

Managing Exhibitions at BIEC Post COVID-19





This document provide SOP for managing COVID-19 challenges for Exhibitions at BIEC. The document includes processes / steps to be followed by Venue (BIEC), Service Providers, Organisers, Exhibitors and Visitors and to ensure safety and to avoid / minimize COVID-19 issues during exhibitions including setup show and dismantling activities.



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Introduction

Introduction

1.0 Ecosystem of Exhibition

2.0 Common Precautions



1.0 Ecosystem of Exhibitions



Introduction

Responsibility of stakeholders for each activity is defined as per above color codes .

2.0 Common Precautions - *Mandatory*

- *Venue needs to proactively provide advise and make adequate arrangement.*
- *Organizer shall take responsibility and adequate action for individual shows.*
- *All service providers to be adequately educated/oriented for all relevant actions.*



Alcohol Based Hand Sanitizers shall be deployed in common areas and restrooms.



Thermal scanning shall be done for organizers/ exhibitors/ visitors/ service providers at entry.



Awareness Signage shall be deployed at main thoroughfare areas.



Announcements in common areas and halls.



Face Masks shall be worn by all organizers/ exhibitors/ visitors/ service providers. Every individual needs to have masks. Organiser shall ensure exhibitors, service providers and visitors wear masks.

**BIEC Business Centre will facilitate sale of mask as required.*



2.0 Common Precautions - *Mandatory*



Social distancing - Organisers (with support from Venue) should take **adequate precautions** to ensure **social distancing** for their individual shows



Markings shall be done **at required locations** to maintain **social distancing** for all organizers/ exhibitors/ visitors/ service providers.



Self declaration form shall be filled by all organizers/ exhibitors/ visitors/ service providers. Same shall be ensured by organiser for their respective shows.



General Cleaning- **Organizers** shall take full **responsibility** on **general cleaning** during the event in coordination with venue owners and service providers.



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Venue

- 3.0 Standard Operating Procedure for Venue
- 3.1 **Parking Management**
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- 3.13 **COVID-19 Audit/Assurance team**

3.1 Parking Management

To manage parking during exhibitions by following precautionary measures for COVID-19.



Marking shall be done at defined spaces for vehicle parking so as to maintain social distancing in the parking areas.



Parking contractor shall adhere to the plan and ensure proper parking of all vehicles at defined spaces.



Parking area shall have separate entry and exit.



Contractor team shall have proper control on crowd in order to maintain social distancing while entry and exit.



Parking contractor shall ensure general cleaning & sanitization of parking area daily basis



3.2 Thermal Scanning

Thermal scanning for each person entering into BIEC venue



Security team shall ensure **social distancing** of organizers/visitors/service providers during thermal scanning.



Thermal scanning shall be done for all people entering into BIEC starting from **setup to dismantling** dates of the exhibition.



In case of **temperature is more** than permissible limit, guide the person to designated **medical/ isolation room**.

Venue



3.3 Entry plaza management

To manage people crowd at entry during exhibitions, set up and dismantling



Shall **recommend** organisers to set up **mandatory self-declaration** e-questionnaire with **AAROGYA SETU** app status for all visitors/delegates and exhibitors in order to complete the registration process.



Security team in coordination with organiser shall ensure **social distancing** at **registration area**.



Separate gate for entry and exit for all personnel.

Scan to Download
Aarogya Setu App
for iOS and
Android



3.4 Exhibition hall

To maintain Exhibition hall by taking precautionary measures against COVID-19



Organisers will be advised to use pre-fabricated stands at the venue to ensure minimum time spent and facilitate social distancing.



Sanitisation shall be done once a day at exhibition hall during exhibition days.



Specially trained personnel shall be deployed to closely monitor visitor movement in all functional areas through CCTV to ensure social distancing and control overcrowding at any point.



Necessary announcement to manage the visitors' movement in coordination with the organiser shall be arranged.

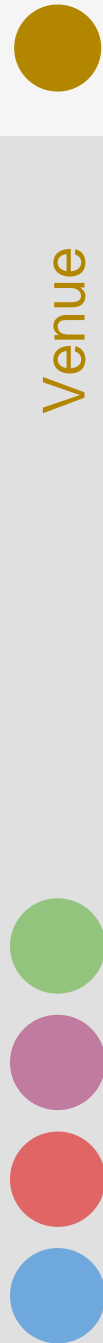


Toilets & other designated areas should have hand sanitizers.



