

Questex Event Directive (QED)





The health and safety of our exhibitors, sponsors and attendees is our priority so we are taking proactive measures in response to a rapidly evolving situation. The following information called our **Questex Event Directive (QED)**, provides an outline of the precautions we will consider, where possible, to promote the health and safety of all attendees at our events.

Events as we have known them has changed. Questex is closely monitoring the global COVID-19 outbreak and we will continue to monitor the situation through updates from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). COVID-19 will not be the only pandemic or safety issues that we will face. This document will suggest some immediate as well as long term actions we will incorporate, when and where possible, as the new normal for all Questex events.

The implementation of these actions has been broken into 3 phases:

<p>Phase One: Near term to follow current government and health regulations</p>	<p>Phase Two: Questex actions to protect health and safety of our attendees and exhibitors until determined otherwise.</p>	<p>Phase Three: Questex ongoing Preparedness</p>
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Preparedness Plan

-  1. Develop a Health and Safety Response Team. This is an assigned list of Questex staff who are responsible for reviewing the suggested on-site health and safety guidelines. Members of this team include, but are not limited to, an event operation lead, a registration manager, speaker/conference manager, exhibit operations manager, and a show/sales director. Event Operations Lead will take ownership of this team.
-  2. Develop a partnership with the venue's emergency and health care staff to discuss specifics of the event and prepare for key prevention strategies. The plan is to work with this group to develop a contingency plan should we encounter someone who is sick or showing symptoms.
-  3. Develop a partnership with key community vendors such as hospitals, hotels, transportation companies and the local health department to understand and participate in any community wide emergency preparedness activities. This includes providing telehealth appointments with local health care providers if needed.
-  4. Create daily logs, checklists and communications charts for all staff working the event to promote all suggested precautions and identify any changes/adjustments that need to be made. This includes Questex staff as well as venue and vendor personnel.

5. Suggest and promote the daily practice of preventive actions.
These include:
 - Handshake free interactions
 - Wear masks or cover your cough and sneeze with a tissue and immediately discard it in the trash
 - Wash your hands often with soap and water for at least 20 seconds
 - Avoid touching your face
 - Repeatedly clean frequently touched surfaces such as cell phones or laptops
 - Do not attend if you are not feeling well.

6. Provide COVID-19 Prevention supplies to staff and participants when possible.
These include:
 - Hand sanitizer containing a minimum 60% alcohol
 - Tissues
 - Hands free trash receptacles
 - Disposable facemasks
 - Cleaners and disinfectants

7. Contract EMT and/or nurse personnel to be on site at events with attendance of 50 people or more to provide medical assistance or screening to anyone not feeling well. Provide temperature checks at entrances when possible.

8. Promote the CDC's minimum recommended social distancing of at least six feet from other people. This can be incorporated in the standard process for registration/check in, meetings/education, food functions, booth layouts and networking activities. Suggested measures include staff at all entrances with counting devices tracking the entrance and exit of guests to follow suggested attendance vs. sq. footage ratios.

9. Increase contracted personnel to clean and disinfect bathrooms, and commonly touched objects like handrails, door handles, elevator buttons, and counter tops. Add cleaning staff to conference/education areas to continuously clean and disinfect seating areas, microphones, and podiums.

10. Provide a daily Health and Safety Communication plan electronically to staff and attendees to include up to date information from local health officials. This can be delivered via monitors throughout the venue as well as through the show app and via email.

11. Increased signage, both digital and in print, throughout the event to provide detailed information on recommended preventive actions.

12. Deliver an electronic welcome packet to attendees before the arrive on site, explaining the suggested safety and healthy precautions being implemented at the event.

13. If immunity passports are created by health authorities as is being considered, consider using possession of these passports for VIP admittance such as special seating or eating areas for those with such passports. Certificate of Immunization can be provided at the registration process.

Event Specific Protocols

The following details the suggested health and safety measures by event type:

Tradeshow Events:

- 1.** Provide COVID-19 Prevention supplies to all staff and participants.
These include:

 - Hand sanitizer containing a minimum 60% alcohol
 - Tissues
 - Hands free trash receptacles
 - Disposable facemasks
 - Cleaners and disinfectants

- 2. Pre-Registration/Badging** - eliminate the need for large groups of people to check in at registration counters to get a badge. Work with registration vendors to have free standing scanners at the entrances to scan registration confirmation codes off printed confirmations or mobile devices. Badging options include home self-printing with a badge holder provided when the badge is scanned.

- 3. Onsite Registration Counters** - In order to lessen registration desk crowds, consider making it financially unattractive for people to register onsite. If onsite registration is necessary, eliminate all open registration counters and replace with enclosed box offices with clear plexiglass between the attendee and registration staff.

- 4. Exhibit Hall –**

 - Increase aisles from standard 10' aisles to 20' aisles (increased carpet costs)
 - Create specific entrances and exits that cannot be used interchangeably (signage needed)
 - Create a traffic flow plan where aisles can only be accessed one way (signage/floor stickers needed)
 - Provide hand washing stations with running water, soap, and hand sanitizer, at the end of every aisle or every other aisle.

