked for their feedback on the event and the safety measures implemented by the venue in relation to COVID-19.

3

Safety Guidelines for **Specific Event Types**

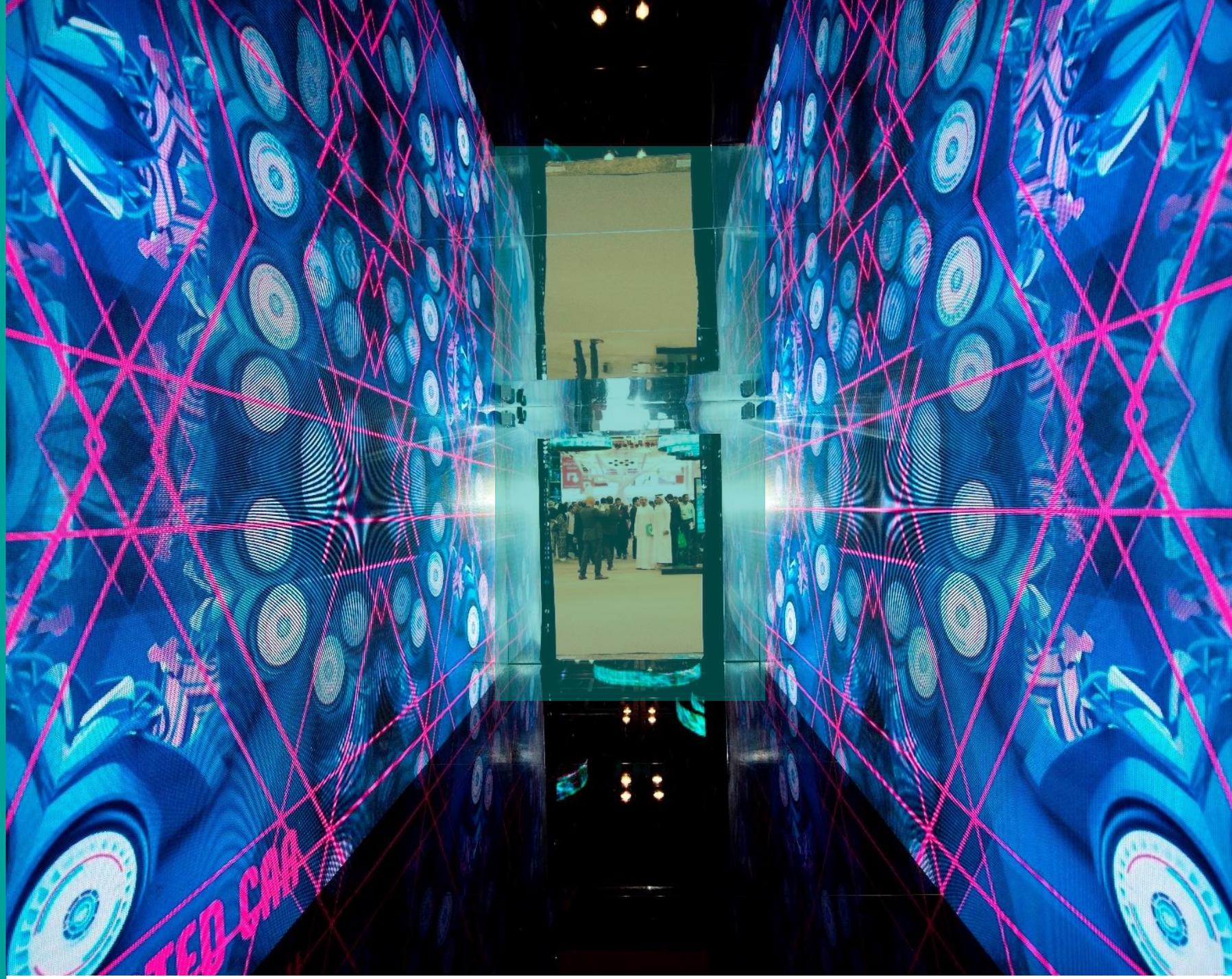
This section summarises guidelines for each of the following events. These are to be read in conjunction with the Safety Measures Implemented by DWTC, Safety Guidelines for the Event Journey and the Safety Guidelines for Hospitality Services.

Please click on any one to review summary guidelines for your event type.

