



Business & Exhibition Research and Development

Institute (IEE)



**Exhibition and Congress Centre Operation Manual during the Covid-19 Pandemic:
85th Thessaloniki International Fair**



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1. MANAGEMENT – COVID-19 POLICY

The Management of the company has committed itself to immediately taking all measures necessary for the safe operation of the company in the context of the Covid-19 pandemic and for its duration, as well as for the safety of staff, associates, exhibitors and visitors in relation to its Exhibition / Congress activities. As such, the following steps have already been taken:

- Appointment of Crisis Management Team, specifically for Covid-19, and creation of a management plan for the crisis in question. Staffing of the team with members of the security company, the sanitation service and the associated physicians/nurses. In any event, the company will be in charge and responsible for the final decisions, appointing a Health & Safety Manager.
- Connection to the National Emergency Aid Centre (EKAB), Reference Hospital, Fire Service, Hellenic Police, Municipal Police and Regional Service. More specifically, in cooperation with the National Emergency Aid Centre (EKAB) and the reference hospital, a contact person and a contact telephone number are defined for reporting suspicious cases during the preparation, operation and dismantling of exhibitions and congresses. There will be the possibility of permanent presence of an ambulance within the exhibition / congress center during the period of preparation and operation of events in which a large number of people participate.
- Preparation and updating of the health and safety risk assessment.

1.1. Enactment of policy

The company has enacted a policy containing both measures to prevent the likelihood of transmission of the virus to customers and staff and the manner of handling suspected COVID-19 cases. The application of these preventive or management measures must fully comply with the recommendations of the competent State body.

1.2. Action Plan Implementation

The Management of the company has developed, applied and will continuously improve the effectiveness of an Action Plan. The measures it has adopted include the following:

- Adoption of a policy to address outbreaks of communicable diseases or a generalised pandemic such as Covid-19, and upload of a simplified version of the policy on the official company website.
- Preparation and publication of the company's policy regarding its Human Resources and the pandemic and health and safety measures taken to protect employees and associates, as well as the way to address and support affected staff members.

- Preparation of a staff travel and transport policy, taking the instructions issued by authorities into consideration.
- Involvement of associates in the action plan and, in particular, the Health Support Service, the Security company, the Sanitation company, Technical Support and construction firms.

1.3. Appointment of a person or team responsible for supervising the application of the measures taken

The Management of the company has appointed a head person and Crisis Management Team with the following duties:

- Developing and applying the measures set forth in the action plan;
- Supervising the proper application of the action plan and taking appropriate corrective and preventive actions in order to continuously improve the effectiveness of the action plan;
- Briefing the Management of the company on all matters relating to requirements;
- Ensuring that employees are familiarised and comply with the requirements of the Plan;
- Ensuring continuous staff briefing.

1.4. Internal and external communication

- The company will communicate the measures and requirements of the Action Plan to all internal and external bodies/associates (employees, lessees, contractors, suppliers, visitors and the general public) and stakeholders¹.
- The company has prepared brief documents or information posters in various languages, available at all common-use spaces and central locations of the facility accessible to all customers, visitors and staff members in order to enhance the key health and safety messages.
- The company website has been updated with a special section titled 'Covid updated policies' (measures taken by the company, most recent updates on the virus-related news, etc.).
- There is an up-to-date list of staff contact details, including emergency telephone numbers, directly available.

1.5. Assurance of material and human resources

The Management of the company has sufficient human and financial resources to ensure that the action plan can be applied swiftly and effectively.

The action plan includes the provision of equipment and procedures developed in cooperation with the local health authorities in order to handle suspected cases and their potential contacts.

¹ All stakeholders in the exhibition industry, according to ISO 20121, can be found in detail in the Annex.

1.6. Supervision – Oversight – Monitoring – KPIs and monitoring mechanism

The application of the action plan and the effectiveness of the measures taken are frequently evaluated to verify compliance, to identify and correct shortcomings, and to adapt the plan to practical experience.

1.7. Record-keeping – Documentation

The company keeps a record of the actions and measures executed/applied. Entries are made in detail.

1.8. Evaluation of Efficiency of measures to prevent the occurrence or spread of the coronavirus (Different alert levels)

Records-documents are reviewed in order to improve the actions being implemented.

Internal audits are conducted aiming at controlling the proper application of measures and their effectiveness, and at taking corrective actions where necessary.

1.9. Monitoring of national and international instructions and guidelines, and updating of company practices and instructions

The company monitors briefings, keeps a relevant record and complies with the list of relevant guidelines and advice regarding health and COVID-19 issued by the National Public Health Organisation (EODY) and the Ministry of Health, as well as other government and European health services.

1.10. Complaint handling

The company has developed and is maintaining and applying a documented procedure for handling complaints concerning the measures and actions relating to the occurrence of spread of the disease. Records are kept and reviewed.

1.11. Recycling of Sanitary Materials – Environment

The company applies documented instructions on the proper disposal of materials, the recycling of packaging and the use of environmentally friendly detergents (where possible, in accordance with the recommendations of the competent authorities regarding the pandemic). In conspicuous places, outside the pavilions, the company installs bins that bear special markings, for the disposal of gloves and masks.

1.12. Assurance of business continuity in the event of mass absence of staff

The company must remain vigilant regarding any unusual increase in staff absences, particularly those due to acute respiratory infections, possibly caused by COVID-19, and has prepared an alternative plan to ensure business continuity.

2. OPERATION OF OFFICES AND STAFF MANAGEMENT

2.1. Staff Management/Working Hours and Days (shift-work etc.)

- Staff members comply with all social distancing and hygiene rules.
- The company takes care to avoid the employment of staff belonging to vulnerable groups, e.g. persons with chronic and underlying illnesses, the main objective being to avoid placing them at posts coming in direct contact with customers.