Food safety and hygiene shall be ensured in case of food stalls within the exhibition halls.

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Announcement shall be done by Venue in coordination with Organizer once in every hour.

Following announcement shall be done “English, Kannada and Hindi languages”.

Ladies and Gentlemen,
Welcome to ‘Event name’ and BIEC,

As part of the prevention of Covid pandemic, we request each and every one to support us by adhering to the following,



Please maintain social distancing by keeping 6 feet between each other during your engagements.



Please ensure you wear masks at all times.



Please maintain hygiene by washing your hands or apply hand sanitizers regularly
Please avoid spitting.



Follow all instructions of the Organizers and Venue

If you or your colleagues are feeling ill please contact the medical teams immediately



3.5 Communication



Educate the Organizers/Empaneled Service providers regarding **SOP/Template** before the show.
Including SOPs as part of organiser agreement.



Communication to all stakeholders regarding **Do's and Don'ts** will be disseminated through organiser.
Venue shall handhold organizer for communication in terms of deployment of **relevant signage**.



Any other **signage** will be displayed by **organiser**

Venue



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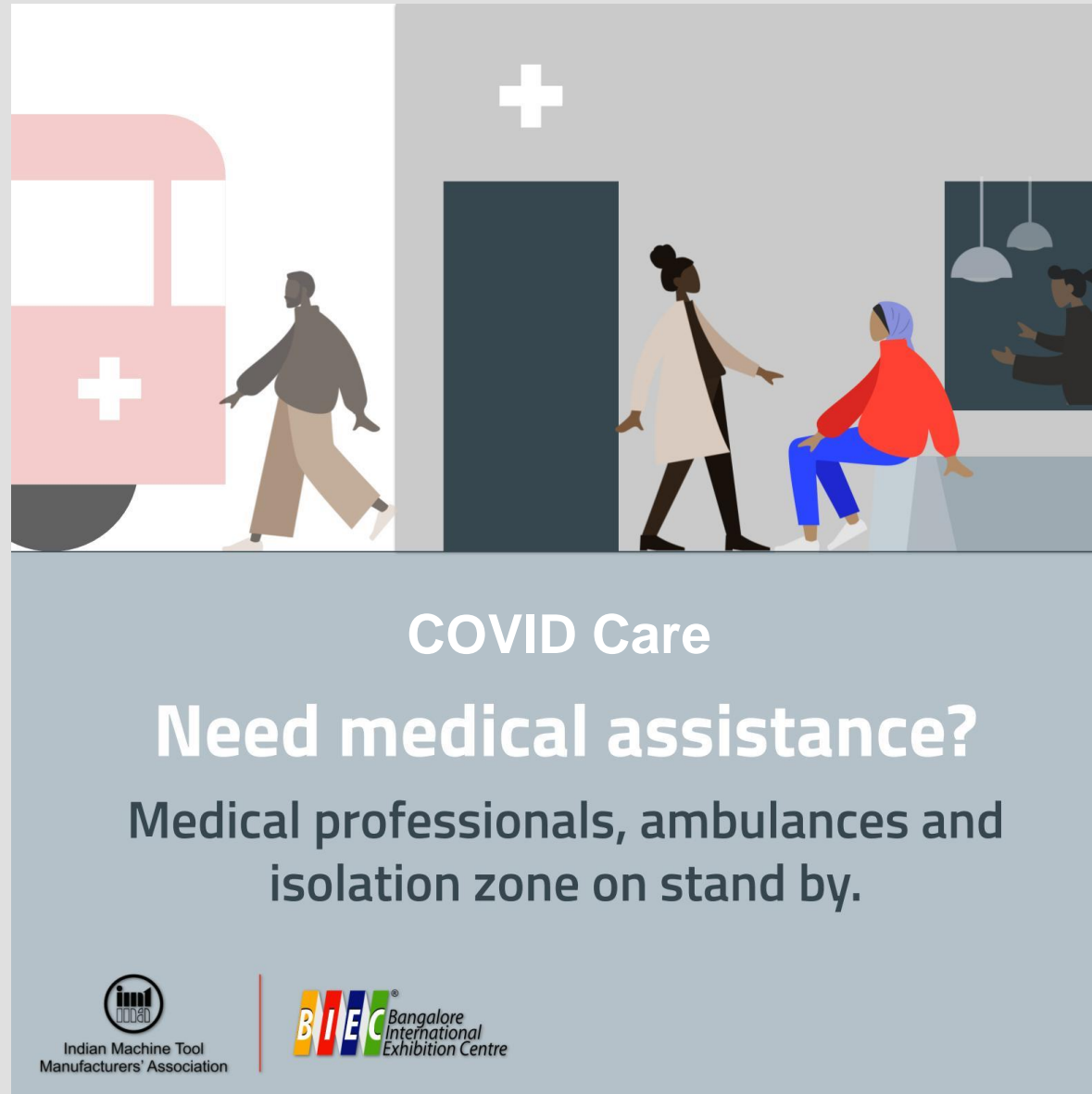
Signage-1