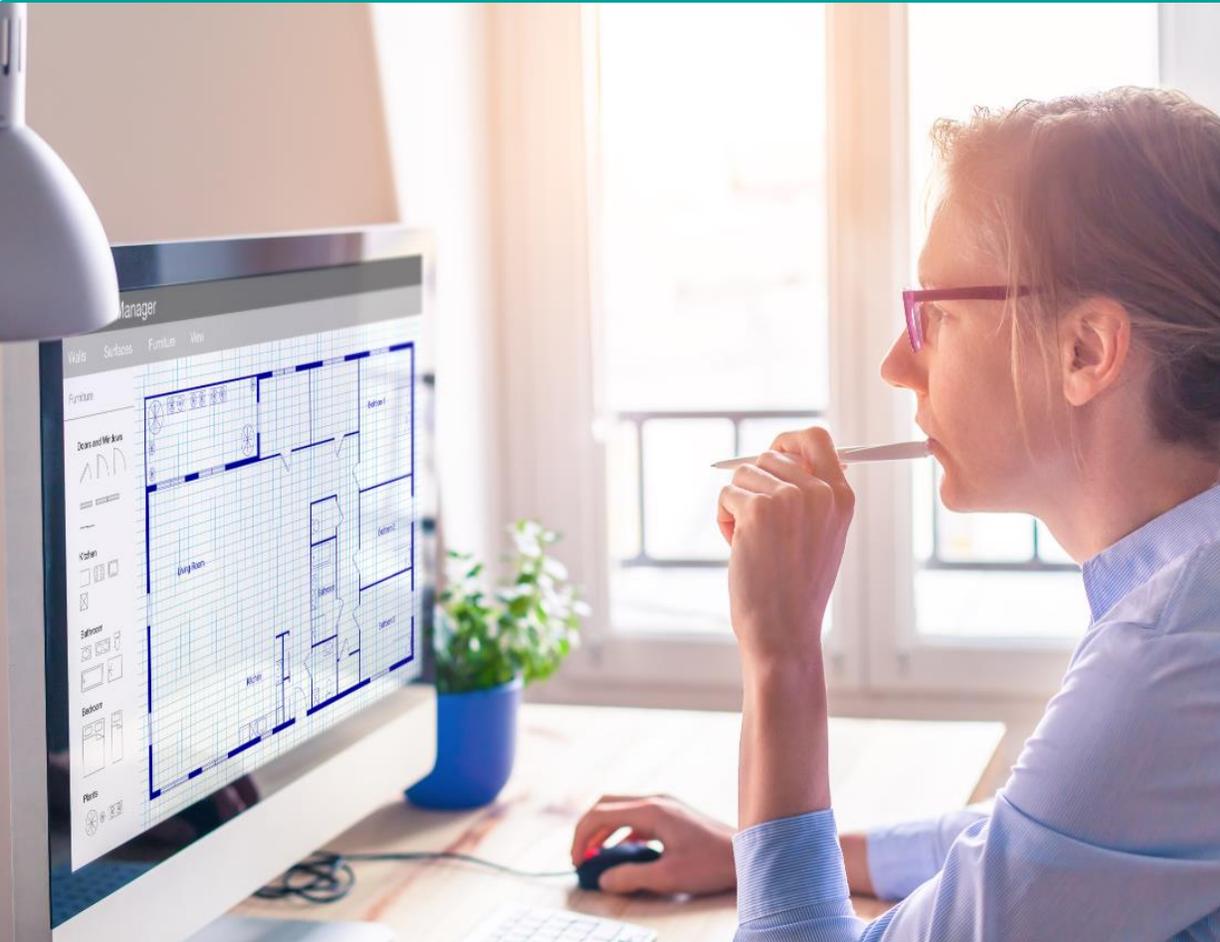


Safety Guidelines for

Exhibitions



Exhibitions: Floor Plans



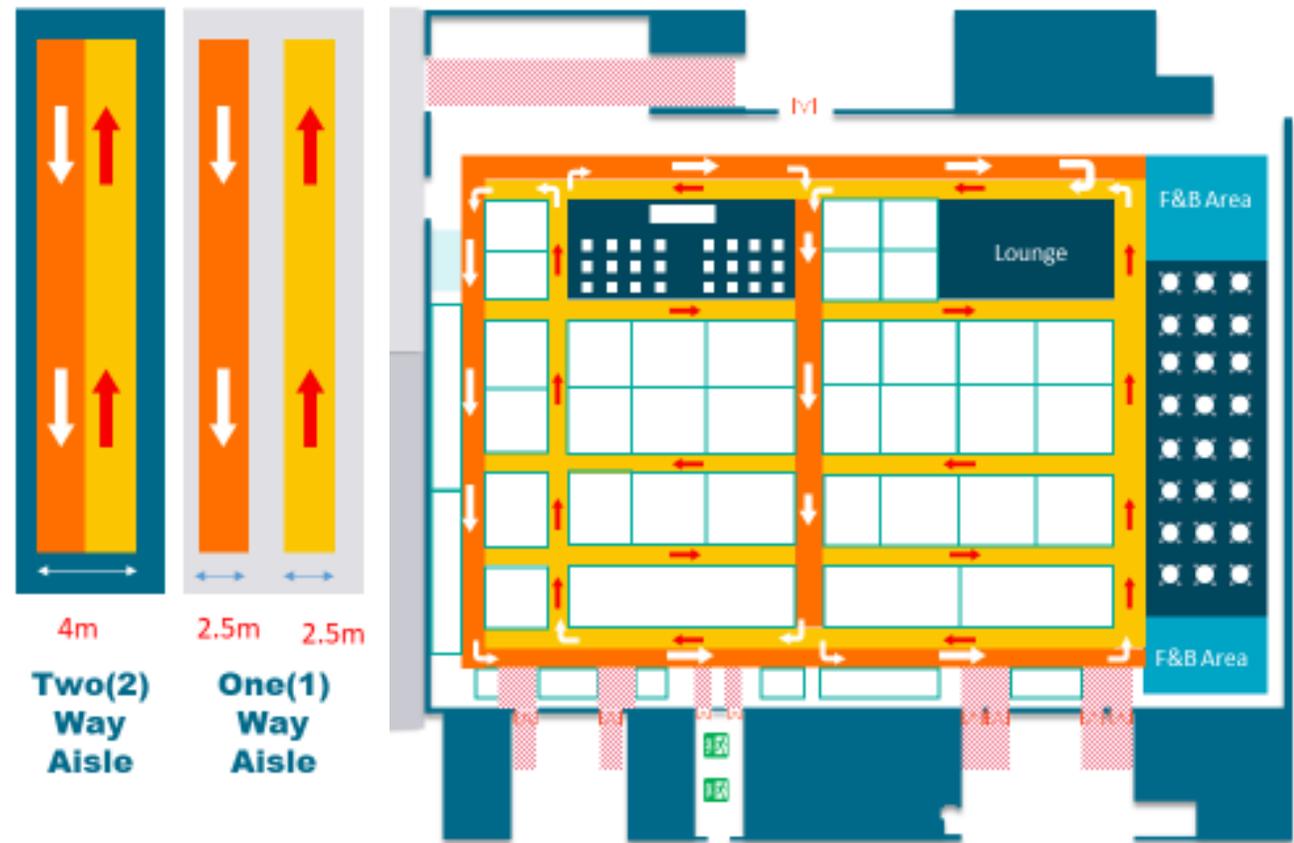
Your event planner will discuss your specific requirements and capacities for different areas of the venue and ensure that these are aligned with the latest government and venue regulations.

DWTC is recommending changes to floor plans for exhibitions to ensure adherence to government guidelines while maintaining commercial viability and a best-in-class customer experience.

- Organisers are required to submit a COVID-19 Risk Assessment for their event to the venue team; this will form a part of their overall Event Safety Plan and will determine aisle widths required for their respective event.
- The maximum capacity for each event will vary depending on the open floor and stand space required. This should be calculated by the organiser and submitted with their floor plan for approval.
- The permitted venue capacity should correspond to 1 person per 4sqm gross - adhering to 2m of social distancing.
- 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.
- All capacities need to be aligned with government social distancing guidelines for each area of the venue. The maximum capacity for outdoor or tented space will be calculated on a case by case basis.
- All floor plans need to be reviewed and approved by the venue teams prior to being communicated to stakeholders.

Exhibitions: Floor Plans

- Concourses: A consideration on the number of stands possible in the concourses will be made and added to the total show capacity numbers, when applicable. No extra capacity will be added for aisles or outlets in the concourses. This will help to reduce congestion during peak times and allow for people to maintain social distancing in the concourse.
- The concourses are areas of high visitor volume and the organiser will need to work with DWTC to minimise risk in these areas via a robust safety plan.
- Entrances and exits into the event will need to be plotted and submitted for approval by organisers. Large shows may restrict their entry and exits to divert footfall to other areas.
- All one-way aisles are required to be minimum of 2.5m wide. All two-way aisles are required to be a minimum of 4m wide. All shows are recommended to have a minimum of one 4m aisle to ensure ease of visitor movement. Clear messaging on all 2.5m and 4m aisles needs to be added to highlight the direction of pedestrian movement.



Exhibitions: Floor Plans

- The organiser will be required to lay out their shows in a manner that ensures improved visitor flow between halls.
- When multiple halls are being used, it is required to split the event floor plan into zones. This will be imperative for mapping the number of people in each area. DWTC recommended zones are as follows:
 - Halls 1-4
 - Halls 5-8
 - Sheikh Rashid Hall and Sheikh Maktoum Hall
 - Sheikh Saeed Halls 1-3 + Trade Centre Arena
 - Za'abeel Halls 1-3
 - Za'abeel Halls 4-6
- All organisers are requested to provide additional signage inside the halls (banners or digital screens) with post COVID-19 safety guidelines.
- Stickers with social distancing guidelines need to be put up at vantage points in halls and on stands.
- A directional plan needs to be displayed on the 'You Are Here' signage boards. Directional signage boards to be placed in the concourses and foyers before entry to the hall.
- Different colour carpets to differentiate the directions of pedestrian movement are recommended, along with directional arrows/stickers on the carpet.
- Dogleg aisles (aisles with a 90° angle) are to be avoided.

The following page displays 'Allowed Venue Capacities' based on the current government guidelines of 1 person per 4sqm. This excludes concourses, outdoor spaces, meeting rooms and public areas.

Exhibitions: Allowed Venue Capacities based on 1 person per 4sqm

Halls	Area (sqm.)	Allowed Capacity of Hall (Pax)	Allowed Zone Capacity (Pax)
Zone 1			3,813
Za'abeel Hall 1	3,974	993	
Za'abeel Hall 2	5,760	1,440	
Za'abeel Hall 3	5,520	1,380	
Zone 2			3,888
Za'abeel Hall 4	5,184	1,296	
Za'abeel Hall 5	5,184	1,296	
Za'abeel Hall 6	5,184	1,296	
Zone 3			4,653
Exhibition Hall 1	4,356	1,089	
Exhibition Hall 2	4,752	1,188	
Exhibition Hall 3	4,320	1,080	
Exhibition Hall 4	3,960	990	
Al Multaqa	1,080	270	
Hall 4/Hall 5 Link	146	36	

Halls	Area (sqm.)	Allowed Capacity of Hall (Pax)	Allowed Zone Capacity (Pax)
Zone 4			4,276
Exhibition Hall 5	1,800	450	
Exhibition Hall 6	3,960	990	
Exhibition Hall 7	3,960	990	
Exhibition Hall 8	3,960	990	
Pavilion Tent	3,427	856	
Zone 5			2,963
Sheikh Maktoum Hall	3,859	964	
Sheikh Rashid Hall	7,703	1,925	
Sheikh Maktoum/ Sheikh Rashid Link	297	74	
Zone 6			6,045
Trade Centre Arena	9,100	2,275	
Sheikh Saeed Hall 1	6,672	1,668	
Sheikh Saeed Hall 2	4,760	1,190	
Sheikh Saeed Hall 3	3,649	912	

Exhibitions: Floor Plans

- The capacities for conferences, congresses and seminars within an exhibition will depend on the space/size allocated for the conference/seminar, the set-up requirements, stage size and on food and beverage service, if any. Please see specific guidelines for conferences, congresses and meetings/seminars included later in this section.
- DWTC will be responsible for all catering and retail outlet capacities in the venue and will ensure that social distancing is maintained.
- The venue team will where possible, create additional outdoor seating areas for visitors, while maintaining social distancing norms.
- Clear protective screens are recommended to be placed at all information desks as a protective measure. Desks need to be large enough to accommodate number of people in line with social distancing.