2.2. Assurance and Handling of Employee Protective Equipment (desk distances, plexiglass)

- Taking of the necessary measures in offices (with partitions where necessary, flexible working hours and work from home, depending on the needs of the company and of staff members).
- Procurement of the necessary equipment (software, hardware, handheld thermometers, disinfectants, disinfection machinery, etc.).

2.3. Assurance and Handling of Personal Hygiene Equipment for Employees and Visitors to Offices (antiseptic gel, masks, etc.).

- Strong recommendation and policy concerning mask use for all staff members.
- Provision of the necessary protective equipment, i.e. protective masks, single-use gloves, etc.
- Training of staff in their use
- Assurance and monitoring of stocks
- Guarding and controlled access to protective equipment storage locations

2.4. Staff Training - Briefing

The company ensures the proper training and briefing of its staff in the following ways:

- Purchase of the necessary equipment (PCs, printers, mobile telephones, etc.) and training of staff for possible work from home.
- Organisation of a staff training/familiarisation seminar
- Trials of plan/protocol implementation and drills.
- Creation of a bulletin to be distributed to staff members and associates with developments regarding the pandemic on the basis of the news.

- Any of the above actions that must be communicated to staff members and/or associates are uploaded on the company's official website as a brief version with tables, bullet points, etc. in order to be directly understood and more acceptable.

The company has also prepared special training programmes focusing on the following, at minimum:

- The sources and ways of transmission of the virus
- Identifying symptoms of an infected person
- Procedures for briefing the competent company staff and customers themselves
- Conduct and actions in the event of staff illness
- Methods and practices for cleaning and disinfecting identified sites on the basis of the risk and communicability of the disease
- Methods and communication approach to visitors
- Compliance with basic measures to prevent transmitting the virus, i.e. thorough and regular hand-washing, avoiding handshakes, distancing, avoiding touching one's eyes, nose and mouth, and respiratory hygiene
- Keeping of training records

2.5. Organisation and operation of a Covid Team

- Establishment of a team specifically tasked to plan virus transmission prevention actions
- Special training of the COVID-19 management team members
- Assignment of special duties and delegation of responsibilities and powers to the COVID-19 team
- Planning of actions and procedures, monitoring of the effectiveness of their compliance and application (self-control procedures)
- Determination of powers and responsibilities regarding communication with external actors, customers, associates and employees within the unit
- Creation of an organised action and crisis management team
- Keeping of records and data

2.6. Briefing of External Associates, Suppliers, Visitors, etc.

- Briefing of associates on the conditions, the operation of the company, as well as the new terms for the preparation, operation and dismantling of the Exhibition/Congress
- Briefing on basic measures to prevent transmitting the virus, i.e. thorough and regular hand-washing, avoiding handshakes, distancing, avoiding touching one's eyes, nose and mouth, and respiratory hygiene

- Binding statement that there is no history, symptom or case involving themselves or friends and family
- Testing of critical parameters upon entry at company sites, e.g. body temperature, respiratory problems, etc.

2.7. Entry of Staff and Associates to the Administration Building

Entry to the company Offices will be permitted to staff members and external associates engaged there on a daily basis solely from the central entrance of the Administration Building. The use of antiseptic hand gel is mandatory upon entering the company offices, and the social distancing measures set by the competent Authorities must be complied with.

2.8. Entry of Visitors to the Administration Building

Entry to the Administration building by visitors will be permitted with an appointment and for specific company services. Should visitors/customers/associates appear without an appointment, they will be required to remain at the waiting area of the Administration Building, after disinfecting their hands, until the employee whom the visitor/customer/associate in question came to see has been notified. If permitted by the dimensions of the office/Service where the meeting with the visitor/customer/associate is to be held, on the basis of the Authorities' instructions on social distancing measures, the meeting will take place there. Otherwise, the meeting will take place in a separate office designated as a meeting space and satisfying the requirements for such meetings on the basis of the Authorities' instructions.

2.9. Ventilation/Disinfection of Air-Conditioning Filters/Sun-protection Window Systems

All office spaces are ventilated on a daily basis, doors remain open where feasible, the filters of air-conditioning units (which are regularly maintained) have been disinfected, and sun-protection systems have been installed (blinds and glass pane filters).

2.10. Elevators

Elevators may be used solely by persons with disabilities and to transport loads.

2.11. Smoking rooms

The use of indoor smoking rooms is prohibited. Smoking is permitted solely in specially set-up outdoors areas with special markings.

2.12. Canteen

The canteen of the Administration building serves employees via telephone order or at the outdoor stand area. Entry to the canteen is limited to 2 employees at the same time. The operation of the canteen follows and remains in line with the state's instructions, as well as the principles for the corresponding restaurant operation protocol.

2.13. Creation of Customer Meeting Areas

Specific areas have been designated and equipped with the necessary machinery (computers, telephones) within the Administration Building to host meetings with customers/associates/suppliers in order to avoid close contact with large numbers of people within the office building. All health and safety rules applicable to all Administration Building spaces apply to these areas, and social distancing measures are complied with during meetings.

2.14. Use of Electronic over Printed Media

Electronic signatures are widely used over printed signatures, while internal communication between company Services and with associates/customers/suppliers takes place via digital means and the telephone.

2.15. Designation of Measures to Address Employee Illness

Any employees who contract Covid-19 will remain home according to EODY instructions and, where their health permits, will continue working from home. In any event, the workspace of said person will be disinfected in accordance with the health and safety rules.

