



# VERONAFIERE: COVID19 "SAFE BUSINESS" MEASURES

Health & Safety: tools to prevent the risk of Coronavirus during shows and events.





# INTRODUCTION AND PURPOSE OF THE DOCUMENT

The COVID19 emergency has brought about far-reaching changes in social life that have required a great many aspects pertaining to the organization of events held and/or hosted by **Veronafiere** in its centre.

The main points of intervention developed in the following document are as follows:

- **Health and safety management**
- **Social distancing**
- **Crowd management**

Any future regulatory indications, be they improvements or more stringent, will be implemented at the time of issue.





# SOURCES

## AEFI PROTOCOL

DOWNLOAD THE COMPLETE  
DOCUMENT [HERE](#)



## MINISTRY OF HEALTH - NEW CORONAVIRUS

[OFFICIAL WEBSITE](#)





# MANDATORY HYGIENE-SANITARY PRINCIPLES ADOPTED BY VERONAFIERE

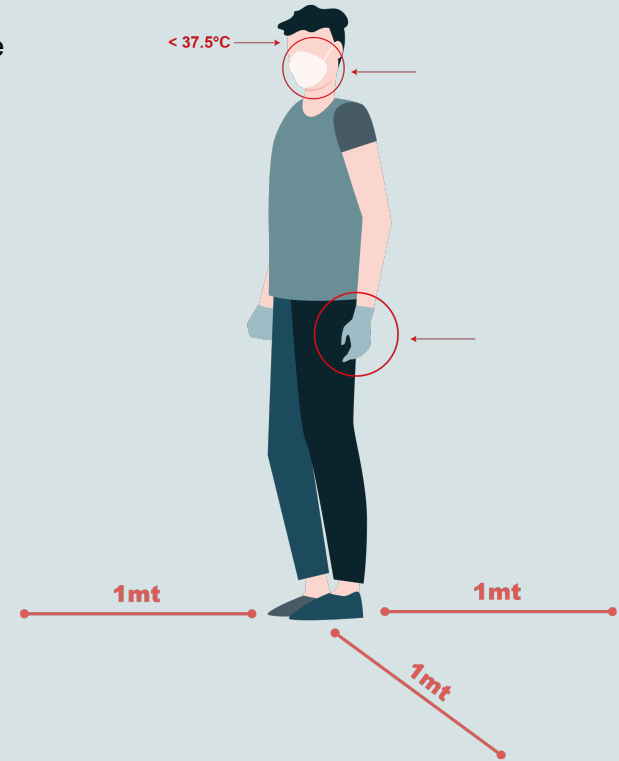
**SOCIAL DISTANCING:** all activities inside the exhibition centre will ensure compliance with the requirement that people maintain a distance of at least ONE METRE from each other.

**USE OF PPE (Personal Protective Equipment):** Surgical masks are mandatory for everyone and availability of easily accessible disinfectant gel for hand disinfection.

**HEALTH CONTROL AT ENTRANCE GATES:** health control methods will be applied, such as by way of example but not limited to, body temperature control, supervision of exhibition halls with personnel assigned to check the correct use of masks and any other PPE required.

**CLEANING AND SANITIZATION OF EVENT/SHOW SITE:** this activity will be performed in compliance with Laws as applicable in this regard and on the basis of the measures adopted as per this document.

**MANDATORY EMERGENCY PLAN:** procedure intended to ensure safe management in the event that a person presents a temperature above 37.5 °C and symptoms of COVID19. The procedure must envisage the identification of a suitable place (Isolation room) for isolation and assistance by specially trained personnel equipped with PPE to be used in view of contact with the potentially infected person.





# COVID19 HEALTH PLAN UPDATE

The Veronafiere emergency plan has been revised within the OSHAS 18001 regulation framework.

The update involved the simultaneous review of the SOP Safety Operational Plan - Assessment of the risk of events attended by the public in times of COVID19.

Specific actions were analysed for COVID19 which include detailed requirements pertaining to:

- **Specific medical and paramedical teams for health surveillance and action in the event of suspect cases.**
- **Specific health protocol for COVID19 emergency management.**
- **"Isolation room".**
- **Specific supervision areas for all access areas.**
- **Convention agreement with the Sacro Cuore Hospital in Negrar and possible service of stations for swabs or serological tests.**





# EVENT ACCREDITATION METHOD

In order to ensure social distancing and prevent the creation of crowds - measures currently at the heart of the approach to control the spread of COVID19 - methods of accreditation/access to events have been appropriately modified.