Exhibitions: Stand Build Guidelines

Simplified/Modular Stands

- With build-up time limits in place, it is recommended that stand designs be simplified and pre-fabricated or be modular in construction to facilitate efficient assembling. This will also ensure less manpower onsite.
- 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.

Review of Stand Design

It is the organiser's responsibility to review stand designs and ensure that they comply with all venue guidelines. The event planner can be contacted for further details.

Key considerations for stand designs:

- The minimum stand size needs to be 3m x 3m.
- The material used for surfaces of walls, counters, floors and furniture needs to be easily cleanable.
- After taking into account product displays, models, walls and furniture etc. the stand design should ensure that a minimum 80% of the total space is open space. If there is a requirement that will impact this, then the number of people allowed on the stand need to be adjusted.

- 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.
- Where exhibition stands have interactive displays and/or product demonstrations that involve visitors touching and using items, the exhibitor should ensure social distancing measures are in place, and that all items are wiped/sanitised between each interaction.
- 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.
- 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.

Exhibitions: Stand Build Guidelines

Double-Decker stands

- If a staircase is under 4m in width then it must have an access control at the top and bottom to ensure that only one person is using them at a time. This control can be as simple as a rope and post with an usher or staff member controlling access.
- 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.
- Larger stands may consider adding a second staircase: one for going to the upper deck and one for going down to the ground floor.

Stand Capacity

- The maximum number of people permitted on a stand should correspond to 1 person per 4sqm.
- The maximum number of people allowed at the stand at any time should be displayed on the front of the stand via a signage board or a sticker. The size of this sign or sticker needs to be a minimum of 50cms x 30cms.
- It is recommended that all stands have floor stickers to highlight social distancing within their stands.

Boardroom/Meeting Space on Stand

- 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.
- Air circulation in enclosed areas should be considered.

Preventative Measures

- Sanitisation needs to be conducted at the end of every exhibition day by the venue/exhibitor or contractor. This will be confirmed by the event planner.
- Sanitisers need to be made available on all stands for both staff and visitors. Gloves can additionally be made available.
- No open water dispensers are permitted; only sealed bottled water will be allowed on stands – these are available for purchase via the EventPlus website.
- Storage behind perimeter stands is not permitted, any items (including stand material) found behind stands will be removed during the daily master cleaning.
- Sterilisation of halls will be conducted post tear-down of event by the venue.

Exhibitions: Stand Build Guidelines

Stand Material Drop-off

- Contractors are reminded to prepare the stand material several days in advance and deep clean/sanitise the material before it is loaded onto vehicles.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.

Contractors on Stands During Build-up

- Teams on the stand should not exceed the maximum number defined by the social distancing norms. It is accepted that at times this will be a challenge as normal health and safety practices still need to be maintained; however where possible the companies should try and find other solutions - for example they should look at using scaffolding towers rather than ladders, or using mechanical lifting equipment rather than manpower.
- 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.
- Contractors will be issued with a disposal contractor badge at this time through the standard venue process.
- No communal water bottles or meals can be supplied; sealed water bottles and pre-packed meals with disposable cutlery are to be used.
- Hand sanitiser should be readily available for all contractors and exhibitors for build-up/tear-down and should be provided by the contracting company.

- All contractors are required to wear masks at all times. Gloves are optional as per government regulations.
- Contractors are to strictly maintain social distancing during stand build and meal times. This will be monitored by venue security teams and should also be on the list of things to monitor by the show team and floor managers.

Contractors on Stands During Opening Morning

- 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.
- Stand cleaning can only be done during the event period by DWTC housekeeping staff booked through EventPlus. A maximum of 2 stand-by contractors will be permitted per stand and a DWTC contractor badge and an organiser numbered badge will be required to permit this access.
- Official contractors will only be permitted with a DWTC Contractors badge and a numbered official badge with the contracting company's name on it. Random checks will be carried out to ensure official contractors are not passing badges to other contractors.
- Any event build that is not complete or requiring changes will need to obtain special permission from the organiser and DWTC to carry out pending work after the show closes on the first day.

Exhibitions: Guidelines for Al Warsan Holding Area



The following guidelines pertaining to the management of logistics during exhibitions need to be adhered to by all exhibitors, contractors and sub-contractors; organisers need to ensure compliance to these guidelines.

- Contractors will be scheduled according to the size and complexity of their stand, which will vary by show.
- 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

Exhibitions: Al Warsan Holding Area

- 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.
- During the period between event closing and midnight (unless tenancy dictates otherwise), only vehicles up to 3.5 tons will be given access into Al Warsan. This time will only be for the pick-up of display items on the stand, AV equipment, furniture, valuables, fixtures and fittings.
- After midnight, trucks removing stand materials will be permitted to access Al Warsan Holding Area and follow procedures to get their vehicle badge and be released to the service yards. This time may be brought forward if space is available.
- All contractors should only go to Al Warsan when their stand is nearing the time of being fully broken down. This is a change to existing procedures.
- In case the vehicle is in the yard beyond the time permitted, charges will apply. The longer the truck overstays the allocated time, the higher the incremental charges applied.
- All waste materials need to be removed offsite by the contractors.
- All social distancing rules apply at Al Warsan – no queuing at the badge distribution point will be permitted and drivers will be called as per the existing token system.
- Contractors will be issued with a disposal contractor driver badge at this time through the normal process.
- Housekeeping staff will ensure all areas are sanitised as per guidelines in response to COVID-19, these will include all seating areas and restrooms.
- All drivers must wear face masks at all times.



Safety Guidelines for

Conferences & Meetings



Conferences & Meetings: Floor Plans

DWTC is recommending changes to floor plans for conferences, congresses and meetings to ensure adherence to government guidelines while maintaining commercial viability and a best-in-class customer experience.

- It is recommended that all conferences, congresses and meetings are set up in 'theatre style' to accommodate larger numbers while maintaining social distancing. Where 'classroom style' is preferred, it is recommended that organisers request for conference chairs with writing tablets – a limited quantity of these is available with the venue.
- Organisers are required to submit a COVID-19 Risk Assessment for their event. This will form a part of their overall Event Safety Plan and will determine aisle widths and spacing between furniture for their event.
- All capacities need to be reduced to take social distancing into consideration. Capacities should be calculated with a minimum of 2m social distancing, which corresponds to 1 person per 4sqm gross.
- The maximum capacities for conferences and congresses/meetings/seminars will depend on the space and size allocated for set-up requirements, seating style (preferred option: theatre style, or if not possible then cabaret or classroom styles), stage size and requirements for food and beverage service, if any.



Conferences & Meetings: Capacities

Theatre Style

- A maximum of 10 people per block are permitted, with a minimum of 2 vacant seats equivalent between each block.
- Members of a single group can be seated together. 2 empty seats should be left between occupied seats if individuals are not from the same group.

