COVID-19 – SOP for IREE 2021
Pragati Maidan, New Delhi
This handbook provides a framework to recommence Trade Shows (Business to Business (B2B) / Business to Customer (B2C) along with conferences and Hybrid events under safety Norms laid down by Government.

As an Institution, CII’s objective is to conceptualize this handbook to conduct trade shows in a controlled and conducive environment to ensure safety of all stakeholders with minimal touch points, sanitization and Social distancing.

With this objective CII aim to make sure that the Trade Shows remain to be preferred and safe business medium to conduct business transactions and generate expected outcomes for both participants and Exhibitors.
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The Revised SOP for holding Exhibitions aims to minimize the physical contact and social distancing between Exhibition organizers, service providers, Buyers/Sellers/Exhibitors/Visitors, and other preventive and safety measures against COVID-19.
PRE-EVENT PRECAUTIONS

• CII will ensure that all staff on duty will be fully vaccinated
• Service providers / vendors to ensure that their staff at the event venue, should be fully vaccinated
• CII’s service contract with the agencies will include the clause for adhering all safety precautions
• Agency will be tied up for Sanitizing vehicles and luggage with Industrial sanitizer as per the norms by the Government
• QR code-based application will be developed for self declaration
• Event specific voice over will be recoded for COVID safety precautions
• Assessment of the risk involved by doing thorough pre-event review prior to planned event dates by analyzing health and safety situation in both national and international zones
COORDINATION WITH VENUE

- As per Government directives, CII will ensure that venue provides us the following:
  - Multiple and separate entry/exits for visitors
  - Disinfecting the allocated halls before venue allotment
  - Garbage and waste disposal, according to the Central pollution board guidelines
  - Air conditioner/ventilation guidelines as per relevant Government authority
  - Round Robin arrangement for vehicle movement within event venue
  - Pre appointed Food & Beverage services provider to ensure regular disinfecting their kiosk, take digital payments and follow other COVID safety precautions
  - Venue to provide a permanent Isolation Room
  - Venue to provide adequate number of CCTV & Announcement system, specially in common and Food & Beverage areas to monitor social distancing and manage crowd movement
DIGITAL SELF DECLARATION FORM

• All those who are entering the venue, should fill up CII’s Self declaration form (applicable for all event days)

• To facilitate the same, CII will place multiple bar codes and wi-fi zones for filling up the form through smart phones and will also be mailed to all registered participants prior to the event to avoid over crowding

• In case visitor is not carrying a smartphone, CII will have touchless kiosks to fill self declaration form
MEASURES @ REGISTRATION

- Record of all entrants need to be maintained through Digital Self Declaration form
- Pre-Registration of delegates and visitors to be encouraged online and registration to be minimal
- Que Managers and floor marking for social distancing
- All visitors to carry their own masks, hand sanitizers and water bottle
- Playing of recorded announcements at registration counter for precautionary measures, good practices and other relevant information
- Contactless entry through scanning and door frame metal detectors
- Pre event registration to be encouraged for visiting the venue with pre-printed badge or carry copy on mobile
- Use of bar codes or QR codes for e-brochures and other promotional material
SERVICE PROVIDERS – PRECAUTIONARY STEPS

• Service provider to ensure that all staff deployed at the venue to be vaccinated

• New Normal protocols to be followed by Service Providers

• Service Providers to follow sanitation of all delivery materials before loading and off loading

• Revised design guidelines to be issued to ensure that maximum stalls are pre-fabricated and no onsite fabrication will be allowed apart from joining and fixing. (The following activities will not be permitted : Wood cutting, Painting and welding)

• Service providers to ensure sanitization of their store area frequently

• Service provider to sanitize and handover all shell scheme stalls to exhibitors

• Exhibitor appointed service providers has to follow all the above guidelines and pre register with CII digitally (Online form to be developed with self declaration form)