To this end, we proceeded in accordance with the following guidelines:

- **Spacing and management of flows** of people at entrance gates with distancing signs. To ensure compliance with the 1 metre social distancing requirement, assistance will also be provided by control staff at access points and all areas with high pedestrian flows.
- **Information about the health and hygiene rules** to be adopted during the show/event, notified prior to registration, which participants undertake to uphold during the show/event.
- **Redefinition of access methods:** online purchases/App with obligation to indicate the day of attendance; indication on the ticket of the access gate; mandatory indication of personal data.
- **Health management** at entrance gates and temperature measurements.





## EVENT ACCREDITATION METHOD

# MEETING DISTANCE

For every individual event included in the calendar, compliance with the social distancing rule of at least **ONE METRE** is assured.





# MONITORING OF CROWDS

The exhibition halls will be supervised by **specific staff** to ensure compliance with **social distancing** in common areas.

The **geolocation** features of the **App** will be used to plot heat maps and statistical detection of crowding in full respect of privacy.

The internal **video surveillance system** may be used as a **people counter** and for real-time **monitoring** of queues.

The use of **HS VISION 2.3 technology**, developed in collaboration with the University of Verona, allows moving objects to be detected and tracked. The **software links up with every video camera and automatically counts** the number of **people** present in each hall, thereby verifying and **reporting any crowding** in real time thanks to a **simple and intuitive interface**.





# REDEFINITION OF ACCESS METHODS

To ensure maximum hygiene and respect for the environment, Veronafiere is promoting the dematerialisation of processes.

QR CODE ticket on mobile phones



Exchange of business cards using the App



Geo-localized map App to avoid getting lost



The App is also used to speed up restaurant registration



Payment for services by credit card







36.5°C



38.5°C

## EVENT ACCREDITATION METHOD

# TEMPERATURE MEASUREMENT

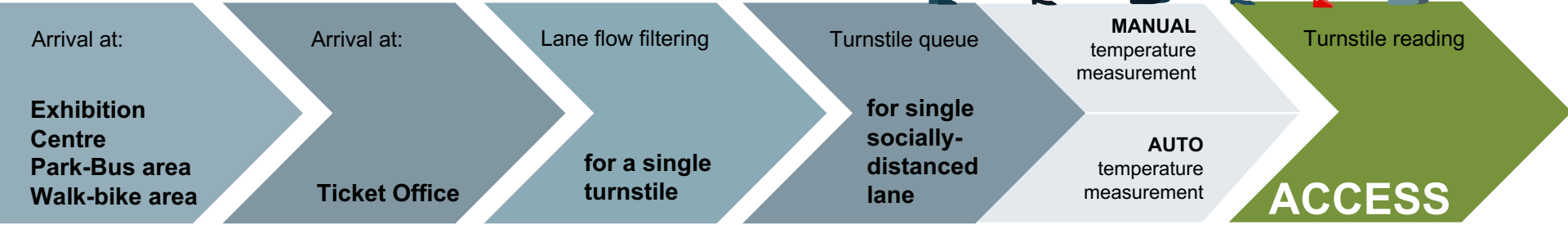
Body temperatures will be measured at all entrance gates (limit 37.5 °C) and correct use of masks will also be verified. Trained control personnel will be present to ensure compliance with regulations.

Persons having a temperature above 37.5 °C at the entrance gates will be subject to the requirements of the "Covid-19 Emergency Plan".





# OUTLINE



## PERSON COUNTER



time



distancing



reliability



technology



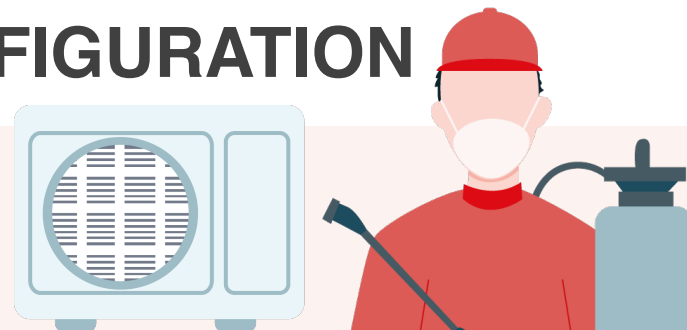
# MANAGEMENT SYSTEMS CONFIGURATION

The **exhibition halls** at Veronafiere are equipped with all-air systems with full **control** of all micro-climatic values: **air temperature, humidity and purity**. These systems have technological and environment distribution characteristics that help ensure the correct number of air changes in relation to the size of the rooms and the number and comfort of people present.

