

Standard Operating Procedures at HITEX for conducting events post lockdown



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The Standard Operating Procedures (SOP) outlines the best practices of HITEX venue in order to ensure the health and safety of all stakeholders (organizers, exhibitors, visitors, tenants, contractors, staff, labor etc.) to perform business/duties and conduct events during the COVID-19 crisis and post-lockdown.

The SOP includes prevention, detection and response measures to be taken by HITEX as the venue owner and also the requirements of the clients/organizers conducting events at HITEX.

While creating the SOPs we have considered the specific requirements for Exhibition Organizers, Service Providers, Exhibitors and Visitors of the events.



Safety First

HITEX as the venue owner pledges to see that the venue is following best practices to prevent COVID-19 and to ensure safety is the first priority. HITEX supports its clients/organizers in all possible manners

to see that the events are executed successfully in a healthy environment. Below listed are some (not limiting to) of the immediate measures to be taken by HITEX.

Protocol to be followed by **HITEX**:

Sanitization Process:

- + Entire venue/campus will be sanitized for all entries, common areas, washrooms, escalators, elevators, security frisking desks, railing, seating areas, elevator lobbies & buttons, door knobs, side wall & flooring, entry & exit doors etc. This will be done before, after & during every event.
- + We will undertake deep cleaning of all air conditioning/ventilation systems, air handling units, including the chemical cleaning of filters, coils and other components. Periodicity-Daily after event.
- + Fumigation will be undertaken in all indoor & out door areas, basements etc. Periodicity-Daily before event.
- + We will allocate and convey gate numbers to all entrants in coordination with organizers.
- + We will sanitize all tables, counters, serving desks, etc. before opening the Food Court, at regular intervals and at closing hours.
 - Digital payments shall be encouraged.
 - Provision for hand sanitizers to be placed at entry points.
- + Regular sanitization of all wash rooms, surfaces, WC, taps, etc. shall be made. Periodicity-Four times in an event day.
- + Event hall temperature shall be maintained at 24° to 30°.
- + For all the sanitization processes, procedures laid down by the Ministry of Health & Family Welfare, Government of India and National Safety Council of India shall be followed.



Employee / Worker Hygiene Practices

All employees & contract workers of HITEX shall exercise the recommended practices for reducing the risk of transmission as identified by the Public Health Department and Center for Disease Control and Prevention:

- + All HITEX employees'/workers' health shall be screened on daily basis & reports recorded. Any unhealthy employee/worker shall be dealt with due procedure.
- + All HITEX employees/workers shall wear non-medical face-coverings (such as homemade cloth masks).
- + All employees/workers on floor shall wear approved Personal Protective Equipment such as face mask, hand gloves.
- + All employees & contract workers of HITEX shall maintain social distancing on campus at all times.
- + There will be strict ban on Gutka, Paan, Tambaku etc, on site and spitting in common area shall be strictly prohibited and violators may be dealt as per law.



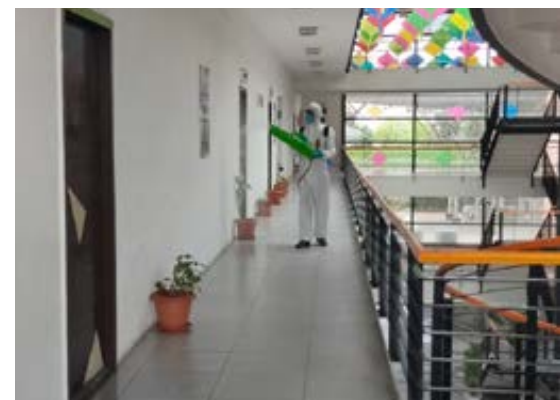
Communication and awareness

- + Clear signages and instructions at prominent locations shall be placed across the venue to communicate & ensure health and safety measures in the venue.
- + All employees & contract workers of HITEX shall be briefed/trained on a regular basis to update the latest procedures/updates issued by the government from time to time.
- + Prior meeting across a video call shall be held with all the clients/organizers conducting events at HITEX, to brief about the COVID-19 preventive procedures being followed at HITEX & make them understand the requirements and work together for the success of the event.
- + Work closely with the local health & safety department to provide required support in preventing the pandemic.
- + Hospitals/clinics authorized to treat COVID-19 patients shall be identified and the list shall be displayed at the venue.