• All service providers to strictly adhere issued timeline given so that entire venue can be vacated and sanitized before show starts
EXHIBITORS ADVISORY

• Exhibitor must ensure that they will minimize and allow only essential service staff during construction

• Exhibitor must register all service providers and essential personnel through online mode in advance

• Exhibitors to also ensure their hired service providers maintain New Normal protocols

• Exhibitors to discourage distribution of printed material, bouquets and food and beverage in their stall

• CII will allow permitted staff count as per stall size and Government norms

• Every prefabricated stall must have covered dustbin

• To use services from official CFAs to store extra material/ empty boxes post completion of stall (Charges applicable). As per guidelines no storage will be allowed behind the stall or in the aisle
NEW NORMAL ADVISORY

SOCIAL DISTANCING

What does it mean?

Keep a SAFE DISTANCE from others

2 METERS / 6 FEET

AVOID CROWDS
Avoiding gathering spaces

WEAR MASK
When going outside
ADDITIONAL PRECAUTIONS DURING DIGNITORIES & INVITEES VISIT

- To ensure the vehicles of dignitaries and invitees reach the closest point of the lounge
- Sanitized Dockets and Badges, if any, should be ready at Protocol Lounge for dignitaries with pre-allocated parking area
- Protocol Lounge should have all Covid safety measures
- Use of only disposable cutlery to maintain safety norms
- Sanitizer, closed dustbins with tissue papers to be placed at entry point and seating area
- Washrooms and touch points should be sanitized on regular basis
- CII Photographer to use social distancing through long lens
- QRT Security team to safeguard dignitaries and invitees
- Route planning to ensure one way movement
NEW ARRANGEMENTS AT EXHIBITION HALL

- The minimum stall size should be 12 Sq.mtrs.
- Adequate aisle space should be maintained on the floor to ensure social distancing
- 60% area of the exhibition hall should be left open for smooth movement
- Maximum use of pre-fabricated stands at the venue to ensure minimum time spent and facilitate social distancing
- Sanitization shall be done adequately at exhibition hall before opening and after closing
- CII voice overs will be played over announcement systems after repeated intervals
- Multiple number of entry and exits will be operational to reduce crowd
- Entry to be temporarily stopped once a hall reaches allowed capacity
- Floor signages and other advisory to be placed at strategic locations
MEDICAL ARRANGEMENTS

- COVID-19 Medical Response team should include organizers and medical staff to handle contingency
- Appropriate size of medical room and isolation rooms with trained medical staff to handle COVID suspects, closed waste bins, Patient bed, appropriate ventilation need to be arranged
- Medical room to be equipped with essential medicines, first aid kit, pulse oximeter, oxygen supply, disposable gloves, PPE kits and other items as recommended by onsite Medical team
- Oxygen equipped Ambulance should be at venue from Construction dates till dismantling to handle medical emergency
- Record should be maintained by medical team for all handled cases and to be shared when required for further investigation
- Hospitals/clinics in the nearby areas, which are authorized to treat COVID-19 patients, should be identified and list should be available all the times
- Any entrants carrying COVID symptoms to be directed to the medical room for further investigation
- Arrangement for random COVID tests onsite
NEW NORMAL ARRANGEMENTS AT LOUNGE

• Separate entry and exits for safety reasons
• Appropriate ventilation should be ensured inside the lounge area
• Seating should be as per social distancing
• Service Staff to assist with masks, gloves and face shield at all times
• Packed food from reputed hotel provided with individual packing, disposable cutleries.
• Option for Tea/coffee/water counter would be available on self service basis
• Sanitization would be done at regular intervals
SPECIAL ARRANGEMENTS FOR INAUGURATION, CONFERENCE & B2B

• Inaugural ceremony to be arranged in a open air or well ventilated area with very limited participants

• Live display of Inauguration/Conference can be provided inside the exhibition venue

• Total sanitization for Inaugural / Conference area to be done before start, also alternate seating to be blocked and marked to ensure social distancing