2.16. Sanitation - Disinfection of Offices and WCs

- Particular emphasis is given to the sanitation and disinfection of WCs and all surfaces therein, such as toilets, washbasins, handles and waste baskets.
- Surfaces that come into contact with hands are cleaned and disinfected frequently, e.g. elevator buttons, handles, switches, handrails, etc.
- The use of common (domestic) solution of 0.1% sodium hypochlorite is preferred, washed off for 10 minutes with clean water.
- For surfaces such as telephone receivers or remote controls where use of a sodium hypochlorite solution is not feasible, 70% ethanol is used.
- Consumables are disposed of under special conditions.
- All common-use spaces are ventilated on a daily basis.
- Staff protection materials and equipment are available.

2.17. GDPR – Personal Data

Any employees who contract Covid-19 must contact the company immediately, remain home according to EODY instructions and, where their health permits, continue working from home. Furthermore, where employees are aware that they have come into contact with a virus case, they must immediately notify the company.

In this area, we follow our company's policy, which can be found on the company website and conforms to the rules and recommendations of the Hellenic Data Protection Authority.

More specifically, Guidelines concerning the processing of personal data in the context of managing COVID-19, issued by the Hellenic Data Protection Authority, have been appended to the company's GDPR policy and are being followed.

PART A. EXHIBITION ACTIVITIES

3. PREPARATION OF EXHIBITIONS

3.1. Planning of commencement of construction activity following communication

When filling out a participation statement (application form), exhibitors are notified of the Protocols concerning the company's operation in the context of Covid-19, and an annex to the relevant manual will be provided to them together with the exhibition participation regulations. Their participation application will only be accepted if they sign and accept the manual in question. The terms of the manual concerning health and safety, social distancing measures and all the rules set by the company and the State Authorities must be accepted by both the exhibitors and everyone physically involved in the exhibition participation, such as crews / construction firms / technical staff engaged to manufacture the exhibitor's stand, as well as the personnel staffing the stand.

Each person involved will receive a special card (badge) and must accept the aforementioned terms, signing a relevant statement, upon arriving at the Exhibition Centre.

The company strongly encourages exhibitors to select standardised (type 2) stands in order to avoid close contact between persons belonging to various crews and to considerably reduce the stand set-up time. Where this is not the case, the badges for the entry of crew members will indicate specific days and times for the entry of each technician to the exhibition venue. This may extend the exhibition preparation time, particularly in cases of very large exhibitions.

3.2. Entry Permission for Technical Staff/Construction Firms (cards, form)

- Throughout the preparation and dismantling stages, the exhibition venue will be blocked off and completely controlled.
- Everyone must bear their photo ID at a prominent location throughout the preparation stage. Upon receipt of the stand by the authorized personnel of the exhibitor, badges will be issued electronically upon request of and by the exhibitor, indicating the names of the technical crew members and appending photographs. The exhibitor's representative will sign a special form listing all health and safety terms in effect at the exhibition centre and including any other technical information concerning the rules of operation of the exhibition.
- Different badges will be provided to technical staff, construction companies and supply companies for the preparation, operation and dismantling of the exhibition.

3.3. Number of Persons per Pavilion / Scaling Working Hours

During the preparation of the exhibition, the social distancing measures set by the Authorities must be complied with. This may require scaling working hours for crews and technical staff, particularly in cases of very large exhibitions, in order to avoid close contact.

3.4. Personal Hygiene Equipment

Mandatory mask use and compliance with hygiene and distancing rules by all stand construction crews and technical staff, following the recommendations of the health authorities.

3.5. Entry Control / Waiting Distances

During the operation, preparation and dismantling of each exhibition, all Gates / Central Entrances of the Exhibition/Congress Centre will be in operation in order to scan the Bar-code on each entrant's badge.

Entry to anyone not employed and the distribution of any and all documents at the exhibition venue will be prohibited.

3.6. Sanitation/Disinfection of Common-use Spaces and WCs during the preparation stage

WC common-use spaces will be regularly disinfected during the exhibition preparation stage, with particular emphasis given to washbasins, handles and surfaces frequently touched. Exhibition pavilions will be continuously ventilated, with all doors remaining wide open during the preparation of the exhibition. Bins for recyclable materials such as single-use cups will be placed inside and outside pavilions. Such refuse will be collected at regular intervals by sanitation staff members, who will strictly comply with all health and safety terms set by the Authorities, such as mask and glove use.

3.7. Checks within Pavilions/Markings/Announcements

The Security company and the head of the pavilion will check the pavilions throughout the preparation of the exhibition in order to ensure compliance with and application of all health and safety measures, including social distancing.

Regular checks will be conducted (by scanning the entrant's badge) in order to ensure entry of accredited persons into the pavilion.

3.8. Communication with the Exhibition Secretariat/Cards

Badges will be sent electronically to exhibitors for themselves and their staff, after each exhibitor has sent the particulars of the persons staffing his or her stand to the exhibition Secretariat. The badges for their associates and the construction firms that will manufacture their stands will be personally collected upon arrival of the crews at the exhibition venue and solely if the necessary information was sent to the Exhibition Secretariat within the time limits required. Communication between exhibitors and the Exhibition Secretariat and other Services will take place via telephone or digitally with regard to any issue that arises during the set-up, operation and dismantling of the exhibition.

4. EXHIBITION OPERATION

The company will decide on possibly expanding the working hours and days of the exhibition, where deemed necessary, in order to avoid congestion.

4.1. Exhibitors

In continuation of the foregoing regarding the preparation of the exhibition, the following will apply during its operation:

- The protocol must be observed with regard to all spaces assigned by the organisers to exhibitors.
- The exhibitors' participation applications will only be accepted if they sign and accept the manual in question. The manual terms concerning health and safety, social distancing measures and all the rules set by the company and the State Authorities must be accepted by both the exhibitors and the personnel staffing the stand.
- Each person involved will receive a special badge and must accept the aforementioned terms, signing a relevant statement before electronically receiving their badge.
- A corresponding acceptance protocol will be provided by the organiser to the exhibition centre.
- Exhibitors will be strongly encouraged to use standardised constructions in order to reduce the preparation time.
- Care will be taken to reduce exhibitors' transport needs to meet with organisation services such as the accounting department, the exhibition secretariat, the parking facilities, etc.
- Audio announcements may be broadcast.