Classroom Style

- A minimum 2m distance between each table is required.
- A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Cabaret Style

- A maximum of 4 people per table are allowed with a minimum 2m distance between each table.
- A maximum of 10 people per table are allowed with a minimum 2m distance between each table, if separated by physical dividers.
- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Boardroom Style and U-Shape Style

- A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Banquet Style

- A maximum of 4 people per table is allowed, with a minimum 2m distance between each table.
- A maximum of 10 people per table are allowed with a minimum 2m distance between each table, if separated by physical dividers.
- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Cocktail Style

- A maximum of 2 people per table is allowed, with a minimum of 2m distance between each table.

VIP Seating

- A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Conferences & Meetings: Capacities

The following table displays 'Allowed Venue Capacities' based on the current government guidelines of 1 person per 4sqm. This excludes concourses, outdoor spaces, meeting rooms and public areas.

Hall	Hall Area (sqm.)	Maximum allowed capacity based on 4sqm per person
Sheikh Rashid Hall	7703	1925
Sheikh Maktoum Hall	3859	964
Al Multaqa Ballroom	1080	270

- All one-way aisles are required to be a minimum of 2.5m wide. All two-way aisles are required to be a minimum of 4m wide.
- All shows are recommended to have a minimum of one 4m aisle to ensure ease of visitor movement. More 4m aisles are encouraged.
- Clear messaging needs to be added on all 2.5m and 4m aisles to show the direction of pedestrian movement.

- All organisers are requested to provide additional signage inside the halls (banners or digital screens) with post COVID-19 safety guidelines.
- In addition, stickers with social distancing guidelines need to be placed at vantage points and entrances to halls.
- Organisers need to plot proposed entrances and exits into their conference floor plans. This should be clearly indicated when submitting conference floor plans for approval.



Conferences & Meetings: Set-up

- Head tables should be linen-free to facilitate sanitisation.
- Hand sanitisers will be placed outside all meeting rooms.
- Water for attendees is permitted only as sealed individual bottles. Water dispensers/fountains are not permitted.
- Buffets may be allowed subject to the application of minimum social distancing guidelines of 2m for queuing, and/or only if served by waiting staff or at guest tables. Self-service is not allowed.
- It is recommended to utilise technologies such as event apps to facilitate Q&A sessions within events. The use of contactless audio-visual (i.e. no flipcharts with markers) is recommended.
- It is recommended that delegates use their mobile devices to take notes during meeting/conference sessions. DWTC will not provide pens and note pads as part of our contactless policy.
- DWTC encourages the use of gooseneck or lapel microphones and discourages roving and handheld microphones.
- All organisers are requested to provide additional signage inside meeting rooms and halls (banners, free-standing signage boards or digital screens) with post COVID-19 safety guidelines.
- Sanitisers need to be provided by the organiser inside conference halls and/or meeting rooms.
- For one-on-one meetings, it is recommended that protective screens/shields be put in place. Your event planner can provide a quotation for this screen/shield.
- DWTC will be responsible for all catering and retail outlet capacities in the venue and will ensure that all social distancing measures are implemented.
- The venue team will, where possible, create additional outdoor seating areas for delegates, while maintaining social distancing measures.
- It is the organiser's responsibility to review the production schedule and ensure that the production team has sufficient time to complete all work in time to allow for deep cleaning.
- Organisers need to obtain cleaning and sanitisation standards from their A/V contractors/production companies (for microphones, speakers, laptops, pointers, headphones and similar) prior to venue tenancy commencement. A copy of this needs to be submitted to the venue.
- Sanitisation will need to be undertaken after every conference breakout session and sufficient time intervals (a minimum of 30 minutes for conference < 25 pax and 60 minutes for conference > 25 pax) need to be provisioned in the event schedule for this.
- A full venue sanitisation will be conducted at the end of every event day.

Conferences & Meetings: Contractor Guidelines

- Throughout build-up and tear-down, DWTC in coordination with the organiser, will carry out tannoy announcements in English, Arabic, Urdu and Hindi to remind all contractors to sanitise, wear PPE and maintain social distancing.
- Contractors need to have mandatory temperature checks before entering the complex. Thermal screening will be carried out at all access points.
- The DWTC housekeeping team will carry out hourly cleaning and sanitisation of contractor restrooms in service yards. Hand sanitising stations will be provided in the service yard restrooms.
- Organiser are recommended to obtain their A/V contractors/production companies cleaning and sanitisation standards prior to venue tenancy (for microphones, speakers, laptops, pointers, headphones etc.).

Production Design

- It is recommended that the materials used for production design (i.e. stage, backdrop and furniture) be easily cleanable.

- Simplified production techniques are recommended as strict time limits are in place for build-up.

Material Drop-off

- Contractors need to prepare their stand material several days in advance and deep clean/sanitise all material before it is loaded onto vehicles.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks must be certified as being checked by the receiver.

During Build-up

- Contractors need to schedule their teams to not exceed the maximum number of people allowed onsite during build-up.
- It is accepted that at times this will be a challenge as normal health and safety practices still need to be maintained; however where possible the companies should try and find other solutions - for example they should look at using genie and scissor lifts rather than scaffolding towers and ladders or use mechanical lifting equipment rather than manpower.

Conferences & Meetings: Contractor Guidelines

Service Yards

- Contractors will be scheduled according to the production schedule and organiser's requirements.
- 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
 - 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
- All drivers must wear face masks at all times

Time Limitations

- Contractors and production teams need to adhere to the time limits allotted without any exception. The set-up time needs to provide adequate time for deep cleaning and sanitisation prior to the conference/meeting opening.
- It is the organiser's responsibility to review production schedule and ensure that the production team have sufficient time to complete all work and have vacated the hall in time for deep cleaning. The event planner can be contacted for more details on this.



Conferences & Meetings: Entertainers, Performers, Artists, Stage Speakers and Crew



Organisers need to ensure that all entertainers, performers, artists and crew are free of COVID-19 symptom and that all necessary safety precautions, measures and checks are in place prior to the performance.

- Crew/performers/artists who are delivering regular shows must be tested every two weeks and are encouraged to be quarantined as needed.
- During the performance, performers are required to stay in their designated spaces and not move between the audience.
- It is encouraged that all acrobatic routines or performances be shortened. These must be choreographed with least physical contact or proximity movements.
- Masks can be removed by performers and speakers during performance on stage, only if they can maintain at least 4m physical distancing from the audience.
- No physical fan/audience interaction or movement between audience will be allowed.

Safety Guidelines for

Training & Exams



Training & Exams: Floor Plans

DWTC is recommending changes to floor plans for training courses and exams to ensure adherence to government guidelines whilst maintaining commercial viability and a best-in-class customer experience.

DWTC will support you through this process by drawing floorplans based on guidelines set out by the Knowledge and Human Development Agency (KHDA), (<https://www.khda.gov.ae/en/safetyattraininginstitutes>) also outlined below:

- The minimum 2m social distancing corresponds to 1 person per 4 sqm gross.
- The maximum capacity for each training course or exam will vary depending on the open floor (i.e. space remaining after stage and production build has been plotted) and the set-up style required i.e. theatre style, cabaret, classroom etc.
- Due to sanitisation requirements for equipment and furniture, DWTC will not be able to provide last minute furniture onsite, it is therefore recommended that all meeting rooms are set up to the maximum COVID-19 based capacity, even if the expected number of delegates at the time of confirmation is lower.

- Safe distanced queuing for exams is critical and exam organisers need to discuss expected numbers with their event planner. DWTC recommends the use of floor stickers to support the queuing process, with clearly marked social distancing of 2m.
- Upon request, DWTC can provide acrylic screens/shields for podiums and/or head tables to maintain social distancing between students and instructors. This will be an add-on service to be absorbed by the organiser.
- For training courses, DWTC will place signage to support social distancing and (where possible) dedicated entrance and exit signage for the rooms. For exams, additional signage will be required at key entrances and in queuing areas.



Training Programme/Agenda

- Careful consideration should be taken when preparing the training course programme/agenda to ensure sufficient time between breakout sessions for cleaning and sanitisation of rooms.
- Sanitisation also needs to be undertaken after every training/exam session and sufficient time intervals (minimum 30 minutes for training/exam session < 25 pax and 60 minutes for training/exam > 25 pax) needs to be provisioned post-training or exam for effective sanitisation.

