

SHARJAH

General Guidelines for Reopening Activities at Events Halls in Hotel Properties, Exhibitions and Wedding Halls



الجواهر
AL JAWAHER
مركز المناسبات والتميزات
RECEPTION & CONVENTION CENTRE
الشارقة SHARJAH



مركز اكسبو الشارقة
Expo Centre Sharjah

حكومة الشارقة
Government of Sharjah

هيئة الإنماء التجاري
والسياحي بالشارقة

Sharjah Commerce & Tourism
Development Authority

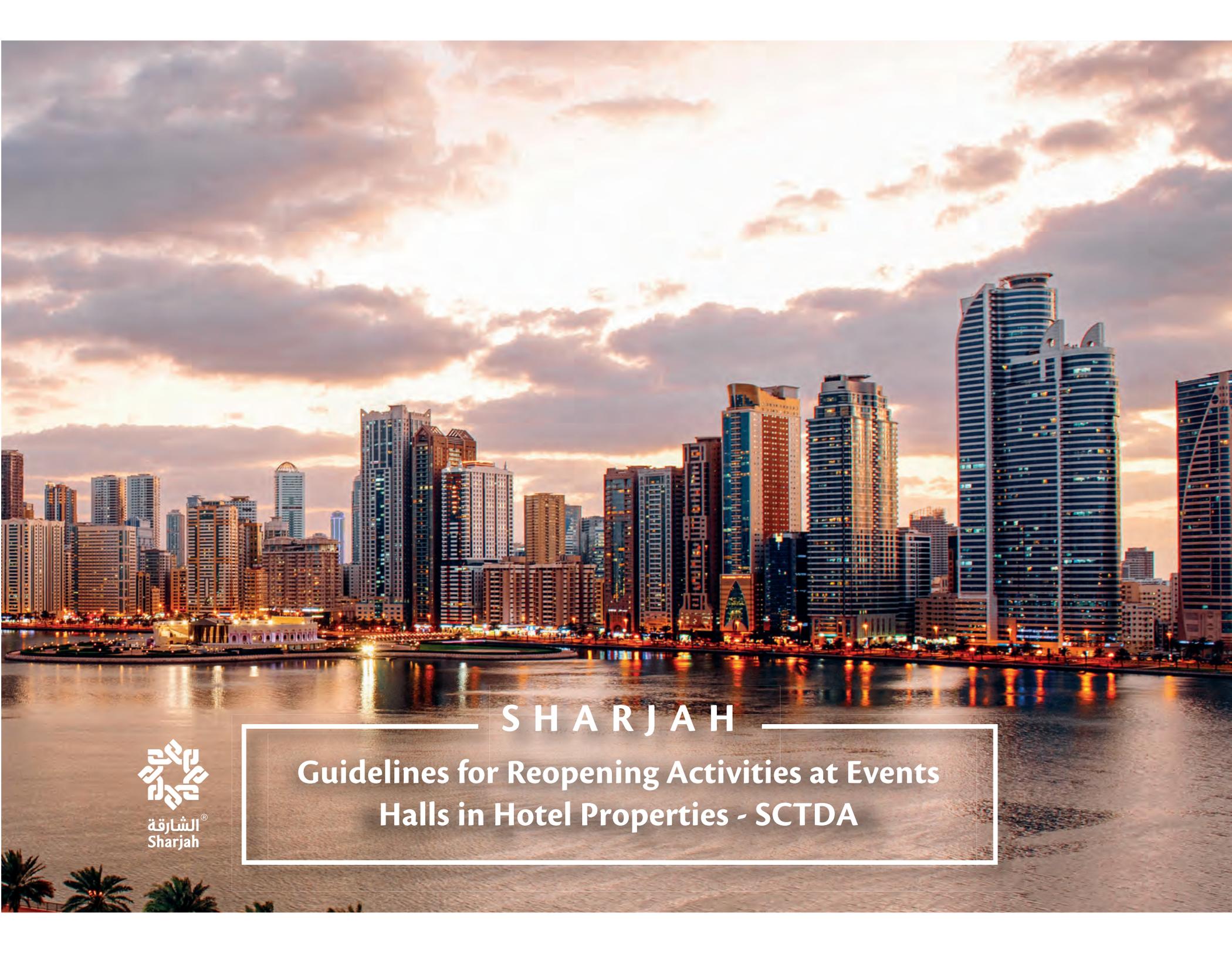


الشارقة®
Sharjah



- ✳ **Guidelines for reopening activities* at events halls in hotel properties - SCTDA**
- ✳ **Guidelines for restarting exhibition activities - Expo Centre Sharjah**
- ✳ **Guidelines for reopening activities at wedding halls - Al Jawaher Reception & Convention Centre**

