

IATF[®] Intra-African Trade Fair 2021

PROMOTED BY



IN COLLABORATION WITH



HOSTED BY



REPUBLIC OF SOUTH AFRICA



PROVINCE OF KWAZULU-NATAL
REPUBLIC OF SOUTH AFRICA

Covid-19 Protocols and Guidelines

TRANSFORMING AFRICA

15 - 21 November 2021
Durban, KwaZulu-Natal, South Africa

www.intrafricantradefair.com

HEALTH & WELL-BEING PROTOCOLS

Our framework to establish a robust programme of measures to support the health & well-being of all our attendees

The Covid-19 pandemic has changed the exhibition industry, adding new dimensions to our organised events and demanding an even more comprehensive response.

In this difficult and uncertain time, the health and well-being of our colleagues, exhibitors, visitors and fans is of paramount importance to RX Africa. We believe when we next meet in organized industry gatherings, having a consistent and coherent programme of enhanced measures will provide the assurance and confidence that our shows and events have your health and well-being as our number one priority.

RX Africa have developed a formal set of enhanced health and well-being protocols in collaboration with industry task forces for our future events.

These are the precautions and preventative measures for organised industry gatherings that will emerge in the wake of the Covid-19 crisis and the focus of our 5-Point Plan:

1. Collaboration and Engagement
2. Risk Management
3. (Early) Planning
4. Communication
5. Precautionary Measures, Controls and Counter-measures

In many cases we can expect that standards will be mandated by the relevant authorities. In that respect, we are planning ahead based very much on what we know now, but our goal is to improve upon those standards where we feel it is necessary and appropriate to do so, to support the health and well-being of those who attend our events, in whatever capacity.

Our core principle is one of additionality – ‘what’ and ‘how’ we and our partners can adapt and do things (that we already do for the most part) to manage the Covid-19 risk in an evolving situation. We already plan for emergencies, regulate admissions, space plan, provide medical support etc.

Our 5-Point Plan is about building on these skills and experiences to arrive at adaptable solutions for each of our events. The plan assumes a phased approach to reopening organised exhibitions and events and will be adapted as the crisis and Government regulations unfold.

By planning and responding in this way, we are signalling just how seriously we take Covid-19 and the health risks it presents. Our response demonstrates our commitment to protecting the health of our employees and attendees now and going forward.



5 POINT PLAN



COLLABORATION

Collaborating with the relevant authorities, eminent subject-matter experts drawn from a multitude of disciplines, global associations and partners is a critical component of our approach.



RISK MANAGEMENT

Working closely with relevant partners, our operations staff and event teams will conduct dynamic risk assessments leading up to the show to ensure our precautionary and preventative measures meet all expectations, are proportionate to Covid-19 risks, and remain fit-for-purpose. Our aim is to recognize and manage those risks between attendees, from the exhibition venue itself and/or from any activity engaged in during the course of the event.



PLANNING

We're planning collaboratively with venue owners, partners and the relevant authorities to deliver a safe and secure setting and experience for our attendees; remaining alert to the Covid-19 risks we face at any given point in time.

Our Covid-19 management plans focus on:

- Situational awareness and up-to-date thinking
- Our own roles and responsibilities as well as those of our partners
- Continual readiness assessments in the run-up to event dates
- Actions we're taking plus any further efforts required to manage shows under Covid-19
- Baseline and incremental precautionary and preventative measures
- The role attendees can play in supporting our safe and secure response
- Predictable challenges and physical constraints



COMMUNICATION

Our 5-Point Plan will be communicated through a variety of channels and platforms.

Pre-show communications includes:

- Confirmation of event dates
- Notification of all new measures in place / what to expect
- Non-contact registration
- Admissions policy including advice to vulnerable groups, symptomatic persons etc.
- Domestic and WHO advice on travel alongside in-country restrictions / conditions.
- On-site precautions / conditions including contact tracing and thermal-screening
- Training of on-site staff

In-show communications and messaging which extends to signage including:

- Reminders on physical distancing measures
- Reminders about personal hygiene and where to find sanitizer
- Possible symptoms of Covid-19
- Availability, wearing and disposal of face masks
- Access to medical support
- Updates on opening and closing hours, local transport etc. delivered over public address systems



SAFETY CONTROLS

Our safety controls and Covid-19 countermeasures will deliver - as far as reasonably practicable and in line with all directions - a safe and secure show setting and visitor experience.