Note Pads & Pens

- DWTC is currently not distributing note pads and pens; students should be advised accordingly and encouraged to bring their own material.

Flip Chart Pens

- Trainers are encouraged to bring their own water-soluble wipe clean markers.
- If the trainer does not wish to bring their own pens, DWTC will place a labelled box for markers in front of the room (on the head table) containing one box for sanitised pens and one box for used pens. It is the trainer's responsibility to use and place the pens in the correct box.
- Flip charts should only be used by the trainer; the use of flip charts by working groups is strongly discouraged.

Paperless/Smart Flip Charts

- DWTC is currently not providing paper-flipcharts, but have a small inventory of paperless flips charts available for hire. Please speak to your event planner for more details.

DWTC recommends the SMART Kapp board that enables you to share content with attendees directly to their phones /devices. This is an 'electronic' flip chart designed keeping social distancing in mind. Please ask your event planner for more details.

Audio-Visual (AV) for Training Courses

DWTC recommends the exclusive use of in-house AV equipment at this time. Should your training course or exam require external AV, please contact your event planner for guidelines and regulations relating to AV providers and external contractors.

Training Course Microphones

Revised measures are in place for the use of microphones. Training courses should consider not just the number of delegates/students and the size of the room; but also that with masks, trainers that did not previously need microphones may now require this additional support.

- Headset microphones: DWTC discourages their use and will not be providing headset microphones at this time.
- Lapel microphones: Lapel microphones will be placed in a plastic bag for one-time use by each speaker. The technician in-charge will be wearing fresh gloves every time while changing the microphone.
- Q&A microphones: these are currently under review. Should your training course require Q&A please consult your event planner.
- Gooseneck microphones for lectern: these are recommended for all training courses at present. The windshield filter of these microphones will be replaced with a new one after each use.



Outside Furniture

- For exam organisers who want to bring their own furniture, this will need to be sanitised before arrival onsite.
- The furniture supplier will need to place the sanitised furniture in its final position within the hall or the meeting room. DWTC teams can assist with advising on placement from a social distancing standpoint, however are not permitted to handle outside furniture.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.

Lecterns & Podiums – Acrylic Screens

- Should trainers require an acrylic screen/shield around the lectern or podium, this can be provided upon request at a small charge. Organisers are advised to contact their event planner for more details.

Signage

- For training courses, DWTC has placed signage to support social distancing and (where possible) at dedicated entrances and exits of the rooms.

Entertainers/Performers/Artists/Speakers & Crew

Organisers need to ensure that all entertainers, performers, artists and crew are free of COVID-19 symptom and that all necessary safety precautions, measures and checks are in place prior to the performance.

- Masks can be removed by performers and speakers during the performance, only if they can maintain at least 4m physical distance from the audience.
- Performers/speakers need to stay in their designated spaces and are not allowed to move among the audience.



Safety Guidelines for

Concerts & Live Events

(includes Award Ceremonies,
Graduations & Product Launches)



Concerts & Live Events: Floor Plans

DWTC is recommending changes to floor plans for concerts and live events to ensure adherence to government guidelines whilst maintaining commercial viability and a best-in-class customer experience.

- The minimum 2m social distancing corresponds to 1 person per 4 sqm gross.
- The maximum capacity for each event will vary depending on the open floor (i.e. space remaining after stage and production build has been plotted) and the set-up style required.
- VIP tables and chairs, normally placed in the front row will now need to be plotted at a social distance (2m between the chairs).
- Standing events: All guidelines will remain the same as seated events above. In addition floor markings need to be placed clearly to identify individual standing space and group standing spaces.
- Theatre style seating is recommended for increased capacity. DWTC has a sample floor plan available for Sheikh Rashid Hall sections ABCDEF, please request your event planner to share this as an example.

- Organisers need to consider the space required for FOH audio-visual keeping social distancing in mind.
- In addition, organisers need to indicate the number of technicians/people that will be operating from within the FOH AV on the floor plan. The 2m social distancing norms will also apply here.
- Organisers and promoters will need to consider the placement of all artists on stage. At this time, DWTC request that all artist/musician placements are marked on the floor plan for review and approval. On the day of the event, these placements need to be marked on the floor.



Concerts & Live Events: Schedules

Ticketing & Registration Guidelines

- The use of physical tickets is not recommended at this time. Online purchasing with the option for visitors to print tickets at home or to carry via mobile devices is recommended.
- A dedicated ticket sales area can be set up to sell tickets ensuring social distancing requirements for queuing of 2m with floor markers. Organisers and promoters should discuss onsite ticketing sales requirements with their venue commercial representative to understand options. Ticket dispensation needs to be automated, with contactless payments encouraged.
- Organisers need to follow current regulations for age and people in high risk groups to ensure that all safety and control measures are in place. An example of this may be advising them to come at quieter show times.

Event Programme & Sanitisation Schedule

- Careful consideration should be taken when preparing the event programme to include the sanitising schedule. A final rehearsal and technical run-through is permitted on event day, taking into consideration the time required for sanitisation.
- We recommend opening doors one hour prior to the actual opening hour to ease the flow of people in to the venue and to restrict crowding.

- Sanitisation needs to be undertaken after every event and sufficient time intervals (minimum 30 minutes for events < 25 pax and 60 minutes for events > 25 pax) need to be provisioned after each event for this.
- For live events, it will be challenging to fumigate event halls between a matinee and an evening performance; if your event has two sessions on one day, please engage with your event planner to discuss specific timings for sanitisation of high touch areas and seats, between performances.
- Sanitisers need to be provisioned inside the facility and at all ticket collection/ticket sale desks by the organiser.

Build Schedule & AV Production

- Social distancing restrictions need to be considered in the design, structure and timing of stage set-up and AV production.
- All external equipment will need to be sanitised before arrival at DWTC. The crew needs to adhere to the 2m social distancing policy and this should be planned for in the build schedule.

Concerts & Live Events: Set-up

AV Equipment & Sanitisation

- During sanitisation, it is recommended that all AV consoles are covered with plastic sheets for protection from moisture. Should your AV team have concerns on other equipment or instruments, please reach out to your event planner to discuss options.
- The plastic on stage carpet should be removed before the fumigation and sanitisation process.
- All microphones need to be sanitised between performances.

Boom Lift & Plant Equipment

- Boom lifts where two crew need to be together will be permitted only when there is no alternative. The crew should take all precautions to minimise risk, inclusive of wearing masks and gloves as well as considering options to reduce time of the operation on the boom lift.
- If plant equipment is being shared by multiple crew members, sanitising equipment needs to be kept readily available with the unit being wiped clean between usage.

Seating Arrangements

- DWTC has developed seating options for Sheikh Rashid Hall tiered seating - please request these sample floor plans from your event planner.
- The DXB Live team has grandstand seating options available – these can be customised to adhere to social distancing. Please reach out to your commercial representative to discuss options available.
- Checker board seating arrangements are permitted including in VIP suites in the venue. These require a two seats equivalent to be kept vacant between each group of people, or between individuals if not from the same group.



Concerts & Live Events: Set-up

Arrival Experience & Queuing

- To ensure a smooth arrival experience, queuing should be planned ensuring a 2m social distancing is in place. It is recommended that floor-stickers are used.
- The proposed queuing structure will need to be plotted on the event floorplan by the organiser, for DWTC approval. For adjacent queuing lanes, the 2m rule still applies and this will need to be considered in queue management.
- Ingress queuing area should have clear floor markings to ensure social distancing; staggered access times should be allotted to attendees.
- Ushers are to wear masks/face shield at all times to guide guests to their reserved seats safely and to manage egress at the end of the show. Exit should ideally be by row number via marked walkways.



- Queuing area for taxis needs to be clearly marked in line with social distancing guidelines.
- Wrist bands need to be made available preferably through automated dispensers (wherever possible) or distributed by ushers wearing gloves post temperature screening. These need to be worn by visitors at all times within the premises, until exit.