Shall be done by Security team



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Signage-2



SOP for managing COVID 19 challenges for exhibitions at BIEC

Signage-3



SOP for managing COVID 19 challenges for exhibitions at BIEC

Signage-4



SOP for managing COVID 19 challenges for exhibitions at BIEC

Signage-5



The illustration shows two stylized figures sitting on a bench in a modern interior setting. A double-headed arrow between them is labeled '2 m', indicating a required social distancing. The background includes a clock, a lamp, and some potted plants.

Break the chain.

Hourly disinfection and Sanitisation carried out for all frequent contact points.



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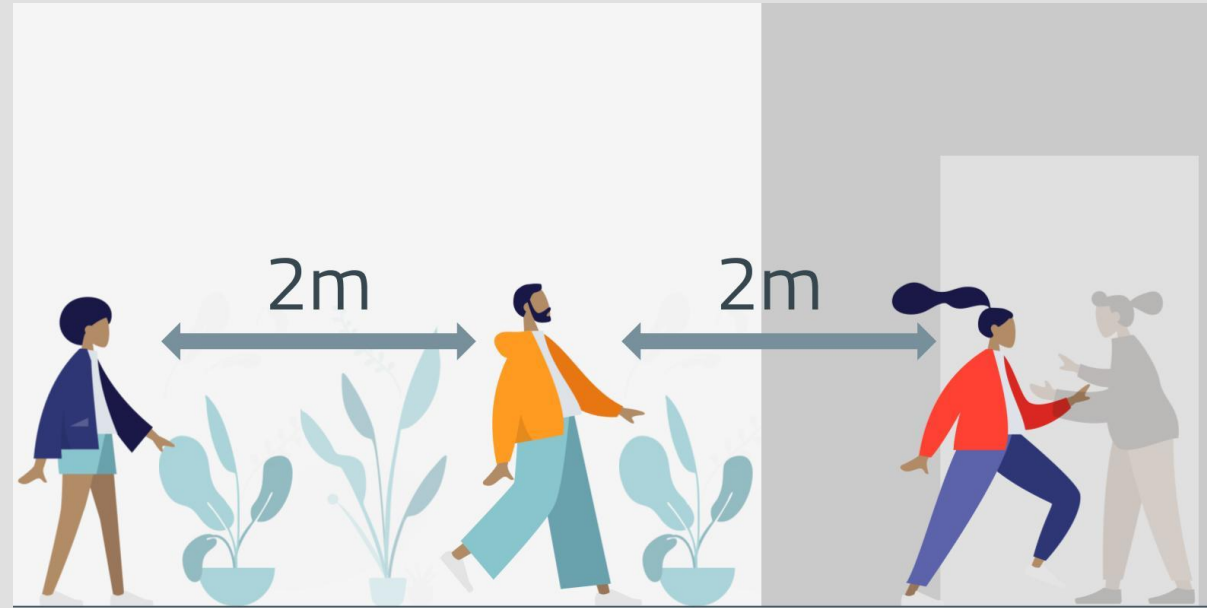
Indian Machine Tool
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Exhibition Centre

SOP for managing COVID 19 challenges for exhibitions at BIEC

Signage-6



Respect Personal space.

**Maintain 2m social distance
in the venue at all times.**



3.6 Food court



Shall **Communicate** regarding usage/location of Food Court through **signage & announcements**.



Sanitisation of all tables, counters, serving desks etc. before opening of Food Courts and in between opening and at **closing hours**.



Only **Digital payment** (Paytm, Google pay, Phone pay, Amazon Pay etc.) shall be accepted for all food orders.



Specially trained security personnel shall be deployed to check maintenance of **social distancing** of 2 mtrs. among people at the food courts at all times.