• Customized B2B tables with acrylic partition will be provided and B2B meetings will be scheduled online

• Pre-registered delegates/visitors to be allowed with QR code based self-check-in facility

• Speaker/ panellist chairs on stage to be placed ensuring distance of 2 mtrs each

• Seating for audience and speakers should be done maintaining social distancing

• No Hand mics should be allowed to limit touch points and maintain hygiene. Instead of cordless mike with stand to be provided for Q&A
EVENTS EXPANSION THROUGH DIGITAL AND HYBRID MODE

• Conferences will be also shown live through virtual platform so that visitors and exhibitors can participate digitally along with Q&A facility to limit crowd at the venue

• Large screens with audio feed to be placed in open areas for engaging to larger audience with social distance
NEW PRECAUTIONS FOR CAMP OFFICE

- Separate areas to be created preferably at different locations.
  
a) First one for sales, hall directors, accounts, architect and Information Booth who need to interact with Exhibitors and their service providers. This area will have acrylic separators and loud speakers to ensure social distancing

b) The Second area will be back office without any branding, restricted to staff only

- F&B area for staff should be on self service and pantry staff to wear gloves, mask and face shield

- All water stations and tea/coffee counters should have disposable cups and closed waste bins

- Staff briefings are suggested to be taken through online mode to avoid crowding

- Staff would be encouraged to use walkie talkie and mobile phones to maintain social distancing
To ensure safety and convenience, Media Centre will be created with separate enclosure for print media.

- Tea/Coffee, water will be made available in self-service mode.
- Seating arrangement will be placed with social distancing.
- Sanitizers will be placed at entry to maintain hygiene.
GOLF CARTS & SHUTTLE MOVEMENT PRECAUTIONS

• Golf carts would be cleaned and sanitized at regular intervals
• Drivers to wear Face Shield and Gloves at all times
• Marking stickers to be placed on alternate seats to ensure social distancing
• Golf cart to be pre equipped with sanitizers.
• Similar precautions will be also ensured in shuttles within the venue and parking area
RISK ASSESSMENT

• Assessment of risk involved by doing thorough review prior to a planned event dates by analyzing health and safety situation in both national and international zones of prospective participants

• Onsite assessment need to be done by identifying people with COVID symptoms and not allowing them to enter the event premises

• As per Government’s advisory senior citizens over 65 year and students under 18 years of age need to attend the exhibition and coinciding events only through digital mode

• People who are not vaccinated will not be allowed at the venue without producing latest RT PCR certificate
PRECAUTIONS AT FOOD COURT, F&B AND FAIR FACILITIES

- Service staff to wear face shield, mask and gloves and place sanitizer near food counter for hygiene
- Social distancing need to be maintained while placing food order by using floor stickers and que managers
- Packed food with eco friendly disposable cutlery need to be distributed through respective counters
- Paper glasses need to be used for Water counter at Food Court and F&B area
- Sanitization of service area, food counters and seating arrangement need to be done on regular basis during event
- Digital payment shall be preferred to avoid touch points of cash transaction
- Security personnel shall be deployed for crowd management at Food court and F&B area
- Voice over safety announcements to be done for COVID precautions
- FAIR facility counter should have glass partition, floor marking and que managers to maintain social distance
- Exhibitors need to be allowed on turn basis to access Fair Facility counters to avoid crowding
ADDITIONAL STEPS FOR CONSERVANCY & RESTROOMS

• All touch point surfaces to be cleaned on regular basis to avoid spread of infection and maintain hygiene norms

• Cleaning and sanitization of event venue (Conference area, Food Court and Exhibition area) along with restrooms on regular basis

• Sanitizers and closed dustbins need to be placed at key locations of the venue and restrooms

• COVID-19 waste disposal norms to be followed during the event
QR Code based touchless kiosks need to be placed at entry/exits and key points of event venue for convenience of visitors/delegates with important information of safety protocols