

AllSecure – Informa Market In India's Physical Event Restart Guidelines and Directives

October 2020, Mumbai, India



OUR COMMITMENTS

The event runs in accordance with the Informa's AllSecure Standard, with a commitment to ten key priorities:

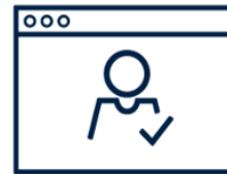
ENHANCED CLEANING



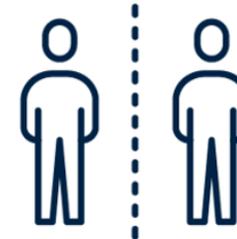
PERSONAL HYGIENE



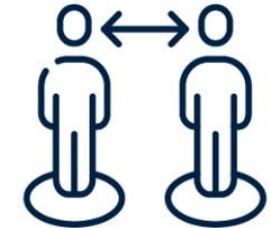
NON-CONTACT REGISTRATION



PHYSICAL CONTACT



PHYSICAL DISTANCING



FOOD AND BEVERAGE STATIONS



PERSONAL PROTECTIVE EQUIPMENT (PPE)



FIRST AID



SCREENING



TRACE AND CONTACT



Physical Distancing

1. Manage Crowd Density

- Crowd Density Standard:
- Enabling physical distancing by maintaining a Crowd Density Standard (CDS) that is in line with local authority regulations or guidance
- This may be conducted through managing visitor numbers per area and timeslot and by employing one or more of the distancing measures set out in this section, including the use of Informa social distance ambassadors

2. Effective Registration Processes

- Non-Contact Registration:
- Using effective non-contact or self-service registration processes to minimize queuing and physical contact and maximize participants' time and ease
- Employing onsite digital registration and / or advance online registration, which might include QR codes or digital credentials, and limiting the use of physical lanyards and badges where possible.

Physical Distancing

3. Phased & Controlled Entrance

- Staggered Admission
- Phasing the entrance of attendees to the event to avoid unnecessary queuing and distancing challenges. we will work with time slot, if that benefits and make visitor comfortable.
- This may be through providing designated visitor time slots through the day and pre-scheduled meetings through matchmaking tools, creating a safer, more consistent and predictable flow of visitors for exhibitors, and allowing visitors to better plan their meetings in advance and maximise the use of time spent at the event

4. Enhanced Audience Targeting

- Enhanced quality of visitors
- Introducing greater scrutiny, pre-registration qualification and matchmaking tools to improve the relevance of visitors to the event, based on exhibitor/delegate feedback
- Combined with other measures, enhance targeting will lower the density of attendees but retain the overall quality of the event

Physical Distancing

5. Heightened Flow and Floor Planning

- **Floor Planning**
- Introducing greater visitor flow and traffic management to avoid unnecessary density and crowding challenges and avoid bottlenecks and cross walking, with regular monitoring by Informa hall managers, during the event.
- This may include a one-way visitor flow or walking route according to the venue.
- Deploying clear signage and floor markings to indicate routes and distances.
- Aisle widths and / or the distances between booths may be increased to maintain the ability to physically distance.

6. Managed Transportation

- **Visitor Transportation**
- Working with transportation partners to enable physical distancing in shuttles between the venue, hotels and transportation hubs. This may include reducing capacity and one person per seat.
- Recommending alternate walking routes, and hotels within walking distance where practical to reduce the use of shared transport.
- Making transportation available at the right times to support phased and controlled time slot attendance.
- Shuttle Buses - Interiors disinfected and photocatalyst coating applied to surfaces.