In relation to the operation of **air distribution systems**, Veronafiere entrusts **maintenance to leading companies** in the sector compliant with legal requirements for routine and special maintenance, as well as safety from an epidemiological point of view through the use of bactericidal, virucidal and fungicidal products. Sanitation action is taken only after risk analysis and drafting of an appropriate action plan for the group of systems in accordance with their characteristics and use. Sanitization is carried out after the initial survey stage using the specific products identified for the purpose.

In conjunction with the COVID19 emergency, Veronafiere has undertaken **additional action** to safeguard its employees, visitors and customers by intensifying the frequency of the operations described together with the use of specific products proposed to combat COVID19.

Veronafiere has set up an **Facility Management Operations team** specifically for monitoring and use of air conditioning and air exchange systems. The team is responsible not only for supervising correct maintenance and sanitation activities but also planning and use of these facilities before and during events. The new Facility Management approach aims to comply with the new guidelines for holding trade fairs with reference to diversified operating models based on the seasons and outdoor temperatures to ensure essential air exchange.



## PLANT IN VERONAFIERE'S SHOW HALLS

### MAINTENANCE AND CLEANING ARE ROUTINE ACTIVITIES

Regulations already in force prior to the current health emergency envisaged protocols and cleaning activities for plant. These are routine maintenance and organizational procedures for Veronafiere and are also envisaged in contracts with partners responsible for maintenance programmes. This approach already ensured compliance on the part of Veronafiere with dispositions issued in relation to the health emergency, with the advantage of being already able to implement specific protocols and action to help improve or mitigate possible risk situations.

# ALWAYS A PRIORITY



# SANITIZATION & CLEANING

Reference regulations and national protocols envisage the intensification of sanitation measures and the use of specific sanitizing products for surfaces, air (see system configuration), areas of most intense people flows and enclosed, non-ventilated surfaces.

Veronafiere has developed a special cleaning and sanitizing plan which also directly and/or indirectly involves exhibiting companies as regards hygiene and sanitation of their exhibition spaces.

In particular, steps were taken to ensure:

Distribution of gel columns in common areas

Vending machines with primary health material

Stations with specialist personnel with a trolley equipped with cleaning/sanitation devices

Operation of hygiene machinery in common areas and bathrooms/toilets during the night

Sanitation of common areas





Exhibition companies operating in the Exhibition Centre MUST apply the rules outlined in the latest "Shared regulatory protocol to limit the spread of COVID-19 in construction sites". As regards the design of set-ups for common areas or exhibition areas specifically for directly managed events (tasting rooms, meeting rooms, lounges, etc.), Veronafiore has developed a series of items and aids compatible with the hygiene and social distancing requirements in order to encourage meetings but prevent crowds. Similarly, set-ups compatible with health and safety protocols will be proposed to customers.





# COVID-19 PROTOCOL: EVENT-RELATED ACTIVITIES

## SET-UP STAGE

- Checks at vehicle entrance gates of all physical subjects entering the exhibition centre by applying procedures already in place at Veronafiere, as well as verification of health PPE (masks, gloves).
- Measurement of the body temperature of all persons entering the exhibition centre. Entry will be forbidden to any persons having a temperature above 37.5 °C.
- Availability of disinfectant gel in bathrooms and common areas; bathrooms are considered to be sensitive places and will therefore be subject to special sanitation procedures.
- Training of control personnel so that, while supervising set-up activities, action can be taken if crowds gather and/or in all situations where social distancing rules are no longer observed.
- **On the last day of the SET-UP stage**, Veronafiere activates a cleaning service in halls to eliminate all waste materials arising from the installation of stands.

# 1

## STAND SET-UPS

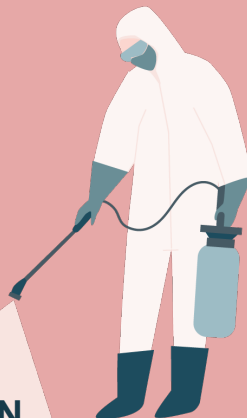


Once the set-up stage is completed, Veronafiere activates the **SANIFICATION** stage. The Exhibition Centre is closed for a period ranging **from 4 to 24 hours**, depending on the size of the event.