With our core principle of additionality in mind, our control measures strengthen what we currently do well and at the same time, introduce proportionate and common sense measures intended to combat the risks of Covid-19.

Those prevention and protection measures we have at our disposal take account of global, government and local directives and guidelines – some of which are complex and continually evolving.

We will implement these measures to:

- Manage the health and well-being risks to our attendees
- Build confidence and allay anxieties and concerns
- Maintain the attendee experience
- Respond to emerging challenges
- Satisfy our legal and moral duties

We will continue to pursue innovative and technical solutions to combat and manage the disruptive effects of Covid-19.

PROTOCOLS

These are the measures with which we will control the show setting.

First and foremost, we will be following relevant authority direction regarding physical distancing by controlling admissions, managing assemblies and influencing people's behaviours.

Underpinning those stringent controls over admissions, we will employ a combination of measures to preserve physical distancing which may include:

- Increasing the show's overall footprint
- Increasing stand footprints and/or decreasing densities
- Insisting on pre-registration

Deploying measures including:

- Introducing barriers
- Enhanced floor management and stewarding aimed at controlling footfall within the venue itself
- Encouraging seating over standing only and removing/reducing those areas where attendees congregate en masse
- Physical distancing floor markers



ENHANCED HYGIENE CONTROLS

Our strengthened hygiene standards and controls will align themselves to those conditions set by relevant authorities and are likely to include:

PERSONAL HYGIENE

- Attendees encouraged to make use of readily accessible sanitising stations
- Contactless payments
- Imposing firm 'no handshake' policies etc.

CLEANING AND DISINFECTION

- Strengthening in-hours and out-of-hours cleaning and disinfection regimes and paying special attention to high-touch surfaces in line with local and domestic standards
- Modifying our opening hours when necessary to allow for thorough cleaning and disinfection

FOOD HYGIENE

- Prohibitions of food and beverage sampling in line with local guidelines
- Ramping-up food hygiene inspections throughout the show period



PROACTIVE MEDICAL CONTROLS

We will look to the relevant local authorities and our expert advisors to guide us in the use and deployment of measures intended to help protect against the risk of Covid-19, which will include relatively simple controls such as:

- Policies around the availability, use and disposal of Personal Protection Equipment including face masks, disposable gloves etc.
- Ensuring our registration data can support contact tracing requests
- Strengthening our medical support to ensure we're able to respond to a Covid-19 case, including a dedicated isolation area and training staff on Covid-19 symptoms surveillance

Through far more complex controls that could be included if required/requested:

- Protective screening for staff and vendors
- Thermal screening of attendees on admission alongside existing security and registration arrangements

A SHARED RESPONSIBILITY

Our guidelines reflect the essential role that the Exhibitions and Events industry must play to help protect the health and well-being of our customers and employees. But no industry can overcome this challenge alone. Our staff, attendees, suppliers, venues and partners also have a responsibility. By working together, we can overcome the challenge, begin to reopen our economies and get businesses growing again.

If you would like to discuss any of the elements outlined in our framework or require further information, please contact:

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FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

IS A YELLOW FEVER VACCINATION REQUIRED?

- Yellow fever is an infectious vector-borne disease that is caused by a virus transmitted by the bite of an infected mosquito vector such as *Aedes aegypti*.
- South Africa has a risk of introduction of the disease as the mosquito vector exists in the country. As a result, travellers from countries with a low risk of yellow fever transmission pose a risk of yellow fever importation into South Africa.
- South Africa requires a valid yellow fever certificate from all citizens and non-citizens over one year of age:
 - travelling from a yellow fever risk country (including low risk countries such as Sao Tome and Principe, Somalia, the United Republic of Tanzania, and Zambia); or
 - having been in transit through a yellow fever risk country.
- The above requirements are in line with the International Health Regulations (IHR, 2005).
- South Africa considers a one-time dose of yellow fever vaccine (properly documented with an ICVP) to be good for the life of the traveller.
- Any traveller not meeting this requirement can be refused entry to South Africa or quarantined for up to 6 days. Travelers may also be vaccinated on entry.
- Unvaccinated travellers presenting a medical waiver signed by a licensed health care provider are generally allowed entry.

