



EXPO 2020 COVID-19 GUIDE

1 OCTOBER 2021 - 31 MARCH 2022



PREFACE

As the host of the first global mega-event to take place in the COVID-19 era, we are of course committed entirely to the health and safety of all staff and visitors to the Expo 2020 Dubai site.

Yet we also bear another responsibility, to show the world what is still possible today. That we can come together safely and responsibly and deliver an exceptional visitor experience. That we are not constrained by the challenges of our recent past but instead, empowered by what we have learnt and determined to embrace the opportunities of tomorrow.

Working with key stakeholders across Dubai, the United Arab Emirates and the international community, we have developed comprehensive strategic and operational plans to reduce the risk of COVID-19 infection to visitors to the Expo site. Our approach ensures full compliance with UAE legal and other best practice requirements, through a variety of measures, including capacity management, mandatory masks, vaccination of all workforce and testing and robust sanitization programmes.

As important as our preparedness, will be our adaptability to changing circumstances and fast-evolving challenges. The leadership of Dubai and the UAE have already proven their ability, responding with empathy and agility to the onset of the pandemic and prioritising the safety of all citizens, residents and visitors, at all times.

This same spirit of responsiveness and flexibility will remain central to our decision-making over the six months of event time. We are following the guidance of the world's leading medical, science, and health experts, and we will continue to be driven by data and doctors, meeting and exceeding World Health Organization global standards for health and safety.

The purpose of this Guide is to outline the wealth of measures implemented by Expo 2020 Dubai, to manage the risk of COVID-19 infection. It details site-wide arrangements as well as the responsibilities of venue operators, workforce and visitors to ensure the health, safety and wellbeing of everyone at Expo. I urge you to read it carefully, so that we can move forward responsibly and with confidence.

I look forward to seeing you at Expo 2020 Dubai.

Reem Al Hashimy
UAE Minister of State for International Cooperation
and Director General of Expo 2020 Dubai

OVERVIEW

Expo 2020 Dubai is committed to protecting the health, safety and wellbeing of all staff, volunteers, contractors, service providers, visitors and guest groups.

This commitment is central to our operations and it is expected that all organisations, teams and individuals working across the site comply with the requirements detailed in this Guide, and all UAE legal requirements related to COVID-19.

The **COVID-19 Guide** provides information on UAE and Dubai City-wide readiness to safely host Expo 2020, along with COVID-19 measures to be implemented by the Organiser and other parties responsible for operating and maintaining venues and spaces across the site.

The **COVID-19 Guide** explains precautions to be implemented throughout the event journey for workforce, visitors and guest groups. The content of this COVID-19 Guide is outlined in the accompanying table.

Updates to the **COVID-19 Guide**, in response to changes in COVID-19 government protocols, will be communicated by the Organiser through the issue of Circulars.

Chapter	Content
Chapter 1 Introduction	Information on the purpose and objectives of the Guide, including key principles.
Chapter 2 UAE and Dubai City-wide Readiness	Information on UAE and Dubai City-wide COVID-19 measures in readiness to welcome visitors from around the world.
Chapter 3 Expo 2020 Site-wide Measures	Measures to be implemented across venues and spaces managed by the Organiser, including common spaces, to reduce the risks from COVID-19.
Chapter 4 Maintaining Safe Operations	Measures to be implemented by participants, partners and others operating and maintaining venues and spaces to ensure the protection of visitors and workforce.
Chapter 5 Taking Care of the Workforce	Measures to be implemented throughout the workforce journey to protect staff, volunteers, contractors and service providers supporting event-time operations.
Chapter 6 Keeping our Guests Safe	Measures to be implemented throughout the visitor journey to protect all guest groups visiting Expo 2020.

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UNDERSTANDING CONTROLS AND GUIDES

Throughout this document, two criteria for compliance—controls and guides—have been established to manage the risks from COVID-19 for operations during Expo 2020.

Controls are 'must' statements that establish the compulsory requirements for all organisations.

Guides are 'can' or 'should' statements that describe methods or suggested ways of operating that meet the specified goals and objectives of Expo 2020.

Each control and guide is assigned a unique alphanumeric code. The first character of the code identifies if the statement is a control (C) or a guide (G). The numeric character identifies the sequential order of the control or guide.

The controls and guides will assist Expo 2020 in assessing compliance with COVID-19 requirements.

These will also support organisations in:

- › Defining roles and responsibilities.
- › Explaining key documentation and operational plans for managing COVID-19 risks.
- › Establishing precautions to be implemented to ensure the protection of visitors and workforce.
- › Identifying specific measures for the safe operations of venues and spaces across the Expo site.

Example of a **Control** Statement

C-02

Venue Operating Plans **must** include a specific COVID-19 risk assessment as a stand-alone document, separate from the HSE risk assessment.

Example of a **Guide** Statement

G-10

Venue operators **should** provide hand sanitizers in locations where visitors and workforce are likely to queue, congregate, and in high touch spaces.

ACRONYMS, ABBREVIATIONS, AND DEFINITIONS

Acronym/Abbreviation	Expansion
AHO	Accreditation Help Office
ATM	Automated Teller Machine
BOH	Back of House
DCAS	Dubai Corporation for Ambulance Services
DEC	Dubai Exhibition Centre
DHA	Dubai Health Authority
DM	Dubai Municipality
DTCM	Department of Tourism and Commerce Marketing
DWTC	Dubai World Trade Centre
EAP	Emergency Action Plan
EEC	Expo Emergency Centre
FOH	Front of House
HSE	Health, Safety and Environment
LSP	Leadership Pavilion
MAC	Main Accreditation Centre
MS	Method Statement
MSDS	Material Safety Data Sheet
POD	People of Determination
PPE	Personal Protective Equipment
PSA	Pedestrian Screening Area
RA	Risk Assessment
RISE	Respect, Impact, Safety, Environmental
RSA	Remote Screening Area
RTA	Roads and Transport Authority
SOP	Standard Operating Procedure
VSA	Vehicle Screening Area
WW	Worker Welfare

Term	Definition
Back of House	Operational areas only accessed by authorised personnel with appropriate accreditation.
Cadet	A member of the National Service Reserve Authority (NSRA).
Cohort	A group of individuals who do not utilise any physical risk mitigation methods during a performance, and are therefore considered close contacts for each other. No distinction is made between indoor and outdoor performance cohorts.
Contractor	An individual who is employed by a separate business entity engaged to provide services that are not directly scheduled or managed by Expo 2020. Contractors have no direct relationship with Expo 2020, are paid through, and report to a third party, and have no Expo 2020 benefits applicable to pre, during and post event phases. Includes all appointed subcontractors who deliver specific services under the main contractor's contract.
COVID-19	Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
COVID-19 Single Point of Contact	A nominated person from all contractors and service providers, to act as a point of contact regarding COVID-19 information, including reporting of confirmed cases and identification of close contacts and vaccination records for verification purposes. Contractors and service providers must ensure that any appointed subcontractors appoint a single point of contact
COVID-19 Test	A Polymerase Chain Reaction (PCR) test performed to detect the presence of the COVID-19 virus at the time of the test.
Emergency Action Plan	A document detailing venue, including Pavilion, arrangements for responding to an emergency and information for designated emergency response people (e.g. fire wardens), so they understand their role and what will be expected of them during an emergency.
Emergency Services	Agencies or entities that enforce law, protect civilians, and respond to emergency situations. These may include but not limited to police, ambulance services, and fire agencies.
Employer	An entity that employs workforce, contractors or subcontractors for works undertaken on the Expo 2020 site, or associated activities.
Event Time	The defined period from 1 October 2021 to 31 March 2022.
Expo 2020 Dubai	Name of the event that will be hosted on the Expo 2020 site.
Expo 2020 Contact Centre	The main source of communication for visitors and volunteer workforce, handling inbound queries from visitors and volunteers and outbound communications from Expo 2020.
Expo 2020 Site	Located in Dubai South and circulated by the outer perimeter fence, it is made up of internal and external operational zones, managed by Expo 2020. Also referred to as the 'site'.
Event Organiser	Any organisation responsible for the planning and delivery of events and related activities. This includes Expo 2020, Partners, Sponsors and contractors.
Front of House	Areas across the Expo 2020 site accessed by visitors.
Hazardous Materials	A hazardous material is any item or agent (biological, radiological, and/or physical), which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors. These materials have one or more of the following inherent hazardous properties: flammability, explosiveness, toxicity and ability to oxidize.
High Intensity Performance	A performance defined by elevated cardiovascular and respiratory levels, similar to anaerobic exercises.
High Touch Points	Any item or surface subject to regular and frequent touching which would require the implementation of a more comprehensive cleaning and sanitisation programme.

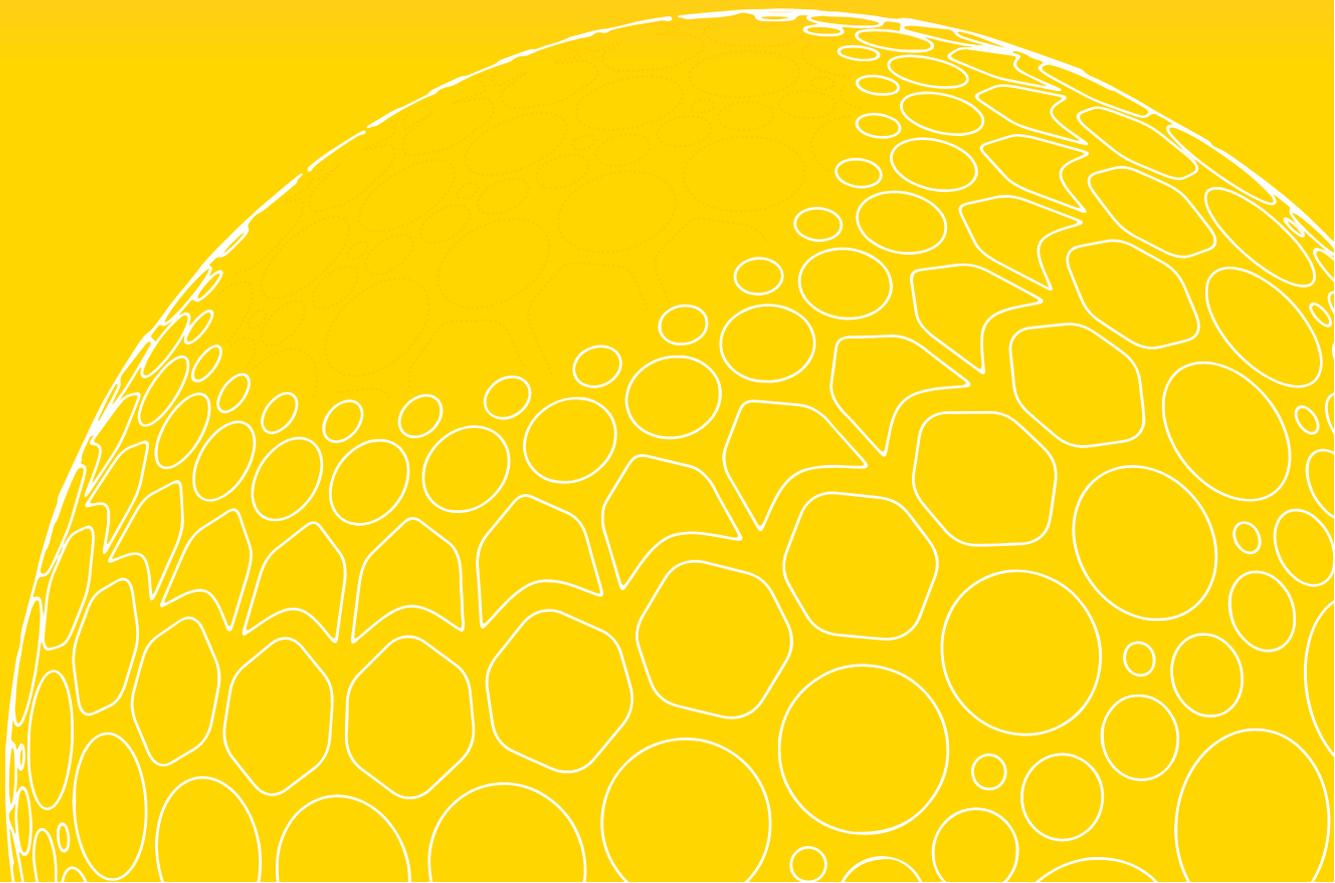
Term	Definition
Incident	An unplanned event or chain of events, which caused, or could have caused, injury, illness or damage (loss) to assets, the environment or third parties.
Intimate Performance	A performance where any part of the performer's torso is in contact with any other part of another performer torso.
Isolation	The separation of sick people with a contagious disease from people who are not sick.
Isolation Room	A dedicated room for the assessment of people who may have been exposed to a contagious disease.
Method Statement	A document that details all the activities that are to be carried out for a specific task or project and describes as a minimum the method, necessary resources, risks and mitigation, numbers of personnel required, training requirements and any other special requirements for successful completion of the task.
Pedestrian Screening Area	The area where people and personal effects are screened to ensure they do not carry prohibited items into the Expo 2020 site and restricted items are identified.
People of Determination	People with special needs or disabilities will be referred to as "People of Determination" to recognise their achievements in different fields. Includes those who have long-term physical, mental or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.
People Mover	Transport mode (bus) operating on the Service Road only, servicing all visitors.
Personal Protective Equipment	Protective clothing, gloves, safety glasses or other garments or equipment designed to protect the wearer's body from injury. It should be the last consideration in deciding control measures for a specific hazard.
Post Prioritisation	The exercise of evaluating which workforce roles and what quantity of those roles are critical to the safe and effective delivery of operations.
Quarantine	The separation and restriction of movement of people who were exposed to a contagious disease to see if they become sick.
Rostering	The process of allocating workforce members to individual roles within a schedule plan.
Safety Alert	A communication prepared to disseminate key lessons learned following an incident, with the intention of preventing similar incidents.
Sanitization	The process of destroying bacteria, germs, pathogenic and non-pathogenic organisms that grow on various surfaces.
Scheduling	The process of creating a schedule plan which defines duration and required timings of workforce roles.
Service Provider	An entity that provides services to Expo 2020 including but not limited to cleaning and facilities management services.
Social Bubble	A group of people from the same household who do not have to social distance from each other and are therefore permitted to sit or stand together at venues and spaces across the Expo site.
Social Distancing	A public health practice aimed at preventing sick people from coming into close contact with healthy people in order to reduce opportunities for disease transmission. Currently at 2 metres subject to review.
School Bubble	A group of students from the same school who do not have to social distance from each other and are therefore permitted to sit or stand together at venues and spaces across the Expo site.
Space	A specific area inside a venue, which could be indoors or outdoors.
Support Bubble	The extension of a social or school bubble with one or more persons to provide specific support to different groups, such as Tour Guides, Accompanying Adults (for school groups), or Companions for People of Determination.

Term	Definition
Vaccination	The COVID-19 vaccine officially approved by the Ministry of Health and Prevention in the UAE that produces immunity against the COVID-19 disease.
Venue	An operational physical location (including Pavilions) on the Expo 2020 site, which could be an open/closed area, or a floor of a building containing spaces.
Venue Operator	An organisation, person, department or function that is responsible for the operations of a venue pre, during or post Expo.
Workforce	Expo 2020 staff, volunteers, contractors and service providers undertaking work activities, including International Participant workforce.



01

Introduction



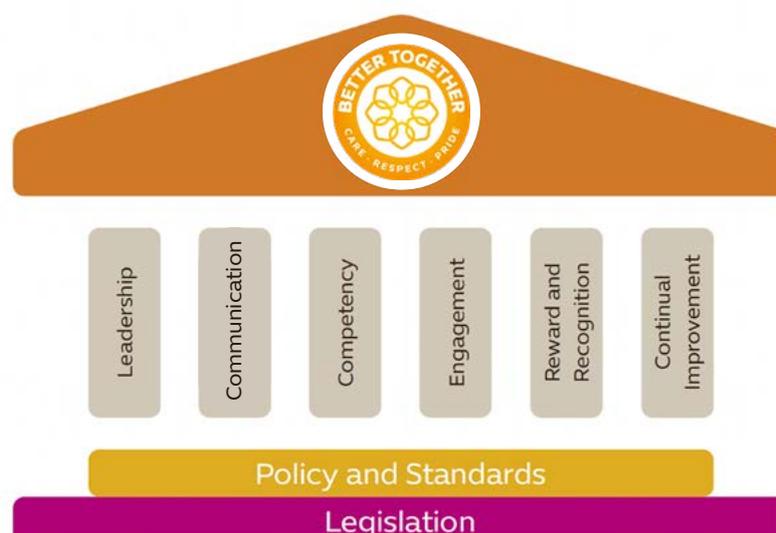
1. INTRODUCTION

Protecting the health and safety of our visitors and workforce is central to a successful Expo 2020, throughout the planning, design, construction and operations of the site. The Organiser's approach to managing COVID-19 risks builds upon existing health and safety strategies and policies.

This chapter provides context on how the COVID-19 Guide sits within the wider Health, Safety and Environment (HSE) governance and assurance framework established by the Organiser. The chapter also covers the purpose of the Guide and fundamental principles related to COVID-19 precautions.

The Organiser adopts an integrated approach to HSE management through the **"Better Together"** strategy. The COVID-19 Guide should be read in conjunction with other key documents which define requirements for event-time operations to ensure the protection of visitors and workforce, including:

- › **HSE Policy** – establishes core HSE values and strategic pillars and provides a framework for setting objectives and targets.
- › **HSE Commitments** – provides HSE organisational and leadership behaviours linked to the strategic pillars.
- › **Event HSE Assurance Standards** – defines detailed HSE requirements applicable to event-time operations.
- › **International Participants HSE Guide** – outlines HSE requirements applicable to International Participants.
- › **Legal Requirements** – includes fundamental compliance requirements applicable to the UAE and Emirate of Dubai.



1.1 PURPOSE OF THE GUIDE

The purpose of this Guide is to outline the measures implemented during Expo 2020 to manage the risks from COVID-19. The Guide details site-wide arrangements established by the Organiser and the responsibilities of International Participants, venue operators, workforce and visitors to ensure the health, safety and wellbeing of everyone at Expo 2020.

Requirements in the Guide are subject to change, in accordance with developments in UAE legal requirements. The Organiser will ensure that any updates in COVID-19 requirements are communicated through the issue of Circulars, to enable operating plans to be adjusted.

The Organiser will implement an assurance programme to monitor compliance with the requirements in this Guide with penalties in line with government regulations.



1.2 KEY PRINCIPLES

The requirements in the COVID-19 are comprehensive, however, a number of fundamental principles apply to all operations. The following precautions must be complied with at all times, unless explicitly stated otherwise within the Guide.



All visitors and workforce must comply with COVID-19 precautions on public and private transport modes.



All visitors and workforce must maintain 2 metres social distancing, at the time of this publication.



All visitors and workforce must wear a face mask.



All visitors and workforce must sanitize, or wash their hands regularly.



All visitors and workforce who are unwell must not visit the Expo 2020 site.



All visitors and workforce who feel unwell while at Expo 2020 must immediately seek on-site medical advice.



All Expo and International Participant staff, volunteers, contractors and service providers must be vaccinated.



All venue operators must assess the risks from COVID-19 and implement suitable precautions.



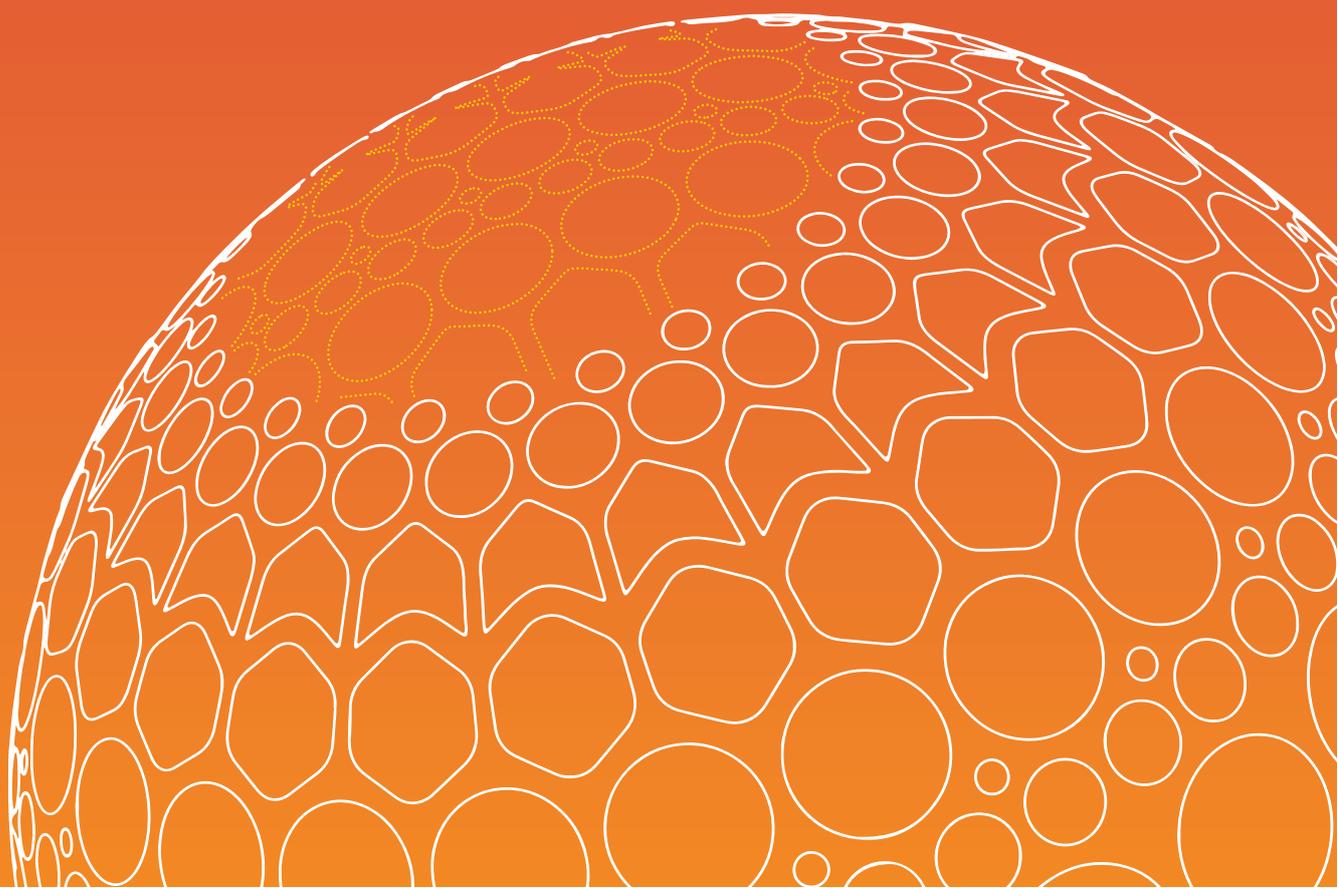
All venue operators must define capacity limits and ensure these limits are not exceeded.