**Sanitizing and sanitation machines** will be used inside show halls and bathrooms, ensuring total coverage of exhibition areas.

# 2

## SANITATION



On this day prior to the start of the event, access to the exhibition centre is **exclusively reserved to exhibitors/fitters** for control activities, **arrangement of goods and/or minor finishing of stands**.

In this stage, access to fitters and/or transport companies will not be allowed. Prevention activities will also continue in this stage: reading temperatures, sanitizing bathrooms, dedicated cleaning and controls of social distancing. Since no set-up and/or handling activities will take place, the area is no longer considered to be a construction site and the relative obligations envisaged are regards PPE no longer apply.

# 3

## DAY RESERVED FOR EXHIBITORS





# COVID-19 PROTOCOL: EVENT-RELATED ACTIVITIES

## DURING THE EVENT ITSELF

### TICKET OFFICE

The ticket office will only be open for:

- Passes for disabled persons (registration required c/o front office to verify effective entitlement for issuing the free pass)
- Issue of free passes for children under 5 years of age (if applicable)
- Issue of free passes for AEFI membership cards (registration of card number) and ASAL membership cards (registration of card number and user's personal details)

Entrance tickets (sale and redemption of invitations):

- Incentive to use dematerialized tickets (tickets presented directly on a smartphone).
- Redemption of entrance tickets with obligatory choice of attendance day

# A



### PEDESTRIAN ENTRANCE FOR EXHIBITORS/VISITORS

1. Creation of **differential routes** for:
  - Visitor Entrance
  - Exhibitor Entrance
  - Exit
2. Creation of **gathering areas for operators** in order to direct them towards entrance lanes.
3. **Entrance lanes marked off** with yellow and black banded tape on the ground and flex structures/barriers depending on the entrance gates in question.
4. **Signs on the ground** inside the lanes to remind people of the distancing they must maintain.
5. **Signs on the ground divided by colours** in relation to **intended users**:
  - **Green for operators,**
  - **Blue for exhibitors,**
  - **Red for exit,**
  - **Orange for the disabled.**
6. **Panels and signs** indicating routes, health regulations and the social distancing to be maintained.
7. Presence of **personnel responsible for managing** any unauthorized gatherings (invitation to uphold social distancing).

# B

# 1 PEDESTRIAN ENTRANCE

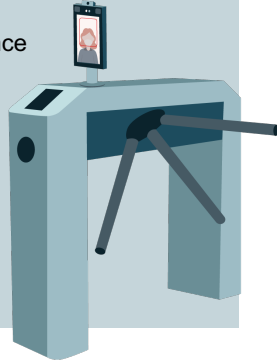


# COVID-19 PROTOCOL: EVENT-RELATED ACTIVITIES

## DURING THE EVENT ITSELF

### AT THE TURNSTILES

1. Body temperature measurement; (In the event that body temperature is above 37.5 °, the person in question will not be allowed to enter and will be accompanied to a specific health area).
2. Obligation to wear masks and related controls (if a user does not have a mask, one can be collected at the appropriate desk).
3. Sanitizing gel distribution points at every entrance gate/turnstile;
4. Entrance tickets not valid for the day in question will be blocked.
5. Earlier opening time for entrance by exhibitors.



### EXHIBITION CENTRE CAPACITY

1. The capacity of the exhibition centre is calculated in relation to the square metres of exhibition area in use and by applying the parameters envisaged by the World Health Organization.
2. The capacity includes all categories having access to the exhibition centre, including
  - Exhibitor Passes.
  - Service Passes (exhibitors and their workers employed in the exhibition centre).
  - Press and Media Operator Passes.
  - Entrance tickets for national and international operators/visitors (paid for and redemption of invitations).
  - Invitation, VIP and Free Passes.



