

# PROTOCOL FOR THE CONTAINMENT AND FIGHT AGAINST THE SPREAD OF COVID-19 ON THE OCCASION OF EXPOS & CONFERENCES
















# SUMMARY

|   |  |
|---|--|
|  | > 1 <b>PRINCIPLES</b> .....4   |
|  | > 2 <b>GUIDELINES AND REGULATIONS</b> .....5   |
|  | > 3 <b>WORK GROUP AND SAFE BUSINESS</b> .....6<br>3.1 INTERPERSONAL DISTANCING AND STAGGERED ADMISSION<br>3.2 HYGIENE AND CLEANLINESS<br>3.3 DESIGN<br>3.4 CRISIS MANAGEMENT                                     |
|  | > 4 <b>CUSTOMER AND VISITOR JOURNEY &amp; EXPERIENCE</b> .....9<br>4.1 BEFORE THE EVENT<br>4.2 REACHING THE EXPO CENTRE<br>4.3 ACCESS TO THE EXPO CENTRE<br>4.4 IN THE EXPO CENTRE                               |
|  | > 5 <b>FOOD AND BEVERAGE</b> .....11<br>5.1 DIGITALIZATION<br>5.2 EATING MEALS<br>5.3 SERVICE STAFF<br>5.4 AREAS AND SURFACES  |
|  | > 6 <b>EXHIBITORS, STAND FITTERS AND SUPPLIERS</b> .....12<br>6.1 SUGGESTIONS FOR STAND DESIGN<br>6.2 MEASURES TO BE RESPECTED DURING STAND FITTING AND DISMANTLING<br>6.3 MEASURES TO BE RESPECTED DURING EXPOS |
|  | > 7 <b>CONFERENCE EVENT ORGANIZERS</b> .....14   |

# 1 PRINCIPLES

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Italian Exhibition Group S.p.A has always considered the safeguarding of health an essential indispensable value in order to ensure the continuation and development of its corporate activities and guarantee the total safety of its collaborators, clients, visitors and suppliers.

For the aforementioned reason, in response to the worldwide pandemic scenario, the Company provides organizational, instrumental and economic resources in order to ensure the total healthiness of its venues, following the general principles indicated herein:

- › Management and control of access to the venues in complete safety by means of organizational measures and advanced technology
- › Frequent cleaning and sanification work in compliance with the procedure indicated by the Superior Health Institute
- › Staggered admission to ensure social distancing
- › Adoption, wherever foreseen, of all the necessary P.P.E.
- › Identification of an isolated zone for the correct handling of any person with symptoms
- › Adoption, wherever possible, of smart working
- › Planning and carrying out movement and travel for work in total safety
- › Appointing a team responsible for day-to-day surveillance and management of any emergencies
- › Monitoring the development/spread of the pandemic locally, nationally and internationally

These principles are applied to all corporate activities at all levels of the organization and constantly updated according to the global scenario.



## 2 GUIDELINES AND REGULATIONS



In risk assessment and identification of measures of prevention and protection we network continually with all the local, national and international stakeholders.

The guidelines on which we base the way in which we handle this particular period are:

- > Monitoring and applying the good practices drawn up by the major trade associations:
  - › Global Association of the Exhibition Industry (UFI)
  - › European Major Events and Congress Association (EMECA)
  - › International Convention and Congress Association (ICCA)
  - › International Association of Convention Centres (AIPC)
  - › Italian Trade Fairs and Exhibitions Association (AEFI)
  - › Federcongressi&Eventi
- > Favouring, wherever possible, prevention measures over protection measures
- > Adopting a Risk-based Thinking approach in order to establish the critical aspects impacting processes and providing services with a view to establishing action and resources without dissipating them in areas of secondary interest.
- > Maintaining high quality and safety standards by means of specific periodic audits

The aforementioned principles are also ensured by the respect of current national regulations integrated with the international environmental and health/safety standards described by the International Organization for Standardization; in particular, the applicable regulations and standards are:

- › Italian Prime Minister's Decrees
- › Veneto, Emilia Romagna, Lombardy and Tuscany Regional ordinances
- › Regulation UE 679/2016 (GDPR)
- › ISO 14001:2015
- › ISO 45001:2018
- › Technical reports of the Superior Health Institute
- › UNI 10339 Aeraulic systems for wellbeing and comfort

# 3 WORK GROUP AND SAFE BUSINESS



The organization of safe events has always been the priority for Italian Exhibition Group SpA. This was the reason for launching the project denominated "Safe Business", with the will to give a complete reliable response to clients and visitors; this plan was realized by the work group set up by the Expo company and its subsidiaries, national and international technicians and national and international trade members and professionals.

## The aims of the "SAFE BUSINESS" project are:

- › Implementing all the prevention and protection measures resulting from the assessment of the risks, in order to ensure extremely high safety standards
- › Guaranteeing the safety of all the people in the venues during set-up, stand fitting and dismantling work and during the events held.
- › Providing an enjoyable Customer & Visitor Experience

The list of prevention and protection measures was established following careful in-depth Risk Assessment which, on the basis of the instructions given by the Government and in-depth indications drawn up by Associations on particular issues, highlighted the action to take and monitor to minimize the risks for all those involved, such as exhibitors, visitors, suppliers and employees.

The intervention identified can be classified in 4 categories:

- › Intervention to ensure social distancing and staggered admission
- › Intervention to ensure adequate cleanliness and hygiene
- › Intervention to prevent and trace any sources of risk/danger
- › Intervention to ensure effective measures of information and communication

In order to ensure the continuation of expo and conference activity, the first step of the Safe Business Project was to safeguard the Health and Safety of workers, as they form the core of the organization and the link with clients, visitors and trade members. Regarding this, the organization, wherever possible, preferred to adopt smart working and shift work in the offices, in order to minimize contact between persons. In addition, the Company offered its employees the possibility of carrying out mass serological tests on a voluntary basis.

## 3.1 INTERPERSONAL DISTANCING AND STAGGERED ADMISSION

Staggered admission and the respect of interpersonal distance of 1 metre are ensured by:

- A. CALCULATION OF GATHERING LIMITS:** according to the characteristics of the event in question, a gathering limit is planned that ensures adequate social distancing in compliance with relative regulations.
- B. ATTENDEE FLOW MANAGEMENT:** compulsory routes are foreseen in order to create orderly visitor flow that enables to respect Social Distancing. The routes are marked off in order to facilitate people's movement. The dimensions of the aisles will be studied and realized in order to guarantee a distance of one metre between persons.
- C. EXTENDED OPENING HOURS:** if necessary, expos' opening hours and days will be increased to facilitate visitors' attendance over a longer period of time. Attendance is thus evenly distributed. Exhibitors and visitors can schedule their days in the best possible manner, planning their time in advance, with the added "plus" of the possibility of reducing costs connected with travel.

**D. PPE AND BARRIERS:** operational staff, including cleaning staff, medical staff, staff responsible for serving food, beverage, etc., has been consigned adequate personal protection equipment. At points of contact, such as help desks, food service areas, reception, etc., specific Plexiglas barriers have been installed.

**E. CONTINUOUS CONTROL:** a continuous surveillance service has been set up that monitors the respect of social distancing and regulations introduced to fight the spread of Covid-19.

### 3.2 HYGIENE AND CLEANLINESS

In order to address the issue of disinfection of the locations to ensure the best quality standards for the prevention of infective illnesses such as Covid-19, the Company (the first in Italy) has decided to follow accreditation procedure for application of the standards defined by the **Global Biorisk Advisory Council® (GBAC)**.

GBAC is a specific no-profit division of the ISSA, the world's largest cleaning industry association, founded to fight the spread of infective diseases and pandemics, formed by a team of multidisciplinary professionals who are experts in the management of international biohazard situations.