4.1.1. Stand Distances and Dimensions

- The general principles of social distancing in force at any given time will be followed with regard to exhibitors.
- The smallest stand size will be 9m² and there will be as few one-open-sided stands as possible.
- Exhibitors will be given the option of using stickers to mark the locations where visitors can stand outside each exhibitor stand.
- Within the Stands of the exhibitors, a distance of 1.5 meters must be maintained between persons, while the safety distances for tables and seats are defined in Annexes 4 to 9 of the Government Gazette Issue B' 2767 / 07.07.2020 and must be kept accordingly.

4.1.2. Staffing/Standstaff per m²

- Everyone must bear their photo ID at a prominent location throughout the duration of the exhibition.
- Maximum number of persons per 9m² – 2 persons (1 exhibitor, 1 visitor).
- Definition of a maximum gross number of people (staff & visitors) per Stand based on sq.m.
 - Up to 20 sq.m. - 4 people
 - From 20 sq.m. up to 100 sq.m. - 4 people + 1 person per 10 sq.m. for the surface exceeding 20 and up to 100 sq.m.
 - Over 100 sq.m. - 12 people + 1 person per 15 sq.m. for the surface exceeding 100 sq.m.
- Gatherings, opening ceremonies and events at stands will be permitted only with the approval of the company, on the condition of compliance with social distancing rules.

In any event, exhibitors will be responsible for ensuring the maximum number of persons per stand. The company reserves the right to intervene in order to impose all the necessary health and safety measures set by the State.

4.1.3 Sanitation - Disinfection of Stands

The sanitation crew will disinfect all stands and common-use spaces overnight before the exhibition opens and every night after it closes. Each exhibitor will be responsible for maintaining the disinfection level within the stand at the levels required by the competent State Authorities. Exhibitors will be strongly encouraged to clean/disinfect the stand (equipment, exhibits, etc.) at regular intervals and at least 3 times per day. Refuse will be collected from exhibitor stands by the sanitation crew throughout the operation of the exhibition and at regular intervals, at least 2 times per day.

4.1.4. Exhibitor Liaison

The Head of Pavilion will be the liaison for Exhibitors. When contacting the Head of the Pavilion, whether by telephone, in writing or personally, Exhibitors will observe social distancing measures.

4.1.5. Exhibitor Health and Safety Measures

- Each exhibitor must have one large antiseptic fluid or gel container at his or her stand for a stand with 9 to 20m² of exhibition space, and one large antiseptic fluid or gel container for every additional 20m², and must replace it once empty. It may be used by the exhibitor, his or her staff members and visitors to his or her stand.
- The use of a non-medical protective mask for exhibitors and their staff is mandatory within the exhibition space.

- Exhibitors and their staff members are encouraged to avoid handshakes with visitors and to exchange business cards and other promotional company materials with others electronically.

4.2. Visitors

In order to reduce the physical contact to the maximum extent, visitors may participate in the Fair by issuing a nominal electronic invitation or an e-ticket, the printed copy of which will be demonstrated upon their entry into the exhibition space, where a nominal list shall be kept.

4.2.1. Entry/Counting/Cashiers: partitions - distances (temperature taking, form filling?)

Visitors will enter the exhibition by complying with all health and safety measures and rules set by the competent health Authorities in order to ensure the health and safety of everyone entering the exhibition. To this end, the following will apply:

- **Opening of gates for 1st temperature taking check of visitors** by specialists or specially trained staff, depending on the health and safety protocol in effect during the exhibition, on the basis of the instructions issued by the Authorities.
- In order to ensure proper distancing between visitors at waiting locations both at the entrance to the exhibition centre and the entrance to pavilions, ground markings and/or partitions (railings, roping, etc.) will be placed to ensure social distancing according to the instructions issued by the Authorities.
- Visitors must give their express consent that they enter the venue at their own risk. The notification may be effected either via written consent provided by visitors, or clear markings at the entrance to the exhibition centre with a relevant reference, or display of the relevant message during issuance of the electronic ticket.
- **Strict entry policy for escorts.** The entry of spouses or friends not related to the subject-matter of the exhibition will be prohibited at purely professional exhibitions in order to avoid congestion.
- **The entry of children and adolescents** under the age of 18 to b2b exhibitions **will be prohibited.**
- Avoidance of use of documents.
- **Development of an app** for the exhibition in order to avoid anything in printed form (ground plans, tickets, etc.). Alternatively, depending on the company's choice, a **QR code** with all important information may be available at all entrances or sent to the mobile telephones of visitors upon entering the exhibition.
- The distribution of any documents by entrants to the exhibition venue, other than promotion documents distributed at exhibitor stands, is prohibited.

4.2.2. Welcome Staff Protection Equipment

- Employees will be protected using partitions, where feasible, and personal protection equipment.
- Antiseptic gel and masks for the public according to the instructions issued by the State.
- Antiseptic gel, masks, personal disinfection devices for counting and cashier staff.

4.2.3. Number of visitors per m² within pavilions

Cameras will be used to count persons entering - exiting pavilions-halls through specific entrances-exits (the rest will be used only as emergency exits) in order to avoid congestion. The calculation will take place on the basis of 15m² per visitor. Where cameras cannot be installed, counting will take place by scanning the card of each entrant to the pavilion. The security service will ensure that the number of pavilion entrants does not exceed the number set by the competent Authorities.