Infrastructure Support:



- + HITEX shall provide infrared thermal gun at each entry point to measure body temperature of each person entering the event. Any abnormality shall be recorded and dealt with due procedure.
- + Provision for hand sanitizers shall be provided at all prominent locations and entry point.
- + Each hall entries shall be marked with square boxes on floor to ensure social distancing.
- + HITEX shall allocate dedicated space for isolation clinical room for short duration stay of COVID-19 suspected case before being shifted to the government facility.
- + Furniture & seating arrangements in all meeting rooms shall be arranged as per the social distancing norm.
- + HITEX shall have a Medical Centre with paramedics.
- + HITEX shall have ambulance round the clock to shift any patient found sick.



COVID-19 Crisis Management Team at **HITEX**

To manage emergencies, HITEX has experienced and trained Crisis Management Team to act swiftly without panic in case of COVID-19 emergency. You may contact the team at HITEX office in case of emergency

Government Helpline Number: 104

Nearest government hospital with isolation facility

1. Gandhi Hospital
Bhoiguda Road, MIGH Colony, Padmarao Nagar, Secunderabad. Tel: 040-27505566

Nearest private hospitals with isolation facility

1. Care Hospital Hitech City
Jayabheri Pine Valley, HITEC City, Hyderabad, Tel: 040 – 6165 6565 | Call Center: 1075

2. Continental Hospital
Plot No 3, Road No 2, Financial District Nanakramguda, Hyderabad
Tel: 040 – 6700 0000

Support request from organizers:

In the endeavor to organize events successfully following all the safety precautions to combat COVID-19, the role of the organizer shall be at most important. Organizer is suggested to implement below procedures to prevent the spread of COVID-19:

Access/Entry Passes: Issue exhibitor/visitor/vendor pass only when you are satisfied that the person is 100% healthy. Collect their health & travel data while issuing the pass.

Provide COVID-19 prevention supplies at your events. Plan to have extra supplies on hand for event staff and participants, including hand sanitizers, disposable facemasks (for persons who start having symptoms).

Encourage use of Aarogya Setu App

Encourage exhibitors, visitors & service

providers to download and use Aarogya Setu App developed by the Government of India.

Promote messages that discourage people who are sick from attending events. This should include messages requesting that people leave events if they begin to have symptoms of COVID-19, which include fever, cough, and shortness of breath.

Communicate about COVID-19: Update and distribute timely and accurate emergency communication information to everyone in your chain of communication (for example, event staff, participants, suppliers, vendors, and key community partners and stakeholders). Place sufficient signages in the event area to create awareness about COVID-19.

Set up & Break down period: Have sufficient time to work by dividing & compartmentalizing the event floor. This helps in maintaining social distancing.

For some period initially, discourage designer stalls to minimize the work force during set up & break down period.