All venue operators must implement comprehensive cleaning and sanitization programmes.

02

UAE and Dubai
City-wide Measures



2. UAE AND DUBAI CITY-WIDE MEASURES

Expo 2020 will attract millions of visitors to the UAE throughout the 6 months of the mega event. The country is ready to host the event and safely welcome visitors from all over the world. Since the outbreak of COVID-19, the UAE Government has introduced robust strategies and a comprehensive vaccination drive to contain the spread of infection and maintain the continuity of business and education.

This chapter provides details on the measures in place to protect visitors travelling to and staying in the UAE and information on precautions implemented on public and private transport modes in Dubai.

2.1 ENTERING THE UNITED ARAB EMIRATES (UAE)

A range of COVID-19 requirements apply to international visitors entering the UAE.

G-01 All international visitors should refer to the latest travel guidelines for entering the UAE.

See Supporting Information for further details on COVID-19 travel advisory for Dubai and Abu Dhabi, including airport protocols.

2.2 ACCOMMODATION IN THE UAE

A comprehensive framework of UAE legal requirements apply to the operations of hotels, apartments and other guest houses, in the UAE during the COVID-19 pandemic.

G-02 Visitors should liaise directly with operators of hotels, and other licensed establishments, for health and safety guidelines.

See Supporting Information for details on COVID-19 measures applicable to tourism in Dubai and Abu Dhabi, including independent assurance schemes to verify compliance with health and safety protocols at hotels and tourist attractions.

2.3 TRAVELLING TO AND FROM OTHER EMIRATES TO EXPO 2020

The UAE comprises seven Emirates (Abu Dhabi, Dubai, Sharjah, Ajman, Fujairah, Ras Al-Khaimah and Umm Al Quwain). Visitors should be aware of the COVID-19 requirements when travelling to and from other Emirates within the UAE to Dubai, particularly Abu Dhabi (including Al Ain).

See Supporting Information for specific details on COVID-safe travel to and from Abu Dhabi.



2.4 GETTING SAFELY TO EXPO 2020

Once visitors arrive in Dubai, there are a range of public and private transport options for travelling to Expo 2020. COVID-19 measures for all transport modes operated by the Roads and Transport Authority (RTA) will follow RTA's city-wide policy and requirements. See Supporting Information for the RTA website and COVID-19 guidance.

2.4.1 Metro

Dubai Metro, the rapid transit rail network connecting the Emirate of Dubai, is operated RTA. The RTA will implement and monitor the effectiveness of COVID-19 precautions on Dubai Metro, including:

- > Social distancing of 2 metres at all stations.
- > Crowd management arrangements at all stations.
- > Wearing of face masks at all times while on the Metro and at all stations.
- > Comprehensive cleaning and sanitization of the Metro and all stations.

2.4.2 ExpoRider

The ExpoRider is a dedicated public bus service created specifically for Expo 2020 that is free of charge for visitors. The service is operated by the RTA and available from different locations in and around Dubai and specific locations within other Emirates. The RTA will implement and monitor the effectiveness of COVID-19 precautions on the ExpoRider service, including regular cleaning and sanitization.

2.4.3 Taxi and E-hail

A large taxi and e-hail (Uber and Careem) fleet will be available to accommodate the expected demand of visitors during Expo 2020. The RTA will implement and monitor the effectiveness of COVID-19 precautions for taxi and e-hail services, including:

- > Vaccination of all taxi drivers.
- > Social distancing with no front seat passengers permitted.
- > Maximum of 2 people in the back of taxis, with accompanying children.
- > Daily sanitization of all taxis.
- > Taxi drivers and passengers to wear face masks at all times.

Over 140 drop-off and pick-up bays for taxis/e-hail have been established at Expo 2020, with large staging areas at all four arrivals plazas to facilitate social distancing.

C-01 Visitors must comply with COVID-19 precautions implemented by the Roads and Transport Authority (RTA) across all public transport modes, including any capacity restrictions.

2.4.4 Private Cars

Visitors who drive by private car to the Expo site can park at any of the visitor parking areas. Visitors are responsible for ensuring compliance with any capacity limits set for private cars.

2.4.5 Car Parks and Crossing Points

Transport marshals will be assigned at car park crossing points to monitor safety and pedestrian movements, and support visitor compliance with COVID-19 precautions, including social distancing, wearing of face masks and use of hand sanitizer before entering the site.

2.4.6 Valet Parking

A paid valet parking service will be available for visitors to use. The following measures will be implemented for all valet services:

- > Gloves and face masks worn at all times by valet operators.
- > Hand sanitizers provided at all valet service locations.
- > Regular cleaning of frequently touched items and surfaces, including valet podiums and counters.

2.4.7 Car Park Shuttle Service

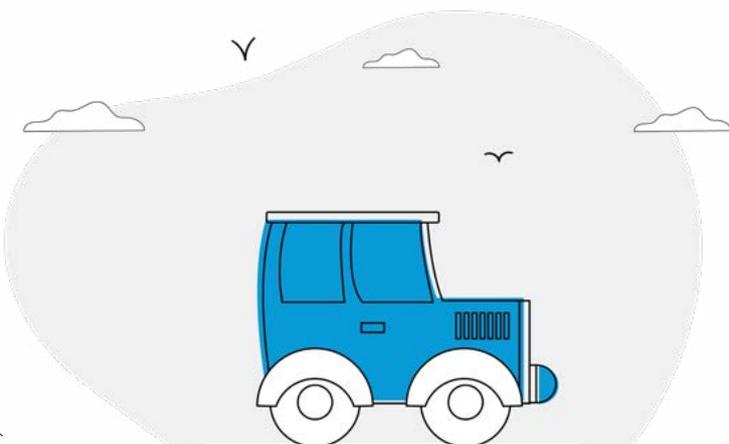
A Car Park Shuttle Service will be operational to transport visitors from the car parks to the visitor gates (Plazas). The following measures will be implemented for the Car Park Shuttle Service:

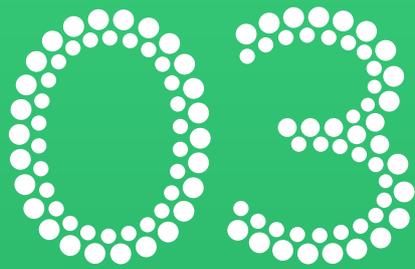
- > Transport marshals to be positioned at crossing points where visitors are likely to congregate to support social distancing.
- > Seat configuration established to enable social distancing, with markers or stickers placed on alternating seats.
- > Regular cleaning and sanitization of vehicles, focusing on high touch points.

2.4.8 Private Buses and Coaches

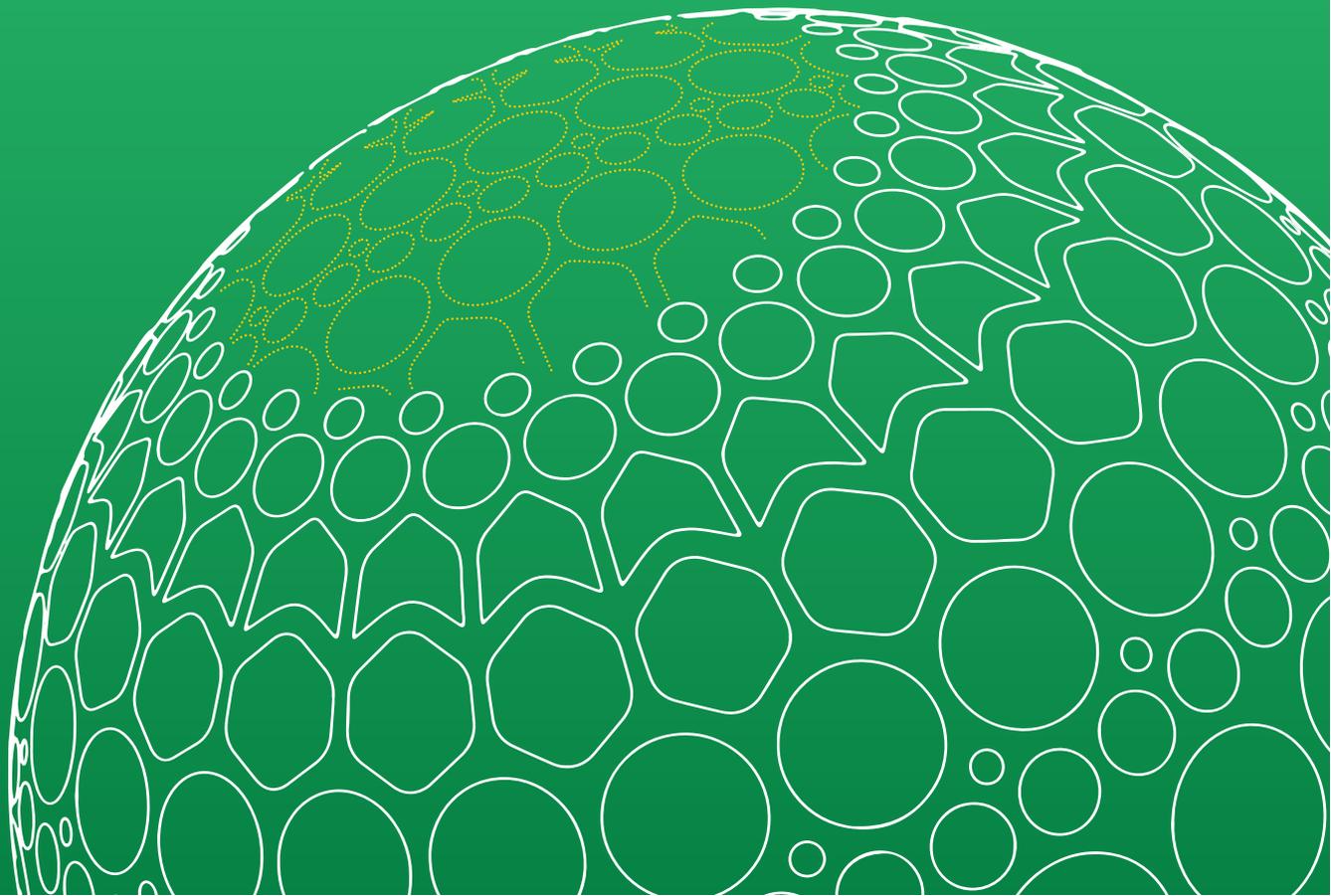
Private buses and coaches may be used for the transport of large groups of visitors to the Expo site. Visitors are responsible for compliance with COVID-19 precautions implemented by private bus and coach operators, including any capacity restrictions.

School bus operators are responsible for compliance with COVID-19 precautions, set by the educational authorities.





Expo 2020 Site-wide Precautions



3. EXPO 2020 SITE-WIDE PRECAUTIONS

The Organiser is committed to integrating COVID-19 precautions during operational planning and delivery to reduce the risk of infection to visitors and workforce.

This chapter provides information on site-wide operational plans and measures across venues and spaces managed by the Organiser, including precautions to be implemented at common spaces, to reduce the risks from COVID-19.

3.1 SITE-WIDE PLANNING

The Organiser will maintain a COVID-19 risk assessment for event-time operations identifying precautions to be implemented across the Expo site.

The Organiser will monitor potential changes in UAE legal requirements related to COVID-19 and ensure any changes are communicated across the site, and to International Participants as soon as possible.

3.2 CAPACITY MANAGEMENT

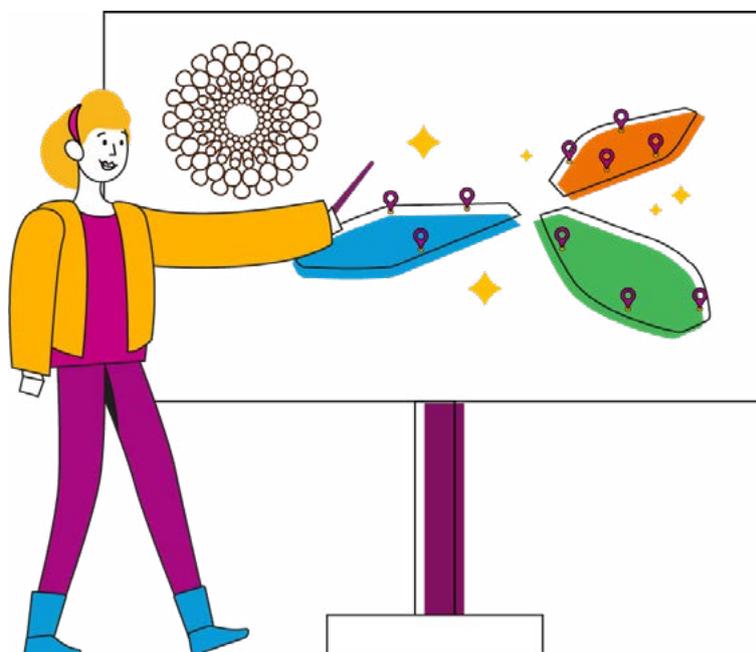
The Organiser will monitor capacity across the site to ensure that social distancing is maintained through the following measures:

- > Ticketing strategy.
- > Communications strategy, including website updates.
- > Ticketing and accreditation scanning data.
- > Closed-circuit television (CCTV) in public places.

3.3 MANAGEMENT OF THE PUBLIC REALM

The Public Realm is an open-air exhibition space connecting various parts of the site. The Organiser is responsible for the management of the Public Realm and will implement the following measures:

- > Hosts will approach visitors to encourage them to practice social distancing, correctly wear face masks and follow other COVID-19 precautions.
- > If a visitor resists or does not comply with COVID-19 precautions, the Organiser may escalate and enforce requirements through Expo's Security teams.



- > The Organiser will identify high touch points across the Public Realm, such as Art Installations, Majlis, Automated Teller Machines (ATMs), Touch Screens and Ticket Scanners. The following measures will be implemented for high touch points.
 - o Selection of an appropriate sanitization method for each asset (i.e. hand sanitizer, sanitizing wipes).
 - o Increased cleaning and sanitization programmes.
 - o Regular review of high touch operational devices and equipment (i.e. radios, light wands) to ensure implementation of appropriate cleaning and sanitization.
 - o Hand sanitizer stations deployed throughout the public realm with regular monitoring to confirm they are functional and refilled.
 - > Drinking water fountains provided across the site, including throughout the Public Realm, will be touchless and subject to regular cleaning and sanitization.
 - > Hosts will be deployed across the site, particularly where visitors are congregating, to manage social distancing and ensure compliance with other precautionary measures.
 - > There will be a high volume of workforce in the Public Realm, with the following measures to be implemented:
 - o 2 metres social distancing to be maintained during check-ins and briefings.
 - o Workforce to be assigned to a certain Sector within a Zone.
 - o Workforce to wear face masks at all times and any other enhanced PPE required for their role.
 - > The Organiser will provide signage throughout the Public Realm in areas where people queue or congregate, and to remind visitors and workforce of the importance of good personal hygiene and behavioural reminders.
 - > Capacity management will be applied to performance spaces and general seating areas within the Public Realm.
 - > Seating designs/installation/set up in the Public Realm should allow for social distancing. Where this is not possible, seat markers or decals will be placed on alternative seats/benches. Workforce will manage this dynamically where families/groups do not need to social distance from each other.
 - > The Organiser is responsible for queues extending into the Public Realm and will implement proactive measures to ensure social distancing.
- 3.4 OTHER AREAS MANAGED BY THE ORGANISER**
- Al Wasl Plaza, Al Forsan Park, Jubilee Park, Dubai Millennium Ampitheatre, District Stages (Sea, Sun and Earth Stage) are areas under the responsibility of the Organiser and will have workforce to manage capacity and ensure compliance with requirements in this Guide.
- 3.5 PARKS AND CHILDREN'S PLAY AREAS**
- The various parks and children's play areas across the site require stringent controls to reduce the risks of transmission. The following measures will be implemented at parks and children's play areas:
- > Specific attention to be given to the management of high risk areas, where children may queue or congregate, such as entrances to slides and other play equipment.
 - > Sufficient number of hosts to be assigned to assist in ensuring compliance with precautionary behaviours.
 - > Regular cleaning and sanitization of all devices and equipment, focusing on high touch items.
 - > Playgrounds to be regularly cleaned and sanitized. Dedicated cleaners to be assigned for cleaning of play equipment.
 - > Signage to be provided to raise awareness of COVID-19 measures.



3.6 SPORTS AND FITNESS AREAS

Sports and fitness areas often create close interaction between visitors with additional mitigation required. The following measures are to be implemented in sports and fitness areas:

- > Event schedules to be designed to limit the number of visitors to enable social distancing to be maintained.
- > Event spaces to be designed to maximise the available space for each visitor, where possible.
- > High touch points and items to be subject to regular cleaning and sanitization.
- > Access to food and drink stations to be provided in such a way that social distancing can be observed.
- > In the event of an injury, Dubai Corporation for Ambulance Services (DCAS) personnel will practice strict hygiene measures, including cleaning and disinfection of equipment and surfaces. DCAS staff will wear face masks at all times when treating injuries.
- > Handshakes, huddles, and close proximity celebrations between visitors should be avoided during events, where possible.
- > Workforce to reinforce personal hygiene behaviours from visitors during sports activities.
- > Face masks should only be removed during strenuous physical activities (e.g. running).

See Supporting Information on Dubai Sports Council – Procedures for Returning Sports Activity in Dubai.



3.7 USE OF COMMON SPACES

There is a potential risk of transmission associated with the use of common spaces, predominantly due to visitors being in close proximity and from contact with surfaces. Robust precautions will be implemented across all common spaces, including capacity management and social distancing.

3.7.1 Toilets, Washrooms and Ablution Areas

The following measures will be implemented in toilets, washrooms and ablution areas:

- > Regular cleaning and disinfection, focusing on high-touch surfaces, including wash basins / sinks, faucets, tissue roll dispensers, C-fold dispensers and soap dispensers (wall and sink).
- > Regular floor mopping with a Dubai Municipality approved disinfectant solution.
- > Toilet basins, ablution units and urinals to be closed off or physical barriers implemented.
- > Roving housekeeping attendants to implement cleaning and disinfection regimes and emptying of bins.
- > Dedicated medical / contaminated waste bins for any COVID-19 related waste (e.g. face masks).

3.7.2 Smoking Areas

The following measures will be implemented in smoking areas:

- > Floor markers or decals provided to enable 2 metres social distancing.
- > Sufficient ashtray bins to be provided.
- > Sharing of any common items, such as lighters to be avoided.
- > Regular cleaning and sanitization of all areas, focusing on high touch points.

3.7.3 Prayer Rooms

The following measures will be implemented in prayer rooms:

- > The Holy Quran (and other holy books), and common touchable surfaces such as religious book copies, booklets, leaflets and pamphlets, to be removed from prayer rooms.
- > Worshippers are encouraged to use an electronic version of the Holy Quran via smart devices.
- > The wearing of face masks is mandatory at all times.
- > All common areas of the prayer room to be cleaned and disinfected after each prayer, including washrooms, toilets and ablution areas. Access to prayer rooms to be prevented while sanitization is taking place.
- > All cleaning and disinfection operations, including a list of the disinfectants used, to be documented.
- > Prayer rooms to be subject to cleaning and disinfection after working hours on a daily basis.
- > Any items (e.g. bottled water, paper towels, carpets) that could be shared in a prayer room to be removed.

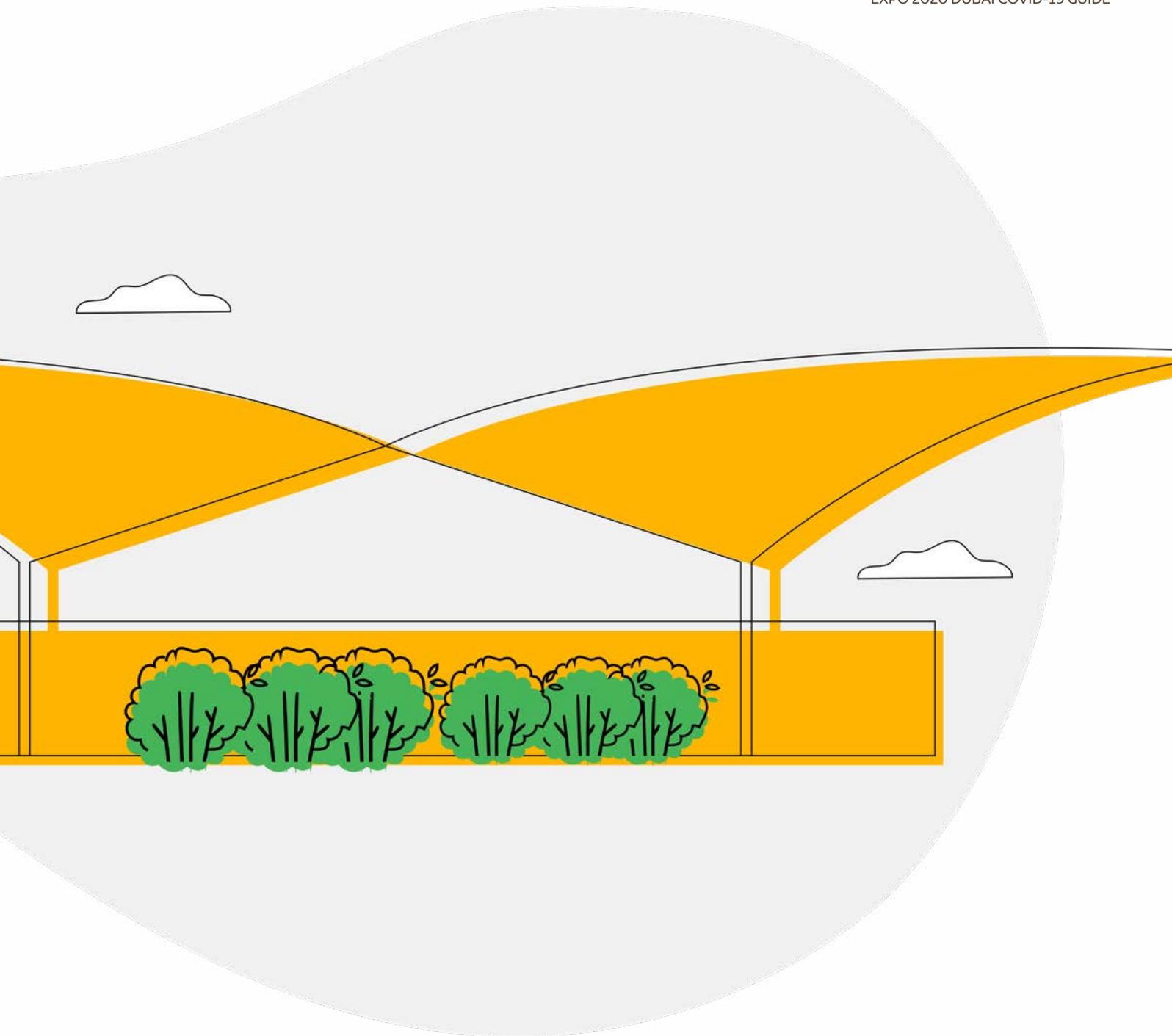
The Organiser will provide disposable prayer mats for worshippers. After use, disposable prayers mats are regarded as medical waste and should be disposed of in designated bins.

3.7.4 Elevators and Escalators

The following measures will be implemented for elevators and escalators:

- > Capacity limits to be established for elevators in line with 2 metres social distancing and signage provided to indicate the maximum number of people permitted in an elevator. Visitors should ensure capacity limits in elevators are not exceeded.
- > Floor markers or decals to be provided in elevators to enable social distancing, with people facing away from each other, where possible.
- > Regular cleaning and sanitization of elevators and escalators focusing on high touch points.



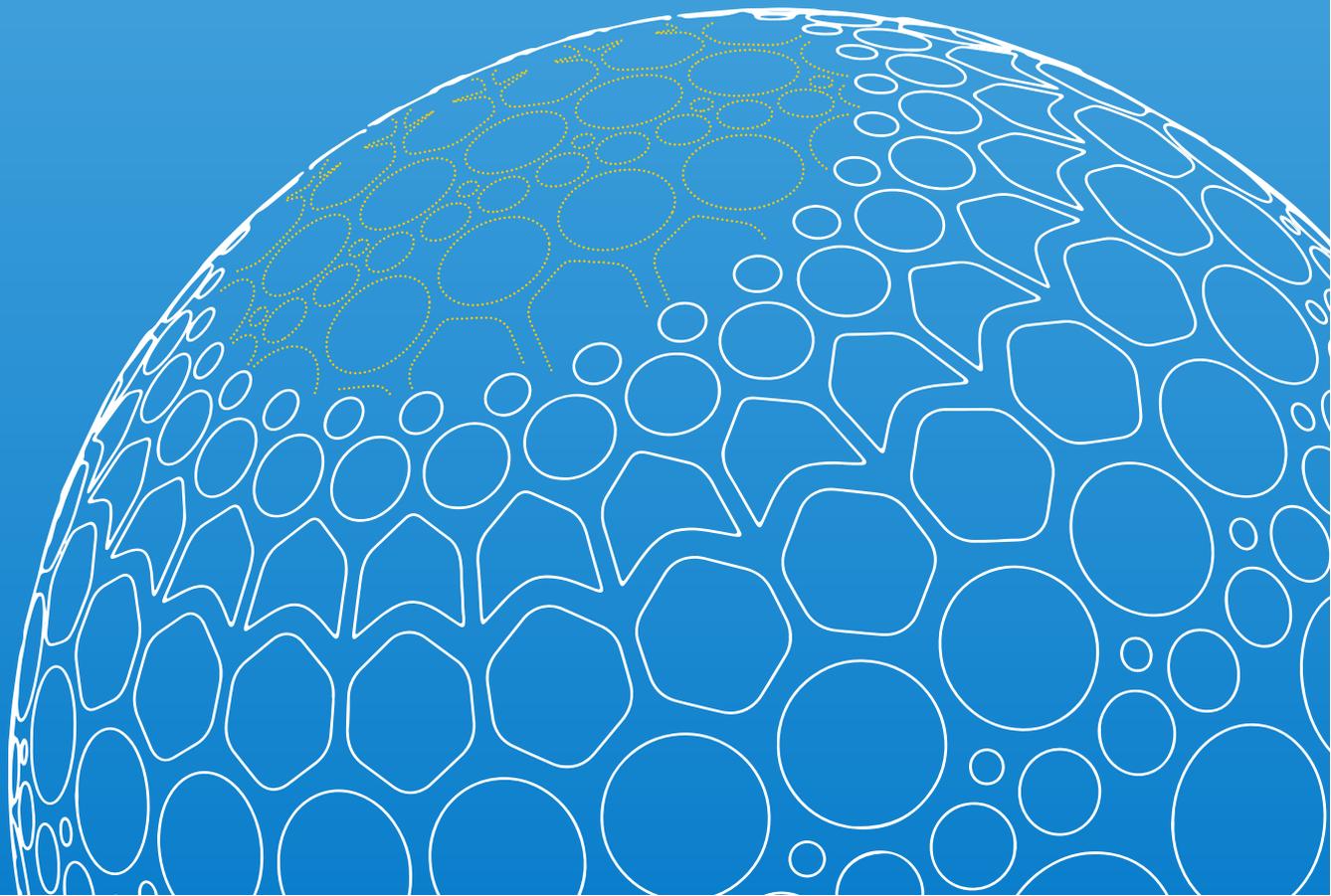


3.8 DUBAI EXHIBITION CENTRE

The Dubai Exhibition Centre (DEC), operated by Dubai World Trade Centre (DWTC), is a purpose built facility that will host a variety of world-class events throughout Expo 2020. DWTC, and event organisers hosting events at the venue, will be responsible for the implementation of COVID-19 precautions throughout event-time operations, including compliance with the precautions detailed within this Guide.

04

Maintaining Safe Operations



4. MAINTAINING SAFE OPERATIONS

The Organiser expects all venue operators and organisations supporting event time operations to adopt a comprehensive approach to managing the risks from COVID-19.

This chapter provides information on the COVID-19 precautions to be implemented by venue operators, event time contractors and service providers to maintain safe operations.

4.1 OPERATIONAL PLANNING

4.1.1 General

During the six months of Expo 2020 there may be changes, either relaxation or restriction, in COVID-19 requirements. Operational planning should be agile to respond quickly to new requirements.

4.1.2 Pavilion / Venue Operating Plans

Pavilion / Venue Operating Plans must include an Health, Safety and Environment (HSE) risk assessment and monitoring programme to ensure the effective implementation of precautions.

C-02 Venue Operating Plans must include a specific COVID-19 risk assessment as a stand-alone document, separate from the HSE risk assessment.

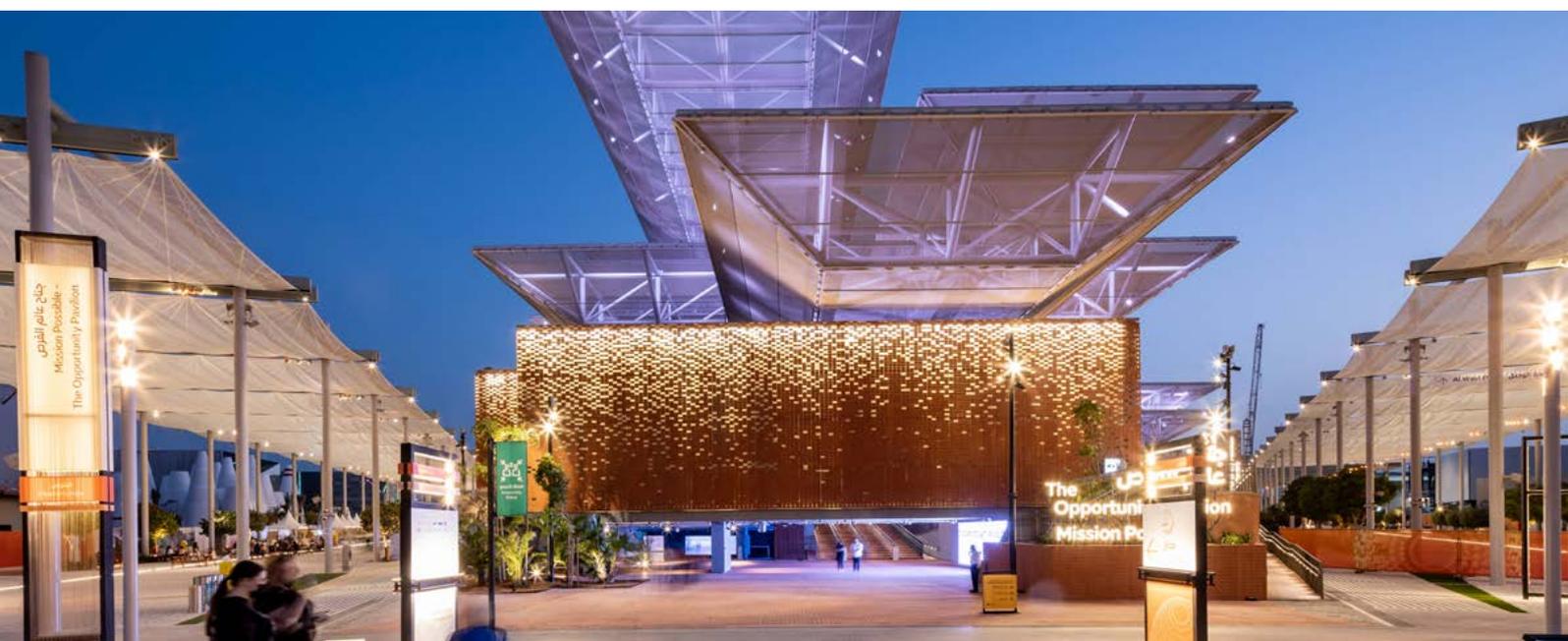
4.1.2.1 COVID-19 Risk Assessment

The COVID-19 risk assessment should take into account the following factors to determine practical changes that can be made during operations to reduce the risk of transmission of COVID-19:

- > Interaction between visitors and workforce.
- > The safe use of common areas, queuing areas and shared items and equipment.
- > Consideration of vulnerable workforce with pre-existing health conditions.
- > Density of visitors and workforce within particular areas.
- > Nature of activities and contact required between visitors.
- > Potential touch points and surface contamination.
- > Location of activities, considering indoors or outdoors, including pinch-points or crossroads where visitors may build-up and come into close contact.

Venue operators should ensure that the COVID-19 risk assessment takes into account all activities in Front of House (FoH) and Back of House (BoH) areas.

G-03 The COVID-19 risk assessment and precautions should be communicated to workforce and subject to review in accordance with any significant change.



4.1.2.2 Contingency Planning

Venue Operating Plans should include contingency plans to mitigate potential impacts on operations from COVID-19. The following are examples of risks that may require contingency plans:

- > Staffing of venues should any member(s) of workforce be identified as a positive case or close contact.
- > Proactive management of social distancing should visitor numbers exceed venue capacity limits.

G-04 Venue owners should develop and implement contingency plans to address potential COVID-19 risks which may impact operations.

4.1.3 Emergency Action Plans

During emergency situations there are potential risks associated with the transmission of COVID-19. In all emergency situations life safety is the priority; however, COVID-19 precautions should be implemented where practical.

G-05 Emergency Action Plans should include arrangements to mitigate the risks from COVID-19.

Precautions can include allocation of sufficient assembly points to enable social distancing, training for staff to encourage social distancing and sanitization of hands prior to re-entry to venues.

4.2 WORKFORCE PLANNING

4.2.1 General

Workforce planning is required to determine measures to build resilience in teams to ensure the continuity of operational delivery. See Chapter 5 Taking Care of the Workforce for further information.

4.2.2 Role Risk Assessments

Role risk assessments are recommended to identify workforce at an increased risk and determine any additional mitigation. The following factors should be taken into account during role risk assessment:

- > Avoid handling of items unless necessary to perform the role, or reduce the frequency of which workforce need to handle items.
- > Wear gloves for roles which involve handling items, or increase sanitization and other mitigation where the wearing of gloves is not practical for the role.
- > Ensure where possible that workforce are able to maintain 2 metres social distance when performing their role.

If social distancing cannot be complied with for an activity or event then additional mitigation should be implemented to reduce the risk of transmission, including:

- > Working in small teams or pairs to limit the number of people in close contact.
- > Revising work activities to limit exposure (e.g. keeping activity times short, using screens or barriers, or other alternatives).
- > Use of plexiglass dividers in office spaces, while maintaining air circulation and dispersion.
- > Providing additional PPE (e.g. gloves) and guidance on how to use it.

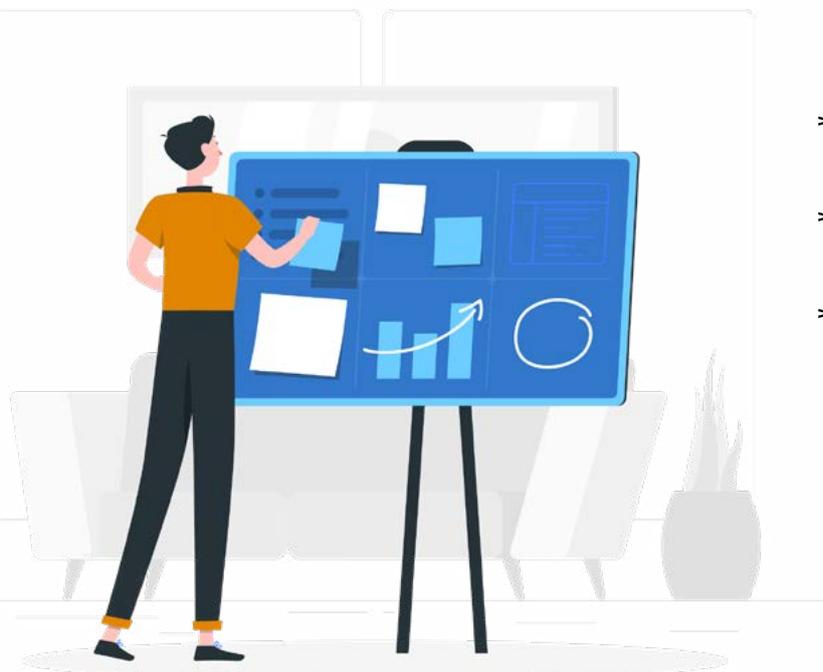
G-06 Role risk assessments should be undertaken to identify additional precautions for roles with the inability to social distance, or involved in the regular handling of items and equipment.

4.2.3 Scheduling and Rostering

The adaption of schedules and rosters can be a way to reduce cross-contamination between teams. The following measures should be implemented in relation to scheduling and rostering:

- > Consideration of anticipated peak capacity days and lower capacity days in terms of expected visitation to ensure the appropriate number of workforce on site and support capacity management, social distancing and queuing.
- > In order to build resilience, workforce should be rostered in teams which do not come into unnecessary contact with each other.
- > Employee break timings should be coordinated to avoid crowding in rest areas. Workforce should remain in bubbles during break times where possible.
- > Workforce should use virtual methods for the handover of information between staff performing the same role at different times and on different days.

G-07 The risks from COVID-19 transmission should be assessed during the pre-event preparation period of scheduling and rostering, prior to workforce attending site for operational delivery.



4.2.4 Workplace Planning, Resilience and Post Prioritisation

COVID-19 significantly increases the risk of absence from work due to sickness. The following factors should be taken into account in relation to workforce planning, resilience and post prioritisation:

- > Undertake post prioritisation for all roles in order to understand the minimum threshold of workforce required to deliver an enjoyable visitor experience and safe operations.
- > Consider the skills and knowledge of workforce in advance of event time and implement effective cross training and information sharing in order to reduce dependency on individual members of workforce.
- > In the event of absence of workforce, ensure the effective implementation of post prioritisation plans immediately to ensure operational continuity.

4.2.5 Psychological Health and Wellbeing

The COVID-19 pandemic can impact workforce psychological health and wellbeing with a holistic approach required to manage associated risks.

The following psychosocial risks which may impact workforce should be taken into account:

- > Working hours (e.g. unpredictable hours, reduced or extended hours).
- > Role ambiguity (e.g. changes to what is expected from a role, new roles, lack of clarity).
- > Lack of control (e.g. rapid changes in risk levels, sudden enforcement or easing of restrictions).
- > Lack of social support (e.g. physical isolation, communication issues).
- > Balancing work and home life (e.g. caring responsibilities, family emergencies).
- > Workforce specific circumstances (e.g. belonging to a vulnerable group).
- > Anxiety around exposure especially with regards to compromised health conditions, or that of family members.

The following measures should be implemented:

- > Provide regular, clear and accurate information about the current risk levels and any planned changes that impact workforce.
- > Enable confidential meetings for workforce to discuss issues and anxieties.

G-08 Measures should be implemented to manage the impact of the COVID-19 pandemic on workforce psychological health and wellbeing.



4.3 PAVILIONS AND EXHIBITIONS

Venue operators of Pavilions and Exhibitions are required to assess the risks from COVID-19 associated with their operations and implement suitable precautions.

Participants operating Self-Build Pavilions and Large Thematic Pavilions are responsible for the implementation of the precautions detailed in this Guide within their plot limits.

The following measures must be implemented at all Pavilions and Exhibitions:

- > Capacity to be based on 2 metres social distancing, taking into account the nature of exhibits throughout the visitor journey.
- > Implementation of proactive measures to ensure that venue capacity limits are not exceeded.
- > Clear signage to be provided to indicate the maximum number of people permitted in venues or spaces.
- > Events and entertainment to be undertaken in line with the precautions detailed in this Guide, including mitigation measures for performers and audiences.
- > Cleaning and sanitization of venue exhibition spaces and circulation spaces to be undertaken regularly with particular attention to interactive content and other high touch points. Interactives should be frequently sanitized.
- > Interactives that are available for use by visitors should have hand sanitising units placed near them.
- > All workforce to be briefed on COVID-19 measures, including the management of social distancing and capacity limits.

4.4 CAPACITY MANAGEMENT

4.4.1 General

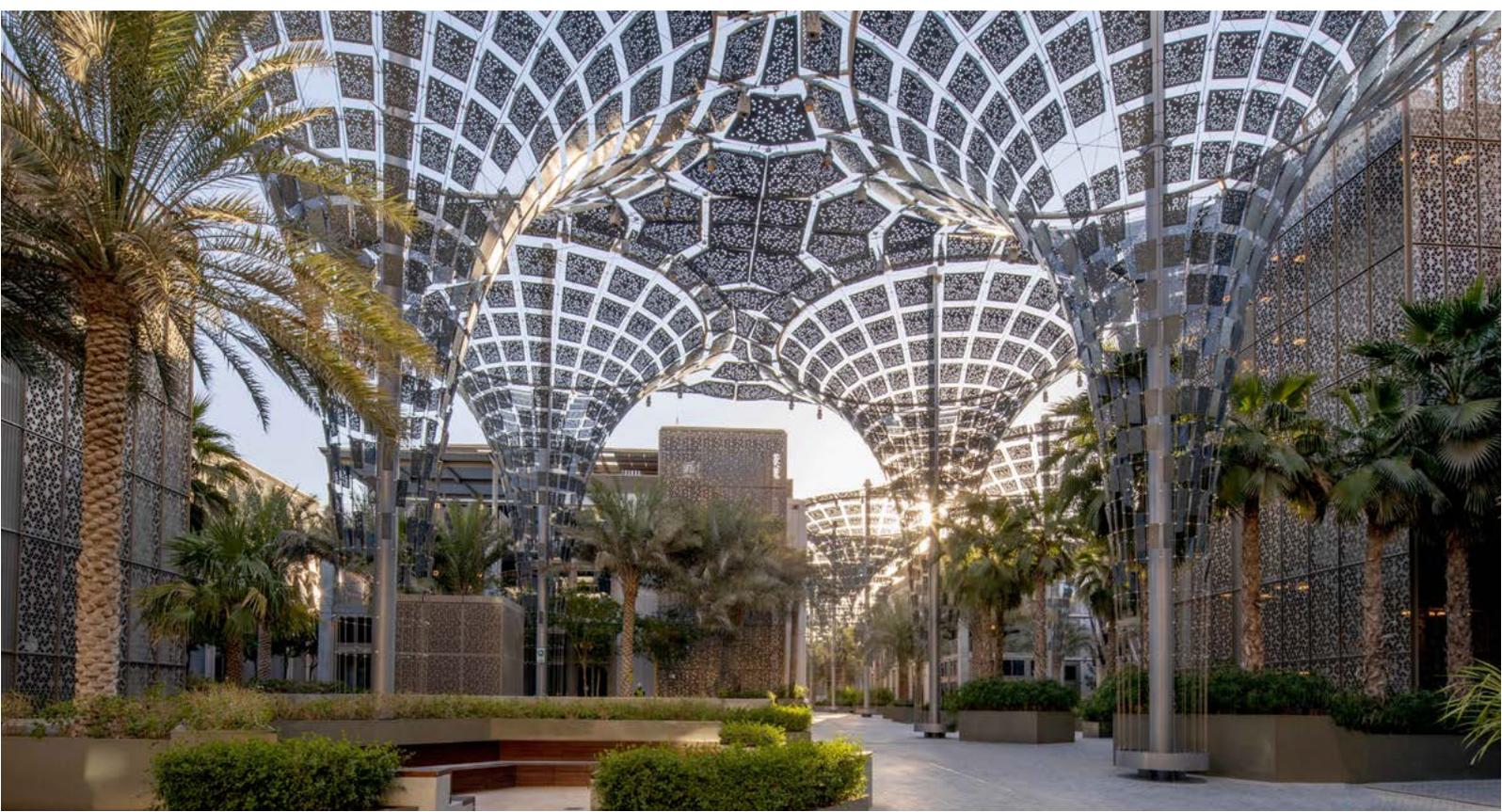
Capacity management is a key COVID-19 risk management strategy. Capacity management should be proactive and implemented to ensure social distancing across all Front of House (FoH) and Back of House (BoH) areas.