***Activities (weddings, parties, meetings, conferences and exhibitions)**



SHARJAH

Guidelines for Reopening Activities at Events Halls in Hotel Properties - SCTDA

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SHARJAH COMMERCE AND TOURISM DEVELOPMENT AUTHORITY (SCTDA) WE ARE COMMITTED

The SCTDA is gradually propelling the tourism business operations in the hotel industry, which has been tremendously affected by the Covid19- crisis. In order to regulate health and safety protocols to protect and safeguard guests, visitors and employees as directed by the UAE government, SCTDA has outlined guidelines for reopening wedding and event halls in Sharjah.

These guidelines provide precautionary measures for event venues and organizers to observe and follow in carrying out their activities.

GENERAL PRECAUTIONARY PRACTICE

1. Safety first

Employee Health

- All employees shall follow Ministry of Health & Prevention guidance regarding handwashing.
- Event employees must obtain COVID19- negative test results from authorized entities prior to the reopening, the employee must have COVID19- free test results.

2. Risk Assessment

Emergency Arrangement

- Protocols for notifying health authorities of suspected COVID19- cases.
- Information and necessary training to be provided for event organizers and employees on the COVID19- protocols.
- Provision of first aid services and PERSONAL PROTECTIVE EQUIPMENT (PPE), designated space to isolate a suspected case, and transport arrangements to a healthcare facility if required.
- Clear method of notifying visitors of potential exposure to a confirmed case of COVID19-, e.g. the event organizer and following the Ministry of Health protocols
- Providing a system to allow for the collection of information to assist health authorities with contact tracing if and when required.

3. Guest arrival-departure

- Temperature screening must be carried out for visitors, employees, organizers and servers. All staff and members should be checked at the venue entrance and any individual displaying COVID19- symptoms (such as fever exceeding 37.5 degrees, cough or shortness of breath, sore throat or tiredness) must be prevented from entering the facilities.
- Elderly people above 70, particularly those displaying any health problems should not be allowed to enter the event venue and enclosed areas.
- Events visitors should wear masks at all times with the option to discard them when inside the wedding/event hall.

4. Physical distancing

- Precautionary measures should be communicated to wedding and event organizers prior to the event including capacity limit of the venue and seating limit per table to practice physical distancing, etc.
- The allowable capacity of the event venue should only be %50 of the actual capacity of the venue; numbers exceeding this should be dealt with, either by extending to adjacent halls or they should not be permitted to enter the wedding/event hall.
- Establish separate entry and exit points to the event venue to avoid overcrowding and this should be organized and planned with barriers; consider width to allow for free movement, queue markings and sanitizing stations.
- Provide distance indicators of at least half a meter on floors between bride/groom and well-wishers.
- Hotel employees should monitor the whole duration of the event to ensure that all event employees and visitors adhere to the principles of physical distancing of 2 meters between individuals and hygiene measures are complied with.
- Physical contact between guests is not allowed.

GENERAL PRECAUTIONARY PRACTICE

5. Venue facilities

Hotel establishments providing wedding and event venues shall practice periodic cleaning of halls and function rooms, involving:

- Complete sterilization of wedding and events halls one day prior to and after any wedding or event.
- Frequent sanitization of venue tables, chairs, equipment/devices, remote controls, electrical/electronic switches and door knobs.
- Install/Provide hand sanitizer, wipes and tissue dispensers on tables, attached to walls near venue entrance/exit and other accessible places.
- Provide a sanitation zone near the hall entrance/exit with portable sanitation station and dispensers, regularly replenished.
- Display posters or electronic boards around hall areas providing information on precautionary guidelines and measures
- Toilet/Restrooms should be cleaned and sterilized after each use and hand sanitizers and/or soap-filled dispensers installed.
- Provide queueing distance indicators in toilet/restrooms, venue entrance/exits, food island or distribution area.
- Signage related to precautionary measure instructions should be displayed visibly along arrival area, particularly at entrance/exit, toilets, hall corridors.

