

# Covid-19 Kallman Worldwide Pavilion and Services

## Arab Health 2021

### GOAL/ OBJECTIVE

The goal is to establish procedures and configurations that create the safest possible working environment for our staff, USAPP exhibitors and attendees.

To achieve that we will apply industry standards where they exist and create our own guidelines where the unique nature of our Pavilions dictates.

Well-functioning Pavilions applying industry standard and Pavilion-specific best practices allow maximum **safe** interaction between exhibitors and attendees. Recognizing the demands of post-COVID-19 business, Kallman Worldwide will institute meaningful changes to our procedures and the management of our USA Partnership Pavilions in order to mitigate the risk of infection and instill confidence in our exhibitor and visitor clients.

This document addresses all operational phases associated with the design, management, and functionality of Kallman's USA Partnership Pavilions, and where available, incorporates information obtained from local government, UFI, our show organizers and venue partners.

### PURPOSE

Shifting Priorities and Purpose.

The COVID-19 pandemic, Kallman's USA Partnership Pavilions followed standard cleanliness practices while also putting strong emphasis on those products and services that had direct impact on connecting our exhibitors with their clients. From structure, stand designs, meeting points, conference rooms, etc. to events; Opening Ceremonies, networking events, etc., our USA Partnership Pavilions had been defined and refined for decades with those priorities in mind.

Addressing the global COVID-19 concerns, the number one amenity Kallman Worldwide will endeavor to provide in our USA Partnership Pavilions in the future is safety. Our resources, our focus, our innovation must be directed towards mitigating the risks associated with large gatherings like as our events. Once a vaccine for COVID-19 is created, our priorities may shift again, but for now, safety and risk mitigation have the greatest impact on connecting our exhibitors with their clients. We will start with awareness of and adherence to guidance from local authorities. Beyond that, we'll apply UFI-driven standards and best practices presented by UFI and other industry leaders. And finally, we'll implement without compromise those practices and procedures that we with input from our exhibitors, put in place for all Kallman pavilions as well as any that might be unique to a particular show.

The level of commitment to our clients' safety and dedication to making THEM feel and BE safe will, for a long time to come, have a greater influence in their decision to participate than ANY other factor.

## OUR PLEDGE TO SAFE PARTICIPATION



As the trade show industry begins to crawl out of lockdown and trade events are starting up again in Asia, the Middle East, and (soon) Europe, you should know that some of the most experienced organizations and individuals in our industry have already been working together to provide guidelines and recommend best practices for the safest possible events. Led by our global association, the Union de Foires International (UFI), and endorsed by all the show organizers Kallman Worldwide works with, we're doing what we can to mitigate risk and assure exhibitor and attendee safety.

What UFI accomplished at the "macro", Kallman Worldwide will perfect in the "micro". We've been liaising with all our vendors and the show organizers we are involved with to implement practices designed to maintain the safety of our USA Partnership Pavilion participants including:

1. World Health Organization Recommendations
2. Government Regulations
3. UFI's Global Framework for Reopening Exhibitions
4. Venue Sanitation Guidelines
5. Organizers Health & Safety Standards

**PILLARS OF EXHIBITION SAFETY**

Kallman’s participation as the US agent at international trade events is contingent upon our partners meeting our minimum health and safety requirements. This includes the local government, venue, service providers and show organizer teams. The pillars below are the main areas we address regarding safe participation at trade events.

Physical Distancing	Sanitization & Hygiene	Protection	Adapted Kallman Services
<ul style="list-style-type: none"> <li>• Enough space for exhibitors and visitors to safely conduct business in accordance to local social distancing regulations.</li> <li>• Limited enclosed meeting spaces offered.</li> <li>• Reduced contact areas such as service desks, show entry and registration.</li> <li>• Contactless registration where able.</li> </ul>	<ul style="list-style-type: none"> <li>• Nightly deep cleaning of the booths.</li> <li>• Frequent sanitization of all venue common areas.</li> <li>• Continual cleaning and trash removal from booths.</li> <li>• Sanitizing products available for client use.</li> <li>• Hand sanitizer stations throughout the pavilion.</li> </ul>	<ul style="list-style-type: none"> <li>• Ample signage on stands and in the halls not to shake hands and to wash hands often.</li> <li>• Masks to be worn at all times within the pavilion. Masks to be supplied to US exhibitors without.</li> <li>• Plexi glass dividers designed into booth to reduce contact between staff and aisles.</li> <li>• Temperature screening available inside of the Pavilion.</li> </ul>	<ul style="list-style-type: none"> <li>• Contactless pavilion check in.</li> <li>• Redesigned "Grab and Go" cafe area.</li> <li>• Single use and individually wrapped food &amp; beverage.</li> <li>• Training for Kallman Worldwide staff</li> <li>• Live streamed briefing sessions and pavilion events when able.</li> </ul>

- All Kallman project team members will be fully aware of the show's safety procedures. The US Pavilion will meet those standards and we will implement additional measures where we feel necessary to enhance safety.

