

# Exhibitor guide

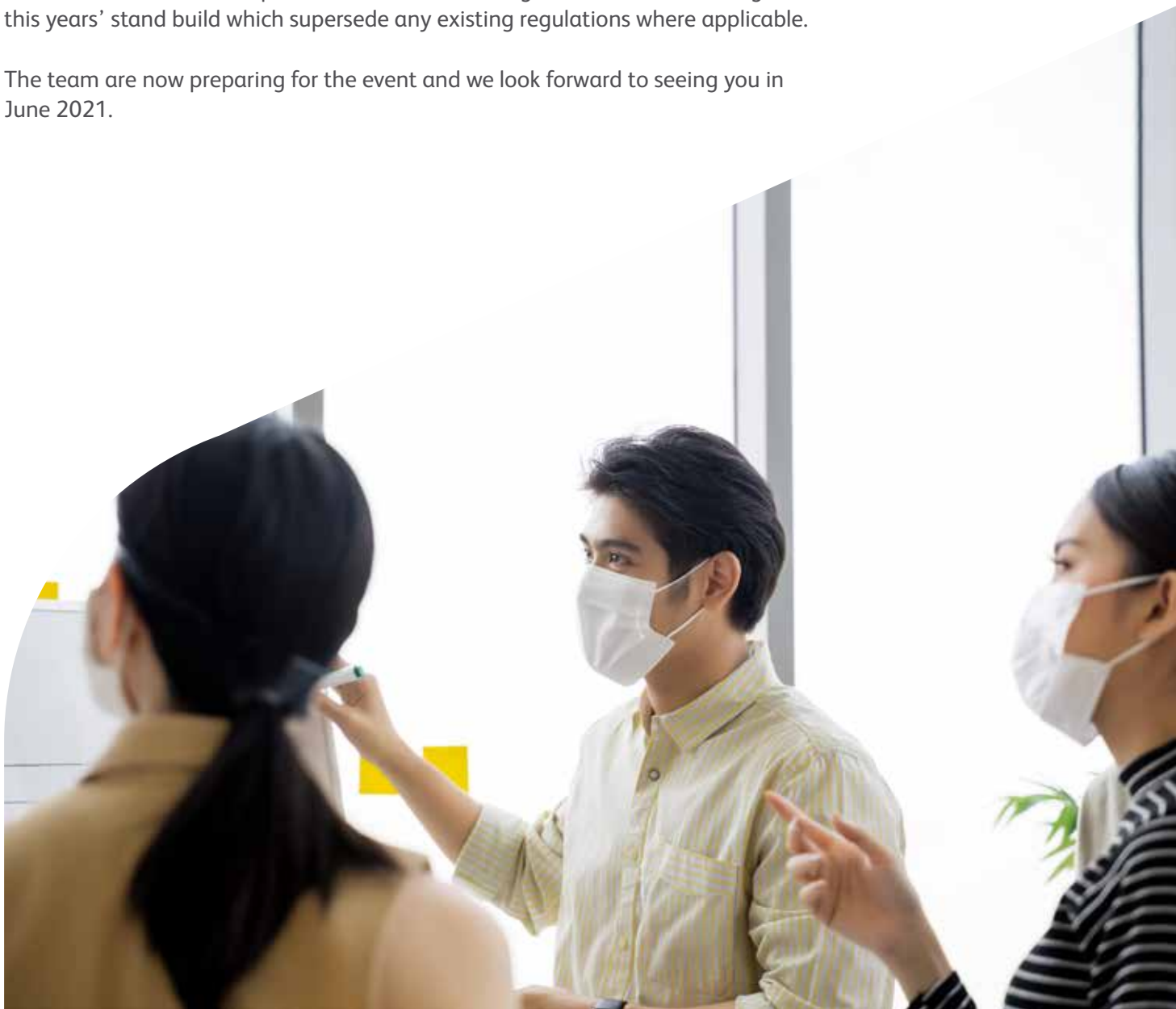
## Preparing for Arab Health 2021

Arab Health will be organised in accordance with Informa's AllSecure health and safety standard. When you join our event, you can expect to see that health and safety is our priority and we have a range of measures in place to ensure everyone involved is able to enjoy a safe, hygienic, productive and high quality organised event experience.

### Placing your safety at the heart of our events.

This document provides guidance on what measures will be in place at Arab Health to ensure a safe experience, as well as new regulations for stand designs for this years' stand build which supersede any existing regulations where applicable.

The team are now preparing for the event and we look forward to seeing you in June 2021.



# Informa AllSecure 10 Key Commitments



The AllSecure standard is now being adopted by key stakeholders in the events industry worldwide and will continue to be updated as new ideas emerge.