4.4.2 Capacity Assessments

Capacity limits for venues and spaces should be based on usable space, which takes into consideration the following:

- > Circulation space for people to move within the area.
- > The nearest exits.
- > Workforce operating in the space.
- > Type of activities and associated risks.
- > Pinch points, such as staircases, escalators, elevators, or other spaces where people gather or where the visitor space is reduced.

C-03 Venue owners must undertake an assessment of their venue, and spaces within the venue, to determine where capacity restrictions need to be implemented in order to maintain a minimum of 2 metres social distancing.



4.4.3 Capacity Management Arrangements

The following measures should be implemented to ensure that capacity limits are not exceeded:

- > Queuing design and set up, use of booking systems (e.g. Smart Queuing), visitor and other behavioural nudges.
- > Close attention to the proactive management of pinch points and areas where crowd densities are formed.
- > Staggered ingress and egress strategies to avoid congestion.
- > Events and entertainment programming designed to assist with visitor movement.
- > Uni-directional pedestrian flows demarcated with signage or floor stickers indicating direction established, where possible.
- > Workforce to be trained on how to manage capacity and advise visitors on social distancing requirements.
- > Workforce to be deployed in areas where visitors are likely to congregate.

C-04 Venue operators must implement proactive and reactive measures to ensure venue and space capacity limits are not exceeded.

The management of visitor groups should take into account that some groups (e.g. families) do not need to social distance. However, capacity limits for venues must be adhered to at all times.

Specific training should be provided for workforce responsible for the active management of venue capacity limits and social distancing, including requirements related to visitor groups (See section 6.5.1 Visitors in Groups).

4.4.4 Signage and Decals

Venue operators should provide signage to remind visitors and workforce of the importance of good personal hygiene and behavioural reminders. Signage should include the following behaviours:

- > Regular washing of hands with soap and water.
- > Cleaning of hands with the use of hand sanitizer.
- > Wearing of face masks at all times.
- > Maintaining a safe distance.

Floor markings or decals should be applied at strategic locations where visitors are likely to queue or congregate, such as entrances to Pavilions, retail and food and beverage service areas, popular venue content and static viewing areas within a venue.

G-09 Venue owners should provide signage denoting maximum capacity limits for Front of House and Back of House areas and spaces, particularly for indoors spaces where visitors are likely to congregate and monitoring of capacity limits is practical.



4.5 QUEUE MANAGEMENT

Venue operators are responsible for the management of queues where visitors are waiting to enter a venue.

The following measures should be implemented in relation to queue management.

- > The design of the queue should ensure maximum capacity whilst maintaining social distancing.
- > Floor markings or decals should be applied within queuing areas, in addition to the use of segregators to delineate queue space and ensure consistent visitor flow.
- > Venue operators should ensure plans include arrangements for managing queues that extend past the designated queuing areas whilst maintaining social distancing.
- > Booking systems (e.g. Smart Queueing) should be implemented where possible to reduce queue times and sizes.
- > Consideration should be given to the design and layout of barriers.
- > Workforce should be trained on how to manage queues and advise guests on social distancing requirements.

The management of queues should take into consideration that groups of visitors attending together (e.g. families) do not need to social distance from one another (See section 6.5.1 Visitors in Groups).



4.6 EVENTS AND ENTERTAINMENT

4.6.1 General

The Organiser expects that COVID-19 measures are incorporated into the planning and execution of all performances. The following general requirements apply to all personnel involved in performances, including activities in Back of House (BoH) areas:

- > Social distancing of 2 metres should be considered during the creative process. Robust mitigation must be implemented for performances that have relaxed requirements for social distancing.
- > Face masks do not need to be worn during performances, however, additional mitigation must be implemented, including COVID-19 testing of performers.
- > Performers should have dedicated routes in and out of performance areas to reduce the risk of cross-contamination.
- > Performers moving through public domain and Front of House (FoH) areas should be guided through these spaces to limit interaction with visitors. Performers moving through FoH areas are subject to COVID-19 precautions applicable to the owners of that space.
- > Performer groups, including performers on short duration visits to the UAE, must adhere to the Organiser's testing policies.

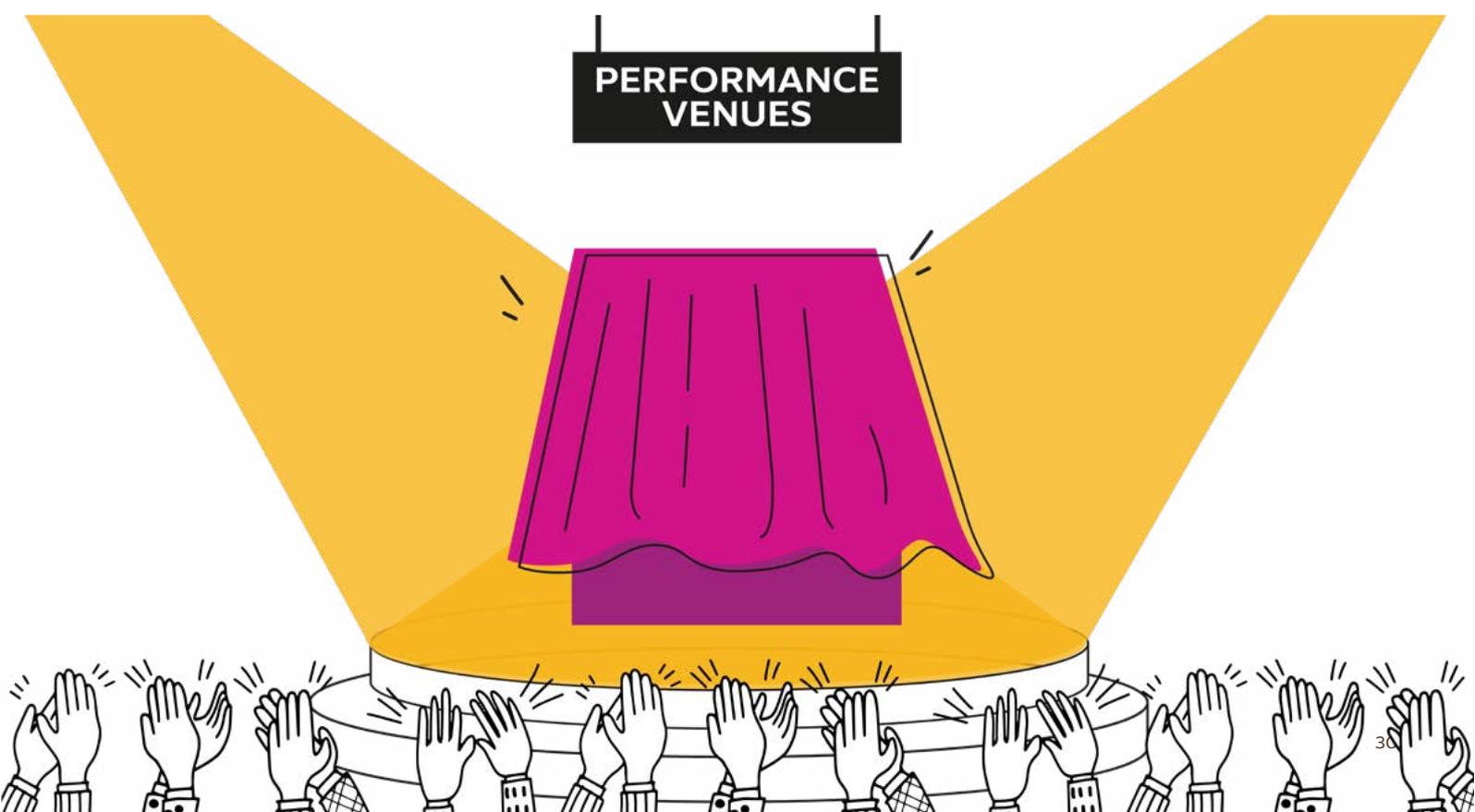
See section 5.8 Testing, Suspected and Confirmed Cases for further information.

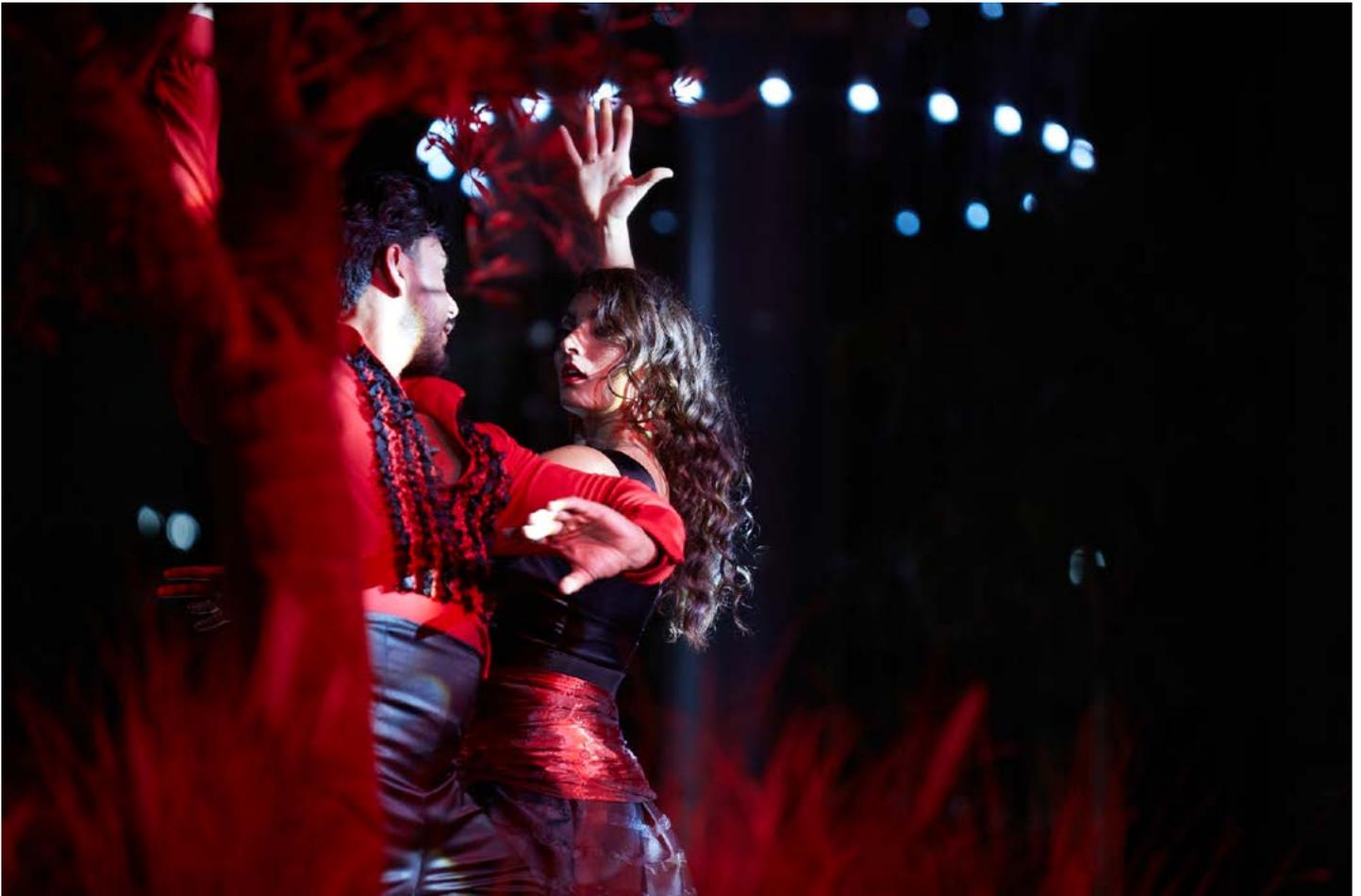
C-05 Events and entertainment contractors must assess the risks from COVID-19 associated with their activities and performances, including any unique risks created by specific performances, and implement appropriate precautions.

4.6.2 Performance Spaces

Precautionary measures should be implemented at all performance spaces to ensure these environments are safe. Although social distancing may not be observed in performance spaces, other mitigation, and performer testing (where required) must be implemented to reduce the risks, at indoor and outdoor areas:

- > The risks from COVID-19 associated with the use of performance spaces and infrastructure must be assessed and measures implemented to limit potential transmission.
- > Capacity limits and signage should be provided at performance spaces.
- > Performance times should be limited where possible with the audience socially distanced / venues operating at reduced capacity.
- > Sufficient time should be provided between events to allow for air to circulate out of the space, in conjunction with sanitization. Any discharge of forced ventilation should be into unoccupied space in the open air.
- > Cleaning and sanitization of performance spaces should be undertaken before and after each performance, particularly floor-based performances involving substantial interaction. Contractors are responsible for the cleaning of specific performance items such as, costumes, props, scenic, make-up application tools, before and after use.





4.6.3 Audience to Performance Space Distances and Barriers

The distance between performers and the audience is an important precaution to limit potential infection. Audience to performance space distances and barriers are required in line with UAE legal and other requirements, both at indoor and outdoor spaces:

- > A 4-metre distance between performers and the general audience to be established when performers are required to remove their masks.
- > A physical barrier or other crowd management arrangements should be implemented to restrict close interaction between performers and the general audience. Physical barriers can be removed if audience seating is set at the correct distances from the performance area.

4.6.4 Performances

The type of performance will impact the risk of transmission. Consideration should be given to a range of factors, including (but not limited to), the ability to social distance, physical movements, vocal or musical performances and the length of performance. If these measures are not possible due to the nature of the performance then risk mitigation plans must be reviewed and approved by the Organiser.

4.6.5 Intimate Choreography

Intimate choreography is any routine that requires performers to be in close contact with each other, which increases the potential risk of infection.

Performers involved in intimate choreography are encouraged to be from the same bubble and required to undertake testing in line with the Organiser's testing policy.

4.6.6 Singing / Choir

There is a significant risk of COVID-19 transmission during vocal performances due to the projection of air from performers, with the following measures to be implemented:

- > Social distancing between vocalists, as well as 4 metres from the audience to be established.
- > Choir, vocal, or opera performance times within indoor spaces should have a limited time duration with sufficient time between events to allow for air to circulate out of the space.

4.6.7 Woodwind and Brass Instruments

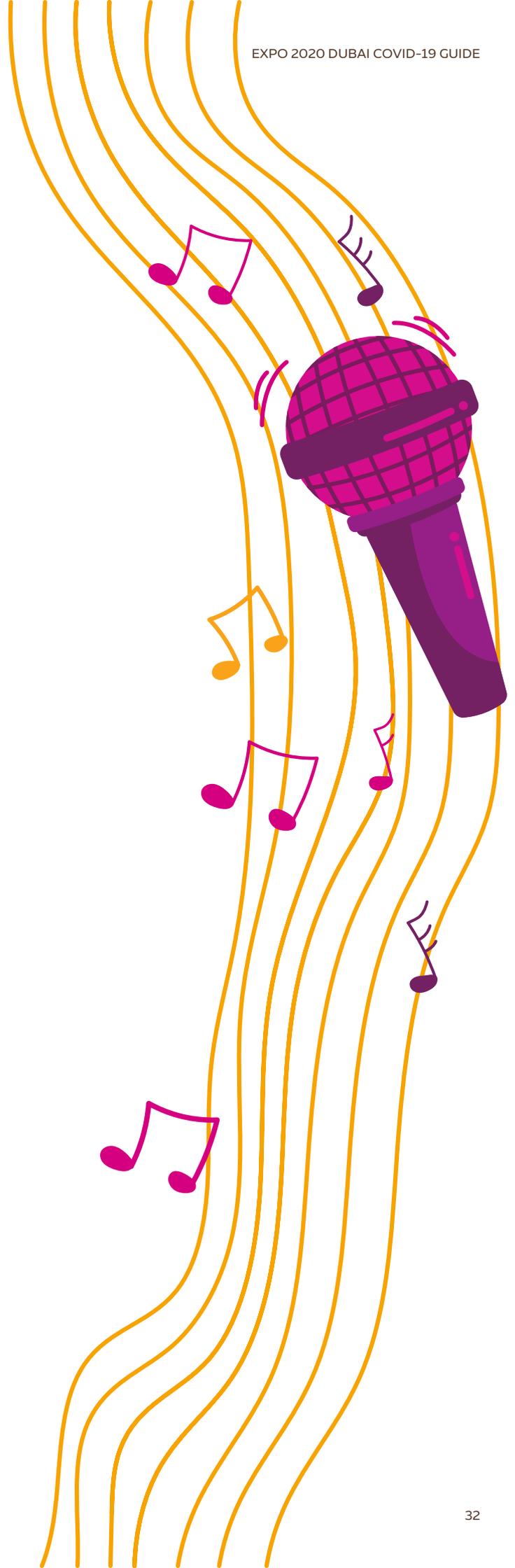
During musical performances, the use of woodwind and brass instruments create a significant risk of transmission due to the high level of turbulent air generated from these instruments, with the following measures to be implemented:

- > Specialised covers should be used for brass and woodwind instruments (over the bell) to limit aerosol movement within performance and rehearsal spaces.
- > Social distancing should be maintained between performers using woodwind and brass instruments, and 4 metres social distance from the audience.

4.6.8 Roving Performances

Roving performances present specific risks as there is no defined performance space. Risk mitigation applied to roving performances should consider performer and audience safety, with the following measures to be implemented:

- > Performers must not interact / touch audience members during their performance.
- > Performer audience thresholds should be maintained with physical barriers or other crowd management arrangements.
- > While not performing, and transiting through public domain walkways, performers should adhere to COVID-19 precautions, including wearing of masks at all times.
- > Performances that require audience participation or giveaways, require additional risk mitigation, such as hand hygiene, sanitization of high touch items, and individually wrapped items.



4.6.9 Equipment Sharing

There is a potential for infection across different performance groups through the sharing of technical equipment, such as microphones. Any items that are used by performers and/or visitors such as props, sports equipment, and creative performance equipment should be taken into account, with the following measures to be implemented:

- > Technical equipment (e.g. microphones, stands, chairs, shared music instruments) with a high touch frequency should be sanitized after each use.
- > The sharing of equipment during a performance should be limited, where possible.
- > Items that cannot be sanitized should have a disposable protective cover that is removed after each use.
- > Technical equipment used during performances should be kept in separate boxes / areas / containers to prevent contamination between performances and performance groups.
- > Operational technical equipment such as radios, should be for individual use, and sanitized after use.
- > Equipment that is used for public interaction, such as screen and input devices, should be sanitized after each use.
- > Items that are shared between individuals during a performance should be sanitized after use, with performers practicing good hand hygiene.
- > Unattended equipment should be stored in an access-controlled space to ensure no cross contamination occurs. If equipment is required to be stored over an extended period of time in a common and accessible space, the items should be covered with a disposable protective layer to limit contamination by others.
- > Costumes should be limited to the individual, if they are shared between multiple individuals, a sanitization regime and additional risk mitigation should be considered for these items.

See section 5.1.4 Shared Equipment for further information.



4.6.10 Talent Management

Robust infection control measures are required to reduce the risk of infection across different talent and performance groups. The following contingency arrangements should be implemented to ensure the continuity of performances:

- > A performance contingency plan should be developed with consideration of minimum numbers / thresholds for performances within performance spaces.
- > Key performance groups that cannot implement precautionary measures should be identified with a contingency plan in place if a positive case within the group arises.
- > Performance groups should consider a system where shifts of contractors, workforce, and performers are coordinated to avoid potential risk of cross contamination.

4.6.11 Back of House Areas

Back of House (BoH) spaces, including rehearsals spaces, cast holding and preparation areas, workshops, offices, and control spaces have been established across the site to support and facilitate performances. Due to space limitations in these spaces, the following measures should be implemented:

- > Social distancing should be observed in all BoH support areas with capacity limit signage in place.
- > Personnel in the area should observe venue and space capacities.
- > Personnel should avoid congregating in areas, particularly indoor and enclosed spaces.
- > Contractors working in BoH spaces should assess the risks from their activities and implement additional mitigation, where required.

4.6.12 Rehearsal Spaces

Rehearsal spaces will have a constant flow of cast going in and out, as well as changing choreographers for different segments and activities, with the following measures to be implemented:

- > Cast should wear masks during rehearsals unless the choreography cannot accommodate this and/or high intensity routines are involved. In this case further risk mitigation must be implemented.
- > Masks must be worn at all times when not rehearsing, even if masks are not used for performances.
- > All production staff and crew that are not performers must wear masks at all times.
- > If multiple groups are rehearsing at once, social distancing rules should apply to each group with no interaction between groups to limit cross contamination.

4.6.13 Cast Holding and Preparation Areas

Back of House (BoH) cast holding and preparation areas can be relatively small with limited airflow. Hair and makeup for performers is undertaken in these areas, creating a source of infection due to close interaction between hair and makeup staff, with the following measures to be implemented:

- > Performance groups must wear masks while seated and waiting in cast holding areas.
- > Rehearsal and talent holding spaces must be well ventilated with adequate air filtration and movement systems.
- > Hair and makeup staff must wear a face mask, and latex or nitrile gloves.
- > Chairs in rehearsal spaces should face in one direction where possible to limit aerosol movement.
- > Cast should only enter and remain within their designated performer preparation areas to limit cross contamination between performance groups.
- > Cast holding and preparation areas should be cleaned and sanitized after each use.
- > Cast should be encouraged to do their own hair and makeup.
- > Hair and makeup should be done in the cast holding space and not in common preparation areas to limit cross contamination between groups.
- > Any hair and makeup instruments that touch the performer should be either disposable, sanitized after each use, or specific to a performer.
- > Performers should only remove their mask when applying makeup around the mouth.
- > Makeup areas and mirrors should be socially distanced, with chairs 2 metres apart, or with partitions established between chairs.



4.6.14 Workshop and Technical Spaces

Workshop and technical spaces are dynamic and changing environments. Collaborative and physical work environments pose an increased risk of infection. Contractors should not enter workshop spaces unless working in these areas to limit the risk of infection.

4.6.15 Control Spaces

Site wide performances require show coordination and control. Control spaces have been established across site to accommodate specific technical, creative, and control functionality associated with performance areas. There may be limited space in these areas with individuals required to sit for extended periods, with the following measures to be implemented:

- > Masks must be worn in control room spaces at all times.
- > Partitions should be established between control positions to create a physical barrier between users.
- > Designated control spaces should be limited to working control staff only to limit cross contamination.
- > Headsets and panels should be sanitized before and after each use.
- > Shift timing and grouping of control room staff should be considered to limit cross contamination between performances.