Serving personnel must wear **masks** and **gloves**.



Frequent **disinfection** of escalator **handrails** at every **2 hrs**.



Disposables items for eatables and drinking water shall be used.



Shall encourage organizers/visitors/service providers to **use app** for pre ordering the food to avoid more crowd.

Venue





3.7 Rest rooms



Sanitization and ventilation for the restrooms shall be done before the exhibitions.



Shall ensure social distancing.



Adequate soap and hand sanitizers should be deployed.



Regular sanitisation_(minimum once in 2hrs) of all surfaces, WC, taps etc.



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Social distancing at Rest rooms





3.8 HVAC



Disinfecting and cleaning of AHU filters, coils, grills and diffusers shall be carried out using 5% cresol solution (containing 50% cresol and 50% liquid soap solution).



Disinfecting and cleaning of condensate drain pan must be carried out using 1% sodium hypochlorite dosing.



Disinfection and sanitization of ducts shall be carried out ensuring that HVAC system is operated in fresh air mode prior to sanitisation.



Ensure adequate provision of ventilation – fresh air and exhaust.



Ensure Setting of room temperature between 24°C and 30°C, while maintaining relative humidity between 40% and 70% considering ambient temperature and nature of event.

Venue





3.9 Roles and responsibilities of Security team

Venue



Shall **manage crowd** at parking area, entry plaza, registration counter, luggage area, common areas, food court , exit gates to ensure social distancing and wearing of PPEs by organiser, exhibitor, service providers and visitors **in_coordination** with organiser



There should be **strict ban on chewing of gutka, tobacco, spitting** etc. Thorough **checking** to be carried out.



Incident report shall be prepared for **isolation cases** if any.



Organisers shall be informed regarding **isolation/suspect case**.



3.10 Roles and responsibilities of Housekeeping staff



All **contact surfaces** like door handles of all doors, handrails, tables, lifts etc. shall be cleaned once in 2 hours.



Workstation surfaces, chair handles, meeting room tables shall be **cleaned once a day**.



Dustbins for disposal of PPEs shall be placed at **designated locations**.



Shall ensure replenishment of consumables.

Disinfectant used to sanitize is Virex II 256 One-Step Disinfectant Cleaner and Deodorant; Quat Based Disinfectant. Main ingredients are: Didecyl dimethyl ammonium chloride, n-alkyl dimethyl benzyl ammonium chloride, Ethyl alcohol, Tetra sodium salt of EDTA, Lauryl dimethyl amine oxide, Sodium sesquicarbonate

To be diluted prior to use with the disinfectant at 1/2 oz. per gallon of water (1:256)



3.11 Risk Assessment



Risk assessment of Venue shall be done.



Shall involve Organisers in identifying risks pertaining to particular events with regard to COVID - 19.

Venue

3.12 COVID-19 Response Team



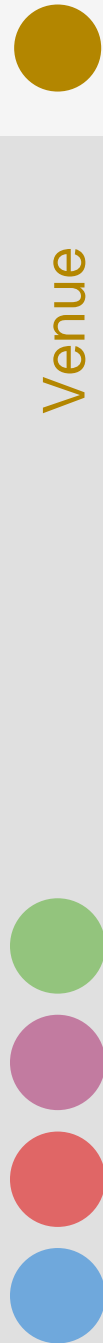
COVID-19 Response Team shall be available at all time from set up to dismantling of exhibitions.

COVID-19 Response team will be chaired by Organisers and team includes one representative from BIEC venue.

Roles and Responsibilities of the team are:

- To coordinate efforts towards dealing with this crisis and ensure no impact to the event.
- To meet at least once in a day during exhibition to discuss measures taken.
- To ensure compliance to the SOP.





3.13 COVID-19 Audit/Assurance team

Team comprising of Security team, FM & Ops and lead by Senior Staff from BIEC.

Team shall report to Head of FM & Ops (BIEC).

Team shall observe organisers/exhibitors/service providers and visitors at all key locations and to ensure compliance to, social distancing, usage of PPEs and other requirements.

Team shall take appropriate action immediately and report to Head of FM & Ops (BIEC) if any non compliances observed.

Team consisting of 1-3 people shall be available at different locations like entry plaza, exhibition hall, food court, near toilets, exit gates etc.

Daily report will be sent to COVID response team for remedial actions.