Physical Distancing

7. Enhanced Guidelines for Exhibitors & Contractors

- **Set Up & Break Down**
- Providing guidelines for contractors, to maintain distancing & other recommended AllSecure measures, as applicable during setting-up and break-down in our events.
- These may include hygiene around high touch areas, shared equipment, team construction & exhibitor freight handling.
- Machines to be sanitized after offloading and before displaying.
- Encouraging the use of Shell scheme booths, Pre-fab, reusable, modular stand construction, to reduce the density of people onsite during set-up and break-down & help make the construction phase more efficient.
- Compulsory shell scheme booth for 27 m2 & below.
- Limited exhibitor staff within booth during show days.
- Online payment gateway compulsory for all service providers

8. Alternative Greetings

- **Eliminating Handshakes**
- Requesting participants to greet each other with Namaste (Traditional Indian Style of Greetings) instead of handshakes and embraces as greetings & avoid sharing printed business cards.
- Promoting appropriate alternative ways of greeting that avoid physical contact.

Physical Distancing

9. Adapted Conference Rooms & Sessions

- Conference Rooms
- Revising seating arrangements with 1 mtr distancing and set-up in conference & meeting rooms, to enable greater space between seats.
- Using hands-free technology in the room where possible and avoiding the sharing of equipment. Temp staff to hold the mics during Q&A and not handover to delegates.
- Making sessions available digitally to ensure speakers reach a full audience and to enable all participants to take part.

10. Enhanced Food & Beverage Arrangements

- Food & Beverage
- F&B partners to enhance food safety, manage queueing and enable distancing in serving & seating areas. Tables will have clear acrylic partitions.
- Exhibitors, visitors encouraged to bring their own water bottles and use water stations for refilling.
- Minimizing self-service buffets and the use of any shared utensils or equipment to enhance food safety
- Providing food & drink options in sustainable closed containers or pre-packaged and enabling pre-ordering though app, where possible to maximize time and comfort.
- Encouraging, mobile payment or card payments and avoiding cash payments where possible to reduce contact
- Multiple dry snacks counters within the event to minimize crowding.

Physical Distancing

11. Managed Social Activities

- Social Activities
- Applying distancing, density and physical contact measures to any in-person social and networking focused activities such as awards
- Making public addresses and speeches available digitally or delivering elements digitally rather than live onsite if possible

12. Informa Hygiene & Safety Expert

- Monitoring & Control
- Requesting that participants avoid handshakes and embraces as greetings and avoid sharing printed business cards.
- Promoting appropriate alternative ways of greeting that avoid physical contact.

Cleaning & Hygiene

1. Venue Hygiene & Cleaning

- Venue Deep Cleaning
- Working with venue partners to deep clean the event location before set-up and move-in, and again before the event opens. If possible, during show days too.
- Sanitizing tunnel to be set-up (with spray) at Expo Gate.
- Prayer Room - Cleaning carried out every 2 hours.
- No overcrowding in elevators. Encouraging use of staircases to maximum.

2. Visible & Enhanced Cleaning Regime

- Cleaning Regime
- Working with venue partners to implement a visible, enhanced cleaning regime, with increased focus on high touchpoint areas including elevators, handrails, restrooms, food & beverage areas and help points
- Providing appropriate personal protective equipment to cleaners.
- Where available, enhanced cleaning may include best-in-class electrostatic cleaning methods

Cleaning & Hygiene

3. Stand & Booth Hygiene

- Stand Cleaning
- Assisting exhibitors to ensure stands, booths & exhibits are regularly disinfected throughout the event by providing guidelines of cleaning.
- For hygiene reasons, exhibitors to avoid product sampling where feasible and to replace distribution of physical promotional materials, with digital alternatives.
- Distribution of Sanitizing kit to each booth, if budget permits.

4. Facilitating Good Personal Hygiene

- Hand Sanitisers
- Making hand sanitiser stations readily available at key locations around the venue, including restrooms, food & beverage locations and conference rooms
- Encouraging regular hand washing and / or the use of effective hand sanitiser through prominent onsite communications.
- Foot operated Sanitizer at vantage points.
- Gadget sanitizing stations with help of UV LED's
- Disinfectant sanitizing of cafeteria furniture.