A. Physical Distancing		
What	Kallman	Organizer (this section to be completed per show basis)
1. Badging/ Show Registration	Show implementation a <b>touchless badge, pick up</b> process either through use of QR codes, “at home” printed badges or digital entry scanners via personal devices.  Determine if badge allotments/ quantities have been reduced.	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.

2. Crowd Density	Control the number of visitors allowed into the venue each day. Reducing the volume of visitors inside the building will allow for appropriate physical distancing to occur.	Maintain a density of participation in line with local authority regulations and venue guidance.  Seminars & Conference rooms- will be managed in these areas by scanning badges upon entry/exit and regular headcount checks.
3. Visitor Admission	<b>Stagger admission</b> into the venue, assign time slots for entry, or extend the show hours in order to allow for appropriate physical distancing to occur.  We recommend to our exhibitors to schedule meetings in advance to maximize experience onsite with limited interactions.	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. Signage will be displayed throughout the show floor.  Staggered entry times into the venue.  Schedule appointments in advance to minimize crowds.
4. Attendee Quality	As the US agent at the show we have and will continue to market the event and our attendees to our network of industry leaders to generate quality leads at the show.  Events that encourage school groups or familiarization tours will be avoided.	
5. Floor Planning	We are reworking the pavilion floorplans to accommodate a 3m wide aisle (for 1-way foot traffic) or 4m wide aisle (for 2-way food traffic) with the organizer's approval.  All aisles less than 3m will be designated "one-way" with appropriate signage.	Informa plans to maintain a one-way traffic system marked by signage and floor markings.
6. Transportation	Show organizers may increase the option or availability of clean services.	Coming Soon!
7. Build-up/ booth setup	Confirm any contractor limitations for the stand construction as well as any extended or reduced hours to accommodate overnight sanitizing.	Ensure contractors are aware of the physical distancing requirements, hand hygiene and respiratory etiquette.

	<p>Don't want to come out to the show during build up? Check in on your booth's build, furniture and freight delivery virtually with your designated Kallman ambassador. They can give you the low-down and send photos, facetime, etc. from onsite.</p>	<p>Schedule deliveries (e.g. furniture and AV) to minimize stand capacities and activities, at any one point.</p> <p>Prior to build up, all stand equipment and materials must be sterilized before entering the venue.</p>
8. Move-out/ breakdown	<p>Coordinate with official freight forwarder to provide a schedule for packing up your products and picking up the freight.</p>	<p>Freight Forwarding, Freight Handling, Shipping, Customs &amp; Onsite Lifting Supplier Name: GT Exhibitions ME Address: Office RO23A, Concourse 1, Hall 1, Dubai World Trade Center, P O Box 34910, Dubai, United Arab Emirates Tel: + 9714 3213235 Email: andrewwiens@gtexhibitions.com and tybanogowray@gtexhibitions.com</p>
9. Conference Rooms	<p>We feel that private conference rooms are not well ventilated and do not allow for safe physical distancing to be adhered to. At this time, we will offer a modified semi-private option.</p>	<p>In seminar theatres and conferences, seats will be positioned with physical distancing and floor markings will help direct crowd flow.</p>
10. Eliminate Physical Contact	<p>We will post signs throughout the pavilion <b>encouraging alternative greetings</b> to the handshake such as a nod or wave.</p> <p>Each booth will also receive a notice to post in a prominent location for visitors to acknowledge while at the booth.</p>	<p>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.</p>
11. Monitoring & control	<p>Inquire about additional staffing onsite to mitigate and enforce all the proper safety protocols within the halls and pavilion.</p>	<p>Arab Health will maintain a density of participants in line with local authority and venue regulations. In compliance with 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.</p> <p>This will be managed through one or more control measures such as pre-show communications to participants, a one way traffic system around show.</p>

## 2. Sanitization & Hygiene

What	Kallman	Organizer (this section to be completed on a per show basis)
1. Common Area/ Venue Cleaning	Enforce all venues and common areas such as restrooms be sanitized often and/or between uses.	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.  Continuous cleaning of high touch areas; ATMS, door handles, restrooms, Food and Beverage areas.
2. Overall Pavilion Cleaning	Ensure booths will be sanitized nightly by a hired staff. We will also have a standby cleaning staff onsite/ available for <b>routine daily booth cleanings</b> and waste basket removal.	
3. Booth Sanitizing and Waste Removal	Sanitizing supplies will be also provided to each exhibiting company upon arrival.	
4. Hand Sanitizing Stations	The Pavilion will have hand <b>sanitizer stations</b> and/or sanitizer pumps positioned in high traffic areas within our hall.	Hand sanitizers will be available on Informa owned areas such as the InfoHub, registration, theatres and throughout all halls.  The DWTC will have hygiene champions across multiple functions to ensure compliance with the regulations.
5. Booth Furnishing Options	All US Pavilion Turnkey booths will be outfitted with wipeable surfaces, fabric chairs will not be offered at this time.	

## 3. Protection

What	Kallman	Organizer (this section to be completed on a per show basis)

1. First Aid/ Medical Staffing Onsite	Ensure proper <b>trained medical staffing</b> are onsite and that we are in contact with them at all times should an emergency arise.	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.
2. Booth Design	All US Pavilion Turnkey booth packages will include a <b>plexi divider</b> to be placed on counter tops. Additional dividers will be available for rent via our accessory forms.	
3. Contact Tracing	<p>All US exhibitors are required to complete the US5 Onsite Contact form to ensure that we are able to account for any personnel onsite. Should a US pavilion client test positive, we will alert all our clients onsite through immediate text and/or email blast.</p> <p>The show may have similar procedures in place through use of accurate badging list. Please submit accurate details about onsite personnel. Ensure US clients are aware of the show organizers procedures for alerting personnel of contact with a positive case.</p>	<p>All participants are requested to pre-register and provide accurate contact numbers.</p> <p>Should it be necessary, Arab Health will work with local authorities to trace and contact participants, subject to local privacy regulations.</p>
4. Temperature Screening	Inquire if venues a will be implementing <b>temperature screening</b> to all exhibitors and attendees upon entering the site.	Arab Health will follow relevant health authority guidance on screen participants. This may include checking the temperature of everyone upon entry to the DWTC (visa the main gates and parking areas) using contactless thermal screening.
5. Quarantine Area	Ensure anyone scanned with a high temperature or showing signs of illness will be brought into a designated quarantine area for further medical evaluation.	Arab Health will have access to a qualified first aider and separate isolation zones at the venue.

6. Facemasks	We will require <b>facemasks to be worn</b> at all times within the Pavilion. Masks will be provided to any US exhibitors who do not have the proper face coverings.	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.
--------------	--	--

#### 4. Kallman Adapted Services

<b>What</b>	<b>Kallman</b>	<b>Organizer</b> (this section to be completed on a per show basis)
1. Digital Exhibitor Profile	Kallman's Guide to USA Pavilion Visitors will now be 100% digital. With QR codes throughout the pavilion for touchless transfer of your company's detailed profile to interested visitors.	
2. Meeting Point & Exhibitor Lounge	The Kallman Café has been redesigned as a Grab and Go café with no seating. This area will be for pavilion exhibitors only. No guests allowed. One-way traffic flow will be implemented.	
3. Complimentary Food & Beverage	All food and beverage will be single serve and individually wrapped. Any self-service areas will be eliminated and will only be served by an appointed staff.	
4. Pavilion Check in	Contactless check process will be implemented. Text or call your onsite Kallman ambassador and they will bring your check in package to your booth. Package to include: <ul style="list-style-type: none"> <li>• Personal hygiene kits</li> <li>• Hand sanitizer for the stand</li> </ul>	

	<ul style="list-style-type: none"> <li>• Disinfecting supplies for the week.</li> <li>• Lanyards</li> </ul> <p>We will also provide as much show information digitally in advance of the show to mitigate the need for physical material distribution during check in.</p>	
<p>5. Social Functions/ Events</p>	<p>All social events will be considered for the same safety precautions above. Any venues rented must allow for proper physical distancing in effect. We will review each event on a case by case basis.</p>	