4.6.16 Transportation

The transportation of cast and performers represents another activity creating a potential risk of transmission. All cast, performers and other staff must comply with COVID-19 precautions applicable to on-site transport modes.

See section 5.5 Transport around Site for further information





4.7 COMMERCIAL OPERATIONS

4.7.1 General

The Organiser expects that COVID-19 precautions are incorporated into the planning and execution of all commercial activities.

C-06 Contractors providing commercial food and beverage or retail services must assess the risks of COVID-19 associated with their operations and implement appropriate precautions.

The following general requirements apply to all commercial tenants:

- > A minimum of 2 metres social distancing to be maintained.
- > A maximum of 10 people are permitted to sit at a table in restaurants and cafes, with a maximum of 6 people permitted to sit at a table in shisha cafés.
- > Social distancing should be considered as part of the design and operational planning for commercial spaces.
- > Regular cleaning and sanitization programmes to be implemented focusing on high touch points.
- > Scheduling and rostering of staff should consider similar shifts patterns to limit cross contamination.
- > Compliance with Dubai Municipality (DM) health and safety circulars, including food safety requirements. See Supporting Information on Dubai Municipality – Health and Safety Guidelines.

4.7.2 Food and Beverage

The following measures must be implemented for all food and beverage facilities and services:

- > A minimum of 2 metres social distancing must be maintained, with the maximum number of people permitted within a food and beverage space indicated at the outlet entrance.
- > Staff involved in food preparation must wear gloves. Gloves should be changed regularly (at least daily) and if they get damaged. Workforce should be provided training on how to safely remove and dispose of gloves.

- > Implementation of a system to manage queue and crowds and adherence to capacity management requirements.
- > Hand sanitizers to be available across facilities, in close proximity to vending machines and ATMs. Hand sanitizers should also be made available where doors are not automatic.
- > Buffet is permitted subject to 2 metres social distancing when queuing and only if served by waiting staff, or served on visitor tables.
- > Use of cleaned and disinfected, or disposable, utensils/dishes/cups/ packages for food and beverage services. Single-use disposables must be the Organiser's RISE Guidelines for Sustainable Operations.
- > Designated cleaning staff to be appointed for cleaning of food and beverage areas.
- > When seated and if not eating or drinking, masks must be worn.

4.7.3 Retail and Service Concessions

The following measures must be implemented across retail facilities and services:

- > A minimum of 2 metres social distancing must be maintained, with the maximum number of people permitted within a retail space indicated at the outlet entrance.
- > Cashless payment options to be made available to customers. However, cash sales will be accepted, with hand sanitization required after each transaction.
- > Regular cleaning and sanitization, focusing on high-touch items, including shopping baskets if applicable, touch pad payment devices and any returned items.
- > Hand sanitizers to be available across facilities, in close proximity to vending machines and ATMs. Hand sanitizers should also be made available where doors are not automatic.
- > Where giveaways are provided they should be individually packaged or wrapped. Any brochures, or supporting information should be provided digitally.
- > Clear signage provided to reinforce key COVID-19 precautions.

4.8 HYGIENE, WASTE MANAGEMENT AND LOGISTICS

4.8.1 General

The Organiser expects that COVID-19 precautions are incorporated into the planning and execution of facilities management, cleaning and sanitization, pest control, waste management and other related services provided across the Expo site.

4.8.2 Service Providers

The following measures should be implemented by Service Providers, including any appointed subcontractors:

- > Appointment of a Single Point of Contact for COVID-19 information, such as provision of vaccination records.
- > Standard Operating Procedures (SOPs) established for hygiene related services and activities.
- > Maintain a register of Material Safety Data Sheets (MSDS) for all hazardous substances used during cleaning and sanitization activities.
- > Pre-start briefings to be delivered outside, or in a well-ventilated space, with wearing of masks and social distancing maintained.

C-07 Service Providers must assess the risks of COVID-19 associated with their operations and implement appropriate precautions.

4.8.3 Sanitization

The Organiser will implement a comprehensive programme of cleaning and sanitisation across the Expo site.

Venue operators are responsible for implementing the following sanitization measures:

- > Full sanitisation of each operational venue every day after closing.
- > Cleaning and sanitization of all high touch surfaces and common areas of venues after each use (or at least every hour) such as exhibits, rails, counters, tables, chairs, door handles, lighting switches, escalators, elevators, washrooms and all equipment, furniture, handrails, armrests and electronic equipment, etc.
- > Sanitization of relevant spaces and items should be undertaken following confirmation of a positive case.
- > Regular cleaning and sanitization of toilets and washrooms after every use, or at least every hour.
- > Frequent sanitization of Front of House (FoH) and Back of House (BoH) areas, to ensure ongoing protection of the workforce.
- > Sanitization of any items provided to visitors, such as wheelchairs and strollers, after each use.
- > Regular cleaning and sanitization of all shared tools and equipment (e.g. radios, earpieces).
- > Maintain records for all cleaning and sanitization activities.

Venue operators should undertake an assessment of high touch items (e.g. communal fridges, microwaves, radios, ticket scanners) with sanitization frequency aligned to the risk of contact transmission.

C-08 Venue operators must implement comprehensive cleaning and sanitization programmes within their plot boundary.

4.8.4 Hand Sanitizer Stations

The regular sanitization of hands is an effective measure to reduce the risk of COVID-19 transmission. Hand sanitizers should be placed in the following locations:

- > Areas where food is consumed.
- > Entry and exit points where the doors are not automatic.
- > Areas where people gather such as playgrounds, benches, break areas, elevators, escalators, offices and Pedestrian Screening Areas (PSAs).
- > Interactive content.
- > Retail units.
- > Ticketing offices close to the visitor serving windows.
- > Loading areas.
- > Toilets.
- > Areas where money, food items and contaminated materials are handled or processed.

G-10 Venue operators should provide hand sanitizers in locations where visitors and workforce are likely to queue, congregate, and in high touch spaces.

The following considerations should be taken into account in relation to the use of sanitizers:

- > The size, weight and shape of the sanitizer should not create a health and safety risk in high winds.
- > All hand sanitizer stations and points should be regularly cleaned and replenished.
- > A suitable number of hand sanitizer stations should be accessible to People of Determination and children.
- > All sanitizers that are used, including hand sanitizers or bulk products, must be approved and registered with Dubai Municipality.



4.8.5 Waste Management

The Organiser will provide special waste bins for COVID-19 waste across the site. Waste bins must have the following features:

- > A secure lid or cover.
- > Equipped with an appropriate plastic liner
- > Signage to indicate the materials (face masks, gloves, etc.) to be placed in the containers.

G-11 Venue operators should provide medical / contaminated waste bins in Back of House areas, particularly if the venue incorporates food and beverage services.

COVID-19 waste is considered as hazardous and must be collected by approved vehicles and treated and disposed according to Dubai Municipality requirements.

Venue operators should ensure that COVID-19 waste is segregated properly in dedicated special waste bins.

Cleaning and sanitization is required of all bins/ containers and waste rooms after every collection.

4.8.6 Ventilation

The following measures should be implemented in relation to ventilation systems:

- > All ventilation systems must be maintained as per manufacturers recommendations to ensure their performance remains optimal at all times.
- > During times of venue occupancy, fresh air systems must be set to maintain maximum airflow to ensure the required air exchange thresholds and adequate dilution of airborne risk factors.
- > Use of devices such as floor or desk standing fans must not be used during occupancy times to avoid horizontal air flow that may increase the risk of transmission. Use of fans in doorways to assist flushing of enclosed spaces following high occupancy events can be utilised as long as users or staff do not stand in the direct airflow during aerosol flushing measures.
- > Natural ventilation should be used if the external environment allows for it and does not have a negative impact on thermal comfort levels.

4.8.7 Logistics and Storage Spaces

The following measures should be implemented across all storage spaces:

- > All material handling equipment with high touch points to be sanitized every hour.
- > Storage area doors to be kept open during operational hours to ensure workforce do not touch the door handles (high touch points).
- > Workforce to be instructed to avoid direct contact during all activities where possible.
- > Weekly sanitization of storage spaces and offices.
- > Operational technical equipment such as radios or

mobiles, should be for individual use, and sanitized after use.

- > Unloading of containers should be conducted taking into account social distancing where possible and gloves worn to reduce cross contamination.
- > Workforce assigned to indoor locations to take regular breaks and ensure face masks are worn at all times.
- > Sanitization inside of all operational vehicles after each use or change of drivers or passengers.

4.8.8 Deliveries

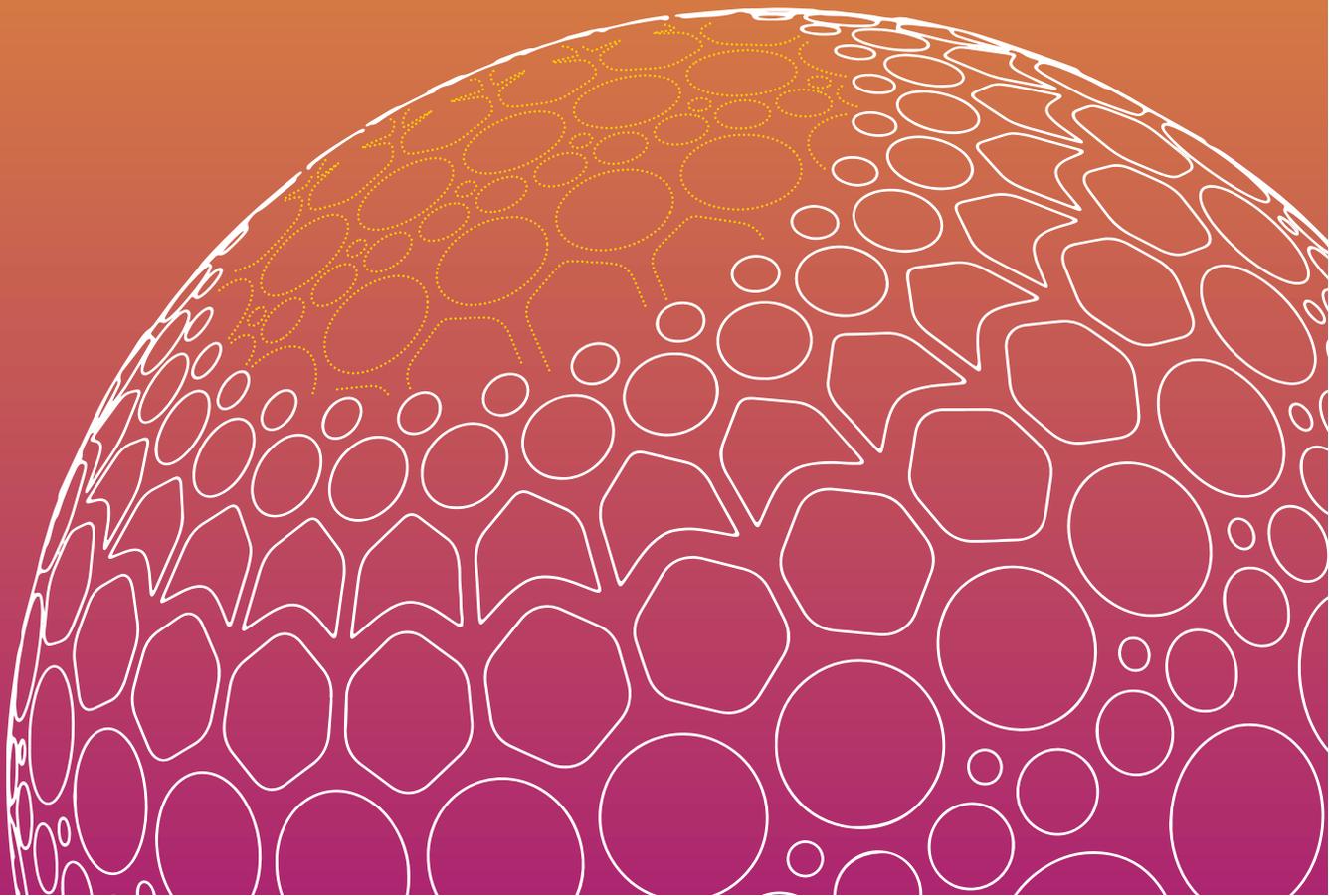
The following measures should be implemented in relation to deliveries:

- > Dedicated points for deliveries to be established.
- > Non-essential deliveries, including personal deliveries to workforce, to be restricted.
- > Sanitization of the inside of vehicles, including trucks and vans, prior to arriving on site.
- > Regular cleaning of all vehicles, including vehicles workforce drive home, before and after each use.
- > Increased frequency of handwashing or use of sanitizer, at least every 30 minutes, for workforce handling deliveries.



05

Taking Care of the
Workforce



5. TAKING CARE OF THE WORKFORCE

The Organiser expects that COVID-19 measures are implemented to ensure the protection of workforce and sufficient training and information is provided to raise awareness of COVID-19 requirements.

This chapter provides information on the measures to be implemented to ensure the protection of staff, volunteers, contractors and service providers during event time operations.

5.1 WORKER WELFARE

The Organiser has implemented a comprehensive worker welfare programme and reserves the right to inspect workforce accommodation and transportation to ensure COVID-19 requirements are met, including UAE legal requirements.

The Organiser may undertake checks to verify employment rights of workforce who may be impacted by COVID-19, for example payment during quarantine periods.

5.2 ACCOMMODATION

5.2.1 Private Accommodation

A variety of a rented accommodation exists for workforce, including apartments, villas, hotel rooms with short-term and long-term (for UAE residents) lease options.

C-09 Workforce must comply with health and safety guidelines issued by operators of rented accommodation, including any restrictions that relate to shared accommodation.



5.2.2 Accommodation Villages

Contractors and service providers with large numbers of workforce may accommodate workforce in accommodation villages in the UAE. The following measures should be implemented at all accommodation villages:

- > Regular cleaning and sanitization of facilities and surfaces inside worker accommodation, including:
 - o Bathrooms, showers, and washing basins.
 - o Dining tables and chairs.
 - o Kitchens and related accessories.
 - o Bedrooms, furniture and all door handles.
 - o Prayer rooms.
 - o Control devices for electronic and electrical devices (e.g. television, air conditioners, light switches).
 - o Stair handrails.
 - o Workforce buses (seats, handles and other surfaces).
- > Hand sanitizers to be provided at the entrances and corridors of workforce accommodation.
- > Hand wash facilities to be provided at all basins.
- > A competent person to be appointed within workforce accommodation to deal with the management of COVID-19.
- > Single-use disposable water cups to be provided at water coolers. Single-use disposables must meet the Organiser's RISE Guidelines for Sustainable Operations.
- > Leisure, training and gym rooms located in the accommodation to be monitored for social distancing measures. All gym users to ensure regular cleaning and sanitization of shared equipment. See Supporting Information on Dubai Sports Council – Procedures for Returning Sports Activity in Dubai.
- > Events, such as celebrations and sporting activities, with large groups of workers are not permitted.
- > Open buffets are not permitted. Any packaged food items must meet the Organiser's RISE Guidelines.
- > Social distancing to be established inside service areas, including kitchens and dining areas, including adequate distances between dining tables.
- > Special care to be given to vulnerable workforce (60 years or over, or with pre-existing health conditions), providing individual rooms where possible.

C-10 Contractors and service providers must ensure compliance with all UAE legal requirements related to the management of accommodation villages, including COVID-19 precautions.

See Expo's Worker Welfare Standards for further information.

5.2.3 Volunteer Workforce Accommodation

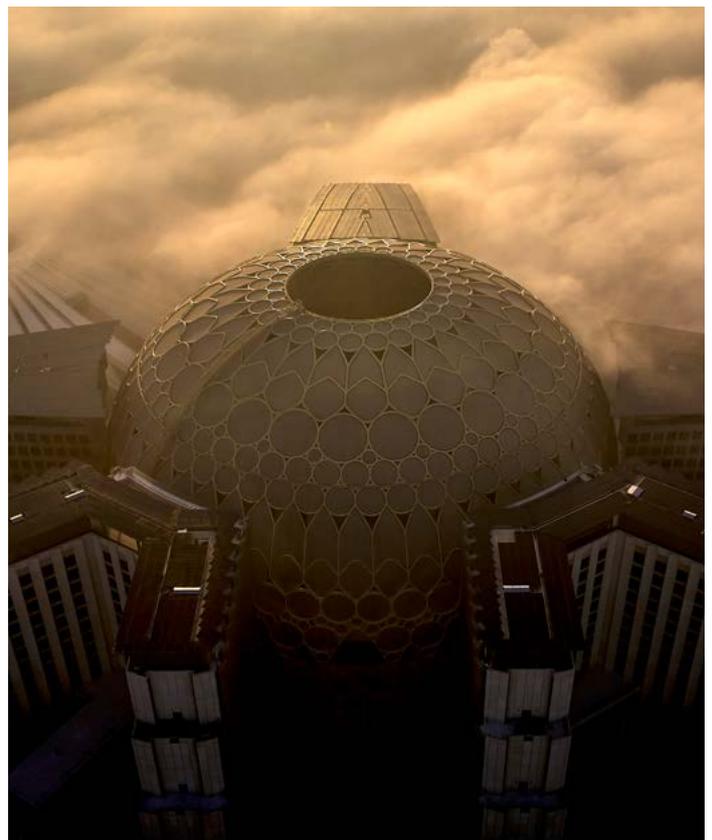
Accommodation for volunteers is only available to those who are participating on behalf of the National Service Reserve Authority. The following measures will be implemented at accommodation for Cadets:

- > The Accommodation Service Provider to appoint a Single Point of Contact at the volunteer accommodation site for liaison on COVID-19 related matters, including compliance with hygiene requirements.
- > The Accommodation Service Provider to ensure that sufficient signage and posters are provided to communicate key behaviours, including social distancing, wearing of masks, hand washing and sanitization.
- > The Accommodation Service Provider to ensure that sanitization of venues is completed every day.

5.2.4 Expo Village

The Expo Village is located outside of the secure site next to the Metro entrance. The following measures will be implemented to protect workforce residing at the Expo Village:

- > All staff working at the Village to be fully vaccinated.
- > Regular cleaning and sanitization of all rooms and recreational areas.
- > Provision of hand sanitizers throughout the Village, in consideration of high touch points.
- > Dedicated operator responsible for the implementation and monitoring of COVID-19 precautions. The Operator is responsible for communicating key COVID-19 arrangements to residents.



5.3 TRAVELLING TO SITE

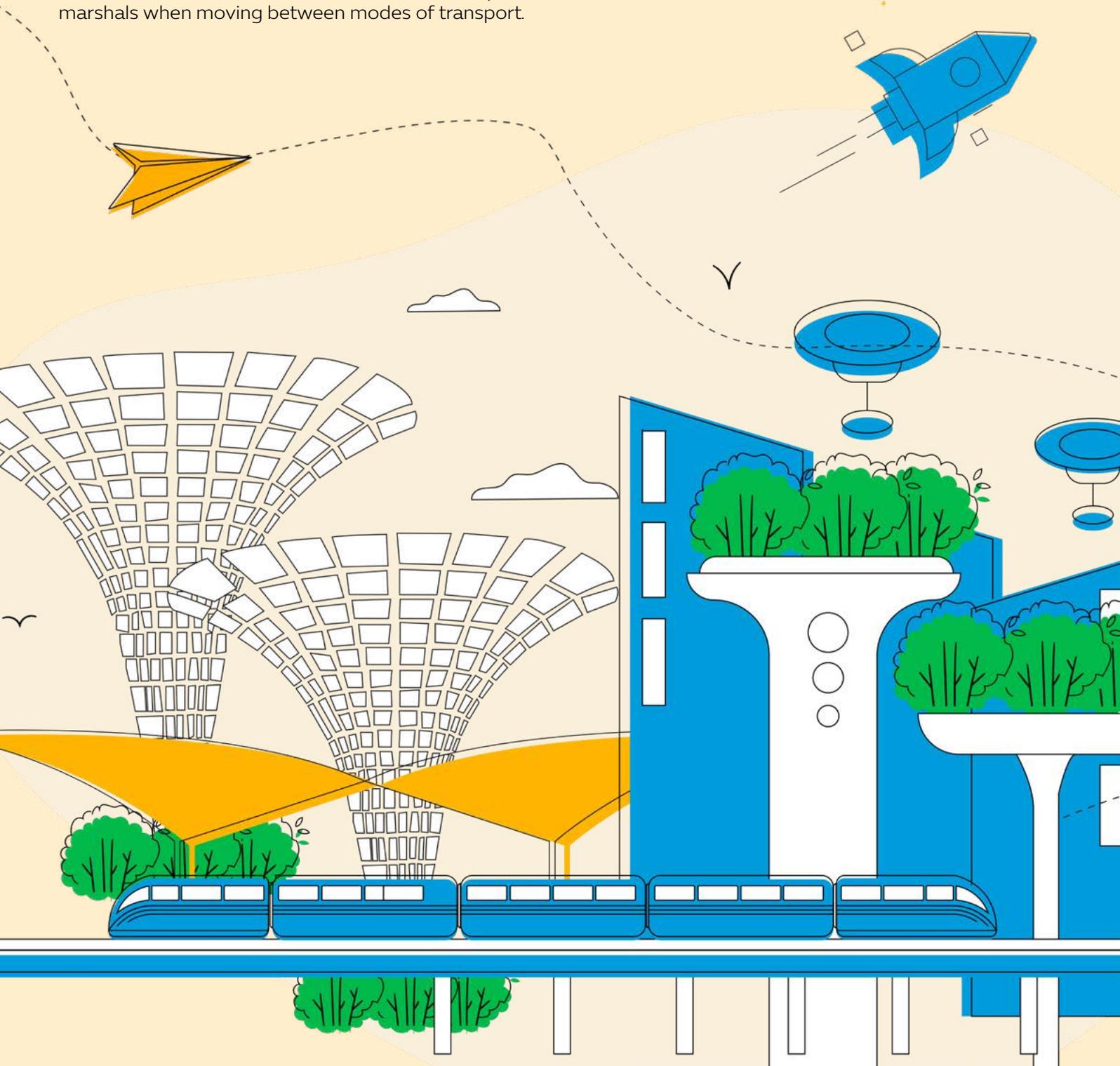
5.3.1 Workforce Transportation

Workforce travelling to and from the Expo 2020 site by way of private vehicles must adhere to local travel regulations.

Workforce are permitted to use all public and private transport modes detailed in section 2.4 Getting Safely to Expo 2020.

C-11 Workforce must comply with COVID-19 precautions implemented by the Roads and Transport Authority (RTA) across public transport modes, including any capacity restrictions.

Workforce should follow the instructions of transport marshals when moving between modes of transport.



5.3.2 Workforce Buses

The following measures should be implemented for the use of workforce buses:

- > Workforce buses to be subject to cleaning and sanitization prior to collection of workforce and after drop-off.
- > Hand sanitizers to be provided within workforce buses.
- > The number of workforce on buses to be limited to enable social distancing.
- > Windows to be opened during cooler weather to improve ventilation.

5.4 SITE ACCESS

5.4.1 Pedestrian Screening Areas (PSAs)

Workforce who enter the secure site during event-time will be required to pass through Pedestrian Screening Areas (PSAs), in accordance with the requirements applicable to visitors detailed in section 6.1 Entering the Expo 2020 Site.

5.4.2 Vehicle Screening Areas (VSAs) and Remote Screening Areas (RSAs)

Workforce who enter the site using private vehicles will be required to pass through Vehicle Screening Areas (VSAs) and/or Remote Screening Areas (RSAs) depending on the point of access to the site. The following measures should be implemented at VSAs and RSAs:

- > Workforce to present their site access control pass against the glass of the window or windshield to enable security staff to scan through the glass.
- > During resolution of any issues, workforce to speak with the staff manning the checkpoint or to share paperwork or QR codes without physical contact and to wear a mask at all times.

5.5 TRANSPORT AROUND SITE

A range of transport options are available for workforce and certain guest groups to get around site. Robust COVID-19 precautions will be implemented across all transport modes.

5.5.1 Buggies

The following measures will be implemented in relation to the use of buggies:

- > No passengers permitted on the front seat next to the driver.
- > Only individuals from the same bubble are permitted to sit together on the same bench.
- > Individuals who are not from the same bubble must sit one person per row.
- > Buggies to be sanitized every hour and deep cleaned every evening.
- > Buggy drivers to regularly sanitize or wash their hands, at least every 30 minutes.
- > Buggy drivers to clean high touch points after each trip.

See section 6.5.1 Visitors in Groups for further information.

5.5.2 Fleet Vehicles

The following measures will be implemented in relation to the use of the Organiser's Fleet vehicles:

- > The driver of each fleet vehicle to ensure that passenger numbers in the vehicle are in line with capacity limits.
- > Drivers are responsible for regular touch point cleaning at the end of each journey.
- > Drivers and passengers to wear face masks at all times.
- > Dedicated cleaners to be assigned to the fleet depot to ensure all vehicles are sanitized prior to use.
- > Full sanitization of all fleet vehicles to be completed during overnight operations.
- > Records of cleaning and sanitization to be maintained.

5.5.3 Bicycles

The following measures will be implemented in relation to the use of bicycles, scooters, segways or any other form of mobile vehicle permitted for use:

- > Avoid sharing of bicycles and other mobile vehicles where possible.
- > Wash or sanitize hands before and immediately after use.
- > Use sanitising wipes to clean any high touch surfaces, such as handles, before and after use.

C-12 Workforce must comply with all COVID-19 precautions implemented across Expo's site transport modes, including any capacity restrictions.



5.6 VACCINATION

5.6.1 General

The Organiser is committed to ensuring that all event-time workforce are vaccinated, as part of a wider, comprehensive approach to COVID-19 risk management. Further information will be communicated by the Organiser on the verification process for proof of vaccination.

5.6.2 Expo Staff and Volunteers

The Organiser will ensure that all Expo staff (including outsourced staff and Consultants) whether working from the Expo site, Expo main office or working from home are fully vaccinated by 1 August 2021.

C-13 All volunteers must be fully vaccinated by 1 September 2021.

5.6.3 International Participants Workforce

The COVID-19 vaccine is available to official representatives of countries participating in Expo 2020.

C-14 Participant workforce must be fully vaccinated by 1 September 2021

5.6.4 Contractors and Service Provider Workforce

Contractor and Service Providers must ensure that all personnel accessing the Expo 2020 site are vaccinated and provide the necessary documentation that validates vaccination upon request from the Organiser.

C-15 All Contractor and Service Provider workforce must be fully vaccinated by 1 September 2021. Those working at or accessing Expo main office must be fully vaccinated by 1 August 2021.

5.7 COVID-19 HOTLINE

The Organiser has an existing internal COVID-19 Hotline for Expo staff and volunteers, with a Duty Manager on site during visitor hours to handle all enquiries. The purpose of the hotline is to:

- > Address any concerns from workforce in relation to the risks from COVID-19.
- > Provide information on precautionary measures and operational controls implemented across the Expo site.
- > Notify confirmed cases of COVID-19 from staff or volunteers to enable contact tracing, where required.
- > Provide aftercare and support to confirmed cases and close contacts.

C-16 Any Expo staff or volunteer, who tests positive for COVID-19 must notify the COVID-19 hotline immediately.

A dedicated hotline will be provided for International Participant staff, contractors and service providers. Further information on this hotline will be communicated by the Organiser.

5.8 TESTING, SUSPECTED AND CONFIRMED CASES

The Organiser will establish testing facilities at various locations across the Expo site, or in close proximity to the site. Proactive regular testing will be utilised in cases where vaccination is not completed, including temporary staff (e.g. performers, speakers) who are in the UAE for less than 30 days.

C-17 All workforce who feel unwell and are symptomatic while on site must notify their supervisor immediately and proceed to the nearest isolation room for assessment and COVID-19 testing, where required.

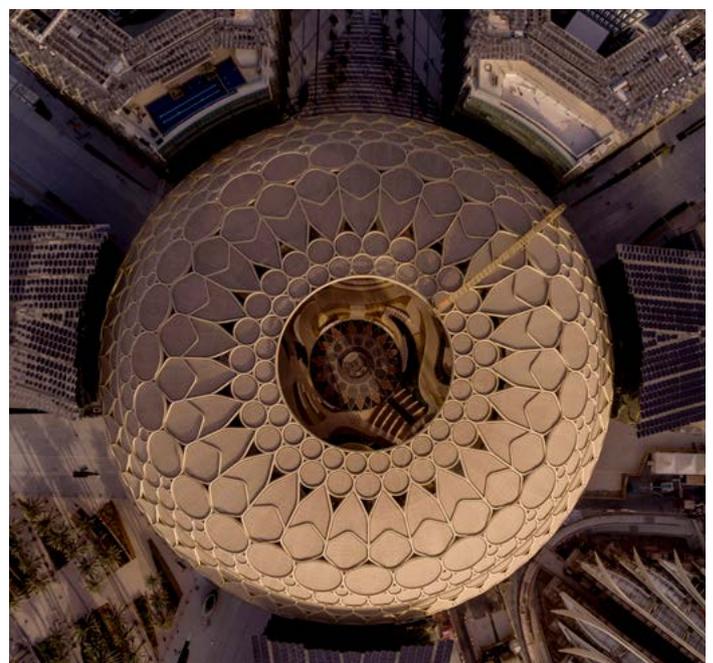
The Organiser will implement stringent measures following notification of any confirmed case, including sanitization of areas and an investigation to determine whether any improvements in precautions are required.

5.8.1 Quarantine and Isolation

The Organiser will ensure that UAE legal requirements are followed in relation to the isolation of positive cases of COVID-19, and the quarantine of individuals (close contacts) who have potentially been exposed but do not have a confirmed medical diagnosis.

C-18 Contractors and Service Providers must ensure workforce are paid in full during any isolation or quarantine period. If an organisation intends to implement a period of unpaid leave or reduced pay due to an isolation or quarantine period this requires the individual's consent in writing.

See Expo's Worker Welfare Standards for further information.



5.9 WORKFORCE CATERING

A range of workforce catering facilities and services will be established across the Expo site. The following measures should be implemented for workforce catering:

- > Capacity of workforce break areas to comply with social distancing requirements, in relation to spacing of tables and seating capacity.
- > Divider screens to be implemented on tables in workforce catering break areas to segregate workforce.
- > Food buffets to be served to workforce by catering staff wearing the necessary Personal Protective Equipment (PPE), with no self-service.
- > Any single use disposable items or food packaging must meet the Organiser's RISE Guidelines for Sustainable Operations.
- > All water dispensers provided to be touchless.
- > Limited queuing to take place in workforce catering break areas. A meal management system will be implemented to enable pre-booked meal periods for workforce to control queuing and manage capacity.

See Supporting Information on Dubai Municipality – Health and Safety Guidelines.

5.10 OFFICE SPACES AND BACK OF HOUSE AREAS

Office spaces and Back of House (BoH) areas create a potential for transmission due to the number of workforce that may need to use these spaces. The following measures should be implemented across office spaces and BoH areas:

- > Gatherings or congregation of large groups for meetings should be avoided where possible. Where large group meetings need to be held social distancing must be implemented.
- > Do not greet by shaking hands, hugging, traditional nose to nose greeting, etc. (maintain no physical contact).
- > Workforce are permitted to eat at their desks or have staggered lunch hours to avoid crowded break areas.
- > Remove magazines and papers from waiting areas or common rooms such as reception areas, break areas and pantries to reduce touch points.
- > When physical meetings are necessary, use large rooms where possible to enable social distancing. Cancel or postpone any travel, meetings, workshops, etc. unless essential for operational purposes and use virtual platforms as an alternative.
- > Avoid bringing personal belongings or items onto site which could create a risk of cross-contamination.
- > Hot desks to have plexi-glass dividers in place to create social distance.
- > Hot desks, including keyboard, headsets, phones and any other items, to be sanitized by the person utilising the work space prior to commencing work, with sanitization between shifts and overnight.

5.11 WORKFORCE CHECK-IN

On arrival to site workforce will be required to complete a check-in process. The following measures should be implemented in relation to workforce check-in.

- > Any spaces where workforce gather for check-in must meet capacity requirements with 2 metres social distancing maintained.
- > Regular cleaning and sanitization of check-in areas, including the positioning of hand sanitizers. Consideration should be given to frequent sanitization of high touch items and equipment.
- > Workforce queuing to be minimised and always socially distanced.
- > Precautions relating to meetings to be followed for all spaces where workforce are gathered in groups.

5.12 WORKFORCE BREAK AREAS

In order to create a safe space for all break area users, the following measures should be implemented across all workforce break areas:

- > Staff to be assigned at volunteer break areas during on-hours to provide additional support and ensure COVID-19 precautions are observed.
- > Workforce break areas (volunteer break areas and contractor break areas) to be fitted with socially distanced tables and chairs, including partitions.
- > Cleaning and sanitization to take place between each use to ensure individual eating spaces can accommodate high turnover rates in a safe manner.
- > Behavioural signage to be in place, reminding users of key precautionary behaviours (e.g. washing of hands).
- > Capacity signage to be clearly marked at the entry to each pantry.
- > Screens, if present in workforce break areas, to be updated regularly with messaging to address any issues or concerns and reinforce positive behaviours.
- > Hand sanitizers to be available in workforce break areas and pantries and regularly replenished.
- > A contingency supply of face masks, including Expo 2020 branded face masks for those eligible to wear the official Expo 2020 Uniform, to be available at each volunteer break area for workforce requiring replacement.

5.13 ACCREDITATION OFFICES

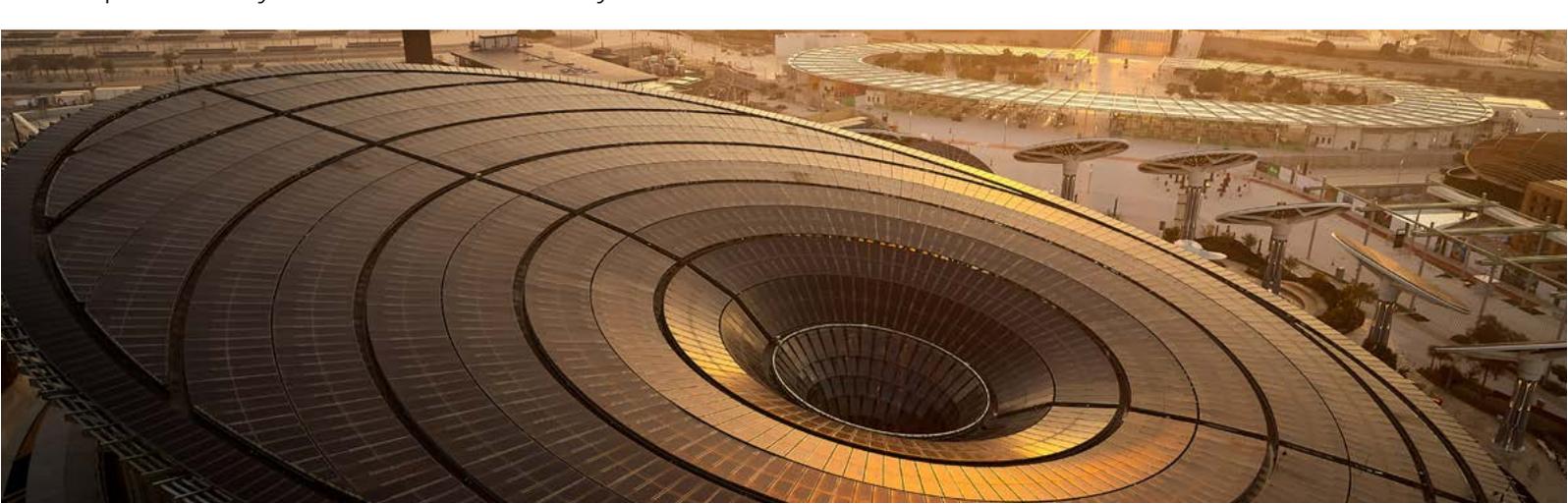
Dedicated accreditation facilities, including the Main Accreditation Centre (MAC), located at the Metro Arrivals Plaza, and Accreditation Help Offices (AHOs), located at the Thematic Districts Arrivals Plazas, will provide accreditation services, including pass production and distribution. The following measures should be implemented at all accreditation facilities:

- > Determination of capacity limits of spaces and measures to ensure social distancing.
- > Installation of dividers to separate accreditation staff from workforce and accredited guest groups.
- > Implementation of an effective queueing system to comply with social distancing requirements, particularly within the MAC footprint.
- > Bulk accreditation pass collection booking system to assist capacity management and social distancing.
- > No waiting areas within spaces, particularly at AHOs, with people called in individually for issue resolution.

5.14 SHARED EQUIPMENT

A significant risk of transmission is associated with the use of shared equipment by workforce. The following measures should be implemented in relation to the use of shared equipment:

- > Sharing of equipment between workforce to be avoided where possible. Any equipment with a high-touch frequency to be sanitized before and after each use.
- > Shared equipment or items that cannot be sanitized to have a disposable protective cover that is removed after each use.
- > Operational equipment such as radios (including accessories and batteries), headphones for translation, etc., to be for individual use where possible.
- > Workforce using shared items to be provided with sanitising wipes and training on the importance of sanitising items before and after use.
- > Unattended equipment to be stored in an access-controlled space to ensure no cross contamination occurs.
- > If equipment is required to be stored over an extended period of time in a common and accessible space, the items should be covered with a disposable protective layer to limit contamination by others.



5.15 TRAINING AND COMMUNICATION

In the lead up to and during event time operations a range of training and communication programmes will be delivered. The following measures should be implemented for all training sessions:

- > No one should attend training sessions if experiencing any COVID-19 related symptoms. The Organiser has the right to refuse the entry of individuals who are symptomatic.
- > A minimum of 2 metres social distancing must be maintained (on arrival, during and leaving the training session).
- > The maximum capacity for each training room must be established with signage in a prominent location to indicate the maximum number of people.
- > All individuals attending physical training to wear masks at all times, including the training facilitator.
- > If a mask is removed by the facilitator during training then 4 metres social distancing must be maintained with all other delegates wearing masks.
- > Hand sanitizer to be available at the entrance to all rooms used for training.
- > Full sanitization of training room/chairs to be undertaken in-between training sessions.
- > No sharing of stationary, presentation clickers or microphones. Handouts are permitted, however sharing of items, such as attendance registers, should be avoided.
- > Maintain a seating plan and record of the seat number for each attendee (required for investigation in the event of a positive case).
- > Paired or group activities are not encouraged. However, where required as part of training, attendees must maintain 2 metres social distancing and wear face masks at all times.

The Organiser has developed an on-line COVID-19 Visitor Interaction Guide. This training is available for all workforce and covers general responsibilities, how to interact with visitors when reinforcing precautionary behaviours and what to do if you feel unwell, or come into contact with a positive case.

5.15.1 External Training Venues

The Organiser will ensure that any training delivered by partner organisations outside of the Expo 2020 site, including Dubai Police Academy, complies with the COVID-19 requirements in this Guide.

The following measures should be implemented at any training delivered at external venues:

- > Schedules of training sessions to be staggered to reduce the number of attendees arriving and departing at the same time.
- > Training sessions to be kept below 4 hours where possible to minimise the interactions, including meal breaks.
- > Pre-training event communication to reinforce the requirement for attendees to bring their own water bottle and snacks/refreshments to reduce contact.

5.15.2 Ongoing Communication and Engagement

Workforce should be regularly reminded of precautionary measures and controls throughout the event. The following measures should be implemented:

- > Signage and posters to be updated to communicate any significant changes in risk levels and precautionary measures.
- > Training to workforce on the importance of reinforcing precautionary measures and the escalation process for rejecting visitors who fail to comply with precautionary measures.
- > Frequent engagement with workforce to monitor and understand any unforeseen impacts of changes to ways of working.
- > Regular communication with workforce to check psychological health and well-being and to provide clear information on issues that are known to negatively affect psychological health.
- > Regular briefings and reminders to workforce on the importance of taking enough rest, exercise and healthy eating to help maintain good physical and mental health.



5.16 UNIFORM

The Organiser will provide uniform to Expo staff and volunteers. The following measures will be implemented in relation to the distribution and use of workforce uniform:

- > The Expo 2020 Uniform Distribution Centre will monitor capacity by restricting sessions in accordance with social distancing requirements.
- > Attendance at the Expo 2020 Uniform Distribution Centre to be monitored through check-in to ensure each session is accounted for and contact tracing can be carried out in the event of a positive case.
- > Masks are mandatory for all staff working in and visiting the Uniform Distribution Centre.
- > Door handles and railings to be sanitized regularly and fitting rooms sanitized between each use.
- > All third party staff operating the Uniform Distribution Centre to be fully vaccinated.
- > Workforce members to avoid sharing any items of uniform.
- > Workforce members to retain items of uniform in their possession whilst working to avoid any unnecessary handling of uniform items by others.
- > Workforce members to launder their uniform items frequently in accordance with Expo 2020's Uniform and Appearance policy and based on the Worker Welfare Assurance Standards (contractor and service provider staff). Workforce responsible for laundering their own uniforms are to be given specific training on hygiene requirements.



5.17 FACE MASKS

Workforce must wear face masks at all times on the Expo site, unless subject to a medical exemption detailed in section 6.4.1 Face Mask Exemptions. Medical or surgical type face masks should be in accordance with the design specification EN 14863 Type 1, or an equivalent standard.

All workforce are responsible for attending with their own face mask during the event, either an official Expo 2020 branded mask for those eligible to wear the official Expo 2020 Uniform, or unbranded / neutral in colour.

The following measures should be implemented in relation to the issue and use of face masks.

- > Provide information and training to workforce on how face masks should be used. Training should incorporate how face masks are correctly fitted and disposed of safely after use.
- > Ensure masks are replaced if they are damaged. The Organiser will maintain a stock of spare face masks at each Arrivals Plaza and other key locations across the site.
- > Ensure workforce take regular breaks to minimise fatigue caused by wearing masks, which can lead to reduced compliance to precautionary measures.

C-19 All workforce must correctly wear a face mask at all times.

5.17.1 Enhanced Personal Protective Equipment

Workforce role risk assessment and UAE legal requirements may identify requirements for enhanced Personal Protective Equipment (PPE), such as gloves and face visors. The following should be taken into account in relation to enhanced PPE:

- > Any item of PPE must be provided free of charge to workforce.
- > PPE should be subject to regular cleaning and sanitization or replacement, where appropriate.
- > Workforce should be provided training to ensure the correct use of enhanced PPE.



06

Keeping our
Guests Safe



6. KEEPING OUR GUESTS SAFE

The Organiser is committed to ensuring that all stages of the visitor journey at Expo 2020 are safe and that a range of visitor services are available to provide information on COVID-19 measures.

This chapter provides information on COVID-19 precautions to protect the health, safety and wellbeing of all visitors and guest groups.

