

Business with Confidence

A framework
for safe events
due to COVID19



Before



During



After

Introduction

The ADNEC Group is committed to the safety and wellbeing of everyone who visits our venues. This guide outlines the key measures that ADNEC has implemented to ensure this as the venues reopen and event activities resume.

This document also outlines the ADNEC guidelines and protocols for hosting events safely post COVID-19. This guide covers the entire event journey from the planning phase, to the on-site experience and event break-down.

The guidance is intended for use by ADNEC and all industry stakeholders (organisers, exhibitors, visitors and partners) and will be implemented as soon as the venues restart events.

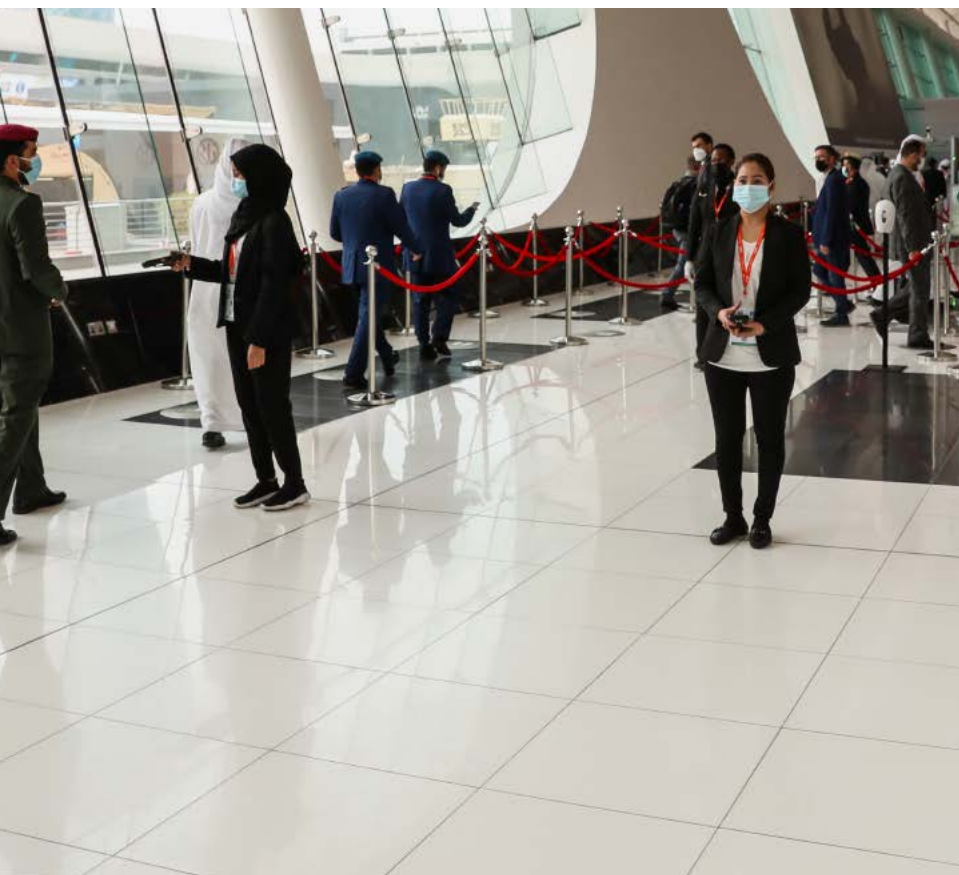


Our Approach

ADNEC is your partner in planning safe events. From initial contact to post-event, your designated Account Manager and dedicated Event Planner will work with you to ensure that your event is delivered safely and successfully.

Our approach has been informed by international event industry best practice issued by ICCA, AIPC and UFI.

Furthermore, the guidelines in this document reference UAE, Department of Culture & Tourism and Abu Dhabi Governmental Health and Safety guidelines as well as those issued by the World Health Organization and will be updated in line with any updated guidance issued.

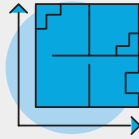




The Planning Phase



We will collaborate with you in the planning phase to review your proposed floorplans and advise on distancing measures and maximum capacities for event spaces without impacting on the objectives of your event.



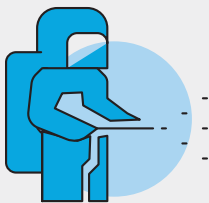
Organisers will be required to collaborate with the venue to complete an event risk assessment. Your Event Planner can provide more information on what is required.