6. Food and Beverages

- All hotel establishments must comply with all instructions issued in this regard by the competent authorities.

7. Cleaning standards

- Halls and event facilities must provide pedal trash bins, lined with plastic bags;
- Trash should be disposed of accordingly
- Ensure availability of dedicated cleaners to regularly sanitize all entrances, elevators, and escalators (or any other facilities/surfaces that are prone to high frequency of contacts)
- Disinfect and clean workspaces and equipment, and consider more frequent cleaning of frequent contact surfaces.

8. Personal Hygiene

- Provide event employees with Personal Protective Equipment (PPE) i.e. gloves, head caps, etc. when deemed necessary for performing their tasks and require them to wear at all times.
- Employee uniforms should be sanitized and they should be briefed on standard hygiene.
- F&B employees and serving employees must wear appropriate uniforms along with protective masks and single-use gloves, and appropriate hair covering at all times.

9. Communication with Government Authorities

- **National Emergency Crisis and Disaster Management Authority**

Web link - <https://www.ncema.gov.ae/>

Contact details : 024177000, 024177056, 0502133011

- **Ministry of Health & Prevention**

Web link - <https://www.mohap.gov.ae/en/Pages/default.aspx>

Contact details – 065722222

- **Ministry of Human Resources & Emiratization**

Web link - <https://www.mohre.gov.ae/en/home.aspx>

Contact details : 80060

- **Sharjah Economic Development Department**

Web link - <https://sedd.ae/en/web/sedd/home>

Contact details : 065122222, 80080000

- **Sharjah Police**

Web link - <https://www.shjpolice.gov.ae/>

Contact details : 901

- **Sharjah City Municipality**

Web link- www.shjmun.gov.ae

Contact details: 993

- **Khorfakkan Municipality**

Web link- www.shjmun.gov.ae

Contact details: 000 80 800 /993

- **SCTDA – Tourism Standard Department**

Web link - <https://sharjahtourism.ae/en-us/>

Contact details : 065566777

This guide will be updated based on developments in coordination with the relevant authorities



مركز اكسبو الشارقة
EXPO CENTRE SHARJAH
الشارقة
Sharjah

S H A R J A H
Guidelines for Restarting Exhibition Activities
Expo Centre Sharjah



مركز اكسبو الشارقة
EXPO CENTRE SHARJAH

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 - Cleaning Contractors and Staff

Expo Centre Sharjah (ECS)
We are ready to welcome YOU!

A framework for hosting events in a safe environment

ECS-All-Secure

Going above and beyond to ensure we protect our colleagues, exhibitors, visitors, contractors and onsite exhibition staff.

Our program of enhanced measures will provide all with the assurance and confidence our shows and events have health and safety as our number one priority

Contributors to this framework and support from the industry:

- UFI - The Global Association of the Exhibition Industry
- AEO - Association of Event Organizers
- SISO - Society of Independent Show Organizers
- IAEE - International Association of Exhibitions and Events

The “All Secure” standard is now being adopted by key stakeholders in the events industry worldwide and will continue to be updated as new ideas emerge.

Expo Centre Sharjah (ECS) as Organizer

ECS Operations will operate and implement the following, in accordance with all guidelines given by the UAE government, and strictly impose them as a NEW STANDARD, to ensure health and safety of exhibitors, visitors and contractors while in the venue.

1. Health Plans and Spaces - in Preparation

- Contingency plan in coordination with all Event Organizers in ECS and local Public Health Authorities (MOH) for organizing in-house rapid isolation, contact tracing and safe transfer to a local health facility if needed.
- Designated clinic within the venue, at both the main entrances, with permanent doctors and aids at least during events, in addition to the ambulance service already in place.

2. Mass Detection, Control and Sanitizing Aids

- Mass Thermal Cameras with Mask Scanners and People Counter, at all the entrances to the venue and within the exhibition halls.
- A certified sanitizing company is hired to ensure that the venue (occupied halls & all access areas) are sprayed and disinfected before and after each event day.
- Sensor-Controlled Tap and Soap dispensers will also be available in all toilets & ablution areas.

3. Signage and Aid on Physical Distancing and Respiratory Hygiene

- Signage (physical and/or electronic) throughout the event venue, to provide frequent health & safety reminders:
- Entrance Regulations to be strictly followed
- Floor stickers at 2.0m distance
- Respiratory hygiene and use of masks
- One-way flow traffic and designated Entry and Exit ways (main entrances)

4. Visual Aids and “Non-Contact” Information Sources

- Video material on screens with “Life after Covid19-” presentation and Sanitizing (Expo Centre Sharjah documentary/video) as focus.
- Digital information displays, self-registration kiosks, to minimize staff interaction with visitors and customers.
- Static and Digital signage and screen presentation, as well as Public Announcement every 30-60 minutes while inside the venue.
- Briefing of all working staff, exhibitors and contractors through flyers and email, on how to monitor customers and visitors within the venue, to ensure all standards and regulations are met in the goal to stop the spread of the disease.

5. Cleaning & Hygiene

- Disinfect high contact surfaces in workspaces and public-facing areas, such as point of sale and information, ensuring properly supervised cleaning staff, clean and disinfect all areas such as offices, washrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) used by the public, focusing especially on frequently touched surfaces including push bars and handles on any doors that do not open automatically.
- Scheduled spraying and disinfecting of personal work and display spaces to be carried out everyday, before and after each event day.
- Disinfectant air filtration machines provided by current heating, hall ventilation and Air conditioning HVAC Systems throughout the exhibiting Venue and organizer offices.
- Disinfectants (such as wipes or sprays) in visible locations.
- Touch-free hand sanitizer dispensers will be installed at key locations around the venue.
- Ushers and clear signage to control numbers of people inside the restrooms.
- Extra cleaners to be stationed in restrooms, where cubicles are to be immediately cleaned & sanitized after each usage.
- Portable toilets and additional wash areas outside of the hall will be made available to accommodate contractors during move-in/move-out timings.
- Toilets inside the halls will only be opened during exhibition hours.

6. Security staff / Volunteers to implement Health and Safety

- Health and Safety monitoring capabilities by increasing human staff patrols in public areas to swiftly detect any symptoms of the disease and directly assist people in need, as well as isolate them, if required. All staff to be briefed by the Operations Team to ensure strict implementation of the health & safety guidelines.
- Heat maps will ensure crowd control of visitors within the exhibition halls
- Appropriately spaced waiting lounge seating area. Visitors in queue will also be provided with a comfortable waiting experience.

7. **Effective Distancing Aids and Regulations in Public spaces**

- Physical barriers (such as acrylic panels and rope - stanchions) to be used at Customer Service Office and Security Counter to separate staff from the general public.
- Limit the number of escalator and elevator users. Appropriate physical distancing floor signage will be displayed for users to strictly follow for safety.
- Prayer rooms or Mosques will have distancing restrictions. Visitors will be encouraged to pray in their own private spaces.
- Meeting and conference rooms should have reduced seating capacity and controlled occupancy numbers.

8. **Food and Beverages**

- 2 seats per dining table.
- Limited capacities inside restaurant areas
- Avoid buffet-style service stations
- F&B menu with QR codes to be displayed in the F&B lounge & restaurants.
- Only pre-packed food to be offered.

9. **Accurate Information / Communication**

- Maintain Chain of Communication (for example, event staff, participants, suppliers, vendors, and key community partners and stakeholders) and establish systems for sharing information with them. Maintain up-to-date contact information for everyone in the chain of communication.
- Identify platforms, such as a Hotline, automated text messaging, and a website to help disseminate information.

- **Medical Helpline**

Call for help, information and services related to the 2019 novel coronavirus (COVID-19) through the following channels:

- **Ministry of Health & Prevention at 800-11111**

- Cooperation with the ECS Marketing Department for media updates on the situation. They can also assist in verifying registration details on-site and where appropriate, manage process to inform health authorities.