6.1 ENTERING THE EXPO 2020 SITE

6.1.1 Pedestrian Screening Areas (PSAs)

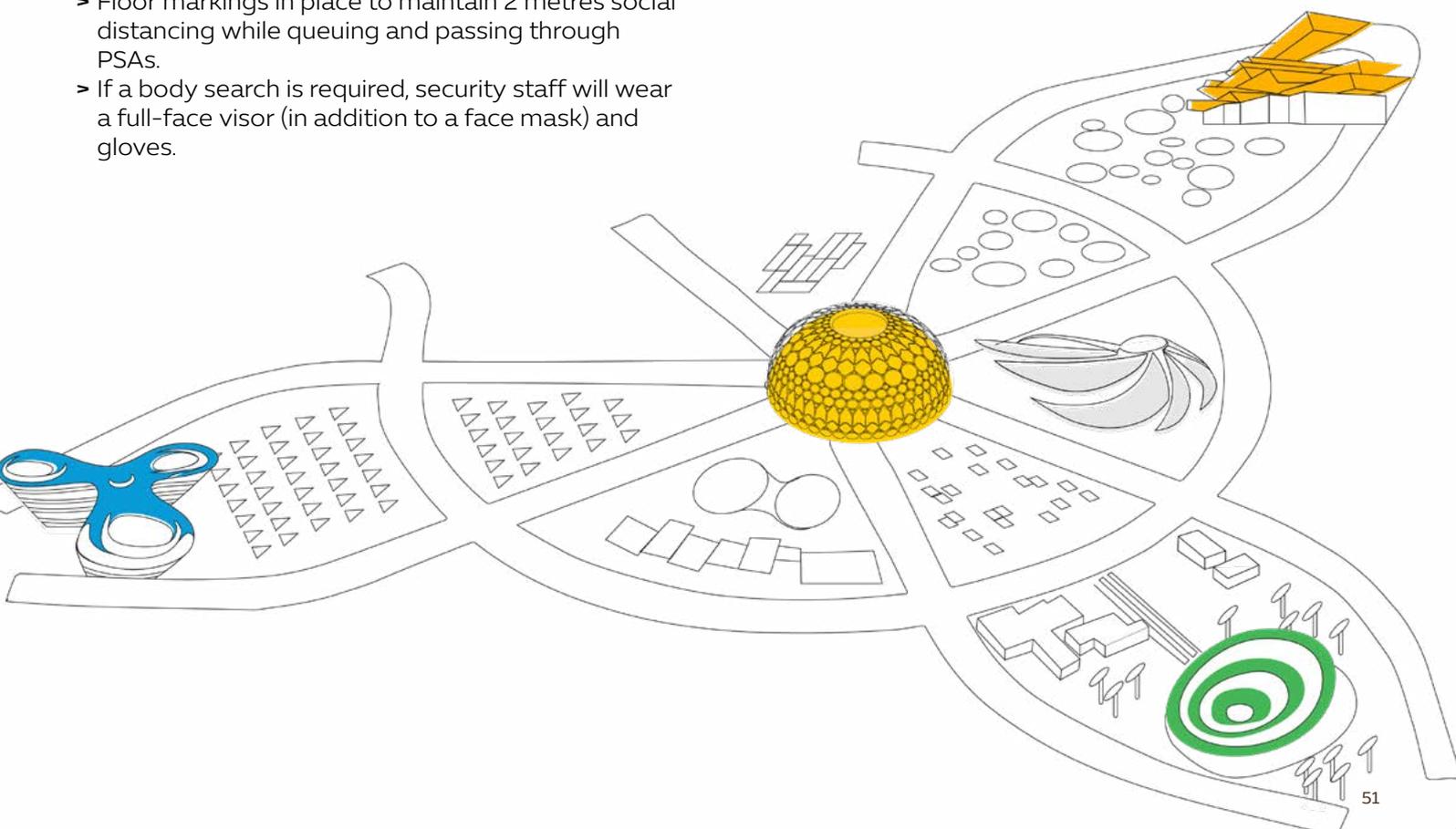
There are four gates that visitors can use to access the Expo site, including Metro Plaza, Opportunity Plaza, Sustainability Plaza and Mobility Plaza. Visitors will be required to complete a search and screen process on arrival.

The following measures will be implemented during visitor search and screen:

- > Workforce at PSAs to wear face masks at all times.
- > Workforce to adhere to 2 metres social distancing protocols.
- > Hand sanitizer to be available at all times with workforce to encourage use by visitors.
- > Floor markings in place to maintain 2 metres social distancing while queuing and passing through PSAs.
- > If a body search is required, security staff will wear a full-face visor (in addition to a face mask) and gloves.

- > Any manual body inspection devices to be subject to sanitization before and after use if it comes into contact with a visitor.
- > Workforce to ensure that personal possession trays used for the x-ray machine are sanitized after each and every use before being placed back for the next visitor.
- > Supervisors to monitor compliance with COVID-19 precautions.

No temperature screening will be undertaken of visitors or workforce entering the secure site. However, the Organiser retains the flexibility to re-instate such measures in accordance with changes in UAE legal requirements.



6.1.2 Ticketing

In an effort to minimise interaction on site, pre-booking of tickets will be strongly encouraged through all sales and marketing, including communication and visitor messaging. Pre-booking of Pavilions will be encouraged through the Smart Queue booking facility.

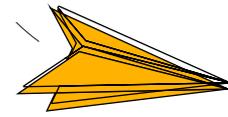
Automated Ticket Vending Machines will be available at all four Arrivals Plazas.

Visitors will be required to interact with ticketing staff if they visit ticketing sales points and ticket resolution points. The following measures will be implemented at these locations:

- > Cashless systems to be encouraged at all points of sale. However, cash sales will be permitted, with hand sanitization required after each transaction.
- > Regular cleaning and sanitization between shifts of all workstations and equipment, including mobile equipment when shared with other operators.
- > Floor decals provided to ensure 2 metres social distancing is maintained in waiting areas at ticketing structures. Exceptions will be given to People of Determination, if required.
- > Regular disinfection of outdoor areas, particularly on counters and Personal Digital Assistants (PDAs).
- > Operators to only use headsets assigned to them to prevent cross-contamination.
- > Face masks to be worn at all times by ticketing staff.
- > Plexiglass screens to be used at ticketing structures to create social distance between the operating staff and visitors at client serving windows.
- > Visitors to be served at windows with dual intercom systems to reduce personal contact. Regular sanitization of microphones to be undertaken, including after shift changes.

6.1.3 Proof of Vaccination

Visitors are not required to provide proof of vaccination to enter the Expo site. However, the Organiser retains the flexibility to introduce measures in accordance with changes in UAE legal requirements.

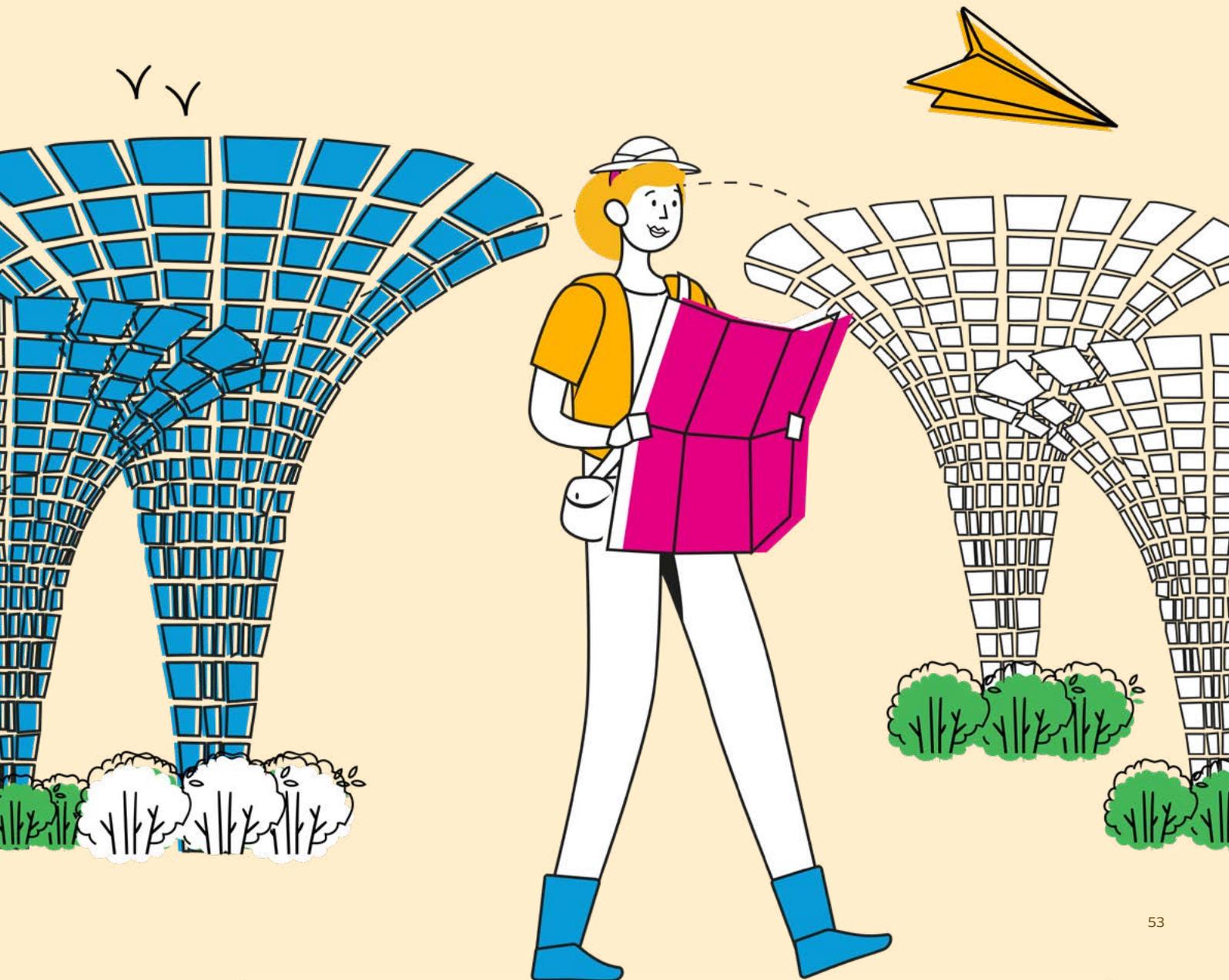


6.2 GETTING AROUND THE SITE

6.2.1 People Mover Shuttle Service

A dedicated People Mover Shuttle Service operated by the Roads and Transport Authority (RTA) will assist visitors in getting around the site. The following measures will be implemented on the People Mover Shuttle Service:

- > Hand sanitizers available at people mover stops, with workforce to encourage use by visitors.
- > Capacity limits and social distancing signage within buses.
- > Transport marshals at people mover stops to support visitor compliance with COVID-19 precautions, including social distancing, wearing of masks and use of hand sanitizer.
- > Dedicated roving cleaners to provide cleaning and sanitization at people mover stops, focusing on high-touch items.



6.2.2 Expo Explorer

The Expo Explorer (event-time train) is part of the visitor experience on the Expo site. The following measures will be implemented on the Expo Explorer:

- > No passengers are permitted on the front seat next to or directly behind the driver.
- > Expo Explorer to be sanitized every hour and subject to deep cleaning every evening.

C-20 Visitors must comply with all COVID-19 precautions implemented across Expo's site transport modes, including any capacity restrictions.



6.3 SUSPECTED AND CONFIRMED CASES

6.3.1 Isolation Rooms

The Organiser will establish isolation rooms at each Arrivals Plaza supported by dedicated staff from Dubai Corporation for Ambulances Services (DCAS). Isolation rooms are to be used to host suspected cases for further assessment, including completion of a health questionnaire, prior to COVID-19 testing, if required.

6.3.2 Suspected Cases

Any visitor who becomes unwell on the site will be treated as a potential COVID-19 case. The following measures will be implemented:

- > Direct the visitor to the nearest isolation room for assessment from DCAS personnel.
- > People of Determination will be permitted to have a family member or companion in the isolation room.
- > Ensure the individual is wearing a face mask (consideration should be given to People of Determination, or individuals with underlying health conditions that affect breathing) and ask them to wash or sanitize their hands.
- > Ensure the areas the suspected case has been in are sanitized immediately, with particular attention to equipment, frequently touched surfaces, such as door handles and common areas including toilets.

C-21 All visitors who feel unwell while on site must proceed to the nearest isolation room for assessment and COVID-19 testing, where required.

6.3.3 Testing

If a stable case of illness is detected from a visitor presenting COVID-19 symptoms, such as a fever of 37.5°C or above, cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhoea and nausea, headache, or loss of sense of smell or taste, the visitor will be requested to undertake a COVID-19 test.

People of Determination will be allowed a family member or companion to accompany them during any testing, including potential transfer to the Expo 2020 Emergency Centre, or off-site facilities. The Organiser's staff will ensure support is provided to visitors who may experience challenges during testing, including those accompanying young children.

In the event of a confirmed case from a visitor, Dubai Health Authority (DHA) will lead on the identification and support of close contacts in liaison with the Organiser. Any close contacts identified will be required to undertake COVID-19 testing and complete quarantine requirements as specified by DHA.

Further information on the specific patient pathway for visitors following confirmation of a positive case or close contact will be provided by the Organiser.

6.3.4 Expo 2020 Emergency Centre

The Expo 2020 Emergency Centre (EEC) is located on the Expo site and operated during visitors hours and overnight by DHA. DCAS personnel may transfer suspected cases to the EEC for further assessment, or to neighbouring hospitals, depending on the symptoms presented.



6.4 FACE COVERING AND FACE MASKS

The wearing of a face covering (fabric masks) or face mask (surgical face mask) is a key measure in preventing potential transmission of COVID-19. Surgical type masks should be manufactured in accordance with the design specification EN 14863 Type 1, or an equivalent standard.

C-22 All visitors must correctly wear a face covering or face mask at all times, unless they have a medical exemption approved by Dubai Health Authority (DHA).

6.4.1 Face Mask Exemptions

Various categories of people are eligible for a face mask exemption including:

- > Those suffering from fungal dermatitis, especially if they have severe symptoms in the face like bleeding, itching and scaly skin.
- > Those allergic to any component of a mask (allergic dermatitis, contact dermatitis, contact urticaria).
- > Individuals with severe herpes simplex infections that affects the mouth, nose or face.
- > Individuals with acute and uncontrolled asthma.
- > People of Determination who have mental and psychological conditions.

Applications for a face masks exemption can be made at dxbpermit.gov.ae. All individuals with a medical exemption, must be able to present an approved permit from DHA on request. If a permit cannot be provided, the individual will be requested to wear a face mask and, if they are not willing to do so, required to leave the site.

Training will be provided to workforce to raise awareness of these exemptions and how to deal with situations where visitors refuse to wear a face mask.

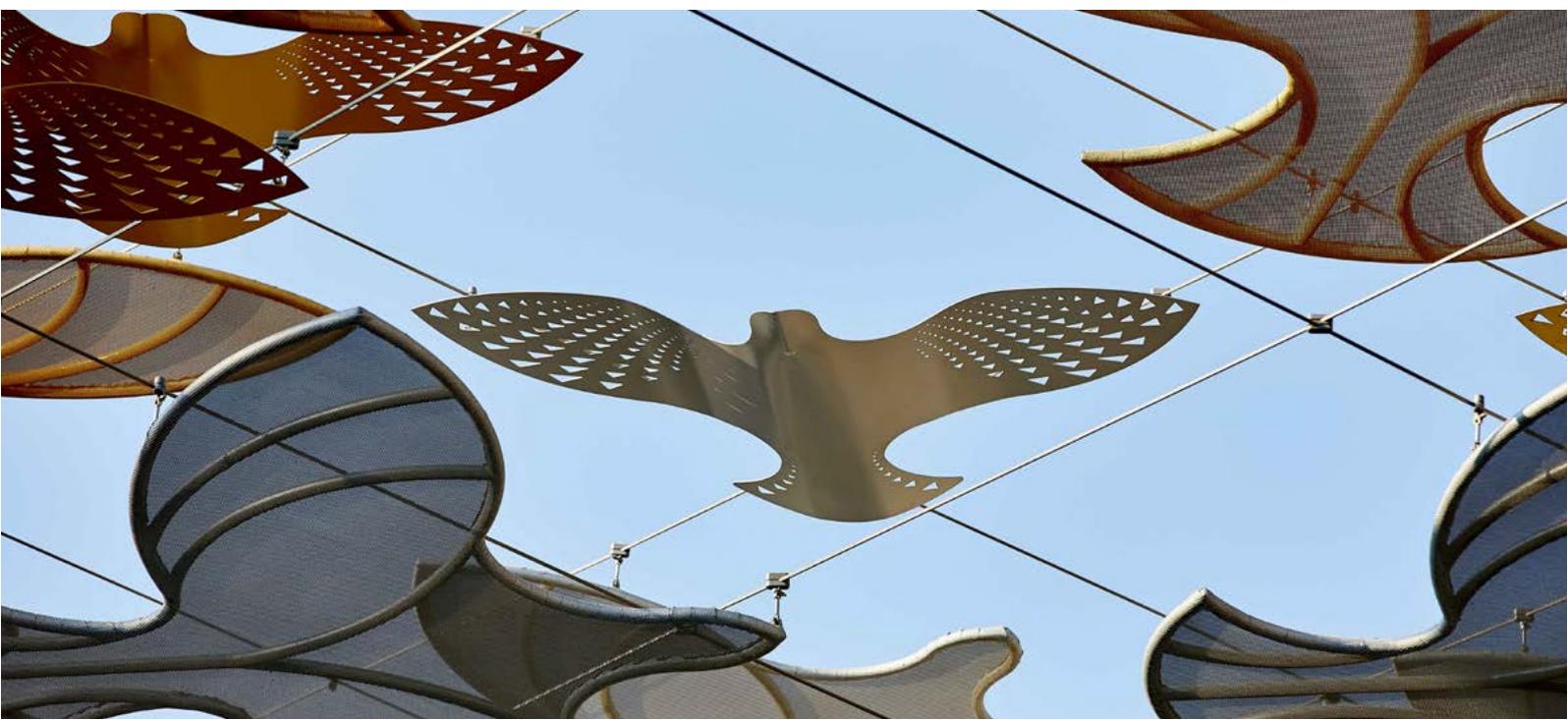
Children under the age of 6 years old are not required to wear face masks.

A stock of spare face masks will be maintained at each Arrivals Plaza, and other locations across site, including ticket sales and resolution points, visitor information centres and food and beverage areas, for any visitors who forget to bring a mask, or the mask is damaged during their visit.

6.4.2 Temporary Removal of Masks

There are a number of situations where visitors are permitted to remove their face masks temporarily. In these cases, masks should only be removed for a short period of time, with social distancing of 2 metres to be maintained at all times:

- > Eating or drinking in designated food and beverage areas, providing visitors remain seated and stationary.
- > Smoking in designated smoking areas.
- > Undertaking strenuous physical exercise in designated sports and wellbeing areas.
- > Taking selfies, or when being photographed or videoed by others. Where people are taking photographs or videos of others the photographer or videographer should be wearing a mask at all times.





6.5 SOCIAL DISTANCING

Visitors are responsible for complying with any instructions provided to protect their health and safety, and must ensure that social distancing requirements are followed.

The following measures will be implemented to manage the capacity of venues and ensure social distancing:

- > Capacity limits for venues established, with signage to indicate the maximum number of visitors permitted in venues and spaces, including common areas such as toilets and prayer rooms.
- > Floor markings or decals applied at locations across the site where visitors are likely to queue or congregate, including search and screen areas, food and beverage service, ticket sales points and ticket resolution points.
- > Seat markers or decals placed on alternative seats and benches to enable social distancing, with a minimum of 2 metres distance maintained between tables and seats, where possible.
- > Capacity limits established in transportation, with regular monitoring of compliance.
- > Hosts deployed in areas where visitors are likely to queue or congregate, with a specific focus on popular content in venues, to actively manage social distancing and maintain the movement of visitors.

C-23 All visitors must maintain a minimum of 2 metres social distancing and comply with venue capacity limits, unless they are part of a bubble.

6.5.1 Visitors in Groups

Visitors in groups who arrive at Expo 2020 are required to comply with COVID-19 precautions, including social distancing requirements and venue capacity limits, throughout their visit.

Visitors within a social or support bubble do not have to social distance from each other and are permitted to sit or stand together at venues and spaces across the Expo site.

G-12 Visitor group sizes should not exceed a maximum of 15 people, not including additional individuals assigned within a support bubble.

Group sizes which are greater than 15 visitors should form sub-groups to ensure that the maximum group size of 15 people is not exceeded. Sub-groups should ensure they maintain 2 metres social distancing from each other at all times.

Visitor groups who require a group photograph exceeding the maximum group size of 15 people (for example encompassing multiple sub-groups), should approach the Organiser's staff for support to ensure that photographs are facilitated safely.

Specific requirements apply to the management of school groups. See section 6.9 for further information on School Visits.

6.6 HAND HYGIENE

The Organiser will provide welfare facilities with access to running water, soap and hand tissues throughout site. Touchless dispensers will be provided to reduce the risk of contamination.

Hand sanitizer units will be established across the site, particularly where visitors queue or congregate, such as Pedestrian Screening Areas (PSAs) and food and beverage areas.

G-13 Visitors should use hand sanitizers, or wash their hands frequently with soap and water.

6.7 VISITOR SERVICES

6.7.1 Expo 2020 Website

The Organiser will establish a dedicated page on the Expo 2020 website for COVID-19 information. This page will provide useful pre-arrival information. The website page will include a list of Frequently Asked Questions (FAQs) related to COVID-19.

The Organiser will utilise the Expo App and social media platforms to communicate COVID-19 information, including the latest updates related to UAE legal requirements.

6.7.2 Booking a Ticket

The Organiser will incorporate the following information within the on-line booking process for tickets:

- > A health acknowledgement included in the terms and conditions indicating that ticket holders must not enter the Expo 2020 Site if: suffering from any symptoms related to COVID-19, they have been in contact with anyone suspected or confirmed as COVID-19 positive; and/or, they have been issued with an order to self-quarantine.
- > Terms and conditions will specify that visitors must wear a face mask at all times (unless a valid exemption is presented) and comply with all precautionary measures.

The Organiser will ensure compliance with all UAE legal requirements related to data privacy.

6.7.3 Visitor Information Centres

The Organiser has established Visitor Information Centres across the site. The following measures will be implemented at these Centres:

- > All visitor facing counters to be protected by clear dividers.
- > Hand sanitizers to be provided at every location.
- > Capacity limits to be defined for each Centre with the maximum number of visitors permitted in the Centre displayed at the entrance.

- > Volunteers to be deployed to ensure social distancing is maintained, including monitoring of queues that start to form outside the Centre.

The above precautions will be implemented at any information kiosks and points, where applicable. General COVID-19 information will also be available on visitor maps and in the visitor guide.

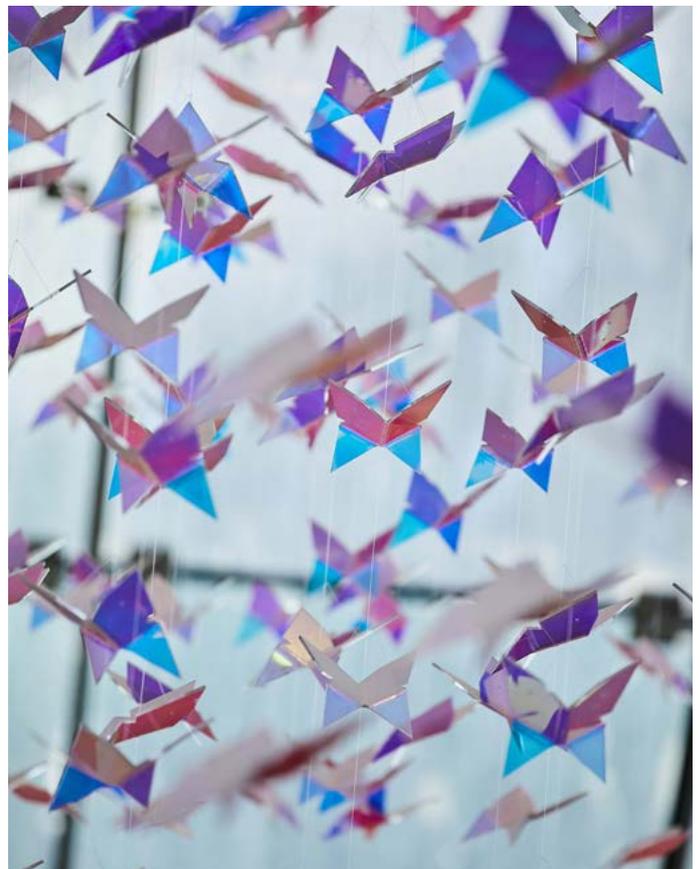
6.7.4 Public Address and Voice Alarm (PAVA)

The Organiser's PAVA system will be used to convey key messages to reinforce COVID-19 precautions and associated behaviours. Messaging will be provided in Arabic and English and repeated every 30 minutes. One dedicated member of staff per shift will be permitted to use the PAVA system to avoid cross-contamination.