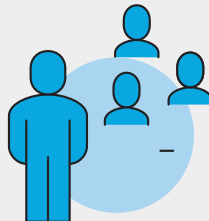
Organisers will be responsible for preparing and communicating detailed guidance for their various stakeholder groups (e.g. exhibitors, contractors, visitors, etc.), as determined by the risk assessment process.

Subject to the duration and nature of your event, we may also factor in additional sanitisations during and at the end of each day of the tenancy period.

Venue Sanitisation and Hygiene



ADNEC conducts a deep clean, including thorough fogging of the venue in between each event as well as an additional sanitisation and fogging of your event spaces after build-up has been completed and prior to the arrival of your visitors.



As a matter of course, the venue is regularly sanitised with additional measures applied to high traffic and high contact areas and surfaces.

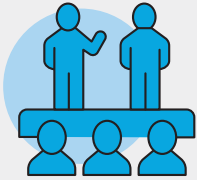


Subject to the duration and nature of your event, we may also factor in additional sanitisations during and at the end of each day of the tenancy period.



Before the Event

Training



All ADNEC staff receive regular training on health and safety procedures with all operational teams such as venue security, logistics catering and cleaning staff, receiving frequent COVID-19 protocol specific updates.

Build Up



Your designated Event Planner will work with you to ensure that all aspects of build-up adhere to safety regulations with regards to distancing and crowding. All deliveries will be coordinated with ADNEC Security and be subject to sanitisation checks, controls and measures.

During buildup, the organiser must make provision to inform all stakeholders of the need to regularly sanitise and wash their hands and ensure that they follow the COVID-19 guidelines via the public address system and floor management.

Venue Access for Staff and Contractors



All staff, contractors and sub-contractors will be allocated designated entry and exit points. All entry points will be equipped with thermal scanners monitored by ADNEC security staff. In addition to this, they will be required to install the Al-Hosn app* to show a valid negative COVID-19 test result. Entry will not be permitted to those repeatedly displaying a temperature higher than 37.3 °C.

Face masks must be worn at ALL times.

In line with government protocols, the venue has procedures in place to manage anyone displaying or reporting COVID-19 symptoms throughout the event.

*Alternative arrangements will be established for international Organisers' staff and contractors.



Venue entry for visitors



Dedicated entry points for event visitors will be staffed by security personnel to maintain appropriate distancing. All entry points will be equipped with thermal scanners and procedures will be in place to manage anyone displaying or reporting COVID-19 symptoms at any point through the event. An isolation area will be available for those initially displaying high temperatures. Visitors with a temperature higher than 37.3°C will be given an opportunity to cool down in an isolation area, however anyone with a second reading higher than 37.3°C, will not be allowed access to the venue.



Anyone feeling unwell in the lead up to the event should NOT attend. All visitors MUST wear appropriate face masks at all times.

The venue has procedures in place to manage any visitors who feel unwell at any point during the event.



During the Event



Minimising Contact



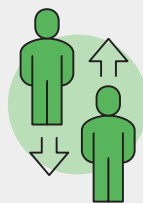
Registration and ticket sales should be a contactless operation which takes place in advance of the event in order to minimise queuing and contact onsite.



Organisers are also requested to limit or eliminate printed literature at the event in order to reduce contact. This includes promotional items such as giveaways, brochures and flyers. Any such items must be individually packaged.



Distancing and Crowd Control



Staggered entry and appropriate one-way entry and exit systems for event spaces will be agreed upon with your Event Planner.



Room capacities, event social distancing and one-way access and egress systems - as agreed in the planning stages of your event - will be enforced through the use of floor stickers, directional signage and active visitor management.



We strongly recommend that you appoint Floor Managers to the event to assist the management of your visitors, exhibitors and contractors during the build-up, open and breakdown periods.

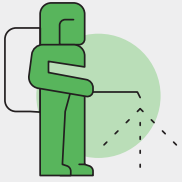


The organiser must make provision to inform all stakeholders of the need to regularly sanitise and wash their hands and ensure that they follow the COVID-19 guidelines via the public address system during the open period.

Distancing measures will be applied throughout the venue, in event spaces, retail and catering outlets as well as bathrooms, prayer rooms and all other facilities.



Sanitisation and hygiene*



All event spaces including seating will be regularly cleaned and sanitised including fogging of high traffic event spaces. High contact surfaces such as elevators, ATMs and handrails will be disinfected more frequently.