The adoption of an international standard ensures the highest level of Quality and Safety that can be achieved. A team of professionals called in to assess specific pandemic risks enables to ensure a careful analysis of the locations and the choice of products aimed at the prevention of Covid-19 and other biologic agents.

The precise actions implemented by the Organization are:

- › **CLEANING AND SANIFICATION OF COMMUNAL AREAS AND CONTACT SURFACES:** Cleaning and Sanification is foreseen of all the spaces and all the communal areas, with work carried out by specialist companies and the use of products approved by the Superior Health Institute
- › **WASTE MANAGEMENT:** waste disposal is carried out according to current regulations. In particular, all waste containers in the expo centre are emptied and disinfected on an on-going basis. The collection and removal of waste is carried out more frequently during events, in order to reduce contact risks to a minimum. Specific containers are identified for the disposal of face masks, with a schedule for regularly disinfecting the waste containers themselves.

### 3.3 DESIGN

To ensure social distancing it is fundamental to take action on the design and planning of the various areas. In particular, this activity has been reformulated in the following points:

- A. EXPO LAYOUT DESIGN:** wherever technically possible, entrances to the halls are separated from the exits by means of the creation of compulsory routes. The dimensions of the aisles have been increased in order to guarantee a distance of one metre between persons.
- B. DESIGN OF SECONDARY AREAS:** social distancing is ensured in secondary areas. In the areas in which there are conference rooms, a check is foreseen at the entrance with a count of the number of participants on the basis of the maximum capacity foreseen.
- C. DESIGN OF MEETING AND CONFERENCE ROOMS:** according to the width of the individual seats and the distance between rows, interpersonal distance is ensured. Wherever possible, rooms' entrances are separated from the exits, otherwise there will be a control at the entrance which, as well as counting participants, will regulate their entry and exit.

### **3.4 CRISIS MANAGEMENT**

A Crisis Management Committee has been formed whose work is outlined by a dedicated Protocol. The presence of a Crisis Committee and procedure for its management ensures extremely rapid response on behalf of the organization regarding emergencies which, if handled immediately and in an optimal manner, reduce and eliminate the residual risk level.

In support of the aforementioned, there are medical and first aid posts positioned in strategic points of the expo centre. In the event of a person in the venue having a fever and symptoms of respiratory infection such as a cough, he/she will be isolated in an area identified in collaboration with the appropriate health authorities and handled according to the instructions given by Local Health Authorities and the Ministry of Health.



# 4 CUSTOMER AND VISITOR JOURNEY & EXPERIENCE



We intend ensuring our clients and visitors a total guarantee of health and safety at every stage and in all the processes that begin with the planning of the travel and finish with the return trip home. For this reason we have established a series of prevention and protection measures applied at all levels and described below and in the following paragraphs.

## 4.1 BEFORE THE EVENT

The protection of safety begins at the planning stage. On this matter, the Company, thanks to wider use of technology, provides the means for planning and programming in complete safety, transport, overnight stays, admission days, appointments and the purchase of tickets, in order to minimize queues and consequently points of contact.

The purchase of tickets or registration for the expos will be carried out online, eliminating queues at on-site ticket desks. This solution ensures visitors a safer experience, enabling the best possible use to be made of time spent on-site. Directly from a mobile device or via the printout of accreditation, thanks to the QR-Code on the credit, it is possible to enter without making any contact, and also allows to keep track of contacts made.

Wherever necessitated by the forecast flow of attendees, the possibility of access may be limited to those who pre-register for the expo day or event in which they decide to participate. This will enable to facilitate visitors' attendance during a well defined period of time, evenly distributing the maximum number of attendees to ensure the respect of social distancing by means of advance scheduling of appointments.

## 4.2 REACHING THE EXPO CENTRE

Italian Exhibition Group SpA, in collaboration with the public transport company and private service providers, has analyzed the maximum capacity of the vehicles to ensure comfortable safe transport.

