

COVID-19

GOOD PRACTICE GUIDANCE FOR SAFELY RE OPENING OF BUSINESS EVENTS AT DECC

Reference No : QBEC/SO/017/11102020

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DEFINITIONS

QBEC	- Qatar Business Events Corporation
DECC	- Doha Exhibition & Convention Center
MoPH	- Ministry of Public Health
COVID-19	- Novel Corona Virus Disease
UFI	- The Global Association of the Exhibition Industry
AIPC	- The International Association of Convention Centres
IAAPA	- International Association of Amusement Parks and Attractions
IAEE	- International Association of Exhibition & Events
HSE	- Health, Safety, and Environment
QCD	- Qatar Civil Defence
MOI	- Ministry of Interior
WHO	- World Health Organization
HACCP/ ISO	- Hazard Analysis Critical Control Point
ISO	- International Organization for Standardization
PPE	- Personal protective Equipment

INTRODUCTION

This **Good Practice Guidance For Safely Re Opening Of Business Events At DECC** document is published by **Qatar business events corporation (QBEC)** and is intended at all users of DECC, who are required to conduct their business at **Doha Exhibition and Convention Centre (DECC)**.

In the context of controlled phase lifting of covid-19 restriction in Qatar by **MoPH** the following to be ensured for **Business-related mass gatherings: trade shows, conferences** at the venue & it's premises,

To use this guide effectively and to ensure that you know which control measures to apply to your event – and when – it is imperative that you have a basic understanding of the HSE at work, etc.

Important note: the event organiser must appoint one or more competent persons, depending on the size of the event or its complexity, to assist in undertaking the measures needed to comply with the requirements. These persons should have the necessary competence, especially experienced within the exhibition and events industry.

1. HSE Covid-19 Policy for Events, Exhibition, Meetings

Doha exhibition and convention centre gives top priority to our valuable clients, public and organizations who directly or indirectly involve at any stage for business and partnerships. QBEC/DECC management issues this good practises and guidance

document based on the instructions of **MoPH & Qatar Clean Program** and International practises guidelines documents issued by **UFI ,ICCA, AIPC, IACA, IAAPA and IAEE**.

QBEC/DECC Management fully adopt the 2 good practises guidance issued by **UFI (version 2) & IAEE**. All articles, practices guidelines, references & links even those which are not mentioned in this document are still to be considered by employees, Organizers, exhibitors, venders , contractors & Visitors ,and to be accepted as those are an International good practices & guidelines.

Organizer must fully adhere in the venue/DECC premises to all the precautionary procedures and measures about limiting the spread of COVID-19 imposed by the State of Qatar's Government and to all good practises and guidance based on the instruction of **MoPH, Qatar Clean Program** and International practises guidelines documents issued by **UFI ,ICCA, AIPC, IACA and IAEE** to mitigate **COVID-19**.

The implementation of these reasonable and practical HSE measures are the best way to protect our environment surrounding our events. These practices will be applicable to all facility users additionally to the existing **DECC HSE policy and procedures** which is already in place.

1.1 Quality

Quality is our topmost priority which leads our successes, this is the reason we are continuously improving in our services to attain our purpose and client's satisfaction from time to time. We fulfil all local and international standards to maintain our excellent services and facilities.

1.2 Health

It is one of the most essential objective and commitment by **DECC** to provide a healthy facility to all our facility users no matter what is their background and nationality,

DECC strictly pursue MoPH, MOI and international directives from **UFI, ICCA, AIPC, IAEE and WHO** directions related to control covid-19 pandemic.

1.3 Safety

“Safety first is our top objective”. Human life is more important and valuable than anything else. Risk assessments, method statements and following international and local safety laws, QCD guidelines and DECC HSE policy at each stage to ensure safety of human lives, but also to properties and to avoid accidents and incidents and zero harm policy.

1.4 Environment

DECC cares about our mother planet and sustainable use of natural resources. We encourage waste reduction, recycle options, minimize carbon footprints. And playing a key role in cooperate social responsibility initiatives.

1.5 Crisis Management

To overcome current covid-19 pandemic, a fulltime dedicated crises management team is working to handle all critical issues, not limited to Covid 19 pandemic but also handle all DECC related internally and externally issues to ensure smooth operation and upkeep goodwill of the centre.

2. Planning Principles

Planning for the resumption of activity several principles will be taken into consideration, which are:

- The safety and wellbeing of staff, contractors, tenants, and visitors takes priority over all other considerations.
- Measures implemented must strive towards maximizing efficient and effective use of resources without increasing risk.
- Measures put in place must be operationally harmonized and consistent throughout to maintain a uniform standard of approach.
- Good communication by giving regular updates must be maintained for all stakeholders (including visitors), and a `top down` system of management. strictly adhered to, to avoid the possibility of conflicting instructions being issued.
- Adhere physical distance.
- Measures introduced should be in a constant cycle of analysis, evaluation and review so that any issues relating to performance may be identified and acted upon at the earliest opportunity, while retaining the ability to step up or step down such measures with minimal response time.

3. Risk Assessment (RA)

All relevant parties must undertake a suitable and sufficient risk assessment.

3.1 The Exhibitions, Events, Conferences, Concerts, Weddings & Meetings – Risk Assessment

This includes but not limited to,

- Travel history of attendees, exhibitors.
- Comply with **MoPH, Qatar Clean Program** and **MOI** directives and regulations.
- Duration and interaction records.
- Age group and people with special needs.
- Consider other aspects and impacts of covid-19.

3.2 The Organizers / Exhibitors / Contractors Risk Assessment

The organisers' risk assessment should cover the major aspects of the show, including access/ egress, planning set-up times and order of show construction. It should outline all the areas it needs to manage and how (i.e., what control measures are needed) at any exhibition, event or show forming the framework of the organiser's safety infrastructure.

The organiser risk assessment must be submitted to the venue for review prior to the start of tenancy.

3.3 Space Only / Shell Scheme Risk Assessment

All space-only exhibitors, exhibitor stand designers and principal stand contractor must also undertake a suitable and sufficient risk assessment together if they have any significant HSE and hazards arising from their work activities, or exhibits they intend to bring on site. It is highly recommended that organisers request a signed "health & safety declaration form" from each of their exhibitors, confirming that their exhibitor has undertaken a 'suitable and sufficient' risk assessment. The venue will require proof of the risk assessment prior to the move in.

4. Management

Under the supervision of **Qatar Business Events Corporation (QBEC)** senior managers, the administration and management of the mitigation measures will be implemented and monitored by the **Venue crisis management team** along with a close cooperation & support of both HSE team, sales & marketing and operations team.

5. Reception Area

- Ehteraz app must show at the entrance, entry only permitted for those with green health status.

- Provide hand sanitizers at the reception area.
- Ensure processes to make sure physical distancing remains in place for reception staff and visitors.
- Ensure that queue management is in place with space markings on the floor (1.5 m) and if necessary, outside the entrance.

6. Methodology

Dependent on demand, it is planned that the commencement of activity at DECC is done as a graduated process to identify at an early stage any difficulties in managing the new operational working practices. Such issues may involve, but not limited to:

- Control of visitor entry points and internal zoning
- Revised cleaning and disinfection routines
- Waste removal.
- The supply of cleaning chemicals and personal protective equipment (PPE).

The graduated process will be mitigating the transmission of covid-19. Cognizant of the need to minimize risk and this will help to identify any potential rise in suspected infections which may correlate with an activity at DECC.

6.1 Aim

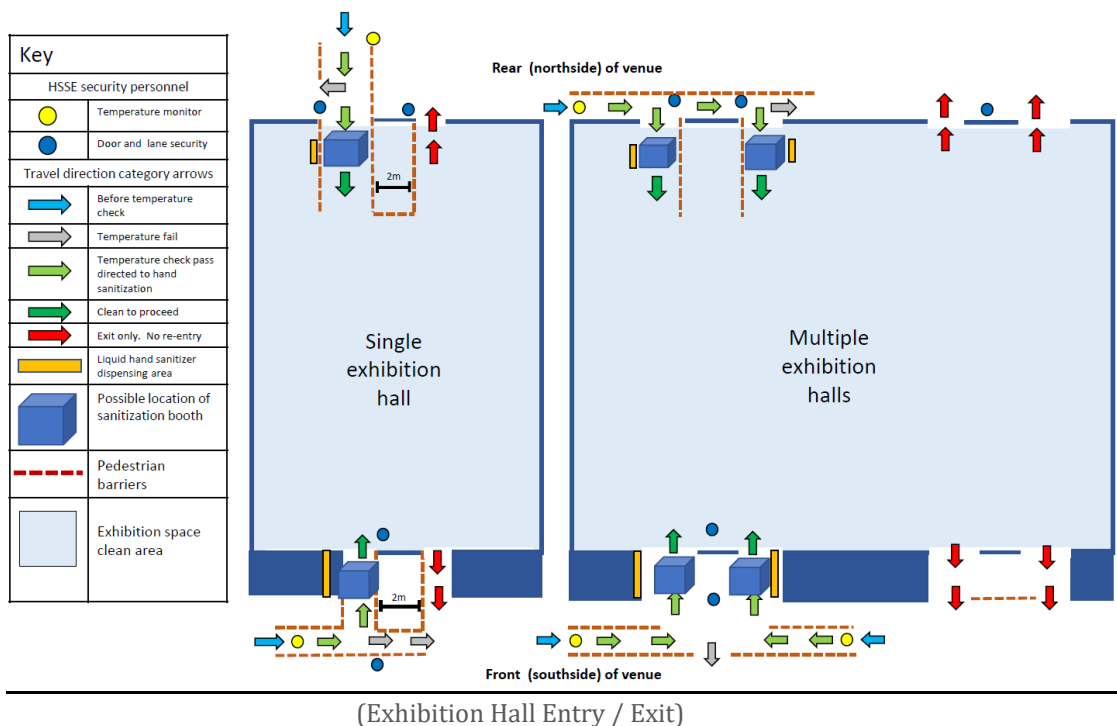
To provide guidance on how best to facilitate the safe and gradual resumption of social gathering and have effective measures in place to protect the health of people and staff, while at the same time reducing the risk of covid-19 transmission during limited **business-related mass gatherings: trade shows, conferences** as much as practicable.

6.2 Entry & Exit

- Ehteraz app must show at the entrance, entry only permitted for those with green status.



- At the venue, all fire exits, shutter doors, corridors and access zones must always remain clear and available. This policy must be reflected in the layout drawings.
- Limit number of building entrances & exit.
- Dedicate separated doors for inflow and outflow.
- Foot traffic flow/density should not exceed the capacity of 30% as per government announcement and where 9m² per participant is maintained.
- A one-way public inflow and outflow for venue and exhibition hall (however, there should be an arrangement in case of emergencies to evacuate)
- Closure of entrances to the other areas of the venue.
- Thermal screening of employees, organizers, exhibitors, contractors and public (entry prohibited for those with a body temperature of 37.8 degrees or higher).
- Regulate the entry to ensure premises do not become overcrowded and not to exceed the maximum allowed occupancy and close off the venue and exhibition hall entrance when the number of visitors reaches allowed capacity.
- A restricted number of trucks for delivery/pickup are allowed through the gates and with a time slot provided by the operations team.



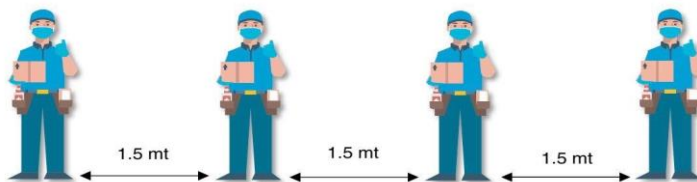
6.3 Covid-19 Compliance Manager

A dedicated covid-19 compliance manager should be appointed by event organizer for every facility responsible for ensuring compliances with this guidance, and the education and awareness to have a healthy & safe environment.

6.4 Social / Physical Distancing

Through the guideline of UFI, ICCA, AIPC, IAEE, WHO and MoPH we can curtail the spread of covid-19 through maintaining physical distancing. This protocol is not limited to exhibition area, meeting rooms, registration counters, combined workstations, and means of transportation. All organizers, contractors, and the visitors may consider the following to promote physical distancing within and around the venue including the exhibition floor.

- Keep 1.5 meters distance between people.



- Encourage physical observation by **MOI** team.
- No physical contact is allowed including handshakes, hugging.
- Provision of thermal cameras and walkways at each entrance is recommended to avoid manual temperature screening and close contact. It can reduce human interference and resource cost.
- A one-way public inflow and outflow for venue and exhibition hall (however, there should be an arrangement in case of emergencies to evacuate)
- No more than 3 people (including Exhibitor) are allowed to stay inside the stand.
- Sanitizing and hand washing stations: hand washing, or hand sanitizers should be used by all present.
- Recommend for avoiding touch surfaces within the venue to avoid the covid-19 transmission through surfaces.
- Avoid touching on the eyes, nose, and mouth. Microphone or the equipment's should not be shared and should be sanitized before and after use.



- Cover your nose and mouth with a tissue when you cough and sneeze, and then dispose of it in a garbage can with a lock. If you do not have tissues, use the inside of your elbow to avoid contaminating your hands.
- Plexi glass separators between front desk staff and registrants
- Ensured periodical cleaning and disinfecting of common touch points, and wearing of PPE (masks, face shields, gloves, and sanitizers at each counter)
- Large multi-language signage, stickers, and banners at selected points. To include branded floor sticker signage at selected locations to aid social distance focused queues.
- Public address (PA) system to be used at regular intervals for safety messages. Subjects to include, but not be limited to, reminders on social distancing and hygiene to follow social distancing advice.
- PA messages in Arabic and English, as well and any relevant foreign language when you expect many foreign delegates/contractors are an important aid in relaying important safety and show information during build-up, open and breakdown phases.
- Staggered work force starting times.
- Exhibition layout plans are formally presented to DECC for licensing, approval as per routine. Must include a minimum 4 meter aisle space.
- If conference or seminar facilities are planned, adequate measures must be shown to prove social distancing conditions have been met.
- All tables/booths must be 2m distance apart.
- Issuing contractor ID: remote issuing and printing of contractor and exhibitor IDs
- Official opening ceremonies are not recommended.
- Online event registration to be actively encouraged.
- Restrict outside access to venue foyer to the minimum number while maintaining free movement.
- Adoption of a single line queuing system with social distance markers and signs for information desks, registration desks, exhibition entry.
- Must comply a housekeeping and discarding trash at all the times during build up, live days, and break down phases.
- Supply and positioning of waste bins. Each waste bin should be adjacent to a hand sanitizer dispenser.
- Warning signage specially in hall and loading area to be placed for build-up, live days & breakdown.
- Maximum separation of exhibition hall exits and entry points.
- Closing off and physical segregation of unused areas of DECC to also include the isolation room.
- For exhibitors (when applicable) no cash sales permitted. Point of sale (POS) card machines only. Exploration of ATMs being withdrawn from service for specific events.
- Product demo must be limited inside the Exhibitor Booth's perimeter only and It is prohibited to place chair/s in front of each exhibitor booth.

6.5 Infections Prevention And Control

6.5.1 Access Control And Health Screening

- Verification of health screening through Ehteraz app at entrances by security and allow entrance for having green health status.
- Control of visitor at entry points and internal zoning.
- Measure temperature of the attendees, entry only for those at temperature below 37.8 degrees.
- An isolation room/space identified to hold any symptomatic person found at the venue while awaiting patient transport to a medical facility is necessary. This will be provided to organizer with a free of cost.
- Female security members are mandatory for each events.
- Masks must always be worn while around and inside the venue.
- Entry to the prayer room with 80% capacity, subject to change by **MoPH** regulations.

6.5.2 Communications & General Guidelines

Covid-19 made communication more spirited and crucial. Communications teams needs to reinforce all internal and external information to the world with full force and

digital. Effectively circulation of digital data well on time become most important in controlling this pandemic and reopening recreational activities throughout the word.

- Ensure visible signage with preventive measures across the event.
- Ensure you have an internal communications capability that can reach everyone fast, preferably in real-time.
- Gather and update all relevant data to circulate among potential customers, clients, media, local authorities, and other targeted groups.
- Circulate digital pamphlets, leaflets, banners, and brochures by using all available way of communication (website, apps or SMS) for the awareness of covid-19.
- Carefully consider marketing as part of your communications.
- Within venues, consider use of the 'safe distancing ambassadors' concept.
- Event organizers must have to develop a communication plan for attendees, exhibitors, venue, and all other suppliers & contractors
- Continue rigorous cleaning procedures for the venue.
- PA and other emergency announcement system need to be active all the time.
- A competent person (appointed person) need to assign duty for announcements and coordination's with different stakeholders, media, local authorities etc.
- Communicate cleaning and disinfecting schedules for with all stakeholders.

6.5.3 Venue Cleaning & Mitigation

Current **MoPH & Qatar Clean Program** guidelines outline the need for appropriate hand hygiene accomplished by hand washing and/or the usage of hand sanitisers. While handwashing with soap and water is the preferred option for hand hygiene, the number of handwashing facilities is normally limited, and the use of portable hand wash facilities might not be feasible in all locations. However, DECC ensure the maximum hygienic measures of its facilities.



On regards of floor care protocols for both hard surface and carpet, consideration should be given to the following:

6.5.3.1 General Cleanliness

- Indoor venues should ensure at least 1.5m spacing by using floor markings to help physical distancing compliance.
- Ensure tables are not covered with cloth material and are sanitized between use.
- Cleaning of high traffic areas using approved cleaning chemicals at a greater frequency. Focus on items such as:
 - Doors and door handles
 - Bannisters
 - Elevator buttons
 - Counter tops
 - ATMs
 - Pay parking machines
 - Taps or faucets
 - Tabletops & chairs
 - Lecterns

- The use of approved floor scrubbers, mops, and tools with approved chemical on hard floor surfaces.
- The cleaning and disinfecting of hard surface floors is critical, frequency of cleaning will depend on usage and local risk assessment and/or official requirements.
- Public self-serve water stations with any touch point will not be permitted.
- Documentation is also an important part of this process. The risk assessment, cleaning and disinfection protocols including the use of PPE need to be documented in advance.
- Hand sanitisation: approved hand wipes, alcohol hand sanitiser and hand sanitiser stations should be provided by the organizer at the venue during move-in/out and show days.
- Locations and capacity needs must be based on occupancy needs, usage records and user feedback.

6.5.3.2 Hand Sanitiser Station Locations – Examples Include But Are Not Limited To:

- At every entrance/exit, one or more station(s) depending on volume.
- Exhibition aisles/ floor– organizer should place one sanitiser station on every 60m, with a minimum of one per aisle.
- Meeting rooms – as a general guidance, one for every 20 people scheduled in the room; one should be placed at each entrance.



- All toilets entrances should have sanitiser station
- Lobbies – one per 500 sqm of lobby space.
- At the entrances of all food and beverage locations.
- At employee time clocks and entrances and employee dining area based on use.
- Exhibitor booth counter tops and tables must be sanitized thoroughly after visitors or customers leave, to maintain proper hygiene.

During pre- and post-event activities, it may be more effective to provide individual hand alcohol sanitiser to all workers, event management personnel and exhibit personnel. Hand sanitization stations may be stationed in the lobbies and meeting rooms but may get in the way of set up and tear down operations on the show floor.

6.5.3.3 Pre-Event – Move In

- Prepare and inspect floors for readiness (criteria to be determined by risk assessment and/or official requirements).
- Require masks and gloves (gloves may not be necessary) to be worn by workers, exhibitors, and support staff during move-in activities.
- Temperature monitoring program to be utilized for all workers, exhibitors, and support staff during move-in activities.
- Organizer should place signage during move-in describing requirements for all move-in personnel. Requirements will include physical distancing, hand hygiene and the wearing of masks.
- Spray disinfection requirements needs to be based on the risk assessment during the move-in stage.
- Other set up considerations to be followed when possible include:
 - Staggering of the exhibitor set up times.
 - Maintaining a single point of entry and separate single point of departure for contractors and exhibitors.
 - Posting signage which includes appropriate distancing for exhibitors, contractors, and employees.

6.5.3.4 Pre-Event -The Night Before

- The move-in schedule must include several hours overnight for disinfection services to be completed after the aisle carpet has been installed.
- Strategically place hand sanitisation stations.
- Place physical distancing floor markings where and when appropriate.
- Place signage including but not limited to physical distancing reminders, mask reminders, and handwashing reminders.
- Disinfect using approved systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s).
- Disinfection will include but is not limited to exhibits, aisles, lobbies, restrooms, and meeting rooms. Any off-limit items, areas, etc, need to be clearly identified.

6.5.3.5 Show Days

- Wear approved and required PPE.
- Schedule normal routine cleaning rounds and document for completion, frequency to be determined by usage and risk assessment (e.g., every 2 hours during high occupancy times for frequently used areas).
- On the end of each live day the organiser must disinfect using approved systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s). Disinfection will include but is not limited to stands, exhibits, aisles, lobbies, loading areas, elevators, Registration area, restrooms and meeting rooms.

- Collect all trash.
- Check hand sanitiser stations are in place and replenished. It is recommended that stations are checked every 2 hours during the event.
- Sanitise/disinfect high touch points like registration counters, information booths, touch screens, etc.
- Replenish all items as needed.

6.5.3.6 End Of Day

- Wear approved and required PPE.
- Collect all trash.
- Commence with meeting room cleaning with approved chemicals.
- Sanitise all frequently used touch points.
- Replenish all items as needed.
- Check hand sanitiser stations are in place and replenished.
- HEPA vacuum carpets when and where applicable.
- Use floor scrubbers/mops when and where applicable.
- Document that cleaning has been completed.

6.5.3.7 Show Days - Disinfection Technician

- The disinfection technician always enters area by wearing approved PPE.
- Areas and objects to be treated are to be determined by risk assessment and/or official requirements.
- Disinfection technicians will sanitise/disinfect all surfaces on the exhibit floor starting at either the back of the room working toward the exit door or starting from the middle working their way out.
- Sanitation/disinfection will be completed using approved systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s).
- Surface sanitisation/disinfection to be included, but not limited to:
 - Flooring
 - Exhibit booths
 - Walls (up to eight feet/just over 2 meters)
 - Doors
 - Drawer and door handles
 - Tables
 - Chairs
 - Trash cans
 - All touch points
 - Document that the disinfection has been completed

6.5.3.8 Post Event/Move-Out (Daily During Post Event Activities)

- All safety measure mentioned for pre-event and during event procedure will equally be applicable for post events.

- Dumping of unwanted stuff and waste management.
- Pursue handover and clearance procedure as per contract.
- If required disinfection and fumigation of the space as per guideline of who and directions from local authorities.
- Masks and gloves will be worn by all workers, exhibitors, and support staff during tear down activities.
- Temperature monitoring program to be utilized for all workers, exhibitors, and support staff during move-out/post-event activities.
- Disinfection using approved systems such as electrostatic sprayers or other suitable delivery systems with appropriate disinfectants will be conducted each night.
- After everything has been cleared from the event floor, final floor cleaning will be conducted. This may include but is not limited to:
 - Removal of all tape.
 - Sweeping of entire surface.
 - Using floor scrubbers/mops when and where applicable.
- Sanitizing/disinfecting (e.g., electrostatic sprayers or other suitable delivery systems) with approved disinfectant(s).
- During pre- and post-event activities (move-in/out), it may be more effective to provide individual alcohol hand sanitisers to all workers, event management personnel and exhibit personnel.
- Hand sanitiser stations may get in the way of set up and tear down activities.

6.5.3.9 Venue Lobbies – Daily Operations

- Special attention must be made for several reasons including the volume of foot traffic experienced.
- The lobby attendant always enters lobby area by wearing required PPE and performs the following tasks:
 - Remove all trash.
 - Clean area with approved chemicals and equipment, paying careful attention to all touch points.
 - Check that hand sanitiser stations are in place and replenished. It is recommended stations are checked every 2 hours during high occupancy times. Frequency can be adjusted upon actual usage needs and documented.
 - HEPA vacuum carpets when and where applicable.
 - Use floor scrubbers/mops when and where applicable.
 - Ensure safety signage are placed in lobby
 - Document room cleaning has been completed.

6.5.3.10 Lobby Surface Disinfection

Lobby surface disinfection might include but is not limited to the following:

- Registration/reception desk.
- All doors in lobby area including entrance/exit doors.
- Drawer and door handles.
- Flooring.
- Walls (2.5 meters up).
- Tables.
- Chairs.
- Trash cans.
- All touch points such as light switches, lamps, phones, etc.

6.5.3.11 Public Restrooms

- Venue will provide handwashing facilities well-stocked with handwash.
- Clean toilets between use.
- Regular cleaning schedule to be scheduled.
- Do not use air hand dryers, provide paper towels and bins to dispose of them after use.
- Ensure compliance with 1.5m physical distancing.
- No spitting, no cheering, no live choir and no live singing.
- The restroom attendant always enters the bathroom area wearing approved PPE and performs the following tasks:
 - Bag all trash.
 - Commence with room cleaning with approved chemicals.
 - Pay careful attention and wipe down all touch points.
 - Replenish all items as needed.
 - Use floor scrubbers/mops when and where applicable.
 - Ensure signage is in place, including personal hygiene signage (i.e., “remember to wash your hands for 20 seconds”).
 - Document that bathroom cleaning has been completed.

6.5.3.12 Disinfection Protocols Of Public Toilet Surfaces Include But Are Not Limited To The Following:

- Cordon off restrooms during spray disinfection service.
- Starting at the back of the restroom, the disinfection technician begins disinfecting all surfaces in the restroom.
- Each door, door handle, stool and urinal must be spray disinfected.
- All other surfaces including but not limited to counter tops, faucets, hand dryers and paper towel dispensers must also be disinfected.

6.5.3.13 Lobby/ Freight Elevators

- The lobby attendant always enters the lobby elevator and wearing approved PPE.
- Check elevators frequently during high occupancy times.

- During high occupancy, it is recommended elevator lobbies and elevators are checked and cleaned every 2 hours.
- Elevators will be cleaned with high attention to touch points (e.g., elevator buttons, railings).
- Elevator lobby floor surfaces will be cleaned/HEPA vacuumed daily.

6.5.3.14 Meeting Rooms

- The room attendant always enters meeting rooms wearing approved PPE and performs the following tasks:
 - Bag all trash - excluding all unused consumable items such as notepad paper.
 - Commence with room cleaning with approved chemicals.
 - Pay careful attention to all touch points including electronics and any equipment.
 - Replenish all items as needed.
 - Hand sanitiser stations need to be checked that they are in place and replenished as needed. As a general guideline, one for every 20 people for larger meetings.
 - Floor surfaces will be cleaned/HEPA vacuumed as last step prior to exiting the meeting room.

6.5.3.15 Meeting Room Surface Disinfection Might Include But Is Not Limited To The Following:

- Flooring
- Walls
- Closet doors (open)
- Drawer and door handles
- Podium
- Tables
- Chairs
- Trash cans
- All touch points such as light switches, lamps, phone, tv controls, etc.

6.5.3.16 Restaurants And Cafés

- Continue to clean and disinfect restaurants and cafés in accordance with venue protocols with attention to the following:
 - All staffs to clean, sanitise, and disinfect using approved disinfectants in accordance with venue policy.
 - Table placement is at least 2 meters apart while physical distancing requirements are in effect.
 - All staffs should wear masks at all time.
 - Conduct frequent cleaning and disinfection.

- Make disposable menus and check presenters. If non-disposable menus or check presenters are used, they must be sanitised after each use.
- Place hand sanitiser stations at the restaurant entrance, kitchen entrance, and restroom entrance area.
- Depending on the size of the restaurant, consider other station locations.
- Hand washing stations should be available for all staff in the back of the house.
- Disposable utensils may be used when and where applicable. When not utilizing disposable utensils, flatware must be wrapped or in a roll up.
- All condiments must be personal use.
- The restaurant attendant should perform nightly cleaning of the restaurant/kitchen/café / food preparation areas wearing approved PPE.
- Provision of adequate PPE to all housekeeping staff need to ensure.

6.5.4 Registration

Increased use of technology by exhibition organizers by provides a means to minimize the queuing and contact during the registration process. The use of QR code can facilitate seamless and contact less access upon entry and exit. Additionally, digital credentials can eliminate physical badges and lanyards where appropriate and enable contact tracing.

Consideration for registration includes,

- 2m of separation of counters.
- 1.5m of queue separation.
- Touchless check in.
- Plexi glass separators between registration staffing and registrants.
- Mask for registration personnel.
- Self-check in counters/mobile badge printing.
- Registration app (self-check in via phone).
- Cleaning protocol for touch screens.
- Badges scanning at access points.
- Dispersed registration/remote kiosks at venue.
- Mail name badges.

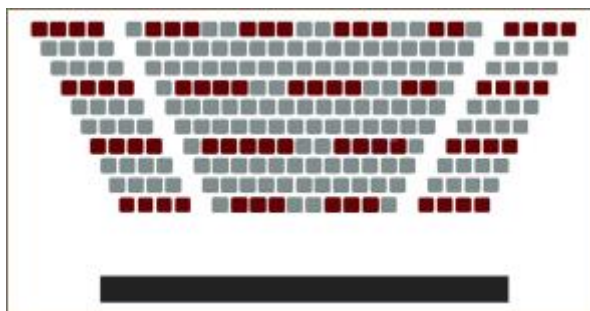
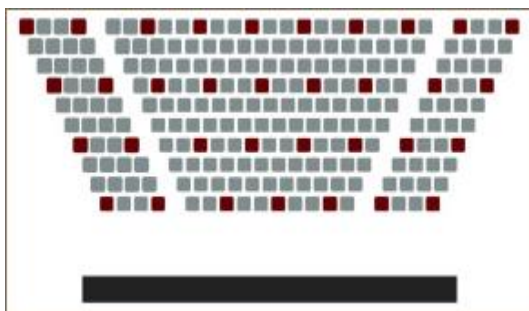
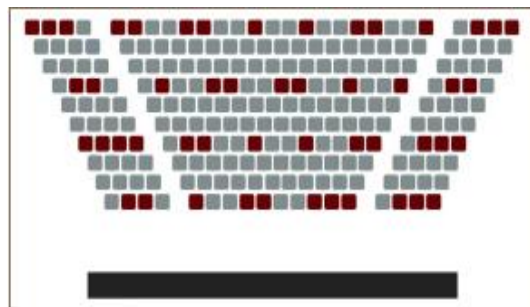
6.5.5 Aisles

The venue will stipulate minimum required aisles widths and locations depending upon the size and nature of the event expected visitor's attendance and the hall capacity and it is recommended always to have a one-way direction aisle.

An 'emergency aisle' should be clearly marked on both contractors' floorplans and within the venue itself during build-up and breakdown.

6.5.6 Conferences, Meeting Space & Seating

- Wherever possible, meeting room events to be booked on different days.
- Once client numbers are known, meeting suites should be allocated based on the social distancing guidelines.
- If conference or seminar facilities are planned, adequate measures must be shown to prove social distancing conditions have been met.
- Organisers should note that any temporary seating - especially tiered - must be both inspected and certified by a competent person prior to use.
- It is important for exhibition organisers to coordinate the schedules of meeting room use to ensure appropriate gaps of time between use are designated for sanitation.
- On set-up, follow the physical distancing guidelines, currently indicated 1.5m to create separation to establish room set up and capacity.
- The exhibition organiser will need to determine capacity by working with the venue and local health and safety authorities.
- Below are some examples of meeting room/conferences set up design accounting for physical distancing.



6.5.7 Designing the Floorplan

Good safety management starts with the floorplan design. Exhibition booth design and layout should incorporate established best practice guidelines to help mitigate the spread of covid-19.

A competent, experienced person or company should design the initial floorplan with the compliances and safety regulations.

Whilst an organiser is considering the optimum gross/nett for the event itself, must consider the following.

- Safe access and egress
- Establishment of booth density numbers
- Visitor traffic flow
- Sanitization points
- Include transparent dividers in areas where people will be in close contact.
- Temporary isolation room
- Fire doors and routes
- Firefighting equipment in the halls
- Electrical distribution boxes
- Stands camera locations
- Service areas
- Storage areas
- Temporary structures
- Barriers
- Partitions
- Drapes
- Venue amenities and services

Layout plans shall only be submitted to DECC using the latest approved DECC master plan and comply with all safety measures. A scaled floor plan in AutoCAD & pdf format must be provided to the project manager at the initial stage of the event planning process.

The plan will be reviewed by our venue operations team to ensure it meets DECC regulations specially covid-19 safety regulations. A copy of the final floorplan should be provided to the emergency medical services to enable an accurate response to an emergency call out within the halls during the tenancy. It should be of sufficient size to enable clear identification of stands and exhibition activity locations.

6.5.8 Stand Drawing Approvals

Organisers must make suitable and sufficient checks on their exhibitors' intentions, which includes ensuring that their stand designs meet the relevant criteria.

On the context of covid-19 there are many considerations that come into play when inspecting drawings, as the submitted stand design must comply with **MoPH & Qatar Clean Program** regulations to mitigate the risk and spread of covid-19 as well the venue regulations, fire precautions (especially means of escape), a competent person must inspect the drawings to ensure compliance with all such regulations.

6.5.9 Stand Building

- Stand construction: all stands not able to meet physical distance requirements from adjacent stands should have full height partition placed in between.
- To reach and maintain physical distancing requirements, the following to be followed:
 - a. Foot traffic flow/density should not exceed the capacity of 30% as per government announcement and where 9m² per participant is maintained.
 - b. All tables/booths must be 2m distance apart.
 - c. Distancing booths, aisles for circulation.
 - d. Keep 1.5 meters minimum distance between people.
 - e. A minimum of 9-meter square of space required per person for indoor gatherings at a time.
 - f. Consider the specific surface and area of use for people-routing and distance-marking materials, such as carpets printed with distance marks
 - g. Circular carpets with a diameter marking a distance
 - h. All manner of stickers, strips, and arrow signage
 - i. Rubber and plastic floor mats with signage

6.5.10 Crowd Management

DECC requires organizers to give strong consideration for the control of large numbers of visitors to the venue. The organiser is responsible for crowd control arrangements at events. As well, consideration must be given to the hazards involved and a risk assessment must be made to ascertain the extent of that risk and reduce it to an acceptable level. Special consideration must also be given for people with disabilities.

6.5.11 Congestion

The floorplan should initially be designed to alleviate any potential for traffic flow black-spots' created by pedestrian overcrowding. During periods where it is foreseen that there will be major crowd problems and congestion.

However, it is stressed that a good floorplan design, a full safety management programme implemented from a suitable and sufficient risk assessment, adhering to the 'occupant capacity' limit as designated by the venue's local authority and the ability to stop any performance, product launch or any other event inciting crowd surges or congestion should

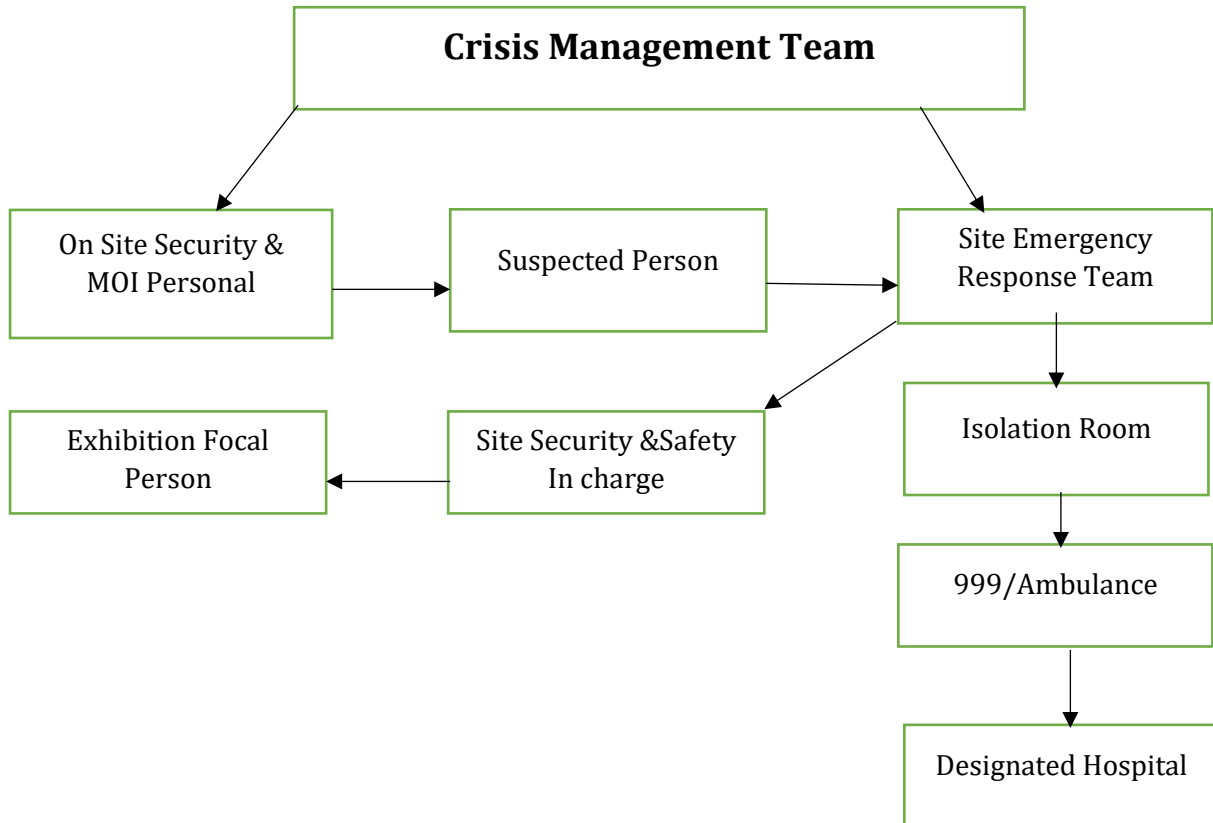
Prevent the majority of crushes and subsequent injuries or covid-19 transmission from occurring in the first place.

6.5.12 Crisis Management

- Properly prepare for potential health safety incidents, emergencies, and crisis time management, splitting time for different targeted groups and extension of visiting hours.
- Provision of barricades and ensure one-way movement of visitors.
- Implementation of MoPH and MOI regulations, such as Ehteraz app etc
- Monitoring entry and exit gates, car parking, recreational areas and restrict additional entries if policy allows.
- No panic and rush training should be given to security, front desk staff, MOI & MoPH personals.
- As part of incident and crisis preparations, consider your capability to perform or assist with negative health screening test management: set up a temporary quarantine or isolation room to handle the suspect persons who 'fail' an initial health screening test. Basic welfare facility should be available and only authorize access allowed.
- Provision of a nursing station with certified paramedic staff is needed.
- Basic tracking of infected persons.
- Provision of basic medical facilities to handle emergencies is required.
- Provision and adequate PPE whilst on duty.
- Arrangement for disposing medical waste is important to avoid infections.
- Have a protocol how to treat persons properly, effectively, and emphatically when they 'fail' an initial health screening test, this case the following to be practised,
 - i) Whether or not a second test might be done before anything else
 - ii) Asking that person to step aside and prepare to follow the screener to an isolation room.
 - iii) Designated route should be assigning in the floor plan to escort such individuals
 - iv) Informing that person as to what step will come next, also to ease any anxiety, and check if there is any family member, friend or colleague with that person who might want to wait for them (outside the isolation room)
 - v) Performing a health check inside the isolation room (according to local health regulations, which may or may not involve several steps, like checking for temperature, checking for visible signs of illness, and checking heart rate)
 - vi) Depending on the findings, informing facility HSE staff and local authorities there is a person with suspected covid-19 on-site in the isolation room, and
 - vii) activating the proper transportation procedure to follow (this may involve an ambulance pick-up)
 - viii) Assisting the person from the isolation room to transport, as appropriate and as the situation or protocol calls for (on foot, in wheelchair, on gurney). When assisting the person from the isolation room to transport, it is critical that they follow a predetermined, predesignated route so they do not cross paths with others, or contaminate other areas.

ix) Informing any family member, friend or colleague with that person what is going on, and where the person at issue may be transported to for further screening and or treatment.

- Initiating isolation room cleaning procedure.



6.5.13 Food & Beverage and Banquet Services

- Food and beverage and banquet premises and services should be subject to a detailed cleaning/ disinfection, food preparation/handling, food storage, and waste management procedure(s).
- All tables/booths must be 2m distance apart.
- Food should be served in accordance with MoPH guidelines for restaurants with maintaining the 2 meters distance between dining tables.
- No food concessions inside the event building including conference halls, exhibition halls and stadia is allowed (masks to be worn at all times).
- 4 people per table (1.5m between them), 6 people if all of the same household.
- No shared platters and no buffets.
- Bottled water only.
- Selection of certified caterer with adequate competency and experienced staff.
- Medical certificate for all food handlers needs to submit to DECC
- Strictly follow **DECC HSE** policy and kitchen safety standards
- Caterer need to submit his **HACCP/ ISO 22000** certificates
- Availability of their own food safety policy.

- Provision of PPE to all food handlers
- Training and certified staff
- Proof of following laws and regulation of the country.
- Available facilities, refrigeration, preparation, and service need to monitor by a competent person from DECC
- At least twice a day all utensils, trays and food contact items need to sterilize/disinfect.
- Ensure tables are not covered in cloth material and are sanitized between use.
- Barriers such as clear plastic partitions should be installed registers and food service counters.
- Restriction on exhibitor hospitality. No food demonstrations and only pre-packaged samples may be given out.

6.5.14 Transportation & Logistics

Logistics & transportation management plays a vital role in the venue which need a lot of attention to manage vehicle traffic during build-up, live days and break down of events and exhibitions. The following practices to be considered,

- Support disinfecting of all suppliers' vehicles before entering **DECC** premises.
- Ensure all vehicles used for staff transportation need to disinfect from time to time.
- Maintain social distancing inside the transport vehicles as per **MoPH** guidelines.
- Assign and reserve special areas for VIP's, diplomats and key speaks.
- Communicate reserve space and exact locations during registration.
- Provision of separate timing slots for events logistics activities.
- Allocation of vehicle parking for police and ambulance as per **MoPH** regulation.
- The sanitation and inspection process for the following should be considered and coordinated with the show's service contractor:
 - Carpets (new and multi-use) and other floor coverings. The installation of carpets and floor coverings may need to be scheduled in a way to promote physical distancing.
 - Equipment, such as forklifts, pallet jacks, carts, etc.
 - Temporary structures and exhibits (décor).
 - The sanitation procedures for these items may vary based on type of materials (hard surfaces, fabric, vinyl, or metal).
 - Crew scheduling and crew size may need to be adjusted to promote physical distancing.
- All materials and equipment's entering the halls at any time must be disinfected using approved system and disinfectants.
- Ensure presence of disable parking slots.
- Plan to handle emergency and escorting ambulance and fire trucks.
- Consider arrangement to check temperature and health screening for visitors coming from basements, people with special needs, expected mothers and children.

- In case of multiple activates simultaneously, assign separate parking slots and screening facilities.