List of countries for which a yellow fever vaccination certificate is required for entry into South Africa:

Angola	Côte d'Ivoire	Kenya	Sierra Leone
Argentina	Democratic Republic of the Congo	Liberia	Somalia
Benin	Ecuador	Mali	Sudan
Bolivia	Equatorial Guinea	Mauritania	Suriname
Brazil	Ethiopia	Niger	Togo
Burkina Faso	French Guyana	Nigeria	Trinidad and Tobago
Burundi	Gabon	Panama	Uganda
Cameroon	Gambia	Paraguay	United Republic of Tanzania
Central African Republic	Ghana	Peru	Venezuela
Chad	Guinea-Bissau	Rwanda	Zambia
Colombia	Guinea	Sao Tome and Principe	
Congo	Guyana	Senegal	

FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

WHAT ARE THE HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA?

- Present a negative Covid-19 test result not older than 72 hours from the time of departure.
- Complete Health Questionnaire and download the Covid-Alert App on arrival
- Mandatory wearing of masks at all times.
- Practise social distancing in public spaces (1.5m)
- Regular washing or sanitizing of hands.

WHAT ARE THE HEALTH SCREENING PROCESS ON ARRIVAL IN SOUTH AFRICA?

- Upon arrival, the traveller will be screened for any Covid-19 symptoms or for contact with people who have been infected with the Covid-19 virus.
- Travellers will also need to provide proof of accommodation address should they need to self-quarantine at the time of arrival in the country.
- Should the traveller display any Covid-19-related symptoms or been in contact with an infected person(s), they will be expected to take a mandatory Covid-19 test. This test will be at the traveller's cost.
- If the Covid-19 test comes back positive, the traveller will be subjected to a 10-day quarantine at a designated site. The accommodation at a quarantine site will be at the traveller's cost.

Requirements for travellers wishing to travel to South Africa from medium and low risk countries?

- Travellers from medium and low risk countries will be allowed into the country subject to the prevailing visa requirements.
- Leisure travellers from high-risk countries will not be permitted. The exception will be business travellers with scarce and critical skills including diplomats, repatriated persons, investors, and people participating in professional sporting and, events will undergo the same health protocol screenings.
- High-risk travellers are those who come from countries with higher numbers of Covid-19 infections and reported deaths compared to SA such as Argentina / Bangladesh / Belgium / Brazil / Canada / Chile / Colombia / France / Germany / India / Indonesia / Iran / Iraq / Italy / Mexico / Netherlands / Peru / Philippines / Russia / Spain / United Kingdom / USA.

FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

WHAT ARE THE REQUIREMENTS FOR THE 72 HOUR PCR TEST FOR COVID-19?

Travellers intending to visit the country will be expected to produce a PCR (polymerase chain reaction) test that is not older than 72 hours from the time of departure from the country of origin to South Africa; and be presented before travelling to South Africa. This test must be conducted by a certified medical practitioner and should have the name and signature of the practitioner who conducted such test.

WHAT SHOULD I DO ONCE I EXPERIENCE COVID-19 SYMPTOMS?

Anyone experiencing symptoms (fever, cough, trouble breathing, fatigue, loss of smell, loss of taste) or having had close contact with a confirmed case or contact with someone currently being evaluated for Covid-19, should call the Covid-19 Public Hotline on 0800 029 999 or send HI as a WhatsApp message to 0600 123 456 for further guidance.

The health and safety of patients, visitors, staff, and communities remain a top priority at the healthcare facilities. In line with the latest guidelines issued by the Ministry of Health, several precautions have been adopted to minimise the risk of infection.

- If you test positive, do not panic, stay isolated and strictly isolate yourself; do not receive visitors during the self-isolation period and postpone all your appointments/engagements until you get completely cured.
- If you must leave one place to the other (ex from health facility/testing site to your hotel), wear a mask, stay 1.5m away from others, wash your hands frequently, and clean all touched surfaces.
- At the end of 14 days follow up at home; you can be permitted to leave your house.

WHAT PRECAUTIONS CAN I TAKE AGAINST COVID-19?

Restaurants and Hotels

The more you interact with others and the longer you interact with them the higher your risk of Covid-19 infection. In line with the latest guidelines related to Covid-19, several precautions have been adopted to minimize the risk of infection. Restaurants are advised to encourage their clients and staff to adhere to required Covid-19 prevention measures (e.g., required masks, hand washing, social distancing, health screening and documentation of staff and clients, etc.)