Sponsorship & Merchandising Booths

- Many live events have sponsorship and merchandising booths in their pre-function areas. These are still permitted, however a number of guidelines apply to the size, open space and number of staff/guests that can be in the area. If your event requires sponsorship and/or merchandising booths, please reach out to your event planner who will share the specific guidelines applicable.
- At this time the distribution of promotional leaflets is not recommended.
- We appreciate that many events would like to offer complimentary gift bags to their gold class and/or VIP tickets. All gift bags need to be fully sanitised before being placed on location, prior to venue fumigation. Additional security may be requested from DWTC depending on the value of the gift bag.

Concerts & Live Events: Capacities

Theatre Style

- A maximum of 10 people per block are allowed, with a minimum of 2 vacant seats equivalent between each block.
- Members of a single group can be seated together. 2 empty seats should be left between occupied seats if individuals are not from the same group.

Cabaret Style

- A maximum of 4 people per table with a minimum 2m distance between each table is required.
- A maximum of 10 people per table with a minimum 2m distance between each table is required, if separated by physical dividers.
- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

Cocktail Style

- A maximum of 2 people per table is allowed, with a minimum of 2m distance between each table.

Banquet Style

- A maximum of 4 people per table is allowed, with a minimum 2m distance between each table.
- A maximum of 10 people per table with a minimum 2m distance between each table is required, if separated by physical dividers.
- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.

VIP Seating

- A minimum of 2 vacant seats equivalent between each person/seat is required, if not from the same group.



Concerts & Live Events

Material Drop-off

- Contractors are advised to prepare their equipment and material several days in advance and deep clean/sanitise the material before it is loaded onto their vehicles.
- All BO' and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.
- Equipment and materials may need to be scheduled for different arrival times to avoid crowding.

Build-up Activity & Contractor Numbers

- Contractors/production teams must schedule their teams to not exceed the maximum number of people allowed during event build-up.
- It is accepted that at times this will be a challenge as normal health and safety practices still need to be maintained; however where possible the companies should try and find other solutions, for example they should look at using genie and scissor lifts rather than scaffolding towers and ladders, or using mechanical lifting equipment rather than manpower.
- All contractors must enter the halls through the service yards where they will undergo mandatory thermal screening before access is given.

Contractors & Crew Food & Beverage Offerings

- Only pre-packaged F&B items are permitted. Buffets are permitted subject to the application of minimum social distancing guidelines of 2m for queuing and only if served by waiting staff or served on a guest table, wherever applicable. Self service is not permitted.

Entertainers, Performers, Artists, Speakers & Crew

Organisers need to ensure that all entertainers, performers, artists and crew are free of COVID-19 symptom and that all necessary safety precautions, measures and checks are in place prior to the performance.

- Crew/performers/artists who are delivering regular shows must be tested every two weeks and are encouraged to be quarantined as needed.
- During the performance, performers are required to stay in their designated spaces and not move between the audience.
- It is encouraged that all acrobatic routines or performances be shortened. These must be choreographed with least physical contact or proximity movements.
- Masks can be removed by performers and speakers during performance on stage, only if they can maintain at least 4m physical distancing from the audience.
- No physical fan/audience interaction or movement between audience will be allowed.

Safety Guidelines for

Brand Sales



DWTC is recommending changes to floor plans for Brand Sales to ensure adherence to government guidelines whilst maintaining commercial viability and a best-in-class customer experience.

- The maximum capacities are based on 1 person per 4sqm of gross space. The capacities will also need to be aligned with the government's social distancing guidelines for each area of the venue.
 - The maximum capacity for each event will vary depending on the open floor and space allocated to shops, storage and operational activity (i.e. tills, bag drops etc.). This should be calculated by the organisers and submitted with their floor plan for approval.
 - DWTC has developed a capacity table outlining exhibition space and the percentage breakdown for shop spaces, operational activity areas and the allowance for staff and visitors. The organiser is required to lay their shows out accordingly to improve visitor flow between halls.
 - Organisers are required to submit a COVID-19 Risk Assessment for their event which will form part of their overall Event Safety Plan.
- Minimum stand size required is 3m x 3m – this will result in a maximum capacity at the stand to be 1 shop staff and 1 visitor at any given time. Based on this, all stands are required to display a clear signage of 'Number of People Allowed' at the entrance of each stand/shop.
 - A minimum aisle width of 2.5m is required for one-way aisles. This is 4m for two-way aisles and subject to uni-directional pedestrian flow and associated requirements.
 - The venue team will, where possible, create additional outdoor seating areas for visitors, while maintaining social distancing guidelines.

The following page displays 'Allowed Venue Capacities' for brand sales, based on the current government guidelines of 1 person per 4sqm. This excludes concourses, outdoor spaces, meeting rooms and public areas.

Brand Sales: Allowed Venue Capacities based on 1 person per 4sqm

Halls	Area (sqm.)	Allowed Capacity of Hall (Pax)	Allowed Zone Capacity (Pax)
Zone 1			3,813
Za'abeel Hall 1	3,974	993	
Za'abeel Hall 2	5,760	1,440	
Za'abeel Hall 3	5,520	1,380	
Zone 2			3,888
Za'abeel Hall 4	5,184	1,296	
Za'abeel Hall 5	5,184	1,296	
Za'abeel Hall 6	5,184	1,296	
Zone 3			4,653
Exhibition Hall 1	4,356	1,089	
Exhibition Hall 2	4,752	1,188	
Exhibition Hall 3	4,320	1,080	
Exhibition Hall 4	3,960	990	
Al Multaqa	1,080	270	
Hall 4/Hall 5 Link	146	36	

Halls	Area (sqm.)	Allowed Capacity of Hall (Pax)	Allowed Zone Capacity (Pax)
Zone 4			4,276
Exhibition Hall 5	1,800	450	
Exhibition Hall 6	3,960	990	
Exhibition Hall 7	3,960	990	
Exhibition Hall 8	3,960	990	
Pavilion Tent	3,427	856	
Zone 5			2,963
Sheikh Maktoum Hall	3,859	964	
Sheikh Rashid Hall	7,703	1,925	
Sheikh Maktoum/ Sheikh Rashid Link	297	74	
Zone 6			6,045
Trade Centre Arena	9,100	2,275	
Sheikh Saeed Hall 1	6,672	1,668	
Sheikh Saeed Hall 2	4,760	1,190	
Sheikh Saeed Hall 3	3,649	912	

Simplified/Modular Stands

- It is recommended that shop designs remain simplified and pre-fabricated so they are modular for efficient assembling and with surfaces that are easy to clean.

Review of Shop Design/Set-up

- Reception counters, furniture, product displays and models should be set back by a minimum of 1m on the stand to discourage queueing in the aisles and to ensure social distancing.
- Clear acrylic screens/shields should be provided on all payment counters for staff; the number of staff at the payment counter should be limited to one person at any time.
- Hand sanitisers should be available at the entrance to all shops and at each payment counter.

Material & Merchandise Drop-off

- Organisers need to ensure they prepare the shop material and merchandise several days in advance and deep clean/sanitise the material before it is loaded onto their vehicles.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.

Contractors on Stand during Build-up

- Contractor teams should be scheduled to ensure that they do not exceed the maximum number of people allowed on the stand/shop during build-up.
- Where possible, companies should try and find other solutions - for example they should look at using scaffolding towers rather than ladders, or using mechanical lifting equipment rather than manpower.



Stand & Shop Capacity Signage

- The minimum 2m social distancing corresponds to 1 person per 4 sqm gross.
- The maximum number of people allowed at the stand/shop at any time should be clearly displayed on the front of the shop via a signage board or a sticker. The size of this sign or sticker needs to be a minimum of 50cms x 30cms.
- It is recommended that all stands/shops have floor stickers to highlight social distancing within their stands.

Interactive Displays & Product Demos

- Where stands/shops have interactive displays and/or product demonstrations that involve visitors touching or using items, the exhibitor needs to include social distancing measures and ensure that all items are wiped/sanitised between each interaction.