# 1 PEDESTRIAN ENTRANCE



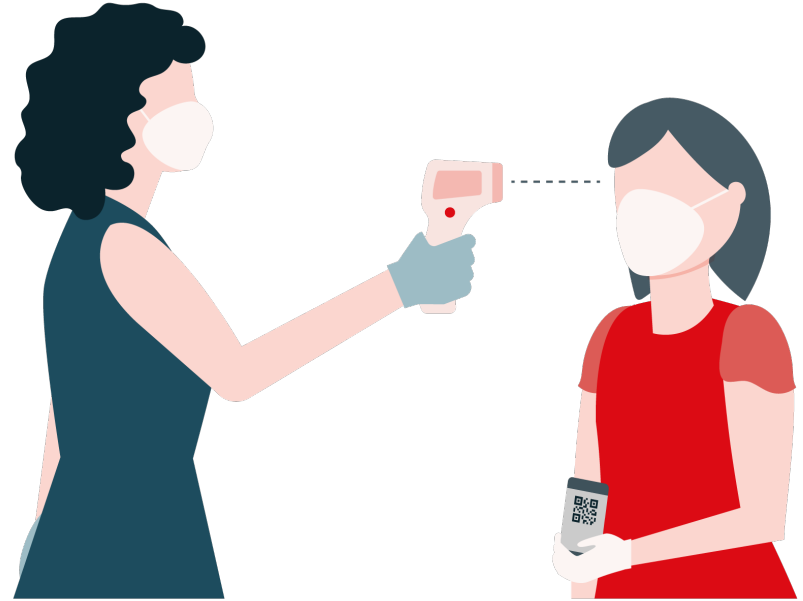
# COVID-19 PROTOCOL: EVENT-RELATED ACTIVITIES

## DURING THE EVENT ITSELF

As regards vehicle entrance gates, access will always be regulated by **reading entrance tickets and checking body temperature**, as well as by activating the following services inside the show halls:

- Cleaning staff ensuring continuous sanitization of doors and handles and/or other contact surfaces.
- Positioning of columns with disinfectant gel having an alcohol percentage higher than 70%.
- Specific personnel ensuring continuous sanitation of bathrooms.
- Sanitation and decontamination of floors every evening using of "man on board" sanitation machines.
- Sanitation of bathrooms.

**The procedures implemented in the dismantling stage will be the same as those implemented in the set-up stage.**



# 2 VEHICLE ENTRANCE GATES





# CATERING AND SERVICE

In this regard, the rules defined in the "Guidelines for reopening economic and production activities" of the Conference of Regions and Autonomous Provinces and the Veneto Region currently in force apply.

In this context, special attention is given to:

- Method of service (implementation of barriers, PPE, food protection ...).
- Social distancing rules.
- Specific safeguards for all refreshment areas as regards seated eating/drinking.
- Catering: methods for providing catering services in stands using the App.
- Methods for spacing seats in restaurants.



# OPERATING REQUIREMENTS FOR RESTAURANTS

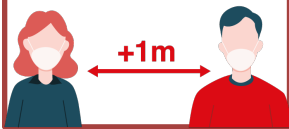
Provide **appropriate information about prevention measures** which can also be understood by persons of other nationalities.



**Sanitizing products must be made available** for customers and staff even in several places around the location, especially at the entrance and near bathrooms/toilets (which must also be cleaned several times a day).



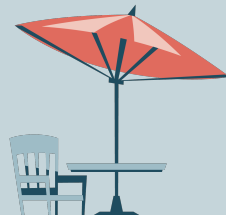
Customers must **wear masks** whenever they are not seated at table and maintain a distance of **at least 1 metre between each other**.



**Encourage access by prior booking** and keep the list of people who booked **for a period of 14 days**. In these activities, there must not be more customers inside the premises than there are seats.



**Preference should be given to outdoor spaces** (gardens, terraces or platforms). **Seats must ensure separation of at least 1 metre** between customers, with the exception of people who, in accordance with current regulations, are not subject to social distancing. This distance can only be reduced by resorting to physical barriers between different tables that ensure contagion through droplets is prevented.



At the end of each table service, all routine surface disinfection measures must be implemented; as far as possible, **avoid reusable tools and containers if they have not been sanitized** (salt shakers, olive oil cruets, etc.). **Preference should be given to menus that can be consulted online** on mobile phones; alternatively, **printed menus can be laminated and therefore disinfected** after use else use disposable paper.



Service personnel in contact with customers must wear masks and ensure **frequent hand hygiene using water-based alcohol solutions** (before each table service).



**Buffets are not allowed.** **Consumption at the counter is only possible** if social distancing of **at least 1 metre between customers** can be ensured, with the exception of people who are not subject to social distancing.



Encourage **regular exchange of air** in indoor environments and totally **override the air recirculation function** on air conditioning systems.



**The cash desk should be fitted with physical barriers;** alternatively, staff must wear a mask and use hand sanitizing gel. **Electronic payment methods**, preferably at table, should be encouraged.







**veronafiere**

Trade shows & events since 1898