To reduce your risk at restaurants and bars:

- Wear a mask when not eating or drinking.
- Always observe physical distancing of more than 1.5 meters
- Wash hands after touching reusable items such as menus and condiments before eating or drinking.
- Choose outdoor seating or seating with good ventilation (restaurants with open windows and doors)
- Do not share food or utensils used by others.

FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

WHAT PRECAUTIONS CAN I TAKE AGAINST COVID-19? CONTINUED...

Lower your risk at Restaurants:

- | | |
|------------------------|---|
| • Highest Risk | Eating in a restaurant indoors with tables not distanced at least 2 meters. |
| • Moderately High Risk | Eating in a restaurant indoors or outdoors with tables distanced at least 2 meters. |
| • Moderate Risk | Eating in a restaurant outdoors with tables distanced at least 2 meters. |
| • Lowest Risk | Delivery or take-away. |

Public Transportation:

- The more you interact with others and the longer you interact with them the higher your risk of Covid-19 infection. In line with the latest guidelines issued related to Covid-19, several precautions have been adopted to minimize the risk of infection.
- To reduce your risk while using any public transportation:
- Occupants are required to wash their hands or use hand sanitizer with at least 70% alcohol prior to using public transportation, always wear facemasks and must comply with the social distancing of at least one meter at taxi parks, stops and while getting on or off public transportation.
- Electronic/contactless payment methods should be the primary mode of payment to avoid spread of virus through cash.
- Good ventilation and airflow on public transportation vehicles is encouraged to limit possible spread of virus.
- All occupants are advised to limit touching surfaces frequently touched by passengers or drivers, such as the door frame and handles, windows, motorcycle helmets, handrails, and other vehicle parts. In circumstances where such contact is unavoidable, wash your hands for 20 seconds with soap and water or use a hand sanitizer containing at least 60% alcohol as soon as possible afterwards.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Once at destination, occupants are encouraged to wash their hands with soap and water for at least 20 seconds or use hand sanitizer with at least 70% alcohol as soon as possible upon arrival.
- Passengers are advised to avoid rush hours when possible.
- Passengers with Covid-19 symptoms are discouraged from using public transportation to avoid possible spread to members of the public. When unavoidable, wearing face masks is mandatory and passengers should maintain physical distance of at least 1,5 meters from other passengers.

While in private cars and taxi cabs:

- When there is more than one occupant in the car, all are required to always wear face masks.
- Good ventilation and airflow are encouraged to limit possible spread of virus. Natural ventilation should be prioritized.
- Physical distancing of at least 1 meter between passengers should be maintained.
- Vehicles including handles, doors, seat belts etc should be regularly disinfected to reduce risk of transmission.

FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

WHAT HEALTH SERVICES ARE AVAILABLE AT THE VENUE?

The Travel Doctor Durban is a specialised travel clinic based at the Durban ICC and has doctors who are qualified general practitioners, with a qualification in travel medicine (local as well as international) and are registered with SASTM (South African Society of Travel Medicine) as well as ISTM (International Society of Travel Medicine).

The Travel Doctor can, therefore, assist with all the following:

- All your travel requirements:
 - We are a registered Yellow Fever vaccination clinic.
 - We offer Malaria medication, Malaria repellent kits and mosquito nets.
 - We offer up-to-date information and advice regarding medical issues and health risks with respect to your specific travel destination.
 - In addition to Yellow Fever vaccinations, a wide variety of other vaccinations are also available including both travel and childhood immunisations e.g., Hepatitis A and B, typhoid, meningitis, cholera, tetanus, diphtheria, and polio.
- GP consultations for the entire family.
- Medicals done at the clinic for insurance, pre-employment, PDP's, travel, and immigration purposes.
- Special arrangements for big groups can be made for the following services: onsite travel, vaccines, and medical examinations (basic).

Contact **The Travel Doctor** for more information:

Telephone Number: +27 (0) 31 360-1122

Email Address: travelc@icc.co.za

Consulting Hours: Monday – Friday 08h30 – 16h00

Saturday 08h30 – 11h00

Closed on Sundays and Public Holidays

FAQ - HEALTH PROTOCOLS WHEN TRAVELING TO SOUTH AFRICA

MUST I HAVE MEDICAL INSURANCE COVER?