A strict protocol has also been established for the cleaning and sanification of the vehicles at specific intervals.

Shuttle buses will be provided with disinfectant and the wearing of face masks on board is compulsory; wherever possible, there will be barriers to isolate the driver from the passengers.

Use will be promoted of individual means of transport to and from the hotels, such scooters, bikes and e-bikes, for which there are appropriate parking and recharging areas at the entrances.

## 4.3 ACCESS TO THE EXPO CENTRE

There will be multiple entrances with aisles that are sufficiently wide to ensure social distancing and enable hand sanification. Any person with a temperature of over 37.5° will not be allowed to enter the venue. Wearing a face mask is compulsory to enter the Expo Centre.

In the expo centre, visitors will find widespread signage that helps to maintain interpersonal distances in the busier areas, guides them in the identification of the points in which sanitizer gel dispensers are located, informs them on the methods for prevention and personal hygiene procedure and assists them in the recognition of the most common COVID-19 symptoms, as well as the action to be taken if necessary.

In the cloakrooms, items of clothing and personal objects handed in will be placed in special disposable bags.



#### **4.4 IN THE EXPO CENTRE**

The access points to the halls will be different from the exit points, in order to organize visitor flow in an orderly manner. To minimize touch points, Italian Exhibition Group has deployed a Touchless project that ensures participants the possibility of visiting its expos without having to use any touch point, from admission tickets to payment systems in the restaurants and eateries.

In communal areas, meeting rooms and press rooms, there will be a check at the entrance, counting the number of participants according to the maximum permitted capacity, and a continual sanitization service of the rooms and touch points.

# 5 FOOD AND BEVERAGE



We have also borne your safety in mind regarding food service, focussing on 4 sectors:

- A. DIGITALIZATION
- B. METHODS FOR EATING MEALS
- C. SERVICE STAFF
- D. AREAS AND SURFACES

## 5.1 DIGITALIZATION

The "Saltafla" (Queue Jumper) APP is being introduced and enables to book and pay for "lunch boxes" which can be picked up at specific locations.

The App will enable to avoid uncontrolled queues at cash desks for payment and withdrawal of receipts and choose the time slot to pick up one's "lunch box" in complete safety.

## 5.2 EATING MEALS

The single-portion Lunch Boxes and Coffee Boxes used are made from disposable compostable material.

Preparation and packaging in controlled centralized areas will enable greater control of the production chain, limiting passages, with a consequent reduction in the probability of contamination.

In the eateries, tables are positioned in such a way as to ensure social distancing of persons sitting at the same table. Wherever possible, outdoor Food Courts will be set up, which will enable to lower the number of clients inside the eatery/food service facility. It is possible to book meals to be delivered directly to stands.

## 5.3 SERVICE STAFF

All staff members undergo a body temperature check before entering food preparation areas. All staff members have face masks. Products undergo stockage and handling procedure in compliance with HACCP regulations. Preparation areas have been redesigned to ensure correct safety distances between the various workers while respecting the preparation chain.

## 5.4 AREAS AND SURFACES

Kitchens, stores, workshops, motor vehicles and equipment undergo periodical sanification, using Hydrogen Peroxide and other products approved by the Superior Health Institute. Cleaning and sanification of high-touch surfaces (tables, seats, etc.) is carried out continually.



# 6 EXHIBITORS, STAND FITTERS AND SUPPLIERS



All measures of a general nature foreseen for the preparation of an environment with the highest safety standards are carried out at the expense of IEG. Each exhibitor will have the exclusive responsibility of verifying that the regulations in effect in the period in which the expo is held are respected in the context of his/her exhibit space. As in the past, the above is due to his/her role as the person with juridical responsibility for the area.

## 6.1 SUGGESTIONS FOR STAND DESIGN

Although there are no compulsory instructions for designing stands, the following are the suggestions expressed by the Emilia Romagna Region in its regulations on this matter.