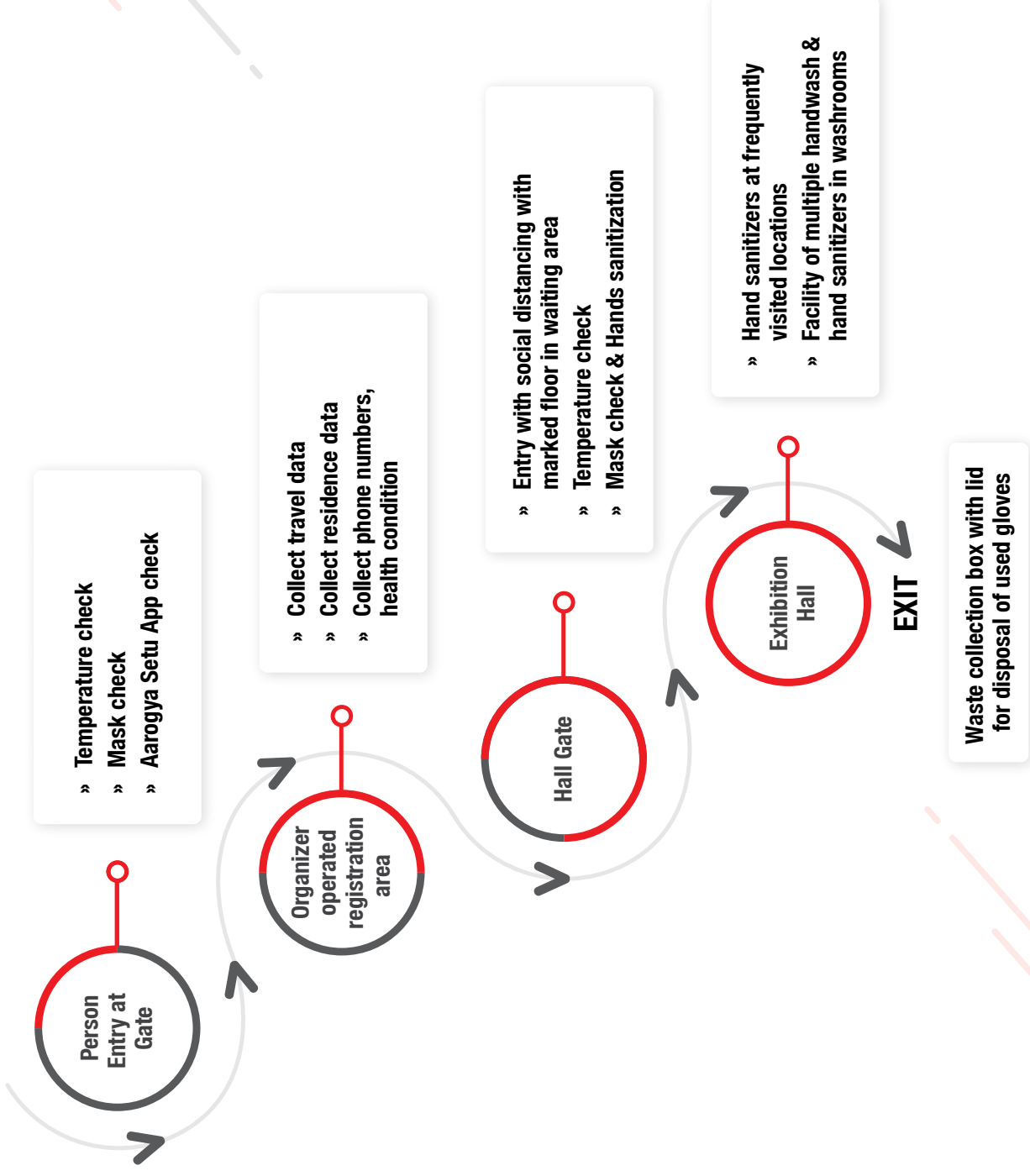
Ensure all your staff/contractors wear personal protective kits as applicable.

Have exclusive help desk & rapid response team to act in case of emergency.

Organizer & HITEX emergency teams may work in coordination.

Any Individuals who have been potentially exposed to the virus, or who are exhibiting flu-like symptoms such as fever, tiredness, coughing, or congestion are to be shifted to isolation room & then shifted to nearest government approved COVID-19 Centre.

Visitor / Exhibitor Moment Plan with Sanitization



Happy Events

Stay Safe, Stay Healthy.



#These procedures are framed based on the available information about COVID-19. COVID-19 is a fast changing epidemic. This SOP may be updated on an as required basis to reflect the latest broadly adopted measures.



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