- You are responsible for your own travel insurance and medical insurance - the event Organisers do not cover this.
- We recommend that your medical insurance should:
 - Take effect as soon as you leave your home country or place of residence.
 - Be recognized by the main referral hospitals for example:

• Ahmed Al-Kadi Private Hospital	+27 (0) 31 492 3400	Open 24 Hours
• King Edward VIII Hospital	+27 (0) 31 360 3111	Open 24 Hours
• Inkosi Albert Luthuli Central	+27 (0) 31 240 1000	Open 24 Hours
• Life Westville Hospital	+27 (0) 31 251-6911	Open 24 Hours
• Netcare Parklands Hospital	+27 (0) 31 242-4000	Open 24 Hours
 - Cover medical treatment in South Africa.
 - Cover medical evacuation and treatment within Africa.
 - Cover repatriation to home country or place of residence
- If you are on any routine medication(s), please carry sufficient supplies for the duration of your stay.



VISIT SAFE

The health and well-being of our guests, exhibitors, employees and community is important to us. Follow these steps to ensure a safe experience.

BEFORE YOU ARRIVE

1



Pre-register your attendance

2



Download the Covid-19 Screening App in advance.

WHEN YOU ARRIVE

3



Arrive early to allow for sufficient time to complete the screening.

4



Masks must be worn on arrival

5



Complete the daily screening process to gain access into the venue.

6



Have your temperature taken. *An infrared non-contact thermometer will be used. A body temperature of 38°C and over is considered to be a fever.*

7



Sanitise your hands on entering the venue.

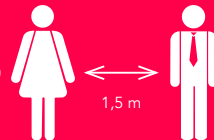
ONCE INSIDE THE VENUE

8



Masks must be worn when walking in general event spaces, during meetings and interacting with event patrons.

9



Keep a minimum physical distance of 1,5 meters.

10



Continuously sanitise your hands at any of the stations positioned throughout the venue (entrances, features, public and catering areas).

11



Should you experience any symptoms, please report to the Covid-19 Helpdesk.

MEET SAFE

ORGANISER RESPONSIBILITIES



We will keep an eye on the number of visitors via our online registration and online tickets portal in order to ensure the minimum physical distance of 1.5m is always maintained.



Physical distancing will be managed in line with the latest government directives during build-up, the open period and breakdown.



Visitor lifts will have reduced capacity to help with physical distancing.



To help everyone keep a safe distance, floor decals will be installed in public areas including any foyers, networking spaces, conference rooms, toilets, lifts and cloakrooms.



Conferences, workshops and lectures form an integral part of our exhibitions. To protect all participants we will also adjust the seating arrangements and number of seats. We will not offer any standing areas and will mark separate access and exit routes, if necessary.



We are aware of the hubs where queues can form and an increased number of visitors can gather. There will be special regulations for bag search, info counters and lifts.



Anyone working on the build-up or breakdown of an event will be asked to pre-register before arriving onsite to declare they are fit and healthy to work. They must also come with the required PPE. As a condition of entry, everyone will be asked to undergo a temperature check.



Signage displaying key messages in line with the latest government guidelines and directives will be in place throughout the venue.



Ventilation will be increased, improving fresh air circulation in line with government guidelines and directives.



Properly qualified medical services will be available on site at any time.

EXHIBITOR RESPONSIBILITIES



To protect the health of all the minimum distance of 1.5m should be maintained during business appointments foregoing physical contact and shaking hands.



Plan your stand with sufficient space to ensure that minimum distances are kept during activities at the stand. Avoid bottlenecks.



Exhibitors who are either planning on offering refreshments or hosting a function on their stand must ensure that they adhere to government guidelines and directives with regard to the implementation of physical distancing and food protocols.



Sanitiser must be made available at each exhibition stand; surfaces must be cleaned at regular intervals and/or after each appointment.



It is mandatory to wear a face mask for the full duration except when seated in one of the catering outlets while eating and drinking refreshments.



Observe the general hygiene requirements for serving and storing refreshments. Exhibitors can continue cooperating with a caterer of your choice as long as the regulations for catering are complied with. Catering services with open buffet and/or self-service are currently not permitted. The same applies to open containers for sweets, cutlery or the like.



Make sure that only staff without symptoms of a cold is manning your stand.

GET IN TOUCH TODAY

We are aware of the current uncertainties on the exhibitors' part and have therefore compiled important recommendations and binding measures to help you with your show planning and your show appearance. Should you have any other questions or need assistance in planning your exhibit, feel free to contact us at any time.