Informa AllSecure is how we will be adopting the guidelines in our business and adds a further layer of best practice standards and guidelines. For additional information on Informa AllSecure go to: <https://www.informa.com/AllSecure>

Informa AllSecure is Informa's approach to enhanced health and safety standards at our events following COVID-19. As a minimum, Arab Health follow the **10 AllSecure commitments** around Cleaning and Hygiene, Physical Distancing and Protection and Detection, outlined in this brochure. In addition, Arab Health will follow government guidance or official local authority and venue specific regulations.

## Cleaning and Hygiene



### 1. Enhanced cleaning

- Arab Health will undertake enhanced, deep cleaning and disinfection in common areas before, during and after the event, working with the DWTC to ensure the highest standards of hygiene and cleanliness
- This includes continuous sanitisation with focus on high-touch area such as door handles, restrooms, ATMs and food and beverage areas.
- Special disposal bins will be made available at each key entrance and washrooms for medical waste



### 2. Personal hygiene

- Hand sanitisers will be available on Informa owned areas such as the InfoHub, registration, theatres and throughout all halls
- On-site signage will encourage participants to regularly wash and disinfect their hands throughout the course of the event
- The DWTC will have hygiene champions across multiple functions to ensure compliance with the regulations



# Physical Distancing



## 3. Non-contact registration

- Arab Health will employ a contactless registration system that facilitates online self-registration and personal mobile registration (QR codes)
- Registration for all exhibitors, contractors and visitors must be completed online prior to arriving onsite. There will be a self-service scanning of badges for entry and exit. Please refer to the exhibitor manual for further information on how to register.



## 4. Physical contact

- Arab Health will request that participants should avoid from handshakes and embraces, promoting alternative ways to greet business partners
- The exchange of printed materials, such as business cards and sales brochures will also be discouraged, with digital alternatives recommended
- Additional protective measures and barriers will be in place at the InfoHub and registration areas



## 5. Physical distancing

- Arab Health will maintain a density of participants in line with local authority and venue regulations. **In compliance with the DWTC regulations, the maximum number of people permitted per 4sqm is 1 person, and social distancing of 2m must be adhered to at all times.**
- This will be managed through one or more control measures such as pre-show communications to participants, a one-way traffic system around show floors and venue, staggered entry times, on-site signage and floor markings and on-site social distance ambassadors.
- In seminar theatres and conferences, seats will be positioned with physical distancing and floor markings will help direct crowd flow. Capacity will be managed in these areas by scanning badges upon entry/exit and regular headcount checks.



## 6. Food services

- Arab Health will work closely with the DWTC Catering team to employ the highest standard of food safety. Minimizing self-service buffets in favor of pre-packaged food options and disposable tableware.
- Queuing for any food station/outlet will operate with social distancing of 2m, this will be maintained through the use of floor markings and relevant signage (subject to local social distancing regulations)

## Protect and Detect



### 7. Personal Protective Equipment (PPE)

- Face coverings must be worn at all times (including build, show open and breakdown)
- Further items of PPE, such as gloves and eye screens, will be used by participants and staff if appropriate, in line with local government and health authority advice.



### 8. First aid

- Arab Health will have access to a qualified first aider and separate isolation zones at the venue. Participants will be asked not to attend if they are feeling unwell, and teams will follow local health authority guidance on detecting and managing anyone who displays symptoms of COVID-19.



### 9. Screening

- Arab Health will follow relevant health authority guidance on screen participants.
- This may include checking the temperature of everyone upon entry to the DWTC (via the main gates and parking areas) using contactless thermal screening



### 10. Trace and contact

- All participants are requested to pre-register and provide accurate contact numbers
- Should it be necessary, Arab Health will work with local authorities to trace and contact participants, subject to local privacy regulations

For more information on the specific measures in place at Arab Health, contact the event team directly on [arabhealth@informa.com](mailto:arabhealth@informa.com). Details will also be included in event materials on registration or booking.



# Recommendations for Exhibitors at Arab Health 2021

We recommend that all exhibitors view these principles at the current level of precautions and recognise that all these additional hygiene, distancing and protection measures may be adjusted to provide the optimal customer experience. We are constantly monitoring the situation and will follow local government and authorities guidance in consultation with our venues.

## Stand capacity

- In compliance with the DWTC stand regulations, the maximum number of people permitted on a stand (including exhibitor staff and visitors) should correspond to 1 person per 4sqm, at any one point. You must adhere to the local physical distancing requirements
- **The maximum number of people allowed at a stand must be displayed on the front of the stand**
- On-stand physical distancing must not supersede guidance set out below.
- The stand capacity depends on the elements (e.g. structure, furniture and products) of the stand. For example, a 36m<sup>2</sup> stand filled with 50 % of elements will only allow 5 people max on that stand, at any given time.