Trying On Items

- Changing Rooms are permitted and should follow the previously announced guidelines for “Retail Sector”.
- Testers and Return Policy should follow the previously approved guidelines for “Retail Sector”.

Payment Counters

- At all payment counters the 2m social distancing needs to apply while queuing. The interval queue for the payment counters needs to display 2m social distancing stickers. Adjacent queues also need to be spaced 2 meters apart.
- It is recommended that all payment counters have plastic protection screens and/or staff wear facial shields. Contactless payment methods are encouraged.

Printed Material/Leaflets

- Distribution of leaflets both inside and outside the hall is not permitted at this time. It is strongly recommended that brand sales promote themselves through social media and digital means.

Bag Deposits

- It is recommended that all advertising, SMS messaging, social media posts and EDMs from the organisers discourage visitors from bringing large bags.
- Where bags are brought, it is recommended that the organisers have large clear bags available for each visitor to place their handbag inside, before being sealed. This will reduce the risk of cross-contamination and ensure enhanced safety.

Scheduling of Visitors

- Large crowds are discouraged at all times.
- It is recommended that brand sale organisers consider an online pre-registration for visitors to book two hour time slots to visit the sale. This follows crowd control methods being applied in other high-traffic areas such as pools, private beaches and gyms.



Entertainers, Performers, Artists, Speakers & Crew

Organisers need to ensure that all entertainers, performers, artists and crew are free of COVID-19 symptom and that all necessary safety precautions, measures and checks are in place prior to the performance.

- Crew/performers/artists who are delivering regular shows must be tested every two weeks and are encouraged to be quarantined as needed.
- During the performance, performers are required to stay in their designated spaces and not move between the audience.
- It is encouraged that all acrobatic routines or performances be shortened. These must be choreographed with least physical contact or proximity movements.
- Masks can be removed by performers and speakers during performance on stage, only if they can maintain at least 4m physical distancing from the audience.
- No physical fan/audience interaction or movement between audience will be allowed.

Safety Guidelines for

Banquet Parties, Exhibitor Parties & Cocktail Receptions

(Activities excluded from this sector:
Weddings & Private Social Gatherings)



Banquet Parties, Exhibitor Parties & Cocktail Receptions: Floor Plans

The maximum capacities per event need to be based on 1 person per 4sqm of gross space. These also need to be aligned with the government's social distancing guidelines for each area of the venue.

- Maximum capacities will vary in areas across halls (reception, lounge at the hall, set-up requirements, stage size, artist area etc.). These will need to be reviewed and approved by the DWTC Venue Infrastructure team on a case by case basis, prior to build-up.
- The organiser needs to consider all spaces and scenarios in the floor plan including musicians area on stage, photo sessions, green room and majlis. They must also ensure clearly marked and separate entry and exit points to the event.
- All contractors are required to submit a COVID-19 Risk Assessment to the Venue which will form part of their overall Event Safety Plan and will determine stage/catwalk size, capacity and maximum number of people allowed in an occupied space.

Capacities will be applicable as per the following:

- A maximum of 4 people per table with a minimum 2m distance between tables.
- A maximum of 10 people per table with a minimum 2m distance between tables, if separated by physical dividers.

- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is needed, if not from the same group.
- Standing tables' capacity (e.g. cocktail receptions, foyer areas) should be 2 pax per table with a distance of 2m between tables.
- Head table/sofa arrangements: organisers need to maintain 2m social distancing if the sofa is for 4 pax. If it is a single seater sofa, then 2m of social distancing between sofas is required.
- Where entertainment set-ups are in foyer areas (e.g. Ayala dances or string quartet and similar) a 2m social distancing between the artists should be maintained. Performers can only lower their masks if they are a minimum of 4m away from the audience.
- Dance Floors are not permitted at this time.
- Closed areas like green rooms, organiser offices etc. should adhere to capacities based on social distancing norms of 2m social distancing.
- All BOH and FOH deliveries must go through thorough sanitisation and full checks and must be certified as being checked by the receiver.

Banquet Parties, Exhibitor Parties & Cocktail Receptions: Floor Plans

Tenancy Plans - Schedule

- Whilst planning tenancy days, organisers need to consider deep cleaning and sanitisation time for halls and include this time into the production schedule as this may impact event hours (start/end time). Please liaise with your event planner on sanitisation requirements.
- The event programme should consider a sanitisation duration of 4 hours : one hour to sanitise and three hours for fumigation particles to settle before the hall is used.
- It is not advisable to sanitise after F&B set-up and floral set-up is completed.

Sanitisation & Housekeeping

- The venue requires a minimum of 4 hours prior to build-up to completely sanitise the venue. Fumigation of the venue also needs to be carried out after each event.
- Sanitisation of green rooms/organiser offices and similar facilities needs to take place before and after use.
- The DWTC housekeeping team will be available at all times during the event to clean and sanitise upon request.

Hand Sanitisers

- Hand sanitisers need to be arranged and distributed on each guest table by the organiser.
- Sanitisers also need to be provided inside the tenanted public areas by the organiser.

Carpet & Linen

- Tiled carpet is recommended for all banquet parties, exhibitor parties and cocktail receptions. These are to be sanitised after each usage.

Staff Training & PPE

- All external/contracted staff need to be fully trained, have PPE (masks and gloves) and need to undergo thermal screening prior to accessing the venue.
- All extra personnel/resources need to meet government and DWTC's safety guidelines on hand sanitiser monitoring/replenishment, housekeeping, acrylic barriers between equipment/tools and similar. Please liaise with your event planner for more details on this.

Banquet Parties, Exhibitor Parties & Cocktail Receptions

Foyer Areas

- Set-ups or structural build in foyer areas need to be avoided at this time, if possible.
- If a set-up or build is required by the client, then the 2m social distancing norms will need to be strictly implemented. The main contractor will also need to provide social distancing floor stickers for these areas.



Food & Beverage Considerations

- Buffets are permitted subject to the application of minimum social distancing guidelines of 2m for queuing, and only if served by waiting staff or served at guest tables.
- Self service buffets are not permitted at this time.
- There will be one member of service staff allocated for 3 tables of 4 guests or one staff per 2 tables of 10 guests.

Gifts & Giveaways

- All gifts or giveaways are only permitted if individually sanitised and wrapped/packaged.
- Brochures are recommended to be provided digitally through QR codes. If physically handed over, these should be individually sanitised and packaged.

Event Photography

- All event photography needs to be executed while maintaining social distancing norms in all areas.

Banquet Parties, Exhibitor Parties & Cocktail Receptions

Guidelines for Event Contractors

All clients, contractors and sub-contractors will attend DWTC briefing sessions in a safe environment prior to the event build-up. These briefing sessions will be set up by the DWTC event planner.



- No vehicles will be permitted into the venue after event closure until all stand/structures have been completely dismantled and are ready for loading.
- Organisers need to ensure that the event hours are aligned with contractors build-up/tear-down, sanitisation and table set-up time requirements.

Entertainers, Performers, Artists, Speakers & Crew

Organisers need to ensure that all entertainers, performers, artists and crew are free of COVID-19 symptom and that all necessary safety precautions, measures and checks are in place prior to the performance.

- Crew/performers/artists who are delivering regular shows must be tested every two weeks and are encouraged to be quarantined as needed.
- During the performance, performers are required to stay in their designated spaces and not move between the audience.
- It is encouraged that all acrobatic routines or performances be shortened. These must be choreographed with least physical contact or proximity movements.
- Masks can be removed by performers and speakers during performance on stage, only if they can maintain at least 4m physical distancing from the audience.
- No physical fan/audience interaction or movement between audience will be allowed.

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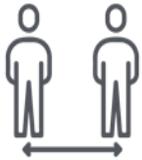
Safety Guidelines
for all events with
Hospitality Services

This section summarises guidelines that all our Hospitality Production and Delivery Stakeholders need to adhere to, across events types.

As a world class hospitality provider, DWTC is committed to creating a seamless event journey whilst adhering to health and safety standards.