Cleaning & Hygiene

5. Enhanced Waste Management

- Waste Management
- Collecting and removing waste receptacles more frequently during events at regular intervals.
- Providing clearly identified waste receptacles for disposing of face masks and other protective equipment, as well as additional recycling points for food & beverage waste if required

6. Managing Shared Equipment

- Conference & Seminar Rooms
- Avoiding or replacing shared equipment in conference and meeting rooms, such as hand-held microphones, stationery and lecterns where possible.
- Disinfecting necessary shared equipment in these rooms, such as microphones, between each use.
- Increased cleaning schedule for conference rooms and all event equipment, including audio-visual materials.
- Break timing of 15 mins in between sessions mandatory for disinfecting all surfaces at conference like Tables, Chairs etc.

Cleaning & Hygiene

7. Reviewing Air Filtration Standards

- **Venue Ambient Environmental Controls**
- With venue partners, reviewing the air filtration provided by current heating, ventilation and air conditioning (HVAC) systems, including the effectiveness of design, installation and maintenance, as part of reducing exposure to any harmful particles.
- Temp to be maintained between 24° – 30° C as per Govt regulations.

Protect & Detect

1. Supporting Official Authorities

- Trace and Contact
- Arogya Setu app compulsory for all attendees, including staff and exhibitors, visitors, venue officials etc.
- International Participants to download the Arogya Setu App to visit the show, as per Directives.
- Assisting the authorities in helping to trace & contact participants, should it be necessary and where country laws allow, subject to local privacy laws
- This may include encouraging participants to download & abide by any government-sponsored tracing apps and helping authorities get in contact with participants by maintaining accurate and appropriate contact details of attendees for as long as needed.
- Alternate, emergency numbers of close relative to be declared as part of registration process.

2. Deploying Enhanced Screening

- **Temperature Screening**
- Temperature screening at venue entrances and advising participants accordingly
- Directing any participant with defined and detected COVID-19 symptoms (particularly fever) to a separate quarantine area and referring the case to onsite or nearby local medical authorities for proper protocols and support
- Advising participants they should not attend if they are unwell and preventing any participants who are unwell from entering the event.
- Persons above 65 yrs & pregnant females discouraged to attend as per directives, keeping in mind their safety.

Protect & Detect

3. Additional Protective Equipment

- Personal Protective Equipment
- Providing personal protective equipment including masks and gloves to cleaning, medical, food and beverage and other key workers.
- Hand sanitizers kept all around the event at strategic locations.

4. Using Face Coverings

- Face Masks
- Entry beyond this point – Mask compulsory
- Asking all event participants to wear a face mask on entering the venue to prevent the spread of germs
- Making face masks available on entry to those who do not have them.

Protect & Detect

5. Using Sneeze Guards

- Sneeze Guards
- Using sneeze guards in all areas of interaction, including Help Desks, food and beverage stations, Service area, Security etc. to help prevent the spread of germs.
- Clear acrylic partitions on F&B tables in cafeteria.

6. Dedicated Quarantine Area

- Quarantine Area
- Establishing a dedicated quarantine area, in co-ordination with venue partners, for any participants reporting symptoms of COVID-19
- Documenting quarantine procedures and protocols, in collaboration with local hospitals and medical authorities

Protect & Detect

7. Enhanced Medical Support

- **Enhanced First Aid & Medical Support**
- Implementing enhanced onsite medical support in coordination with local authorities and local medical personnel.
- This may include First-aid stations and clear signage on where & how to seek expert medical attention in the event of any illness
- Para Medical staff to check oxygen level, Blood Pressure (if required) and provide help if required. Ambulance with required facility stationed on site and work closely with CCC, select hospitals and Govt agencies.

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8. Engaging with local health authorities

- **Health Authority Engagement**
- Regularly engaging with local health authorities & assisting with required protocols.
- Displaying guidelines issued by authorities all over the venue with relevant websites, emergency contact numbers.
- Assisting in contact tracing when required.

Protect & Detect

9. Incident Response Readiness

- Emergency Response
- Updating Event Incident Response Plans to include specific processes for suspected and confirmed COVID-19 incidents
- Training Informa event teams on awareness of symptoms and the protocols to follow

10. Colleague Screening

- Colleague COVID-19 Screening
- Encouraging onsite Informa colleagues to screen themselves for COVID-19 symptoms (e.g. fever, sore throat, chills, cough) every day.
- Symptomatic screening may be delivered through self-screening or via testing where available

Communication

1. Advance Information & Guidance

- Pre-Show Messaging & Exhibitor Manuals
- Information on Informa AllSecure, the 10 Informa AllSecure Commitments and the specific additional standards being followed for the event before it starts, would be communicated through channels including the event website and digital mailings etc.
- Exhibitor Manuals, websites and other relevant resources will include Informa AllSecure standards, the event is following – it would guide, how exhibitors should plan, set up and operate, with guidance and details of where to go for questions.

2. Mobile Messaging for Latest Updates

- Website, e-mail & SMS
 - Check websites for latest information.
 - Similarly effective channels are in place for delivering any urgent update or information (e.g. e-mail, SMS etc.)

Communication

3. Enhanced Signage & Display

- Event Signage
- Prominent signage at the event to support relevant AllSecure measures and why they are being taken, such as hygiene and distancing reminders, reminders of COVID-19 symptoms and how to access onsite support
- Multiple signages indicating nearest exit and one-way movement / flow within the halls will be there.

4. Regular Public Address Messaging

- Public Addresses
- Relevant information and reminders at show with help of regular public address ,including guidance on hygiene and distancing, as well as how to access onsite support.
- Covid-19 do's & don'ts shared in cautionary security note to all entering the venue.

Communication

5. Social Media

- LinkedIn and Facebook etc.
- Regularly check Event social media page/handles for update with the latest information.
- Social media channels will help with relevant information and news regarding SOP's or new directives (if any by concerned Authorities) or any other important development.

6. Partners

- Information and Updates..
- We will keep our Partners e.g. Industry Publications and Association Partners informed about All Secure directives – where-ever it is applicable.

Communication

7. Seeing is believing

- Video Presentation
- With help of video, we will walk you through AllSecure protocols and directives and make it ready for planning your visit to show. This will help in driving for business – Connections, Interactions, engagements etc..

8. Helpline

- Call us for further assistance
- Call on the number mentioned on the event website for any kind of assistance, explanation or information you require with regards to Informa AllSecure standards and measures being taken.

I Pledge

- Stakeholder to adhere to SOP's and directives from Authorities.
- Stakeholder to completely adhere to– Sanitize. Mask. Social distance. (SMS)
- Stakeholder should immediately report if feeling unwell to organizer or to Medical staff available at the show.
- Stakeholder to report, if anyone is feeling unwell
- Stakeholder to cooperate with organizing team, Medical team, Authorities and All Secure Task force.
- IMII will run campaign on 'I Pledge' – why it is important and why one should adhere to it all times (benefits)

1. Physical Distancing

STAY INFORMED

We encourage everyone to keep tabs on updates from the following resources with information on COVID-19:

<https://www.icmr.gov.in/>

<https://www.mohfw.gov.in/pdf/ProtocolRapidAntibodytest.pdf>

World Health Organization: Daily Situation Reports

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

US Centers for Disease Control and Prevention: What You Should Know

<https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

US Centers for Disease Control and Prevention: Prevention and Treatment

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

European Commission

https://ec.europa.eu/health/coronavirus_en

European Centre for Disease Prevention and Control

An agency of the European Union

<https://www.ecdc.europa.eu/en>

Kindly check website/App of local government/Governing body for real time information and directive on the same.

Thank you.