	9m <sup>2</sup>	18m <sup>2</sup>	27m <sup>2</sup>	36m <sup>2</sup>	45m <sup>2</sup>	54m <sup>2</sup>	72m <sup>2</sup>	90m <sup>2</sup>	108m <sup>2</sup>	120m <sup>2</sup>	150m <sup>2</sup>	180m <sup>2</sup>	225m <sup>2</sup>	377m <sup>2</sup>	412m <sup>2</sup>	494m <sup>2</sup>	584m <sup>2</sup>
10%	2	4	6	8	10	12	16	20	24	27	34	41	51	85	93	111	131
20%	2	4	5	7	9	11	14	18	22	24	30	36	45	75	82	99	117
30%	2	3	5	6	8	9	13	16	19	21	26	32	39	66	72	86	102
40%	2	3	4	5	7	8	11	14	16	18	23	27	34	57	62	74	88
50%	2	2	3	5	6	7	9	11	14	15	19	23	28	47	52	62	73

- For further guidance on the exact number of people per stand size, please email the Technical team; [techarabhealth@informa.com](mailto:techarabhealth@informa.com)

## Stand design (Space only)

- Submit your stand plans by 22nd April 2021
- The maximum height of single level stands is 4m, including rigging
- The maximum height of double decker stands is 5m, including rigging. The area beneath must maintain adequate ventilation
- Stairways must allow two way directional travel; or be controlled by one-way traffic
- Consider a stand perimeter in your layout to allow for physical distancing away from the aisles
- No enclosed meeting rooms allowed

## Stand design (All stand types)

- Keep your design simple, to maximise open space and help visitors maintain social distancing
- Stand layouts must satisfy hygiene, physical distancing and protection requirements
- Plan to have hand sanitisation stations available on your stand
- Prior to the opening of the event, all exhibitors will be requested to book enhanced cleaning services to sterilize their stands, furniture and displays
- Consider the type of surfaces on furniture – hard surfaces are easier and quicker to clean than material based
- We recommend a maximum of 40 % of the stand area to be covered by stand elements (e.g. structure, furniture and products)
- Plan your stand with clearly marked entry and exit points where possible
- Minimise physical touch points, physical products and shared equipment
- Ensure contractors are aware of the physical distancing requirements, hand hygiene and respiratory etiquette
- No overnight working will be permitted
- Schedule deliveries (e.g. furniture and AV) to minimize stand capacities and activities, at any one point
- Stand materials should be prefabricated to reduce onsite capacities and activities
- Avoid any enclosed spaces on your stand intended for individuals (e.g. meeting rooms)
- Consider all participants, including those with disabilities
- Prior to build up, all stand equipment and materials must be sterilised before entering the venue.

## Exhibitor on stand activities

- Provide electronic brochures and product information where possible
- Essential demonstrations must control physical distancing in the audience
- Where distancing cannot be maintained, physical barriers must be adopted e.g. sneeze guards, PPE
- Avoid activities that promote queuing
- Schedule appointments in advance to minimize crowds
- Have visible sanitisation for shared equipment and materials
- Shared confectionary and free beverages are not permitted
- Stand catering must be ordered through the DWTC catering team and will only be permitted where food is pre-packaged and disposable tableware is provided
- Display clear visual signage and markings to maintain social distancing. The DWTC recommends that all stands have floor stickers to highlight social distancing within exhibition stands
- Touchpoints where physical distancing cannot be achieved must be protected by appropriate screens / barriers
- Stand parties are not permitted under any circumstances
- Avoid hospitality and/or general seating areas to minimize crowds of people
- Remove customer samples and promotional items, unless adequate hygiene controls are in place

## Plan your trip

- Appoint a member of your team to be the main point of contact prior to and onsite for Arab Health 2021
- Check any vulnerability group restrictions prior to assigning the onsite staff
- All staff to pre-register and have digital badges ready. Registration information is available in the Exhibitor Manual
- Observe public travel health guidelines – in domestic and destination countries
- Onsite staff must be briefed about social distancing, hand hygiene and use of PPE

For further information or if you would like to speak to a member of the team, please contact our Customer Services team at [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com). For specific guidelines on your stand guidelines, please contact our Technical team at [techarabhealth@informa.com](mailto:techarabhealth@informa.com).

For more information  
about Arab Health 2021,  
contact the event team directly  
on [arabhealth@informa.com](mailto:arabhealth@informa.com)