The Dubai Municipality guidelines are strictly followed to combat risks related to the spread of COVID-19 while planning, organising and attending hospitality events.

The focus is on stringent periodic monitoring and sanitisation during event set-up and execution phases, with special attention on hygiene practices and safe distancing.



Social distancing is mandatory



Masks are mandatory



Frequent handwashing is recommended



Thermal screening at all entry/exit points



Sanitisers available in all common areas



General Guidelines for Events with Hospitality Services



In line with Dubai Municipality guidelines:

- Mandatory staff training on hygiene measures has been implemented. Personal Protective Equipment (PPE) is mandatory for all teams. Gloves, face masks, hair nets are mandatory for all kitchen teams. During events, face masks and hand gloves are to be worn by all staff members, with optional face shields for staff in close interaction with guests (e.g. waiting staff if there is service).
- DWTC food handlers are to frequently wash their hands. If using gloves, these will be changed before and after preparing food, followed by washing hands and sanitising with 60-70% alcohol based sanitisers.
- Feet will be sanitised after entering and exiting the kitchen or venue. Sanitisers will be replaced every 3 hours.
- All counter tops/surfaces, serving utensils and condiment containers will be frequently cleaned and sanitised.

Guidelines for Events with Hospitality Services: Outlets

- Entry and exit signage for each F&B outlet has been installed, along with clear social distancing floor stickers and queuing in place.
- All food products are packed hygienically and sealed and stored at the correct temperature. DWTC teams are trained to ensure the highest hygiene standards, whilst serving pre-packed food items to guests.
- An extensive selection of take away options inclusive of dietary requirements is being provided.
- Bakery products on self-service displays will be placed in plastic or paper packaging. No bakery products will be displayed or sold unwrapped from self-service counters.
- Guests will not be permitted to take food items from shelves themselves; a DWTC staff member will be assigned to assist them.
- Cashless transactions, including payment through mobile phones is encouraged.
- Social distancing is being strictly implemented.



Guidelines for Events with Hospitality Services: **Outlets**



Seating & Sanitisation

- DWTC restaurants and coffee shops will implement social distancing by keeping a 2m gap between tables.
- Tables and chairs will be sanitised after every use and before the next guest.
- All table condiments will be individually portioned. All table tops and common areas will be sanitised between guests.
- Packed disposable cutlery will be used and all single-use items will be discarded after use.
- DWTC will place customer advisory posters at all entry points. These will be printed in the exact dimensions specified by Dubai Municipality (60cm x 40cm).

The above guidelines will also be applicable to all of DWTC's outsourced retail outlets.

Trolley Services

- All food products will be pre-packed hygienically and placed at the correct temperature in DWTC food trolleys.
- Ice packs and/or crushed ice will be used to maintain correct temperature for cold food items.

Guidelines for Events with Hospitality Services: Stand Catering

Stand Catering

- All food products will be pre-packed hygienically and placed at correct temperature in relevant chillers and hot cabinets for cold food (less than 5°C) and hot food (above 60°C), until collection by the stand catering delivery staff.
- If there is a pantry within the stand then the food service team will strictly follow food hygiene and personal hygiene standards at the location.
- Buffets may be allowed subject to application of minimum social distancing guidelines of 2m for queuing and only if served by waiting staff or served to guest tables.
- Self service buffets are not permitted at this time.
- Pass-around menus are not encouraged and we recommend that only individually packed food items are selected by clients at this time.
- All equipment (Alto-Shaams and trolleys etc.) used for stand catering will be sanitised/decontaminated prior to each delivery and before being put back into operation.





Coffee Breaks

- Coffee breaks are permitted subject to the application of minimum social distancing guidelines of 2m for queuing and only if served by waiting staff or served to guest tables.
- Self-service coffee stations are not permitted at this time.
- All food products for coffee breaks will need to be pre-packed hygienically, sealed and placed at the correct temperature in relevant chillers and hot cabinets as applicable.
- All equipment (Alto-Shaams and trolleys etc.) used for coffee breaks will be properly sanitised prior to being put back into operation.

Guidelines for Events with Hospitality Services: Cocktails, Buffet and Seated Events

For Cocktails, Buffets & Seated Events

- We recommend that lunch boxes or individual pre-packed meals (eg. trays/bento boxes) be considered for delegate lunches.
- These lunch boxes will have a hygiene sticker with preparation details to reassure attendees.
- All food items will be produced hygienically and stored at the correct temperature in relevant chillers and hot cabinets, as applicable.
- It will not be possible to accommodate any onsite/last minute increase in guests due to strict crowd control reasons. The guaranteed catering numbers will need to be strictly adhered to.
- All equipment (chaffing dishes, platters, crockery, service cutlery etc.) used for cocktail receptions or seated events will be sanitised/decontaminated prior to being put back into operation.



In-Hall Cafés

All F&B items need to be consumed only within dedicated F&B areas.

- Takeaways meals, pre-packaged containers and disposable cutlery are encouraged.
- Queuing needs to follow social distancing guidelines with a minimum of 2m distance clearly indicated by floor markings.

F&B Counters & Kiosks

- Food products will be pre-packed hygienically and placed at the correct temperature in relevant chillers and hot cabinets for cold food (less than 5°C) and hot food (above 60°C).
- All F&B items need to be consumed only within dedicated F&B areas. Takeaways meals, pre-packaged containers and disposable cutlery are encouraged.
- Queuing needs to follow social distancing guidelines with a minimum of 2m distance clearly indicated by floor markings.

Catering Services

- All DWTC delivery trucks and equipment (food trolleys/Alto-Shaams etc.) will be fully sanitised after every use.
- All delivery vehicles will be equipped with additional hand sanitisers for use by DWTC staff.
- All delivery team members will wear masks and gloves at all times.



Guidelines for Events with Hospitality Services: Capacities

Maximum capacities for each event are based on 1 person per 4sqm of gross space. These also need to be aligned with the government's social distancing guidelines for each area of the venue.

Maximum capacities will vary in areas across halls (reception, lounge at the hall, set-up requirements, stage size, artist area etc.). These will need to be reviewed and approved by the DWTC Venue Infrastructure team on a case by case basis, prior to build-up.

Clearly marked and separate entry and exit points will be required per event.

Cocktail Set-Up

- A maximum of 2 people per table are allowed, with a minimum 2m distance between tables.

Banquet Parties

- A maximum of 4 people per table are allowed, with a minimum 2m distance between tables.
- A maximum of 10 people per table are allowed, with a minimum 2m distance between tables if separated by physical dividers.
- Members of a single group can be seated together. A minimum of 2 vacant seats equivalent between each person/seat is needed, if not from the same group.



Guidelines for Events with Hospitality Services: Equipment

- All surfaces/handles/buttons of coffee machines, juice dispensers and similar equipment will be cleaned and disinfected after each service and more often if necessary. These will be operated exclusively by DWTC hospitality staff.
- The temperature of the dishwashing process, surface contact time and the dosage of the disinfectant will meet all requirements specified by the equipment and disinfectant suppliers, with documented evidence that the process is effective to give the desirable pathogen reduction.
- Efficient functioning of the dishwashing equipment will be checked, particularly the operating temperatures (82°C –final rinse) as well as the correct dosage of cleaning and disinfecting chemicals being used.
- An additional cleaning cycle will be carried out in line with the HACCP regulations of Dubai Municipality during busy service time of every 30 minutes.



YOUR SAFETY IS IMPORTANT TO US

These guidelines have been prepared in accordance with the DTCM Resumption of Economic Events Circular issued on 20th August 2020 and are subject to change without prior notice.

If you are planning to organise an event at DWTC soon, detailed guidelines and checklists **specific to your requirements** can be made available via your dedicated vent planner.

For more information, please contact us on 800DWTC or via email at care@dwtc.com

We continue to closely monitor the COVID-19 situation and will be constantly updating our safety standards based on the latest guidelines issued by the authorities.

Thank you and we look forward to welcoming you back to our venue soon.



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE