

Rules for organizing post COVID-19 events

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1. Introduction

- The purpose of the handbook is **to establish a specific framework** for the operation of exhibitions in the post-pandemic period.
- The **health and safety** of exhibitors and visitors, guests and participants are most important, therefore compliance with the regulations and recommendations of health authorities is paramount.

2. Framework

- The following set of proposals for restarting events **aims to provide virus-free conditions for doing business, sharing knowledge, and business networking.**
- The main tools for this are **hygiene standards and ensuring adequate distance between participants.**
- **The main tool** for exhibition and event organizers **to follow the guidelines is to create specific policies that event participants are required to adopt.** However, participation in events and adherence to the rules in force are also the individual responsibility of participants.

3. General rules to prevent epidemics

Adherence to health professionals' recommendations, measures and legislation aimed at maintaining health and spreading the epidemic is mandatory for all concerned, and it is in the interest and duty of all of us to comply with the issued guidelines. The basic guidelines and recommendations are the following:

- As this is an infectious disease such as rhinitis, (seasonal) flu, spread by droplet infection, basic hygiene rules similar to its prevention must be followed.
- Wash your hands regularly and thoroughly with soap, occasionally for at least 30 seconds.
- If you do not have the opportunity to wash your hands with soap, use an alcohol-based hand sanitizer (bactericidal and virucidal).
- When sneezing or coughing, place a handkerchief in front of your face or cough, sneeze into your elbow bend.
- Wear a face mask covering your mouth and nose as required and change / clean it regularly.

4. Detailed safety rules during operation time of events

4.1. Applicable rules during set up, preparation and dismantling period of events

Aim: touchless, controlled admission, implementation of work

- If it is possible, we will provide an adequate number of **set up and dismantling days** before and after the exhibition to avoid the contact of stand contractors, exhibitors, participants and organizers in large numbers during the most critical time.
- **Reusing of carpets** on stands is not allowed.
- Letting **trucks and vans** into the halls on the last set up day of exhibitions is not allowed.
- The builder of the exhibition is obliged **to disinfect the stand elements**, which are brought to the halls and event venues and declare about this.
- The company of building the exhibition is obliged to disinfect the stand elements, in case they will be used again within 72 hours.
- Hungexpo arranges the possibility of **pre-printing the entry tickets (during set up and dismantling days) of exhibitors at home.** Otherwise, no one can enter the area. On-site

administration will be minimalized and telephone and on-line customer support will be provided.

- Hungexpo arranges **dedicated routes** and designated parking lots in advance.
- In the set up and dismantling area, it is mandatory for everyone to comply the announced **hygiene regulations**.
- Hungexpo arranges the cleaning and **disinfecting** of event spaces and halls before the opening of the exhibition (with cold disinfection mist or ozone generator technology)
- Before entering the event venue, at the entrance, it is mandatory for everyone to use **hand sanitizers**. Hungexpo provide the placement and continuous refilling of these.
- Only **asymptomatic, non-infectious people** can enter the event.
- Event staff are obliged to wear **protective mask** during the whole event including the set up/preparation and dismantling days as well.
- **Ventilation**: Event venues are obliged to act in accordance with the regulatory operation included in the current official and epidemiological decrees, in connection with the proper operation of air-conditioning systems. In case of the halls of Hungexpo, the outside fresh air is blown into the guest area.

4.2. Admission and registration rules during the operation of the event/exhibition

Aim: touchless, controlled, fast admission

4.2.1. Registration rules

- Hungexpo provides the possibility **to register and buy tickets online** and at the same time draw attention to the benefits of printing at home. The company supports home registration by sending tickets online to the participants of the event/exhibition.
- **We minimize the possibility to register or buy tickets on-site. We provide contactless payment** options (by card, Paypass, HelloPay). We support online registration in advance, to do it on site it will be only possible in a separated space.
- Those people cannot enter to the territory of HUNGEXPO Budapest Congress and Exhibition Centre, who
 - o suffer from “coronavirus disease 2019” (COVID-19)
 - o experience the symptoms of COVID-19 – especially coughing, fever, shortness of breath, sudden loss of smelling, lack of sensing taste or disturbance in sense of taste - or experience symptoms that may endanger the health of others
 - o during the 14 days prior to the entry, visited a country which according to the current list published by the national chief medical officer, is considered to be an affected territory by the new coronavirus infection
 - o during the 14 days prior to the entry, were in close contact with a person, who is confirmed infected or likely to be infected with COVID-19
 - o are under home or official quarantine for any reason.
- Check-in and cash desks will be established to provide the possibility for **the customer and the access control staff to keep the distance of 1,5 meter between each other**. Registration and cash desk staff work either behind a plexiglass wall or wearing a mask. We provide 1,5-meter-distance between the workstations.
- We will **mark distance and queuing points** in front of the registration and cash desk, at a distance of 1.5 m.
- At the exhibition area we provide **contactless validation** of tickets and badges.