4.2.4. Visitor Health and Safety Measures

- Set-up of health support areas at exhibition centre entrances. These are independent covered spaces outside the pavilions and the registration areas, in order to be easily accessible and to ensure the necessary isolation.
- Designation of an incident report centre with a specific call number to report any incident identified. Transport of persons with suspicious symptoms to an isolation area. Notification of the competent Authorities regarding a suspicious case.
- At its discretion, the company may use thermal cameras within pavilions to further check potential suspected cases.
- In any event, the organiser will procure the foregoing equipment and carry out the above functions at entrances.

4.3. Stand Operation (B2B areas and number of visitors within each stand)

- In order to avoid congestion within exhibitor stands, the company will ensure the construction and furnishing of specially set-up areas at various locations within pavilions where exhibitors and visitors, both Greek and foreign, will be able to hold scheduled and ad hoc business meetings, complying with the social distancing measures imposed by the Authorities.

In any event, exhibitors will be responsible for ensuring the maximum number of persons per stand. The company reserves the right to intervene in order to impose all the necessary health and safety measures set by the State.

4.4. Common-use Pavilion Spaces

4.4.1. Sanitation - Disinfection of Pavilion and WCs

The following will apply:

- Antiseptic gel and masks for the public according to the instructions issued by the State.
- Installation of disinfection devices at indoor and outdoor spaces.
- Daily disinfection of spaces after the exhibition closes.

4.4.2. Ventilation / Air-conditioning

The air-conditioning units of the venue will be used on the basis of the instructions issued by the health authorities, using external air to the greatest extent possible.

4.4.3. Corridors

- Pavilion corridors: capable and suitable so as not to cause visitor congestion. Minimum width of central corridors 3 m and transverse (vertical) corridors 2.5 m.
- Free-standing spaces of at least 60m² every 100 consecutive metres (max) of main corridor.

4.4.4. Common-use Spaces for B2B Meetings

Separate meeting spaces will be created for B2B meetings, where all social distancing rules will be followed and all protection equipment (e.g. masks) will be used, in order to avoid congestion within stands.

4.4.5. Canteens/Restaurants/Catering within Pavilions

The operation of the canteens (indoor and outdoor) / restaurants / catering follows and remains in line with the State's instructions, as well as the principles for the corresponding restaurant operation protocol. Based on the above, the following apply:

- The maximum number of visitors - customers allowed is defined as the number resulting from the ratio of one visitor per 2.20 sq.m. when it comes to interior space .
- The maximum number of visitors - customers allowed is defined as the number resulting from the ratio of one visitor per 2 sq.m. of the total licensed area.
- The minimum distance between tables (rotundas / tables, etc.) is set at 1.7 meters .
- A deviation of up to eight percent (8%) is allowed on each dimension .
- When the meals are served through a buffet process, this is done by the waiters of the catering company, without the visitor-customer coming in contact with the serving utensils while a transparent partition is placed between the offered meals and the consumers, in order to cover the entire surface of the meals bearing an opening capable of serving consumers safely.

- The distance between the people who are being served at the buffet is set at 1.5 meters .
- It is recommended, if possible, to offer ready-made product combinations e.g. fruits, sweets etc.

In addition, according to Annex 10 of the Government Gazette Issue B' 2767 / 07.07.2020, cooks and their assistants must wear masks, while waiters and cashiers must wear masks or alternatively face shields. When customers leave the tables and before new customers take their seats, tables should be disinfected.

4.4.6. Security/Technical Staff/Head of Pavilion

Complying with all health and safety rules and social distancing measures set by the Authorities, the Security company will check the application of all corresponding rules by exhibition participants and by the company itself, and conduct ad hoc checks of entrant cards within the Exhibition Centre in order to ensure that only the persons with the relevant permission have entered and may stay within the exhibition. Technical staff members will comply with all the necessary measures and rules set by the Authorities in order to serve the exhibition's needs during its operation.

4.4.7. Markings/Announcements

- Electronic markings within the exhibition centre, signs, large banners, special maps and Internet posts in Greek and English, at a minimum, to provide information to exhibitors and visitors within the Centre.
- Frequent PA announcements on the distances that must be kept within pavilions.

4.5. Health Support Areas at the Entrances of the Exhibition/Congress Centre

Special health support areas will be set up beside each entrance of the Exhibition/Congress Centre, staffed by specialised personnel (physician/nurse) in order to serve as points of reference for potential suspected cases to be identified within the exhibition, as well as isolation areas of suspected cases until the persons in question are received by the reference hospital or other competent EODY (National Public Health Organization) service, depending on the health and safety protocol in effect during the exhibition, on the basis of the instructions issued by the Authorities .

4.6. Communication with the Company

Communication with the Company will take place exclusively via digital means.

4.6.1. Accounting - Exit Permit

All payments will take place cash-free and exit permits will be sent to exhibitors electronically.

4.6.2. Exhibition Secretariat

Communication with the Exhibition Secretariat will take place electronically or via telephone and by personal visit of the competent exhibition executives to exhibitor stands.

4.7. Press Conferences / Exhibition Opening / Journalist Accreditation

During the official opening of an exhibition and/or the official Press Conference of an exhibition, the social distancing rules and health and safety measures in effect throughout the preparation and operation of the exhibition will apply in full.

Journalist accreditations and VIP invitations/cards will be sent electronically.

Where catering/buffet is available, its operation will follow and remain in line with the state's instructions, as well as the principles for the corresponding restaurant operation protocol.

4.8. Elevators

The elevators should only be used if it is necessary and their occupancy in relation to the allowed limit is not permitted to exceed forty percent (40%). In case there are automatic escalators, the use of an elevator is not allowed with the exception of people with disabilities, elderly people or for catering purposes.

ADDITIONALLY:

- The company will create a team to check all the foregoing.
- Full operation of gates/entrances to the exhibition/congress centre by recording entries/exits on the bar-codes of the cards of every person within the centre during the preparation, operation and dismantling of the exhibition.

