Exhibitor Health & Safety at Messe Frankfurt Middle East Events in response to Covid-19

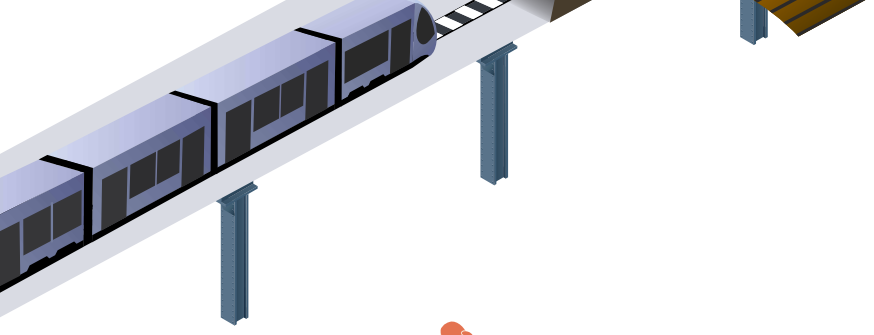
Your safety is at the heart of our events

Messe Frankfurt Middle East exhibitions are organised in compliance with the Dubai World Trade Centre's 'Venue Safe' standards, ensuring strict adherence to all safety and hygiene measures. Dubai World Trade Centre is certified with the Bureau Veritas (a world leader in testing, inspection and certification services) SafeGuard Label, which is awarded to a venue only when all requirements of a detailed audit are met.

Below you will find complete details of all measures taken to help ensure your safety along each step of your journey at our shows.

We look forward to welcoming you to your second home in Dubai.

Arriving



at the Venue

Avail of Exhibition Street Parking with direct access to the venue or Taxi, Uber and Careem drop-off points at both Exhibition and Convention gates. The World Trade Centre Metro Station is a mere five-minute walk away

Online pre-registration for all events is mandatory, for contact tracing purposes

Thorough sanitisation of frequently-touched parking areas (payment machines, booths) is carried out, along with implementing social distancing stickers in elevators and walkways

If you have a fever, cough, shortness of breath, are feeling unwell or suspect to have symptoms of Covid-19, please seek medical attention and do not attend the event

At the Venue

Automated ticket-badge dispensers with contactless payments are implemented where applicable

Badge holders and lanyards are sanitised and individually packed

Wearing a face mask is mandatory at all times in the venue unless a medical exemption approved by Dubai Police (and Dubai Health Authority) is presented

Sanitisers are installed at key locations across the venue

Isolation/quarantine rooms are installed where suspected or confirmed cases will be admitted for further examination as per the Dubai Health Authority (DHA) guidelines

Special PPE disposal bins are available at all key entrances and in washrooms for medical waste (masks, gloves etc.) and these are frequently emptied and sanitised

Rigorous sanitisation of the halls pre- and post-event, with periodic disinfection of common areas including all frequently touched surfaces (ATMs, lift buttons, handrails, garbage bins, toilets, counter tops, parking machines / counters etc.) and fumigation by a professionally trained team are carried out

Sanitisation of restrooms is conducted every night for two hours

When queuing, please stand on floor stickers to ensure social distancing of 2m. Event seating capacities have been adjusted to accommodate this as well

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Barcodes/QR codes are digitally scanned to allow entry where applicable

Prayer rooms are open for the duration of the event with precautionary measures to keep worshippers safe. Rooms and the ablution areas are sanitised daily

All food outlets onsite will also follow social distancing requirements, with dedicated staff to clean and sanitise tables and chairs after every use. We recommend contactless payments at all the venue's outlets and catering purchases

Recommendations for Exhibitors

We recommend exhibitors design their stands to factor in physical distancing requirements while also maximising customer flow throughout the duration of an exhibition. Our Operations Team is also on hand to assist you throughout this process. Below are a few points and guidelines to help you manage your stand design and construction as seamlessly as possible.

Stand Capacity, Social Distancing, and Hygiene Requirements

- Assigned Exhibition Stand and Meeting Rooms Capacity: 1 person per 4sqm gross – adhering to 2m of social distancing
- Clear signage of "Number of People Allowed" at the entrance of Exhibition Stand
- Avoid physical contact and promote alternative ways to welcome business partners
- Exchange of printed materials is discouraged; digital alternatives recommended
- Exhibition stand giveaways allowed only if individually sanitised and wrapped/packaged. Brochures are recommended to be provided digitally through QR codes. If physically handed, should be individually sanitised and wrapped / packaged
- Physical touch points, physical products and shared equipment to be minimised
- All reception counters must have an acrylic shield or clear screens. If not, the stand personnel is required to wear face shields. The number of staff at these counters should be limited to only one person at any time. Hand sanitisers should be available at all times
- Live demos/presentations at the stand are not encouraged; virtual approach is ideal. Stand parties are not possible
- Presentations at stand edges should be avoided to prevent people gathering in aisles
- Ambient music may be provided with an average level no greater than 70dB. Music that initiates celebration or gathering of people is not allowed

Stand Design Concept

- Stand design should ensure minimum 80% of total space is open, after accounting for product displays, models, walls and furniture, etc.
- Stand designs are recommended to be simplified and pre-fabricated or be modular in construction to facilitate efficient assembling and to ensure less manpower onsite. Stand layouts must satisfy hygiene, physical distancing and protection requirements
- Smaller exhibits should be presented behind glass (e.g. display cases) wherever possible to prevent contact with non-sanitised surfaces of samples/displays (making it necessary to regularly disinfect these surfaces)
- Exhibits, display cases, counters, displays, screens etc. to be located at least 1m from the stand edge so visitors can leave aisles to view
- No enclosed meeting rooms allowed. Meeting space on the stand needs to be large enough for social distancing regulations (1 person per 4sqm or minimum of 2 vacant seats equivalent per person)
- Stands must have clearly marked and separate entry and exit points
- Double-Decker stands only permitted up to 6m depending on stand location, when area beneath maintains adequate ventilation
- If a staircase is under 4m in width then it must have an access control at the top and bottom to ensure that only one person is using them at a time. This control can be as simple as a rope and post with an usher or staff member controlling access
- For stands with a staircase more than 4m wide, a centre handrail needs to be in place, with floor signage on the stairs to clarify direction of movement
- A sticker placed at the bottom of the staircase should indicate the maximum allowed capacity on the upper floor (adhering to 1 person per 4sqm)
- Larger stands may consider adding a second staircase: one for going to the upper deck and one for going down to the ground floor

Stand Catering

- If food and beverages are provided, please provide closed containers. Individual pre-packaged items to be served only with disposable cutlery
- Buffet may be allowed subject to minimum social distancing guidelines of 2m for queuing, and/or only if served by wait staff or at the guest table. Self-service not allowed.
- Only sealed bottled water or touchless water dispensers will be allowed on stands. These are available for purchase via the EventPlus website

General

- Distancing and hygiene rules may delay set-up and dismantling; we
- Make sure you contact your stand contractor well in advance regarding

Exhibitor Information

therefore ask that you utilise the entire period offered for set-up and dismantling.

- The exhibitor must instruct all companies (exhibitors, stand contractors, service partners) participating in a stand to comply with protection and hygiene regulations and should be instructed regarding occupational health and safety

implementation of protection and hygiene regulations

- Please ask the Organiser for a summarised document on Contractor Guidelines

- The stands need to be completed by 9pm on the last night of the build-up phase. No late night or overnight work will be permitted as the remaining time is required for deep cleaning, sanitisation and fumigation of halls, before opening

These Operating Guidelines have been released by Dubai World Trade Centre (DWTC) in March 2021 (Version 2) in accordance with the DTCM Resumption of Economic Events Circular issued on 20th August 2020 and are subject to change without prior notice.