- If it is necessary, badge printing will be implemented on on-site, self-service, **contactless stations**.
- The participants of the event are **obliged to wear masks indoors**. We provide the opportunity to buy gloves and masks in the entry halls.
- We minimize the production of printed visitor's guide, catalogue, or other printed publication, **online or other digital solutions** are supported instead.

4.2.2. Admission suggestions

- In case of exhibitions, Hungexpo restricts entry above **5 sqm/1 person** in relation to the gross exhibition area.
- **Exhibitors and visitors from abroad** may be admitted in accordance with the entry rules of Hungary.
- During admission Hungexpo filters the body temperature of the participants with **thermal cameras** in the Entry Halls. If someone produces high temperature, Hungexpo will refuse the entry.
- During the admission Hungexpo provides **disinfection gates**, its use is obligatory.
- We provide continuous medical duty at Hungexpo.

4.3 Rules during the operation of exhibitions and events in the event halls and in the event venues

Aim: supporting of contactless business meetings, keeping the right distance and hygiene instructions

4.3.1. For Exhibitions

- **Daily disinfectant cleaning** with virucide, bactericidal equipment.
- In the case of exhibition stands, a distance of **1.5 meters** between the exhibitor and the partner is recommended
- **Minimum 3 m aisle** between the stands.
- **One-way routing** of major visitor routes at high-traffic events.
- Disposal of **lockable rubbish bins of infectious waste**, regular emptying.
- **Not using aisle carpet** in exhibitions due to the easier disinfectant cleaning.
- **Continuous daytime disinfectant cleaning** at community points. Continuous virucide disinfection of frequently affected surfaces of public spaces - during operation - min. every 4 hours. For this purpose, we use certified disinfectants with the appropriate effectiveness, concentration and way according to the instructions for use.
- Establish **contact-free hand sanitizer points** minimum at every 2,000 square meters, particularly at major road junctions and water blocks.
- Hungexpo provides **online interface** for preliminary **meeting appointment bookings** between visitors and exhibitors. Supporting of the possible waiting time with civilized rest areas and lounges.
- **Providing separate meeting rooms** for smaller stands, with the opportunity of online appointment booking system for the meetings.
- The exhibitors must build min. **2,5 m high barrier** wall toward the adjacent stands.
- Prior to the start of the exhibition, **the stand builder is responsible for the sanitization**; during the operation of the stand the exhibitor must do the hygiene protocol. Supporting this, Hungexpo provides **daily disinfectant cleaning** service to the exhibitors (for an extra fee).

4.3.2. For conferences, forums, trainings held with the exhibition

Aim: enabling safe educational events

- Hungexpo ensures that the chairs in the conference room are **at a sufficient distance** from each other. If this is not possible due to the size of the hall and the expected number of people, we provide an additional function room where the video projection is transferable.
- Hungexpo's subcontractor will take care of the **disinfection of audio visual and IT equipment** before each event, as well as during the breaks. It is recommended that audio visual and IT staff wear mask and keep 1.5 meters between each workstations.
- Hand-to-hand microphones among the audience is not recommended, instead **mounted microphones on a fix stand** should be placed in the aisles. Speakers are advised to **use lectern cordless or goose neck microphone** instead of headset or clip-on microphone.
- Hungexpo recommends the use of **streaming** and other digital solutions in case of big interest.
- **Intermediate disinfectant cleaning** will be done during the breaks between sessions.
- Due to the solution of the rules of distance, it may be justified to take **several technical breaks** and we ask our professional partners to do so in the programme plans.
- In the meeting rooms we provide only **prepacked pens and booklets**, which are used there for the first time.
- To enter social programs, it is **enough to wear a badge**, not recommended to use printed lunch tickets, coffee tickets and other invitations.

4.3.3. For B2B events, business meetings

Aim: enabling safe personal negotiations

- We ensure a minimum distance of **1.5 meters between the negotiating partners**, or a **plexiglass wall** between the partners (if needed), and a minimum distance of 2 meters between the tables.
- Between two events, we **disinfect the room**, conference tables and chairs.