5. EXHIBITION DISMANTLING

5.1. Exhibitors/Crews/Construction Firms/Technical Staff

The health and safety terms in effect during the preparation and set-up of the exhibition will remain in effect during its dismantling.

PART B. CONGRESS ACTIVITIES

Scientific, professional and other conferences are conducted in a hybrid way, thus the following are mandatory:

- physical presence of a predetermined number of participants on the conference site, in compliance with all health regulations and
- simultaneous online live streaming for the rest of the registered participants.
- In case for epidemiological reasons, the State forces a ban on conferences with physical presence, the conference shall not be postponed/ canceled but instead shall be conducted entirely online.
- The organizer has the option to organize a conference exclusively online from the start, without any physical presence.
- In case of international conferences, the physical presence of foreign participants is allowed according to the official travel instructions.
- Participants wishing to attend the conference in person should be able to pre-register electronically booking their seat in the conference room and choosing the relevant session. Non pre-registered participants shall not be allowed to enter the conference unless vacancies are available.
- The entrance of the participants to the hall / conference area is controlled by electronic scanning of their conference badge. Only the conference Chair-persons / speakers, authorized attendees and technical staff may be present in the room.
- The registration, the issuance of a conference badge, the conference program and the award of certificates shall all be done electronically (via e-mail, SMS, social media).
- The presence of commercial stands is allowed provided that they do not have seating positions and they are staffed by one employee who however does not distribute any printed or other kind of material to the attendees. Electronic presentation of commercial messages on screens is recommended.
- It is allowed to have a buffet during coffee / light lunch breaks, which shall operate according to the health regulations of sub. 1881 / 29.05.2020 Decision of the Ministers of Finance, Health and Tourism (B '2084)]. In any case, it is recommended that the meals are served packaged individually.

Wearing a mask is mandatory for the staff (employees, technicians, security) and optional for the attendees.

6. PREPARATION OF CONGRESS/EVENT

6.1. Entry Permission for Technical Staff/Construction Firms (cards, form)

- Throughout the preparation and dismantling stages, the Congress venue will be blocked off and completely controlled.
- Everyone must bear their photo ID at a prominent location throughout the preparation stage (different cards will be provided to technical staff, construction companies and supply companies for the preparation, operation and dismantling of the Congress).

6.2. Number of Persons per Hall / Scaling Working Hours

During the preparation of the Congress, the social distancing measures set by the Authorities must be complied with. This may require scaling working hours for crews and technical staff, particularly in cases of special and complex preparations, in order to avoid close contact.

6.3. Checks within Congress Centre Areas

The Security company and the head of the congress centre will check the areas throughout the preparation of the congress/event in order to ensure compliance with and application of all health and safety measures, including social distancing measures.

Regular checks will be conducted (by scanning the entrant's badge) in order to ensure entry of accredited persons into the Congress Centre areas.

6.4. Personal Hygiene Equipment

Mandatory mask use and compliance with hygiene and distancing rules by all crews and technical staff, following the recommendations of the health authorities.

6.5. Entry Control

During the operation, preparation and dismantling of each Congress, the Central Entrances of the Congress Centre will be in operation in order to scan the Bar-code on each entrant's badge.

6.6. Sanitation/Disinfection of Common-use Spaces and WCs during the preparation stage

WC common-use spaces will be regularly disinfected during the Congress/event preparation stage, with particular emphasis given to washbasins, handles and surfaces frequently touched. Congress halls will be continuously ventilated, with all doors remaining wide open during the preparation of Congress. Bins for recyclable materials such as single-use cups will be placed inside and outside the Congress venue. Such refuse will be collected at regular intervals by sanitation staff members, who will strictly comply with all health and safety terms set by the Authorities, such as mask and glove use.

6.7. Communication with the Exhibition Secretariat or the office of the head of the Congress Centre

Communication between participants and the Congress Secretariat/Organisers and Congress Centre Services will take place via telephone or electronically with regard to any issue that arises during the set-up, operation and dismantling of the exhibition, in order to reduce the transport needs of participants/speakers in order to meet with organisation services such as the accounting department, the Congress secretariat, the parking facilities, etc. The cards for their associates and the construction firms/ technical staff will be personally collected upon arrival of the crews at the Congress Centre and

solely if the necessary information was sent to the organisers within the time limits required. Speakers and Participants will receive their cards electronically.

7. OPERATION OF CONGRESSES – EVENTS

7.1. Entry/Counting/Cashiers: partitions - distances

- The registration, the issuance of a conference badge, the conference program and the award of certificates shall all be done electronically (via e-mail, SMS, social media).
- The conference secretariat, which is located in a conspicuous and comfortable space, bears plexi-glass partitions at its front side.
- It is mandatory for the staff of the secretariat of the conference to wear a mask.
- Very close to each person of the secretariat staff there is antiseptic liquid.
- The entrance of the participants and the speakers is done in compliance with all the basic measures foreseen in order to prevent the transmission of coronavirus - COVID-19 and ensure the health and safety of all the persons entering the conference.
- **Opening of Congress Centre gates for 1st temperature taking check of participants by specialists or specially trained staff.**
- Visitors must give their express consent that they enter the venue at their own risk. The notification may be effected either via a written statement by participants, or clear markings at the entrance to the congress centre with a relevant reference, or display of the relevant message during issuance of the electronic ticket.
- **The entry of children and adolescents under the age of 18 to professional/business Congresses will be prohibited.**
- Inside the hall there is a member of the organizer's staff, who makes sure that all safety and protection measures are followed by the attendees, including the catering / audiovisual staff, while checking the number of available / occupied seats, in order to avoid overcrowding of the conference hall.
- On the panel (presidium), seats are placed at a sufficient distance from each other and there are antiseptics for all coordinators / chair-persons. Individual bottles of water are used by the panelists and they are renewed every time the panel members change.
- The organizer' staff or alternatively the staff of the catering Company is responsible for changing the bottles of water and utensils.
- The desk microphones of the presidium are cleaned by the staff of the audiovisual company that supports the conference after the end of each session. The same goes for lapel / wireless microphones that may be used.
- The podium microphones and controls, which are used for the presentations of the speakers, are cleaned by the staff of the audiovisual Company that supports the conference, after the end of each speech, based on the safety / protection procedures. Individual bottles of water are also used at the podium and they are renewed every time the speaker changes. The conference organizer's staff or the staff of the catering service is responsible for changing the water and the utensils.

