MELBOURNE GIFT FAIR

AUSTRALIAN GIFT & HOMEWARES ASSOCIATION

DESIGN • LIFE • STYLE

31 JULY - 4 AUGUST 2021

MELBOURNE CONVENTION & EXHIBITION CENTRE (MCEC) **ENTRY VIA DOORS 9 OR 15**

Organised by
AUSTRALIAN Gift & Homewares ASSOCIATION

SAFE OPERATING FRAMEWORK

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AGHA SAFE OPERATING FRAMEWORK

The impacts of the COVID-19 Pandemic on the events industry in Australia is critical and requires organisers to implement new operating protocols and procedures to ensure events can be delivered in a safe and responsible manner. The Australian Gift & Homewares Association (AGHA) are dedicated to putting the health and safety of our members and community first. To safely operate exhibitions and allow our members to do business face-to-face in the future, the AGHA is executing the following Safe Operating Framework for all events moving forward. These measures will ensure our participants (exhibitors, visitors, staff, contractors and suppliers) have the utmost confidence in participating in AGHA events. The health and safety of all those involved is number one priority.

THIS SAFE OPERATING FRAMEWORK ALIGNS WITH CURRENT GOVERNMENT ADVICE AND RESTRICTIONS. AGHA ARE COMMITTED TO RUNNING SAFE AND HEALTHY EVENTS TO MITIGATE THE RISK OF COVID-19 TRANSMISSION. THE HEALTH AND WELLBEING OF OUR MEMBERS AND EVENT PARTICIPANTS IS **NUMBER ONE PRIORITY.**

This framework focuses on the following key areas that will form the basis of the standards and guidelines that AGHA will implement for events:

RISK ASSESSMENT

PLANNING

TRAINING

COMMUNICATION

IMPLEMENTATION

RISK ASSESSMENT

To ensure we run our events in a safe and responsible manner, AGHA will conduct an additional comprehensive risk assessment specific to COVID-19 risks, precautions, and restrictions. This risk assessment will coincide with government advice and restrictions to ensure best practice in prevention, and response to the risks associated with COVID-19. Key considerations in this risk assessment include:

- Latest and **current advice** from government and health authorities on control measures.
- Latest COVID-19 **social restrictions** / capacity restrictions.
- The importance of working closely with venues and contractors on **modified event processes** and practices to decrease the risk of COVID-19 transmission at an event.
- Additional **facilities** required for hand washing/sanitising and personal hygiene.
- **Changes to layout** and environment including aisle ways, separate entry and exit points, physical distancing barriers and indicators, contact free registration and reduced touch points.
- Enhanced **cleaning** and disinfectant arrangements with venues and contractors.
- Increased **training** and briefings for onsite staff and contractors to ensure all workers understand and follow all precautional measures and procedures and are prepared should a COVID-19 related risk present itself.
- **Contact tracing** for all participants including staff, exhibitors, attendees, contractors and suppliers.
- A comprehensive **communication** plan to ensure participants understand the individual responsibilities of reducing risk of COVID-19 at events.

PLANNING

Through in-depth research and early planning, AGHA can ensure that the health and safety of event participants is our number one priority. With everchanging government policies and guidelines around COVID-19, planning for events involves a great deal of precision in order to capture the latest standards and efficiently put them into practice. Our current workflows, plans and practices are developed around

the latest information and advice that is provided by government authorities. However, we will be continuously be updating and improving on plans as further information is released.

Our planning involves carefully working with venues, contractors and relevant authorities to provide a safe environment at our events where we can quickly respond to potential risks associated with COVID-19 at any point in time. Our aim is to continue to provide a positive experience for visitors and exhibitors whilst also adhering to government standards, ensuring we mitigate any potential risk.

Key areas of additional planning as a result of COVID-19 include:

1. Additional roles and responsibilities of AGHA, the venues and our event contractors.
2. Additional Work, Health & Safety (WHS) measures required to ensure our events are COVID-safe.
3. Enhanced awareness and responsiveness of government announcements, advice, and regulations.
4. Communication of standards, policies and procedures to all stakeholders to ensure participants have a strong understanding of their responsibilities and to manage expectations.
5. Investment and planning around additional equipment, facilities and support that will be required onsite to address any challenge relating to COVID-19.
6. Action Plan that can be executed in the event of a positive COVID-19 case.

As the organiser, we can only plan and prepare to the best of our ability. We will provide and communicate as much information as possible to the exhibitors, visitors and workers involved in our events so that we can all follow the necessary standards and contribute to a safe environment.

TRAINING

All AGHA employees will receive training and information packs on COVID-19 safety protocols and new event procedures. It is critical that employees are aware of their responsibilities onsite as well as understand when to stay home and get tested if unwell.

Training staff on physical distancing and good hygiene will be priority as well as new registration and record keeping procedures to ensure not a single event patron is missed onsite. It is vital that all staff are aware of and understand the process for responding to a potential or confirmed case of COVID-19 and how to escalate it.