#BecauseWeCare

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DESIGNING YOUR STAND LAYOUT

It is likely that varying forms of physical distancing will remain in our wider economies for a while. For business events we're considering various aspects to manage this:



01 PHYSICAL DENSITY

Managing the total number of people who are on your stand at any one time to ensure everyone remains at a suitable distance from each other.

You should:

- Calculate how many people can be on your stand at any one time. Do this by dividing your open stand space by 3m² per person for a rough number of staff and customers that can stay 1.5m apart at any one time.
- Make sure you balance how many of these individuals will be your exhibiting staff and how many customer spaces you can create.
- We recommend leaving a 1m perimeter around your stand to allow for physical distancing as people come off the aisles.



02 FLOW

Managing how customers use the space available and making sure that they can stay appropriately distanced at all times.

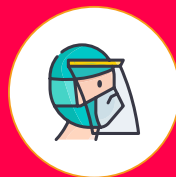
This can be achieved by:

- Creating a greater distance between people in open spaces.
- A physical barrier (e.g. a clear screen) between people that are closer together.

Decide if you want staff and customers to self-manage or if you will guide and keep them distanced through your design:

- If self-managing, simplify your stand design to keep spaces as open as possible, giving everyone flexibility to move around and keep apart freely.
- If directing the flow, make sure you have clear path for people to follow.
- In either case, mark the floor to guide everyone on recommended spacing.
- We recommend avoiding closed meeting rooms and smaller enclosed areas as these will not be as well ventilated.

Consider the space you have and what would create the best and most comfortable customer experience.



03 BUILD-UP & BREAKDOWN

Contractor Safety

If you are buying space and building your own stand, remember you have a responsibility to your stand contractor to ensure the above considerations are in place for build up and break down, not just the open period.

Be Prepared

Appoint your contractor as soon as you can (even if you don't start manufacturing the stand until nearer the show) and let us know so that we can share our plans for these periods.

Keep it simple

By maximising the available space and simplifying the construction, you will require fewer contracting staff to build your stand as well as more distance between them as they build/dismantle.

Stick to Guidelines

Ensure your stand is regularly cleaned throughout the show and any additional suppliers you choose to use for AV, Furniture etc are adhering to the regulations; try to schedule delivery of these items at a convenient time in the build process to minimize the number of people on the stand at one time.

We will always share our recommended suppliers who will adhere to the guidelines.

DESIGNING YOUR STAND LAYOUT



04 KEY OPERATIONAL POINTS

Do you have staff or international customers who are not able to attend the event? Consider a technological solution such as **projecting content from your stand to a wider virtual community or enabling individuals to join you on the stand from a remote location.**

You can work with the organiser and existing customers to **schedule meetings in advance and avoid crowding on your stand.** Please remember that all of your meetings should happen fully within your stand space, so that the organiser can manage distancing in the aisles.

Avoid any physical touch points and shared equipment on your stand. If it's critical that customers or staff handle products or equipment, make sure there's a regime in place to **sanitise shared items between each use.**

Can you **capture leads in a contactless manner?** If so, do it!

Provide brochures and other product information electronically and avoid giveaways at this time.

Consider having a **dedicated cleaner** to keep your stand sanitised. Aside from the overt visual sign of cleanliness, this takes the pressure off so you can put more energy into exhibiting.

Brief your staff thoroughly on any new measures you have included in the operation of your stand.



05 PRACTICAL STEPS FOR COMMUNICATION

Customers will have got comfortable being in spaces like offices, shops and public transport before coming to exhibitions. They will have developed **new behaviours and expectations of the design and cleanliness of any new space they enter**, that includes your stand.

Here's some ways you can communicate clearly how you will keep them safe whilst on your stand:

Physical Distancing

Use clear signage on the floor and around your stand to show your customers how to use your stand space at a safe distance.

Clear Signage

Explain how you are managing the space using pictorial icons that are not language dependent.

Visible Sanitisation

This can be through self-service sanitisers and/or stand cleaner.



06 ORDERING SERVICES FOR YOUR STAND

If you need **internet services** to support a new technology solution on your stand remember that hard wired connections will always be more reliable than wifi.

Use **official suppliers** where possible. The venue or the organiser will have already done some due diligence on these suppliers and briefed them on new cleaning and distancing regimes and working together across the site.

We recommend that you avoid **hospitality catering** for customers on your stand during this period.

However, talk to the venue's official caterers who will be able to offer packaged lunches for your own staff.

GET IN TOUCH

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