- The staff in the hall responsible for handing out the microphone during the Q&A session, disinfects the microphone after each question.
- In all parallel conference rooms the same procedure is always followed.
- Explicit instructions for non-participation in the conference are given to people with any type of symptoms of their respiratory system.
- The dissemination of all protection measures is ensured by posting posters in conspicuous places with instructions regarding:
 - Avoidance on entrance in the conference room for people with respiratory system symptoms
 - Hand hygiene
 - Respiratory hygiene
 - Keeping distances
 - The correct use of masks
- Entrance is prohibited for persons who are not registered or who are not conference support staff.
- Avoidance of use of documents.
- **Development of an app** for the Congress in order to avoid anything in printed form (information material, schedule, tickets, etc.). Alternatively, depending on each organiser's choice, a **QR code** with all important information may be available at all entrances or sent to the mobile telephones of participants upon entering the Congress.
- Procedures for the delivery of slides or videos etc. from the speakers to the preview desk:
 - The electronic dispatch of the speeches to the secretariat is encouraged.
 - The same procedures regarding cleaning / disinfecting as well as complying with all the measures for the safety of the speakers apply when handing over their slides at the reception desk and their speeches to the audiovisual support.
 - The secretariat of the preview desk bears plexi-glass partitions at its front side.
 - It is mandatory for the staff of the preview desk to wear a mask.
 - There are antiseptics available at the preview desk.
- There is antiseptic liquid close to each person of the secretariat staff.

7.2. Welcome and Operation Staff Protection Equipment

- Employees will be protected using partitions, where feasible, and personal protection equipment.
- Antiseptic gel and masks for the public according to the instructions issued by the State.
- Antiseptic gel, masks, personal disinfection devices for counting and cashier staff.

7.3 Participant Health and Safety Measures

Disinfection devices will be installed at prominent locations and checked regularly throughout the Congress Centre and the roof.

7.4. Hall Layout (Number of seats per m² / Common-use corridors)

The maximum number of people allowed in a hall is set at 50% of the total hall capacity. The seat next to each person remains empty. The seats that are allowed to be used are clearly marked. The presence of standees is not allowed.

Use of the upper storey of the Congress Centre will not be permitted. There is a provision only for special cases, with absolute compliance with the health and safety measures set by the Authorities.

Outdoor spaces will be made available according to the instructions issued by the authorities regarding open-type events.

7.5. Common-use spaces

The following will apply:

- Antiseptic gel and masks for the public according to the instructions issued by the State.
- Installation of disinfection devices at indoor and outdoor spaces.
- Daily disinfection of spaces after the Congress closes.
- Common-use Corridors: capable and suitable so as not to cause visitor congestion

Separate meeting spaces will be created for B2B meetings S.A., if deemed necessary, where all social distancing rules will be followed and all protection equipment (e.g. masks) will be used, in order to avoid congestion within stands.

7.6. Office of Congress Organiser

Located within the Congress Centre to serve speakers and the administrative needs of the organisers. All social distancing measures set by the Authorities will be complied with.

7.7. Office of Head of the Congress Centre

Located within the Congress Centre and made available to the Organiser to serve technical and emergency needs. Communication using digital means is recommended. All social distancing measures set by the Authorities will be complied with.

7.8. Sanitation - Disinfection of Congress Venue and WCs

- Disinfection devices must be installed and checked frequently at prominent locations throughout the Congress Centre and on the roof (as will be the case with the exhibition venue).
- Restrictions / recommendations for the use of the WC area:
 - taking the lid down before flushing the toilet
 - automatic release of chlorine while flushing the toilet
 - sink with liquid soap dispenser
 - handkerchiefs
 - foot-operated trash can
 - compliance with the physical distance measures (at the entrance of the toilet)
- Disinfection after the final use of any space.

7.9. Ventilation / Air-conditioning

- The air-conditioning units of the venue will be used on the basis of the instructions issued by the health authorities.
- The doors of halls in use as well as external doors will remain open so that spaces are ventilated naturally.

7.10. Canteens/Restaurants/Catering within the Congress Venue

The operation of the canteens (indoor and outdoor) will follow and remain in line with the State's instructions, as well as the principles for the corresponding restaurant operation protocol.

7.11. Security/Technical Staff

Complying with all health and safety rules and social distancing measures set by the Authorities, the Security company will check the application of all corresponding rules by Congress participants and by the organisers themselves, and conduct ad hoc checks of entrant cards within the Congress Centre in order to ensure that only the persons with the relevant permission have entered and may stay within the Congress. Technical staff members will comply with all the necessary measures and rules set by the Authorities in order to serve the Congress' needs during its operation.

7.12. Markings/Announcements

- Electronic markings within the Congress centre, signs, large banners, special maps and Internet posts in Greek and English, at a minimum, to provide information to exhibitors and visitors within the Centre.
- **Frequent PA announcements** on the distances that must be kept within pavilions.

7.13. Elevators

The elevators should only be used if it is necessary and their occupancy in relation to the allowed limit is not permitted to exceed forty percent (40%). In case there are automatic escalators, the use of an elevator is not allowed with the exception of people with disabilities, elderly people or for catering purposes.