Event spaces will be sanitised between sessions and all supplied A/V equipment will be sanitised between each and every use. All non-essential items such as notepads will be removed from meeting rooms but can be provided on request.



Conference programming should factor in time for sanitisation and fogging between sessions.*



All washrooms and prayer rooms will have a dedicated staff member for regular cleaning and disinfection. Hand sanitisers will be widely available throughout the venue.



AV sanitisation costs shall be absorbed by the relevant AV provider as part of their service provision and sanitisation procedures incorporated into SOPs.



We encourage contactless payments throughout the venue.



* Up to three complimentary sanitisations a day (e.g. mid-morning, lunch, mid-afternoon) are provided for each contracted meeting / conference space.

* Additional costs may be borne by the organiser if the number of required sanitisations extends beyond this - as agreed in the risk assessment phase.

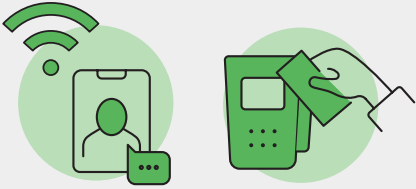
* Scheduling of sanitisations is to be agreed with your Event Planner during detailed planning.

* Costs of additional sanitisations are to be borne by the exhibitor if they plan to hold presentation sessions on their stand.

During the Event

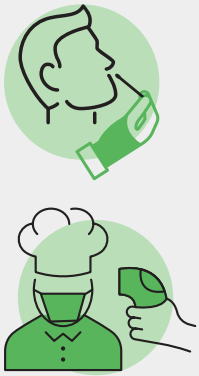


Facilities



You can be confident in the knowledge that stringent safety and hygiene procedures are in place meaning that you and your stakeholders can make the most of all venue facilities.

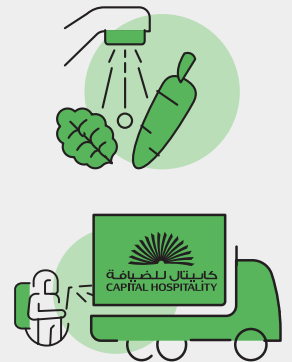
Food & Beverage preparations



Award-winning on-site caterer, Capital Hospitality employs a whole host of measures designed to keep you safe. All staff are regularly health checked and COVID-19 tested and subject to daily sanitisation procedures upon arrival at the site as well as being constantly monitored for high temperature or any sign of illness.



The strictest hygiene protocols apply from the point of delivery of items through to food preparation and service. Capital Hospitality thoroughly checks the cleanliness of all delivery vehicles and regularly sanitise all food processing areas. The food preparation areas are maintained to international standards with regular surface and air testing for microbes and bacteria. Buffets will now be serviced, and all other individual food items will be pre-packaged.



All food and beverage areas comply to the safe distancing procedures with maximum safe capacity measures in place for seating. We also encourage cashless payments.



All tables are sanitised between each usage and hand sanitisers are widely available for visitor use.



On-site Hotels



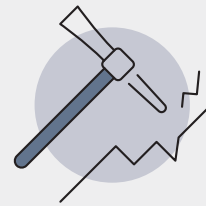
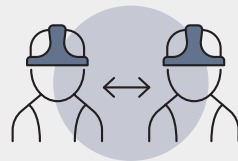
ADNEC's interconnected hotels, the 5-star luxury Andaz and 4 star Aloft Abu Dhabi are both Go Safe certified. The certification is awarded by the Department of Culture and Tourism and guaranteed that facilities maintain the highest standards of cleanliness and hygiene.



The measures cover the health of hotel employees and guests. Premises are regularly inspected to make sure that the highest standards are maintained to keep you safe so you can stay with confidence.



Breakdown



All published COVID-19 guidelines and associated protocols will apply during the breakdown period.

Your designated ADNEC Event Manager will schedule a meeting to discuss your event breakdown. The meeting will take place during the open days of your event and will include representatives from key ADNEC Departments including Security, Traffic and Health & Safety.

A collaborative plan will be agreed upon by all parties to ensure that safety and social distancing measures are followed by all during the breakdown period: the organising team, exhibitors, contractors and ADNEC Staff.

The organiser must make provision to inform all stakeholders of the need to regularly sanitise and wash their hands and ensure that they follow the COVID-19 guidelines via the public address system during the breakdown period.

For further details please contact us on

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