Project: New Norm Measures for Organizing Exhibitions in Thailand

New Norm for Exhibition and Conference
for the safety in controlling the COVID-19 outbreak and for government’s ease for restarting the business

Public Health Emergency Operation Center for COVID-19 – Disease Control Department

As of 18 June 2020
Objective

1. To get permission from government authorities for restarting the exhibitions, especially kind of the event that organizers can take control of all the participants.

2. To build the confidence from authorities in charge of disease control and public health that exhibition is not a source of spreading the infection under the new normal measures collaborated by all stakeholders.

3. To serve as the guideline for business enterprises in the exhibition industry to follow, hence reduce the risk of spreading corona virus.

4. To prevent the spread of corona virus to visitors, attendees and all parties involved.

As of 18 June 2020
1. To be the guideline for business enterprises to implement in every process.

2. This measure covers all exhibition businesses, both members and non-members of TEA.

3. Service providers should consistently follow the safety and other hygiene measures to upgrade the work standard for the Thai exhibition industry.
Measures Topics

1. Screening measures before entering the building
2. Screening measures before entering the event
3. Measures for exhibitors and visitors during the event
4. Measures for personnel during set up and tear down
5. Hygiene measures
6. Organizing meetings and seminars during the event
7. Emergency plan in case of encountering people at risk of infection
8. Communication
9. Health records

As of 18 June 2020
Registration to Follow COVID-19 Measures and Guidelines

Venue owners, tenants, entrepreneurs and event organizers are required to register and confirm to follow COVID-19 measures and guidelines by the Royal Thai Government on www.thaichana.com

As of 18 June 2020
Screening measures before entering the building

1. Using Body Thermometer to check temperature before entering the building

   1.1 Label (colored sticker) on people whose temperatures lower than 37.3 degrees and allow entry into the building.

   1.2 If found temperature higher than 37.3 degrees, having cough, sneeze or snot no entry allowed. And recommend to see a doctor immediately.

   1.3 Train screening staff in accordance with public health measures as well as knowledge about the measures.

2. Provide the "ไทยชนะ", the online registration application by the Royal Thai Government, for venue check-in and check-out

3. Inspector must wear a mask / cloth mask or Face Shield before entering and during the event.

As of 18 June 2020
Screening measures before entering the event

1. Registration to identify everyone entering into an exhibition.
   - Verify identity by checking visitor badge with ID card / Passport.

2. Add questions that assess risk of COVID-19 and request for permission to disclose data when necessary under COVID-19 situation.
   
   2.1 Issue visitor badge for those specified in the registration form **not coming** from the risk area nor in contact with people traveling from risk area within 14 days.
   
   2.2 Keep different batch of records for those specified in the registration form **having traveled** to risk area or contact with people traveling from risk area within 14 days.

3. Reduce touching exposure by online pre-registration and get QR code to show at the event while on-site registration via mobile phone or QR code.

As of 18 June 2020
3 Measures for exhibitors and visitors during the event

1 Organize a crowd control in each event by registration or a headcount system with in-and-out number of participants on screen. If the number reaches the limit, participants must wait for their queues.

2 Limit the number of participants per round with the rule applied for 1 person per 4 square meters.
3 Measures for exhibitors and visitors during the event

Call for cooperation from exhibitors at each booth to register themselves on "ไทยชมฯ" online application, and to provide the QR Code in front of their booths. However, the event organizer can provide such QR code by zone.

For larger booths, exhibitors should provide a clear entrance and exit with the QR code scan for check-in and check-out.

As of 18 June 2020
3 Measures for exhibitors and visitors during the event

5 Encourage for the control of appropriate visiting hours.

6 Have staff to monitor density of visitor, compliance of all the set measures, as well as observe any cases with suspicious symptom such as cough, sneeze or snot.
3 Measures for exhibitors and visitors during the event

7 Avoid product testing and fitting e.g. cosmetics, clothes, etc. Also, disinfect such samples after trial.

8 Food showcases need a cupboard or plastic sheets as a protective shield from possible droplets over ready-to-eat menu e.g. snacks, bakery, etc. The organizer should consider using wrapped package prior receiving orders.
Measures for exhibitors and visitors during the event

9. No elderly aged above 70 years old (ref: National Emergency Decree).

10. Promote download brochure with QR code

11. Promote Payment at the event using cashless system, using QR code to avoid touching.

As of 18 June 2020
4 Measures for personnel during set-up and tear-down

1. Any personnel working inside the hall must wear a mask (surgical mask/ cloth mask) at all times during set up and tear down.

2. Provide hand sanitizer to all personnel at each working area.

3. Use communication device or application for any communication or command to minimize face to face discussion.

4. Provide rest area and dining area in compliance with social distancing of at least 1 meter.

As of 18 June 2020
Hygiene measures inside the buildings

1. Have hand sanitizer before entering and inside exhibition halls for exhibitors, visitors and staff.

2. Increase frequency of cleaning to every 1 hour, particularly touch points and toilets and including display product, using disinfectant fluid or disinfectant spray.

3. Implement social distancing of at least 1 meter everywhere (seating in food zone, rest areas, registration queue).

As of 18 June 2020
5 Hygiene measures inside the buildings

4 To have air circulation system before and after the event.

5 To have service staff to press button and mark standing points for passenger lifts.

6 Avoid using touch-screen devices.

As of 18 June 2020
5 Hygiene measures inside the buildings

7 HI SPEED INTERNET
Provide high speed internet service to support the use of communication technology; reduce the risk of face to face conversation and touch any surface.

8 PARKING
Disinfection of parking cards and label them as proof of the cards' sanitization.

9 PARKING LOT
No service for kid's room and prayer room.

As of 18 June 2020
5 Hygiene measures within food zone area
Refer to the hygiene measures set for dine-in food & restaurant

1. Use hygienic container and utensils
2. No buffet catering
3. Clean table and chairs after used
4. Payment via Cashless system, use QR Code to avoid touch point.

As of 18 June 2020
Meetings and seminar activities during the event

1. Arrange room layout to have a distance of 1 meters minimum for seating.

2. Participants to prepare for their own notepaper, stationery and drinking water containers.

3. Locate in several areas microphones for participants to use during Q&A and have staff to clean (disinfect) every time after used.

4. Individual set for catering.

As of 18 June 2020
Emergency plan in case of encountering with people at risk of infection

1. Well trained medical unit stationed at the event.

2. Provide a separate area for those having infection symptoms and have in place measures to facilitate seeing doctor arrangement.

3. Arrange for adequate number of staff to monitor the enforcement of measures at certain time and duration.

4. To have control point and measures to manage cases of non-compliance.

As of 18 June 2020
1. Organize in advance a meeting to clarify/train personnel for new normal measures.

2. Prepare new normal manual and distribute to all concerned parties to follow.

3. Notify new measures to visitors before registering online, and have a message to confirm acknowledgment back to the organizers.

4. All measures are announced at the entrance/registration for general visitors and at staff’s entrance.

5. Regular reminders of measures to visitors (e.g. social distancing, wearing mask, etc.).

As of 18 June 2020
Health records

1. Conduct risk assessment and health records of all personnel 14 days before the start of working day to enable tracing back. (Organizers / Venues / Logistics / Service Providers / Temp. Staffs / Workers).

2. Health records to be kept for one month from the last show day.

3. Have one main coordinator for public health in case of disease investigation; one from the organizer of each event (may be project manager) and one from the venue.

As of 18 June 2020
THANK YOU