ADDITIONALLY: The Company will create a team to check all the foregoing.

8. DISMANTLING OF CONGRESS - EVENT

8.1. Crews/Construction Firms/Technical Staff

The health and safety terms in effect for crews, construction companies and technical staff engaged in the preparation, operation and dismantling of an exhibition will remain in effect.

9. EXHIBITION HELD AT THE CONGRESS CENTRE

The provisions of chapters 3, 4 and 5 concerning the preparation, operation and dismantling of the exhibition organised within Exhibition Centre pavilions will apply.

10. HANDLING OF SUSPECTED COVID-19 CASE WITHIN THE CONGRESS CENTRE

10.1. Set-up of special isolation area

A special health support area will be set up near the entrance of the Congress Centre, staffed by specialised personnel (physician/nurse) in order to serve as a point of reference for potential suspected cases to be identified within the Congress, as well as an isolation area of suspected cases until the persons in question are received by the reference hospital or other competent EODY service.

10.2. Management team (physician-nurses)

Specialised medical and/or nursing staff will be situated at the Congress Centre throughout the preparation, operation and dismantling of the Congress, serving as a point of reference for health Authorities and potential suspected cases.

11. EVENT/CONFERENCE CANCELLATION MANAGEMENT

- Where the Health Authorities order the evacuation of one or more pavilions or the suspension of operation of the exhibition or the Conference, a Protocol for the evacuation of the pavilion or mandatory suspension of operation (temporary/definitive) of the exhibition/congress will be put in effect.

- The company has taken out Insurance for all its events (exhibitions, congresses, etc.) in the event of suspension of the event and has insurance coverage towards all stakeholders.
- In any event, if the competent Health Authorities order the evacuation of one or more pavilions or the suspension of the operation of the exhibition or Congress, the company will ensure the safe evacuation of all exhibition/congress spaces and the guardian of exhibits and other materials or assets of exhibitors/congress participants who will be forced to leave the space.

PART C. HORIZONTAL ACTIONS

12. COMMUNICATION

Specific persons will be appointed to answer stakeholders' questions inside and outside the Exhibition/Congress Centre.

A Communication Plan is being prepared, including, among other things:

- Briefing of staff and associates on developments regarding the issue on the basis of the news.
- Updating of the official company website on all the measures it is taking, aiming at safely organising its events.
- Publication of the measures taken by company for the safe organisation of its events and the progress of events to be organised presently, in the context of the pandemic, in the media.

13. HANDLING OF SUSPECTED COVID-19 CASE WITHIN THE EXHIBITION AND CONGRESS CENTRE

Designation of an incident report centre, with a specific call number to report any incident identified. Persons with suspected symptoms will be transported to the health support area specially set up for such cases and, if deemed necessary, will be isolated at the area in question until the suspicious case is handled by the competent health Authorities.

In the event of a confirmed case, the procedures imposed by the Authorities will be followed.

14. CLOSURE OF PART OR ALL OF THE EXHIBITION/CONGRESS CENTRE

- Where the Health Authorities order the evacuation of one or more pavilions or the suspension of operation of the exhibition or the Conference, a Protocol for the evacuation of the pavilion or mandatory suspension of operation (temporary/definitive) of the exhibition/congress will be put in effect.
- The company has taken out Insurance for all its events (exhibitions, congresses, etc.) in the event of suspension of the event and has insurance coverage towards all stakeholders.
- In any event, if the competent Health Authorities order the evacuation of one or more pavilions or the suspension of the operation of the exhibition or Congress, the company will ensure the safe evacuation of all exhibition/congress spaces and the guardian of exhibits and other materials or assets of exhibitors/congress participants who will be forced to leave the space.

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- Korea International Exhibition & Convention Center: <https://www.kintex.com/>
- Union des Foires Internationales - UFI: <https://www.ufi.org/>
- World Health Organization – WHO: <https://www.who.int/>
- TIF-HELEXPO: <https://www.helexpo.gr>
- National Public Health Organisation: <https://eody.gov.gr/>
- Business & Exhibition Research and Development Institute – IEE: <https://www.iee.org.gr>
- Ministry of Health: <https://www.moh.gov.gr/>

ANNEX

Table List of Stakeholders

Stakeholder	Role
Top management	Person or entity that has final responsibility for decision making.
Event organizer	Person or entity that produces and/or manages all or some aspects of an event.
Event owner	Person or entity that commissions the event.
Event manager	Person or entity that produces and/or manages all aspects of the event. The event manager is not necessarily the owner of the event.
Partner and Sponsor	An organization or individual that funds the event or provides products or services in place of funding.
Founder and Investor	An organization or individual that funds the event, in agreement to the intentions of such event.
Workforce	Body of people working for the organization or event.
Employee	Person who is paid to work for an event.
Staff	Person who works in each event.
Volunteer	Person who does a job willingly without being paid.
Supply chain	Sequence of activities or parts that provides products or services to the organization.
Supplier	Entity that provides products and/or services related to the event.
Venue	The site where the event is held.
Emergency services	Institutions in cooperation regarding call requests during the event, i.e. fire, ambulance, etc.
Participants	An organization or individual that takes an active part in the contents of an event.
Attendee	An organization or individual that takes part in an event for the primary purpose of receiving services or contents.
Regulatory body	Organizations that have the power to regulate an area of business and/or industry.
Central government	The government of a whole country.
Local authority (e.g. state, prefecture, city)	Organization that is responsible for the government of a local area.
Community	A group of organizations and/or individuals who share the same religion, job, etc.
Local community	Those residing near the location of the event.
Sector interest organization (trade/industry bodies)	Industry/industry bodies to which the organization belongs.
Relevant non-governmental organization (e.g. environmental groups)	Non-governmental organization, non-profit organization relevant to the purpose of the event/organization.

Source: ISO 20121