

# Covid-19: „The New Normal“ - KEEP'IN ALL

HYGIENE AND PREVENTION PLAN  
VISITORS

**STAY SAFE!**

---

Measures developed by Austrian Exhibiton Experts GmbH (AEE) to assure the safe and controlled implementation of events.

It is based on the most recently published stipulations issued by the Federal Government of Austria, and on the recommendations of the WHO. This plan is subject to ongoing amendments to each of the current respective regulatory requirements.

# GENERAL INFORMATION

## 1. COOPERATION AND OBLIGATIONS

AEE is working closely with the appropriate authorities, medical specialists and safety experts to guarantee visitors a safe and professionally organised event environment.

## 2. RISK MANAGEMENT

For each event, we compile a special risk analysis report, taking into account regional infection rates, expected participant and visitor numbers, and where visitors are arriving from. This guarantees the necessary safety, hygiene and preventative measures. The internal go-ahead for each event will only be given **WITHOUT EXCEPTION** after receipt of approval from the local authorities.

## 3. PLANNING

Close cooperation with the authorities and relevant experts enables us to nurture trust and guarantee a professional event framework. Early planning allows us to remain flexible, and well-prepared for possible changes in the Covid-19 situation.

## 4. COMMUNICATION

An atmosphere of all-round mutual trust can only be achieved via seamless communication with all stakeholders. Before every event, all safety, hygiene and preventative measures are communicated to all parties. Our expo and event teams contact and inform you via all available channels.

## 5. SAFETY CHECKS & PREVENTATIVE MEASURES

The safety, hygiene and preventative measures we implement guarantee safe event participation and create an atmosphere of trust; even in the age of Covid-19.

We aim to guarantee a professional and supreme standard of safety, fostering an environment in which events can be staged comfortably again. The AEE team looks forward to welcoming you back to our events!

# GENERAL RECOMMENDATIONS TO ENSURE A SAFE EVENT

The following general rules for behaviour must be observed to ensure all participants, visitors and staff can move safely around the entire facility:



Stay at home if you feel unwell.  
Do not come to the event.



Wash and disinfect your hands  
at regular intervals.



Please wear a mouth and nose protection  
wherever minimum distancing of 1 m  
cannot be guaranteed, and when you  
enter or leave the facility.



Please sneeze and cough into the  
crook of your arm or in a paper  
handkerchief.



If you suddenly notice symptoms of  
the COVID-19 illness, contact the  
on-site medics immediately.



Avoid direct physical contact such  
as handshakes or embraces.

# GENERAL SAFETY & HYGIENE MEASURES

- ▶ At events expecting large crowds, health checks will be conducted at the entrance in the form of body temperature tests for visitors and all people involved in the show.
- ▶ There are hand disinfectant dispensers around the entire venue and in all toilets.
- ▶ Visitors should bring their own face coverings. If this is not possible, if required face coverings will be provided. Please contact the expo team.
- ▶ All contact surfaces, toilet and washroom facilities will be cleaned at short intervals.
- ▶ Visor windows have been installed in all our cloakrooms, at all ticket windows, in the press centre and at information desks to protect visitors and on-site staff.
- ▶ The trade fair halls in Vienna, Salzburg and Linz are supplied with fresh air by the ventilation systems to ensure the air in the halls is completely exchanged several times per hour.
- ▶ All doors, except fire doors, remain open to reduce the need for contact with doors and handles.
- ▶ Medical staff and members of the organisation team have been trained to deal with Covidrelated issues, and are available during the entire assembly, show and dismantling period.
- ▶ As part of the obligatory safety training, all people involved in the event are informed about all the safety and preventative measures implemented.
- ▶ All people involved in the show must wear a face covering, mask or some other acceptable form of mouth and nose covering.

A risk analysis report is compiled prior to each event, then submitted to the authorities with the hygiene and prevention plan for inspection and approval.

# RECOMMENDATIONS TO ENSURE A SAFE VISIT

## TICKET SALES AND REGISTRATION

- ▶ Ticket sales and registration procedures can only be conducted online. Please visit the website of the respective show for more details.
- ▶ If you have no means of purchasing a ticket online, a limited quota of on-site registration options will be available. Please expect longer waiting times for these options.

## VISITORS

- ▶ Mouth and nose protection must be worn on entering and leaving the facilities, queuing at the ticket windows, in the cloakrooms, in catering and bar areas, when entering and using toilets and washrooms – and in all situations in which it is not possible to maintain a distance of 1 metre to the next person.
- ▶ When queuing, ensure you maintain the prescribed 1-metre distance to the next person and obey the instructions of all floor markings.
- ▶ In the areas in which the event is being held, if the minimum distance of 1 metre can be maintained to other people, it is not necessary to wear mouth and nose protection.
- ▶ Listen carefully to all loudspeaker announcements and obey general instructions within the complex.
- ▶ In order to enable visitor flows to remain organized there will be separate entrances for booth personnel and for visitors.
- ▶ Visitor entrances and exits will be situated in different places.

## FACILITIES SERVING FOODS AND BEVERAGES

- ▶ All catering, bar and restaurant areas are subject to the current hygiene regulations applicable to such facilities.
- ▶ All our catering partners are responsible for guaranteeing seamless and complete compliance with the current regulations.

## MEASURES TO BE IMPLEMENTED IN CASES OF SUSPECTED INFECTION

- ▶ The potentially infected individual must be brought to the quarantine area immediately.
- ▶ On-site medical personnel are empowered with the decision as to whether a person is permitted to remain at the event or, alternatively, to initiate other measures.
- ▶ On-site medical personnel are empowered with the decision to initiate the Covid-19 rescue chain.

# COVID-19 PREVENTION OFFICERS

If you have any questions, please ask your respective contact person at AEE or speak to our prevention officers:

**Anna Sperl**

T: +43 676 7508028

E: [a.sperl@expo-experts.at](mailto:a.sperl@expo-experts.at)

**Clara Wiltschke**

T: +43 676 7508028

E: [c.wiltschke@expo-experts.at](mailto:c.wiltschke@expo-experts.at)

**STAY SAFE!**