- 5. Exhibit booths** – create barriers inside the exhibit booth preventing exhibitors and attendees from coming within 6' of each other. This will require adding 8' drape between booths as well as adding 6' tables inside the booths.

- 6.** Eliminate all self-serve buffet style food functions. Replace with boxed or wrapped individual meals or buffet stations where the food is covered and served by trained catering staff wearing proper PPE.

- 7.** Eliminate physical sponsored welcome bags and replace with electronic welcome packets

- 8.** Increase stanchion for lines and create larger waiting areas to promote safe distancing protocols. Floor markings will be needed to promote proper distancing.

- ● 9. Increased personnel at all entrances to the exhibit hall and session/meeting rooms as well as in the registration area and public restrooms to properly monitor the amount of people in a specific space at a time. This can be done by counting entries and exists and limits will be based on square footage.
- ● 10. **Conference/Education areas:**
 - Eliminate all classroom seating (no tables). Provide only theatre type seating with individual chairs 6' apart.
 - Properly disinfect the chairs, podium, laptop and microphone between sessions.
 - Consider streaming the conference content to other meeting rooms of small groups or if this is a hotel-based event, stream to guest rooms to minimize physical interaction.

Hosted Buyer Events:

- ● 1. Provide COVID-19 Prevention supplies to all staff and participants.
These include:
 - Hand sanitizer containing a minimum 60% alcohol
 - Tissues
 - Hands free trash receptacles
 - Disposable facemasks
 - Cleaners and disinfectants
- ● 2. **Ground Transportation** – eliminate mass pickups and provide individual transportation if by car or paired service if by SUV.
- ● 3. **Registration** – increase the number of check-in tables once they arrive at the venue with clearly marked waiting lines. Create a check in by appointment system where the attendee only arrives at the desk at their scheduled check in time. Discourage lingering and crowd gathering.
- ● 4. **Food Functions:**
 - Eliminate mass seating areas. Provide properly distanced limited seating.
 - Increase the number of bars and servers at food functions. Require bars to have clear plexiglass to separate bartender and guest.
 - Eliminate all self-serve buffet style food functions. Replace with boxed or wrapped individual meals or buffet stations where the food is covered and served by trained catering staff wearing proper PPE
 - Schedule multiple food functions by appointment to control the amount of people in one area at one time.
- ● 5. Modified set up in the appointment meeting room where double tables are being to separate buyer and supplier and each suppliers meeting area is a minimum of 10' apart from the next. Each table should be provided with a container of hand sanitizers and/or disinfectant wipes.
- ● 6. Eliminate off site activities that require bus transportation and replace with modified small group activities on site.
- ● ● 7. Where possible, consider outside activities and meals to avoid confining the group in interior spaces.

Conference Events:

1. Provide COVID-19 Prevention supplies to all staff and participants.
These include:
 - Hand sanitizer containing a minimum 60% alcohol
 - Tissues
 - Hands free trash receptacles
 - Disposable facemasks
 - Cleaners and disinfectants

2. **Pre-Registration/Badging** - eliminate the need for large groups of people to check in at registration counters to get a badge. Work with registration vendors to have free standing scanners at the entrances to scan registration confirmation codes off printed confirmations or mobile devices. Badging options include home self-printing with a badge holder provided when the badge is scanned.

3. Eliminate sponsored welcome bags and replace with electronic welcome packets.

4. Increase stanchion for lines and create larger waiting areas to promote safe distancing protocols. Floor markings will be needed to promote proper distancing.

5. **Onsite Registration Counters** – In order to lessen registration desk crowds, consider making it financially unattractive for people to register onsite. If onsite registration is necessary, eliminate all open registration counters and replace with enclosed box offices with clear plexiglass between the attendee and registration staff.

6. Increased personnel at all entrances to the exhibit hall and session/meeting rooms as well as in the registration area and public restrooms to properly monitor the amount of people in a specific space at a time. This can be done by counting entries and exists and limits will be based on square footage.

7. Inform speakers that they will be required to deliver their presentations from the stage and will not be permitted to roam aisles or walk in the audience while presenting.

8. Change seating layouts to eliminate adjacent seating and provide social-distancing seating layouts. Follow the same procedure with panelists on stage.

9. **Food Functions:**
 - Eliminate mass seating areas. Provide properly distanced limited seating
 - Increase the number of bars and servers at food functions. Require bars to have clear plexiglass to separate bartender and guest.
 - Eliminate all self-serve buffet style food functions. Replace with boxed or wrapped individual meals or buffet stations where the food is covered and served by trained catering staff wearing proper PPE
 - Schedule multiple food functions by appointment to control the amount of people in one area at one time.
 - Where possible, consider outside activities and meals to avoid confining the group in interior spaces.