Designs that foresee stands that are as open as possible are preferable, in order to reduce to a minimum elements that limit floor space.

Workplaces on stands (desks and chairs) must comply with social distancing requisites.

Meeting/conference rooms on stands must ensure interpersonal distancing.

Hand sanitizer gel distribution points must be foreseen on stands, particularly near points in which there could be contact with furniture, brochures and products on display; on this subject, it is preferable for the various types of informative material to be available in self-service mode or via digital media.

## 6.2 MEASURES TO BE RESPECTED DURING STAND FITTING AND DISMANTLING

In order to ensure health and hygiene during set-up, stand fitting and dismantling work, specific regulations have been issued to establish the correct procedure when carrying out this work; more specifically:

- › ONLINE REGISTRATION PRIOR TO ENTRY -> before entering the venue, stand fitters and suppliers must register on the dedicated online portal, downloading and accepting all the standard documentation, as well as that foreseen in a Covid-19 context.
- › ACCESS CONTROL -> At the Expo Centre's entrances and hall access points, body temperature will be measured. In the event of body temperature exceeding 37.5°C, the person(s) in question cannot enter.
- › LOADING/UNLOADING AND HANDLING MATERIAL -> in addition to what is already foreseen, an interpersonal distance of 1 metre must also be ensured during this work.
- › PPE AND INTERPERSONAL DISTANCE -> during work it is compulsory to respect an interpersonal distance of 1 metre. If it is not possible to respect this distance due to work procedure, the Employer of the stand fitting company must adopt all protective measures necessary to avoid any infection spreading.
- › DISPENSERS WITH GEL AND DISINFECTANT -> Hand sanitizing gel dispensers are positioned in key locations and clearly visible. They are located above all alongside entrances, toilets and eateries. The employer of each stand fitting company provides employees with hand sanitizing gel for use during work. The toilets will also be open, where they can wash their hands with soap and water.



- › STAND CLEANING AND SANIFICATION -> at the end of set-up and stand fitting, stands must be consigned cleaned and sanitized
- › CONTROLS AND CHECKS -> expo staff and expo centre inspectors are trained and informed in and of the procedure for preventing the spread of Covid-19 and closely supervise to ensure that all workers respect said procedure.

### **6.3 MEASURES TO BE RESPECTED DURING EXPOS**

Previous indications herein on the subject of distancing and the use of face masks must be noted. Where the service has not been requested, exhibitors must arrange scheduled cleaning and sanification of the stands' high-touch surfaces (tables, chairs, material distribution points, etc).

# 7 CONFERENCE EVENT ORGANIZERS



As far as the design, set-up, staging and dismantling of a conference event are concerned, the guidelines to be followed are the same as those for expo/trade fair events.

With specific reference to conference rooms:

- › Seats which must not be used must be easily identified with devices to ensure they are not used.
- › The number of seats must be adequate for the number of participants. Nobody can participate in the event standing up.
- › Entering and leaving the room must be organized with separate entrances and exits, identified by appropriate signage.
- › Before the beginning of proceedings, a video on health and hygiene regulations to be respected can be screened in a dedicated location. Alternatively, special informative signage will be positioned in the conference areas.
- › In the event of there being a control room or "slide centre", a hospitality room must be foreseen for speakers and moderators and the area dedicated to the consignment of the informative/educational media must be organized in such a way as to maintain social distancing. In the event of PCs and/or other devices being shared by participants, they must be cleaned with disinfectant between uses.
- › The podium from which the event's speakers will talk must be positioned at a distance of at least 2 metres from any other person on the stage and from the first row, in order to enable the speakers to talk without wearing face masks. In the event of a remote control unit, PC and/or other devices being shared by participants, they must be cleaned with disinfectant between uses.
- › Moderators sitting at the table must maintain a minimum distance of 1 metre from each other, to enable them to speak without wearing face masks. In the event of PCs and/or other devices being shared by participants, they must be cleaned with disinfectant between uses.





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Providing the future

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