4.4. Recommended catering rules for exhibitions

4.4.1. Rules applicable to buffets and restaurants

Aim: compliance with basic hygiene regulations, avoiding congestion

- The operators of catering units shall supervise their **HACCP system** in place - especially they should give priority for the use of bacterial and viricidal cleaners.
- We provide for exhibitors and contributors **individually packaged food and beverage** supplies delivered to the stand if needed.
- In front of the buffets floor stickers indicate the **safe distance** - a distance of 1.5 meters in queuing.
- In self-service restaurants and buffets and other counter service places the staff as well as the displayed items are placed **behind a plexiglass wall**, keeping safe distance from the customers.
- For all estates the serving staff wears **gloves, mask** and get tested regularly.
- Provision of **cashless payment** methods is required for all service providers.
- We keep pre-packaged foods (sandwiches, salads) on offer.

- In the catering places the tables are placed on a way that the **guests could sit 1.5 meters away** from each other.

4.4.2. Rules for other catering events, coffee breaks, lunches, receptions

Aim: compliance with basic hygiene regulations, provision of spacious venues

- At events and receptions that also offer catering, in the case of buffet service, **airy buffet islands** are recommended with **several smaller stations**, even divided into several locations.
- In front of buffet tables and drink counters floor stickers indicate the safe distance - during queuing the distance of 1.5 meters must be ensured. In addition, safe **guest routes and safety distances** can be maintained with barriers.
- Instead of classic, self-service buffets, **service is provided** – the chef, waiters give the food from bowls and hot plates placed on the buffet table. To reduce the risk of drip infection, we build plexiglass or glass sheets at buffet counters.
- For coffee breaks, cakes should be **packaged individually** or in portions or served separately per portion.
- We **do not to use the self-service system** for coffee and beverage counters - a waiter serves the guests. Avoiding for a while the flying drink service.
- The waiters and kitchen staff should **wear gloves, mask** and get tested regularly (temperature control).
- We provide **pre-packaged cutlery** if needed.
- Instead of using stand and crowded small places, large **separated rooms** or designated lounge areas are recommended to hold events and receptions that also offer catering.
- Use of **multiple entrances**, reducing the crowd associated with arrival. It is recommended to skip the **welcome drink** for a while.
- Use a higher **number of bar tables** to reduce mass focal points.
- It is recommended to keep **pre-packaged foods** (sandwiches, salads) on offer
- In the case of gala dinners and served menus, a maximum attention is paid on the **hygiene of the food** during displaying and serving.
- **Guest tables** must be positioned at least 1.5 meters apart.
- Continuous **disinfection cleaning** of counters, tables, community points.
- Establishment of **hand sanitizer points** on site, in several places and provided separately for the staff.
- The operators of catering units shall supervise their **HACCP system** in place - especially they should give priority for the use of bacterial and viricidal cleaner.

4.5. Rules for washbasins, water blocks, restrooms

Aim: cultured disinfection, contact-free restrooms

- Poster placement on locations – information about **proper hand washing**.
- Place and refill the contact-free dispensing **paper towel**.
- Place and refill the contact-free **disinfectant soap** as far as possible.
- Operation of **contact-free water taps** in the newly built and refurbished halls.
- Hourly comprehensive viricidal, bactericidal **disinfectant cleaning**.

5. Recommendations from Hungexpo to exhibitors, companies and visitors

5.1. Recommendations for exhibitors and companies

Recommended in addition to the mandatory hygiene and health regulations:

- Preferring **cashless** payments
- Set up **separated board rooms** or in case of a small booth use the board rooms offered by the venue
- Information desks should be equipped with a transparent **Plexiglass** for the safety of employees
- Follow the rule made by the organizers: in case of exhibitions **5 sqm/pax maximum visitor number**
- Instead of printed materials, please **use electronic versions**
- Please use **electronic business cards** instead of printed ones
- Please refrain from handing out **small gifts** and tastings
- If possible, please order the **catering services** from the organizers
- Please make your **appointments** in advance in the booking system
- Display **hand sanitizer** on your booth

5.2. Recommendations for visitors

- Register, buy and print your **tickets** at home
- Please make your **appointments** in advance in the booking system
- Observe **hygiene and health regulations**

6. Used literature

- Maresz Covid-19 handbook to restart events in a safe way
- Covid-19 recommendations of National Centre for Public Health
- UFI (Global Association of the Exhibition Industry) Global framework for reopening
- UFI, AIPC and ICCA Good Practice Guide for Re-Opening Business Events
- exhibitions and B2B trade events post the emergence from COVID-19
- AUMA Presseinfo 06.05. 2020 Politik setzt erste Signale für Messeneustart
- RAI Amsterdam : <https://www.rai.nl/en/rai-amsterdam/news-article/rai-amsterdam-klaar-voor-heropening-conform-anderhalve-meter-richtlijnen/>
- WHO (World Health Organisation): Operational considerations for COVID-19 management in the accommodation sector
- MTÜ (Hungarian Tourism Agency) COVID-19 handbook for accommodation and catering units