- Encourage workers to maintain clean workstations, counters, and equipment.
- Hand sanitizer stations within the vehicles.
- Provide hand sanitizer and sanitizing wipes for clients to use upon entry. Consider having them available near the entryway, waiting areas, at reception and other high-traffic areas.
- Provide a safe place for individuals to dispose of used sanitizing wipes and disposable protective equipment. Empty and clean waste containers on a regular basis.
- Surfaces that come in contact with customers must be disinfected prior to and after each customer service performed.
- Clean and disinfect/sterilize equipment such as seats, steering wheels, gear shifts, radio controls, keys, and other equipment between clients/ employees.
- Consider only trucks/vehicles by appointment and have book online and by phone only, restricting walk-ins.
- Provision to limiting trucks/vehicles capacity if unable to maintain physical distancing.
- Consider minimizing or eliminating exposures by having customers pre-pay by electronic options, if this is not possible clean and disinfect payment devices between customers.
- Waiting areas inside your business should be closed and not available to the public.
- Consider signage at the door to inform the public and inform your customers of this online/during booking.
- Remove chairs from the waiting area to make sure people do not sit close together or wait in groups.

- Reception desks should also have unnecessary items removed as well as pens, paper, etc.
- Where possible, assign workers to screen customers, ensure staff and customers are utilizing sanitizing materials, following physical distancing protocols, other controls, and public health requirements.
- Limit the number of people sharing equipment or tools. If this has not been done before, assign each worker a unique set of tools for their use only.
- Limit the number of workers working in one space so that they can distance themselves from each other by:
 - Staggering shifts and break times and scheduling more time for cleaning in between customers.
 - Practicing physical distancing during breaks.
 - Where possible, have their workstations or chairs positioned to maintain the physical distance.
- Labour management
Labour, defined as individuals who install and dismantle exhibits, transport freight onto the exhibit floor, electricians, plumbers, security guards, foodservice workers, etc., should adhere, support and comply with the facilities and show organisers rules, regulations and recommended safety protocols, as well as any contractual obligations specified in the various collective bargaining agreement.
 - Properly trained managers/supervisors
 - Utilization of pre-screening protocols for all employees who are called to work.
 - Have you had a fever (as defined by local, state, or federal recommendations) in the past 24 hours?
 - Have you had flu-like symptoms in the past 14 days (fever, cough, headache, shortness of breath, loss of smell, loss of taste)?
 - Have you been in close contact with or cared for someone with covid-19 in the past 14 days?
 - Availability of PPE for all staff with instruction on proper wear and care.
 - Conduct daily briefings to be mindful of frequent hand washing/sanitising and consistent physical distancing.
- Exhibitor move in / move out
 - Management and distribution of dock credentials (such as Ehteraz app) in advance, to limit the handling credentials.
 - Health screening procedure of exhibitors and their contractors entering during move in/move out.
 - Schedule specific time slots to exhibitors to manage their capacity.

6.5.15 Third party supplies

- Facilitate key third-party companies and organizations with their health safety programs as much as possible.

- Check that your suppliers of audio-visual, software, media or any other kind of firm also have some form of health safety program; if their program can be aligned with yours; and where you can help them perform well at the venue. Among areas where you can help:
 - Health screening their staff when they enter.
 - Involving their staff in all safety briefings.
 - Sharing, if or where appropriate, PPE supplies.
 - Accommodating planning requests as best as possible.
 - Integrating or connecting people and project
 - Worktime planning software.
 - Sharing and providing them with latest knowledge.
 - Assisting with safe loading and unloading operations, as appropriate.

7 Supply of preventive products and follow up actions

Additional items required such as

- Hand sanitizer, wall mounted dispensers.
- Surgical masks
- Disposable gloves
- Infrared thermometer
- Consideration should be given to the purchase of heat sensing and personal decontamination equipment.

8 Payment & Money handling

- Minimize cash transactions.
- Clean and disinfect the card payment equipment after each use.
- Wipe down credit card readers, etc.
- Encourage online booking in advance.

9 Vulnerable groups

- Vulnerable groups including people over 65 years, children under the age of 12, pregnant women, and those suffering from chronic diseases are advised to avoid social gatherings.

10 Organizer undertaking letter

QBEC/DECC Management has created an Undertaking Letter for Organizer to acknowledge and read the guidelines, laws , procedures and requirement and to adhere to the preventive and precautionary measures to combat COVID-19 in order to protect workers, exhibitors, visitors and society. And this Undertaking letter must be accepted & signed by the organizer. Also, an undertaking letter for F&B outlets in DECC has been created following the guidelines of Qatar Clean Program.

11 Local authority guidelines

It is mandatory for all organizers/exhibitors/contractors/visitors to stay updated on regards of any latest guidelines from the local authority.

It is the responsibility of the organizer to coordinate with the Establishments and Authorities Security Department to guarantee their presence during live days.

The organizer has to obtain the approval from MOPH for the event by sending a letter detailing the event, and including the dates, duration, number of participants, the venue, whether it is an outdoor or indoor event, any international participation, and any other information related to the event to the Minister of Public Health Office Manager.

The organizer must complete and sign a MOPH form that has a check list of key preventive measures and an undertaking statement to adhere to the rules and guidelines.

Final decision or change of the decision of public attendance is at the sole discretion of the MoPH authorities, based on the local pandemic status. The health authorities might decide based on the level of spread of infection in the community, to hold the event behind closed doors (no public attendance).

12 External references

- UFI- <https://www.ufi.org/wp-content/uploads/2020/09/Good-Practice-Guidance-Reopening-Business-Events-V2.pdf>
- ICCA- [G3 Good-Practice-Guidance Reopening-Business-Events](https://www.icca.world.org/g3-good-practice-guidance-reopening-business-events)
- AIPC http://www.aipc.org/uploadFiles/1583929553_AIPC_UFI%20Good%20Practices%20Guide_CV19.pdf
- IAEE – <https://flooringmarkets.com/wp-content/uploads/2020/07/EssentialConsiderationsforSafelyReopeningExhibitionsandEvents.pdf>
- Qatar Clean Program - <https://www.qatarclean.com/wp-content/uploads/2020/07/Qatar-Clean-Restaurant-guidelines.pdf>
- IAAPPA - [IAAPPA COVID-19 ReopeningGuidance rev1 final](https://www.iaappa.org/iaappa-covid-19-reopening-guidance-rev1-final)
- International congress and convention association www.iccaworld.org
- European major exhibition centres association www.emeca.eu
- European exhibition industry alliance www.exhibition-alliance.eu
- Events industry council www.eventscouncil.org
- International exhibitions Logistics association www.iela.org