COMMUNICATION

Communication to event participants has never been more important. It is crucial that everyone involved is informed about event changes, current restrictions, and their responsibilities. AGHA will be implementing a comprehensive communication plan across multiple platforms that will address key responsibilities as highlighted by government organisations and health authorities including:

- Noticing symptoms and knowing when to stay home and get tested.
- Adhering to physical distancing measures at the event and before you come to the event.
- Practicing good hygiene and washing your hands often.
- Following appropriate cough and sneeze etiquette.
- Following strict registration and onsite check-in procedures outlined by the organisers.
- Minimising contact with others onsite.
- Exhibitor responsibilities.

Communication to participants will occur before, during and after all events to ensure the right information is accessible at the right time. Distributed across several different mediums including:

BEFORE

- Email Direct Marketing (EDM) to visitors identifying new registration policies, conditions of entry and what to do when arriving at the event.
- Operational updates and newsletters via email to exhibitors outlining the latest restrictions and policies, onsite procedures and responsibilities.
- Online Exhibitor Portal for exhibitors including downloadable Exhibitor Manual Addendum – COVID-19 eddition, Safe Operating Framework, exhibition changes and restrictions, Work Health Safety (WHS) guide, risk assessment template and COVID-19 signage for display on stands.

DURING

- Government supplied posters and signage
- Conditions of entry signage
- Move-in newsletters for exhibitors
- Announcements reminding exhibitors and visitors to social distance and practice good hand hygiene.
- COVID-Marshals and AGHA Concierge staff

AFTER

- Post event survey
- EDM to participants as a reminder to inform AGHA immediately if they become a close contact or a positive case of Covid-19.
- Comprehensive event debrief with staff, contractors and the venue.

IMPLEMENTATION

The core focus onsite our events is the health and safety of all those involved. AGHA will be implementing several precautionary measures onsite to prevent any possibility of COVID-19 transmission. We will work closely with the venues and event contractors to ensure best practice is put into place for each event.

The following measures provide an insight on what to expect at an AGHA event in future:

Wellbeing of participants

- Information on COVID-19 will be emailed to exhibitors and pre-registered attendees. This includes advice on when to stay home and get tested, physical distancing, personal hygiene, their responsibilities and new event procedures.
- Staff, exhibitors, and attendees who are unwell will be excluded from the premises.
- If advised by government and health authorities, we may undertake temperature checks upon entry.
- All participants will be strongly encouraged to download the COVID SAFE app prior arriving at an AGHA event.

Registration and record keeping

- New registration methods to capture not only attendee details, but exhibitors and their staff working on the stand, exhibitor appointed contractors and any other persons gaining entry to the site.
- Pre-registration essential for all participants (exhibitors, contractors, attendees, staff, suppliers).
- Print@home name badges provided to pre-registered attendees.
- Reduced face-to-face registration and information points. Where there is a face-to-face counter, protective screens and masks will be supplied in line with Government advice.

Capacity and crowd management

- Subject to current Government advice and restrictions, if required AGHA will implement capacity control within the halls.
- Enhanced seating standards and restrictions in catering areas.
- Reduced and separate entry and exit points.
- Crowd barriers where required to promote one-way traffic flow.
- Floor markings and signage to indicate physical distancing in queues.
- Downloadable signage, information and advice available to exhibitors via an Online Exhibitor Portal to ensure capacity can be managed on stands.

Hygiene and cleaning

- Hand hygiene – sanitiser stations will be installed at entry/exit points, throughout the halls and in bathrooms. Exhibitors will be responsible for providing sanitiser on their stands.
- No handshake policy
- Working with the venue and cleaning contractor on increased cleaning and disinfectant schedules for all touch points, seating areas and bathrooms.
- Working with the venue to ensure food hygiene is up to government standards.
- Face masks to be worn in-line with Government restrictions. AGHA supports and recommends the use of face masks where possible.
- Government supplied signage throughout the event to encourage hand hygiene and appropriate sneeze and cough etiquette.

The AGHA conditions of entry will be updated for each event in line with the current health advice. We ask that everyone who wishes to attend an AGHA event in future be responsible and adhere to our conditions of entry. Please ensure you read and understand the policies, procedures and your responsibilities outlined on our website prior to attending and AGHA event. This is a challenging time for everyone, if we all follow the necessary steps required to make our events COVID-safe, we will be able to get back to doing business face-to-face in a controlled environment.

UPDATES AND QUERIES

AGHA will deem to keep members and other stakeholders informed of any government updates that may impact your business or a future AGHA event. Our event policies and procedures will continuously be updated depending on the current advice and guidelines for the running of events.

Exhibitors are advised to frequently view updates on their Online Exhibitor Portal. The usual operational updates will be emailed in the weeks leading up to an event which will contain reminders, checklists and exhibitor responsibilities in relation to running a COVID-safe stand at an AGHA event.

Event attendees are advised to frequently view updates on the AGHA and event websites. Registered visitors will be provided with continuous updates via email which will contain information on what to expect, visitor responsibilities and the steps to be taken prior to and on arrival to an event.

If you have any questions or concerns after reading through the information in this document or on our website etc, please do not hesitate to contact us:

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