6.7.5 Expo 2020 Contact Centre

The Organiser has established an Expo 2020 Contact Centre for visitors that have any questions related to their visit to Expo 2020. The Contact Centre can be utilised by visitors who require information on COVID-19 precautions.

The Contact Centre number is **(+971) 800 EXPO (3976)** and included on the Expo 2020 website.



6.8 PEOPLE OF DETERMINATION

The Organiser is committed to ensuring that COVID-19 does not negatively impact or exclude different guest groups. The following measures will be implemented to ensure the protection of People of Determination (PoDs):

- > PoDs, and their companions to be provided with clear information on the Organiser's COVID-19 precautions, and what it means for them.
- > Information to be readily conveyed to those with visual and hearing impairments and other physical and sensory disabilities.
- > Electronic information on COVID-19 precautions to be available on the website and adapted for people with sensory disabilities.
- > Where braille and hearing enhancement systems are used to convey information, they should be regularly sanitized to avoid the risk of transmission between users.
- > Training to be provided to workforce to address any concerns from PoDs related to COVID-19.
- > A suitable number of washrooms, toilets and prayer rooms which are accessible for PoDs to be provided, including any companions.
- > An adequate number of accessible hand sanitizers and hand washing facilities to be provided.
- > Dispensers and wipes to be placed in accessible locations, at appropriate heights, easy use, and clear information provided of their locations.
- > Sanitization before and after use of any specialist equipment for PoDs, including wheelchairs, headsets and visual aids.
- > First responders and Dubai Corporation for Ambulance Services (DCAS) staff to be trained to deal with suspected or confirmed cases from PoDs, including neuro-diverse conditions, such as autism.
- > Within enclosed spaces and venues, such as auditoriums, PoDs must not be unduly disadvantaged by social distancing and seating arrangements.
- > Venue operators to ensure adequate seating spaces are provided for wheelchair and mobility scooter users, and space provided to enable their companions and assistance dogs to accompany them.
- > Sight lines should not be compromised, and proximity maintained to signers, speakers (for lipreaders), hearing enhancement systems, and captioning systems.
- > PoDs, and their companions, must not be unduly disadvantaged by social distancing and seating arrangements in cafes, bars and restaurants, with adequate seating arrangements, such as table heights and wheelchair spaces provided.



6.9 SCHOOL VISITS

6.9.1 General

The Organiser is committed to ensuring that COVID-19 measures are implemented throughout the Expo School Programme to protect the health and safety of all school children visiting the site. Schools and teachers visiting Expo 2020 are responsible for supporting implementation of the requirements in this Guide.

6.9.2 School Booking System

The Organiser has established a school visit booking system which enables staggered arrival times and time slots to reduce crowding and optimise the flow of school groups.

The booking system captures relevant information required for school visits (e.g. group size, People of Determination, lunch options) to ensure all school groups are provided a safe and age-specific journey. School group sizes are recommended to be at an average of 15 students and a minimum of 2 accompanying adults. However, schools have the authority to increase or decrease group numbers as long as they are in compliance with guidelines set by the educational authorities.

All school visits to Expo 2020 must be pre-booked through the schools dedicated booking system at: <https://schools.expo2020dubai.com/en/tickets>.

6.9.3 Arrival and Departure

The Organiser will establish dedicated load zones for the drop-off and collection of school groups to ensure smooth operations and the safety of school groups. School bus operators should ensure COVID-19 precautions are implemented during bus journeys, in line with guidelines from the educational authorities.

6.9.4 Identification Item

The Organiser will provide colour coded identification items to all school students to identify specific journeys for school groups. All identification items will be pre-packaged in bundles, and handed over to the school staff, for distribution to the school group on the day of the visit.

6.9.5 School Meals and Feeding Areas

The Organiser has established school lunch areas at the Sustainability, Mobility and Opportunity Arrivals Plazas.

School groups are to remain in their bubbles while eating, with social distancing to be maintained when students are not wearing masks.

School students that bring their own meals are requested to ensure that they bring a light, non-perishable snack, that they can carry throughout their journey.

The Organiser will ensure that school lunch areas are sanitized after each sitting, with a particular focus on high touch points.

6.9.6 Tour Guides

Dedicated tour guides will be assigned to each school group that books in advance, with responsibility for encouraging the group to follow COVID-19 precautions. School staff are responsible for ensuring that their group is compliant with COVID-19 requirements. Tour guides should undergo health and safety training to ensure they are equipped to brief school groups on COVID-19 precautions, including social distancing, wearing face masks and regular hand sanitization.

6.9.7 Accompanying Adults

At least 2 accompanying adults, chosen by the school, must be assigned to each school group regardless of the number of students. The accompanying adults, confirmed by the school, are responsible for ensuring the health and safety of school students, including reinforcement of COVID-19 precautions. Further information on the Expo School Programme journeys and initiatives can be found on the Expo School Programme website:

<https://schools.expo2020dubai.com/>



6.10 MEDIA

6.10.1 General

A wide range of media services and operations will be provided throughout the event. COVID-19 precautions must be implemented across all media spaces and activities.

C-24 All contractors providing media services and operations, including the Host Broadcaster, must assess the risks associated with COVID-19 from their operations and implement suitable precautions.

6.10.2 Expo Media Centre

The following measures will be implemented at the Expo Media Centre:

- > The Organiser is responsible for ensuring that the venue capacity limit for the Expo Media Centre is not exceeded.
- > Wall or table-top signage is to be displayed to indicate individual room capacities.
- > Capacity limits determined for the elevators in operation within the Media Centre should be complied with at all times.
- > Plexiglass dividers to be installed on top of workroom and office desks to reduce the risk of airborne transmission in these shared areas.
- > Doorstops to be used to keep high frequency doors open, providing this does not undermine the fire strategy of the venue.
- > Floor decals to be provided in common areas to maintain social distancing, particularly in areas where people may queue or congregate.
- > The capacities of the Media Conference Rooms have been established and should not be exceeded. Chairs are permitted to be spaced 2 metres apart with the front row set 4 metres back from the top table. Camera positions in the room are 2 metres apart. The Organiser will communicate the reduced capacity of the top table to hosting parties in advance. When the room is at capacity, media should join the conference remotely through the livestream on their laptops or by watching on the TV screens in the workrooms.
- > Cleaning and sanitization of the venue to be enhanced to include nightly deep cleaning of all spaces.
- > Surfaces in the shared workrooms to be disinfected after use. Surfaces in bookable spaces should be disinfected after each booking. Surfaces in Back of House (BoH) offices should be disinfected between shifts. Surfaces of guest facing counters should be disinfected on a regular basis.
- > The cleaning and sanitization of surfaces in tenanted spaces (e.g. permanent broadcast spaces, hair and makeup room, photography services, simultaneous interpretation booths) is the responsibility of the tenant due to the sensitive nature of equipment in these spaces.
- > High touch points, including elevator buttons, door

handles, lockers, bathroom facilities should be cleaned on a regular basis.

- > Hand sanitizer stations to be located in multiple areas on each floor.
- > Behavioural reminder signage to encourage good hygiene practices to be provided on each floor.

6.10.3 Other Media Spaces

The following precautions should be implemented at all other media spaces across the Expo site:

- > Staff working in media spaces around the Expo site are responsible for managing capacities.
- > Capacities of camera platforms (broadcast and photography) and stand up positions are managed primarily through the Media Bookings System. If a space exceeds a safe capacity, media are rotated through the space, or alternative areas are identified. Walk-ups are only accommodated if there is sufficient room.
- > Floor markers to be used to indicate individual positions on a camera platform, distanced 2 metres apart.
- > High frequency touch points and surfaces to be sanitized between bookings.
- > Media viewing areas are the seats within a performance venue available to media on a first-come-first-serve basis. The allocation of seats should enable individuals to keep 2 metres distance from each other, where possible.
- > Flash interview areas are activated on a pre-approved request basis and set according to the social distancing parameters described below in section 6.10.4 Media Presentations and Interviews. Where media demand is high, staff should consider rotating media through in smaller groups.
- > Media briefings in the Leadership Pavilion are standing events and, due to the inability to use floor signage in this venue, staff should verbally encourage media to observe social distancing requirements. Broadcasters should gather audio feeds through a splitter box to avoid coming into close contact with delegation principles and Expo leadership personnel.
- > Broadcasters are encouraged to adopt precautionary measures for social distancing in both the dedicated studios and bookable studios to reduce the risk of transmission. Dedicated studios should be cleaned on a daily basis when in use. Bookable studios should be cleaned between bookings.
- > Broadcasters are responsible for managing COVID-19 risks associated with activities, including within their trucks, vans and Expo-provided cabins in the Broadcast Compounds.

6.10.4 Media Presentations and Interviews

Media and individuals being interviewed are permitted to remove face masks during presentations and interviews. During interviews, media should maintain at least 2 metres social distance from their interview subject. This applies to interviews conducted indoors and outdoors. Where possible media interviews and presentations should be undertaken outdoors or in well-ventilated spaces.

At larger media events with multiple groups of media interviewing the same subject/s, 2 metres social distance must be maintained between media and interviewee(s). This can be indicated by use of a physical barrier to restrict closer interaction.

Media should use boom microphones and maintain 2 metres social distance from other media. Media interviews should be limited to 15 minutes where possible to reduce the risk of transmission between participating individuals.

6.10.5 Hair and Makeup

Hair and makeup contractors should assess the risks of COVID-19 associated with their operations and implement appropriate precautions.

The following measures should be implemented during hair and makeup services for media events:

- > Staff must wear a face mask and gloves.
- > Staff must use disposable instruments where possible, sanitize instruments after each use, or dedicate instruments to the same member of staff.
- > Makeup areas should maintain 2 metres social distancing.

6.10.6 Shared Media Equipment

Broadcasters should take responsibility for sanitising their own technical equipment (e.g. microphones, headphones, translation devices, control panels, boom poles, cameras) after each use.

Items that cannot be sanitized should have a disposable protective cover that is removed after each use.

Technical equipment used for Media Conferences (e.g. microphones, interpretation handsets and headsets, mixing desk) should be sanitized after each use.

Operational technical equipment such as radios, should be sanitized after use and earpieces should be for individual use.

See section 5.1.4 Shared Equipment for further information.

6.10.7 Photography Services

Photography services contractors should assess the risks of COVID-19 associated with their operations and implement appropriate precautions.

6.10.8 Transportation of Media

Buggies are available for exclusive use by media. Media staff must comply with the capacity guidelines for use of buggies when traveling with individuals not in their cohort. An exception can be made for media using the buggy service with a cohort of colleagues. Regular cleaning and sanitization of buggies should be undertaken. See section 5.5.1 Buggies for further information.

6.10.9 Communication

Media Services will support in the communication of COVID-19 related messaging in a variety of ways:

- > Tawassul, the Media Information System, is where media receive operational and content-related information.
- > Daily Media Briefings are held in the Expo Media Centre each morning at which Expo spokespeople update the media on the latest news and information, which could include COVID-19 related topics
- > Information screens installed within the Expo Media Centre can display simple instructions for media.



6.11 VVIPs AND VIPS

6.11.1 General

The Organiser expects COVID-19 precautions to be incorporated into the planning and execution of all Protocol services.

The following measures will be implemented during all VVIP, VIP and protocol services:

- > Face masks to be worn during protocol and guest services interactions. In situations where face masks are removed (i.e. Photo Opportunities, Signing Ceremonies etc.) additional mitigation must be implemented.
- > Guests forming part of a principal entourage and classified as accompanying guests should have dedicated routes to reduce the risk of cross-contamination.

6.11.2 National Day Ceremonies / Honour Day Ceremonies (NDC / HDC)

Precautionary measures should be implemented at all NDC/HDC spaces to ensure these environments are safe for attendees and workforce.

Although social distancing may not be observed in gathering moments, additional mitigation must be implemented to reduce the risk of transmission, both at indoor and outdoor areas:

- > The risks from COVID-19 associated with the use of NDC/HDC spaces and infrastructure must be assessed and measures implemented to limit potential transmission.
- > NDC/HDC times for indoor and outdoor spaces should be limited to the purpose of the event and the audience should be socially distanced and venues operating in line with capacity limits.
- > Sufficient time should be provided between events where possible to allow for the completion of cleaning and sanitization, including specific spaces, areas, locations and rooms.

6.11.3 Audience to NDC/HDC Attendees or Event Attendees

The distance between NDC/HDC attendees or event attendees and the audience is an important precaution to limit potential risk of transmission, with the following measures to be implemented:

- > A 4-metre distance between audience and main participants to be established when main participants are required to remove their masks.
- > A physical barrier or other crowd control arrangements should be implemented to prevent close interaction between the audience and main participants.

6.11.4 Protocol and Diplomatic Etiquette

Protocol and diplomatic etiquette during protocol interactions will help to reduce the risk of transmission with the following measures to be implemented:

- > Consideration should be given to a range of factors, including the ability to social distance, physical movements, speech etiquette, proximity and guest services interactions, as well as the length of bilateral meetings, gift exchanges and other measures that will require audience and verbal interactions.
- > Any diplomatic etiquette should be in accordance with the Ministry of Foreign Affairs and International Cooperation (MOFAIC) and Ministry of Presidential Affairs (MOPA) recommendations, as well as direction received by the Official Participant counterparts upon guest visitation prior to event time, or upon any advance team visits to determine the precautions required.

6.11.5 Bilateral Meetings and Official Gatherings/ Luncheons

Bilateral meetings include any routine meeting part or not part of any NDC/HDC procession that requires guests to be in close proximity with each other, which increases the potential risk of infection. The following measures should be implemented during these events:

- > Any audience involved in Bilateral Meetings and Official Gatherings/Luncheons to wear masks at all times, when not eating or drinking.
- > Meetings to be held in large and well ventilated spaces where possible with 2 metres social distancing maintained.

6.11.6 Official Speeches, Ceremonies, Stage Forums/Events

There is a significant risk of COVID-19 transmission during vocal protocol and guest services interactions during events, forums, ceremonies and official speeches. The following measures should be implemented:

- > Face masks to be worn at all times where possible, particularly when speeches are conducted at indoor locations.
- > Social distancing between orators, as well from audience, to be increased to 4 metres if masks are removed.
- > Individual speeches, meetings, official ceremony talks, interviews or press conferences should have a short time duration where possible, particularly at indoor locations. Sufficient time should be allocated between each event to allow for cleaning and sanitization.

6.11.7 Music Performance, Flags Raising, National Anthems

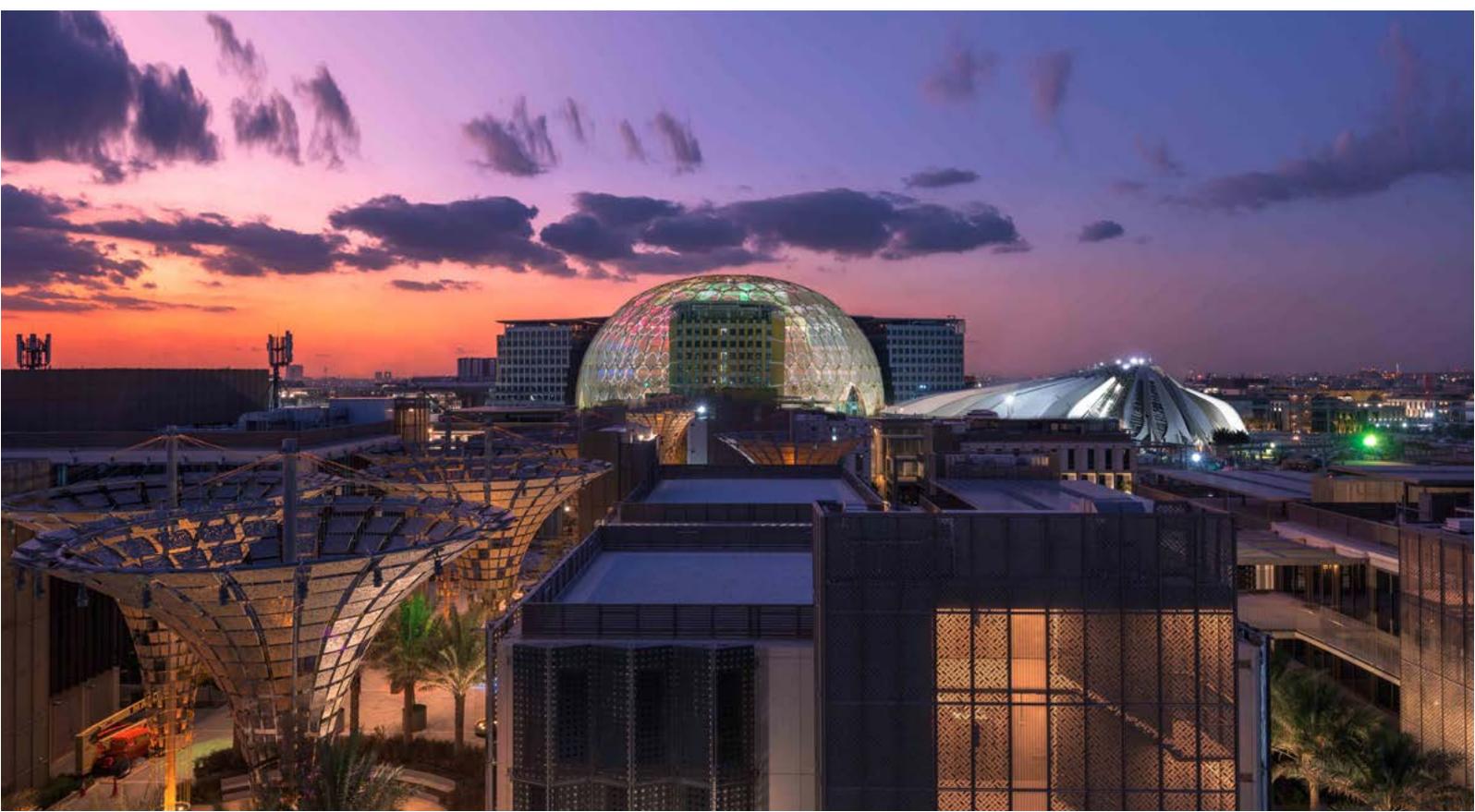
During music performances, flags raising and National Anthems the following measures should be implemented:

- > National Anthems to be played with relevant audio system in place in order to prevent close proximity between guests and the speaker.
- > Specialised covers should be used for any audio system to limit aerosol movement within the area and the attendees.
- > Flags to be sealed and/or sanitized prior to use, and 2 metres social distancing maintained between flag raising performers.
- > Live National Anthems, if played by live bands, should ensure 4 metres social distancing between performers and the audience.
- > See section 4.6 Events and Entertainment for further information.

6.11.8 Expo Protocol Officers (EPCs)

Expo Protocol Officers (EPC) are a highly trained and selected group of protocol officers that can be assigned to be in close proximity to main attendees and their accompanying guests, entourage and security delegations.

Special care and consideration must be given to EPCs in maintaining social distancing and ensuring compliance with COVID-19 precautions due the sensitivity of the clients they will interact with.



SUPPORTING INFORMATION

The following websites can be accessed to provide further details on COVID-19 measures.

Abu Dhabi Airport

<http://www.abdudhabiairport.ae>

Department of Culture and Tourism – Abu Dhabi

<https://tcaabudhabi.ae/en/default.aspx>

Department of Tourism and Commerce Marketing

<https://www.dubaitourism.gov.ae/en>

Dubai Airports

<http://www.dubaiairports.ae>

Dubai Health Authority

<https://www.dha.gov.ae/en/Pages/DHAHome.aspx>

Dubai Municipality - Health and Safety Circulars, Technical Guidelines and Lists

<https://www.dm.gov.ae/municipality-business/health-and-safety>

<https://www.dm.gov.ae/municipality-business/technical-guidelines-list>

<https://www.dm.gov.ae/municipality-business/health-safety-approved-list>

Dubai Police

<https://www.dubaipolice.gov.ae/wps/portal/home>

Dubai Sports Council - Procedures for Returning Sports Activity in Dubai

https://www.dubaisc.ae/Style%20Library/docs/ReopeningDubai_SectorsPlan_EN_Web.pdf

Emirates Airline – COVID-19 Information Hub

<https://www.emirates.com/ae/english/help/covid-19/>

Expo 2020 – COVID-19 Safety Measures

<https://www.expo2020dubai.com/en/plan-your-visit/covid-19>

Government of Dubai – Mask Exemption Permit

<https://www.dxbpermit.gov.ae/home>

Knowledge and Human Development Authority – Preventing the Spread of COVID-19

<https://www.khda.gov.ae/en/studentssafety>

Ministry of Health & Prevention – COVID-19 Information Centre

<https://www.mohap.gov.ae/en/AwarenessCenter/Pages/COVID19-Information-Center.aspx>

Roads and Transport Authority – COVID-19 Safety Tips

<https://www.rta.ae/wps/portal/rta/ae/home/promotion/covid-19>

The Executive Council

<https://tec.gov.ae/en/home>

The Supreme Council for National Security - COVID-19 Updates

<https://covid19.ncema.gov.ae/en>

Visit Abu Dhabi – COVID-safe travel to and from Abu Dhabi

<https://visitabudhabi.ae/en/plan-your-trip/covid-safe-travel>

Visit Dubai – COVID-19 travel advisory

<https://www.visitdubai.com/en/coronavirus-advisory>





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