10. ECS Exhibitors and Visitors

- Working within the Law- Following Safety and Precautionary measures as per the UAE government directives.
- Strictly follow the New Standard of the venue, which includes proper respiratory hygiene and etiquette, physical distancing and the use of disposable face masks as additional protection.
- Temperature check at all entrances of the venue. 38 degrees Celsius or 100.4 degrees Fahrenheit and above will not be allowed to enter.
- Acrylic Counter Dividers are to be used on all Organizer Information, Extra Services and Exhibitor Display stands and Counters, who will be in general contact with the exhibitors & visitors.
- Country pavilions can be easily identified by big hanging flags that will not block CCTV cameras. Aisle markers can be introduced as overhead directional signage matching the directory board at each hall entrance, for easy location of exhibitors.
- Smart paying systems (touch-free / cashless) such as credit card is encouraged.
- Payment exchange houses (onsite) will be allocated a bigger space as compared to previous events, to ensure physical distancing is followed.

11. ECS Contractors and external organizers

• **Working within the Law**

- We are following safety and precautionary measures as per the UAE government directives.
- Contractors to strictly follow the New Standard of the venue, including the given dates and time of move-in/move-out, and submit the following:
Signed Rules and Regulations form; List/names of workers in the venue; Work Schedule;
Security Cheque; Proper PPE (disposable masks & gloves, hand sanitization, visibility vests, safety shoes et c.)

• **Implementation on Crowd Control**

- Observe proper respiratory hygiene and etiquette and physical distancing norms – avoid grouping. Should maintain not less than 2 meter safe distancing, whether within their working space or in a queue as well as when walking around the venue. Physical greetings (handshakes and hugs) are discouraged. Social grouping will be apprehended by venue security when distancing is not observed. Everybody will be temperature checked at the venue entrances. Those with temperatures 38 degrees Celsius or 100.4 degrees Fahrenheit and above, will not be allowed to enter.
- Brief contractor on epidemic prevention (e.g. master the skills of disinfectant use, cleaning public places and emergency disposal).
- Contractor should assign a supervisor to regulate Safe Work Practices with their own workers.

• **Strict precautionary directives. Failure to adhere to them can be grounds for banning the group from working at the venue.**

- MOH protocols in the testing of workers and interpretation of results, and should provide the necessary company policies for the prevention and control of Covid-19.
- PCR test reports from approved labs will be mandatory for all staff, including stand-building contractors, exhibitors, volunteers and onsite staff. A health declaration form and/or a negative test report will be submitted to ECS operations with the required events/exhibition documents.
- Provide resources and materials needed to keep the workers healthy and workplace safe, such as issuance of disposable face masks, designated safety officers to monitor Covid -19 prevention and control measures.
- Sanitizers, disposable masks and gloves should be made available by the contracting company to all its staff, to minimize any risks of contamination.
- Enhance health insurance provision for workers, where feasible, providing a Covid-19 hotline for employees to report to, if symptomatic and directives show daily monitoring of 'suspected' employee is to be carried out.
- More frequent breaks to be taken during work shift to encourage frequent hand washing with soap and water for at least 20 seconds, or, if soap and water are unavailable, alcohol-based hand sanitizers to be provided.

• **Cleaning contractors and staff**

- All the contractors should wear disposable masks and gloves for all tasks in the cleaning process, including handling trash. Cleaner's coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Clothing should be laundered afterwards, making sure that hands are cleaned after handling dirty laundry.

This guide will be updated based on developments in coordination with the relevant authorities



SHARJAH

Guidelines for Reopening Activities at Wedding Halls - Al Jawaher Reception & Convention Centre



الجواهر
AL JAWAHER
مركز المناسبات والمؤتمرات
RECEPTION & CONVENTION CENTRE
الشارقة SHARJAH

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Al Jawaher Reception & Convention Centre (JRCC's)
WE ARE READY

A framework for hosting weddings in a safe environment

In order for us to do our best to ensure the holding of wedding activities, and in our endeavor to enhance the reassurance of all and support confidence, we have launched a guide to restore this important social activity in accordance with the latest health and safety standards.

1. Wedding Guidelines

- One wedding will be hosted in one wedding hall and another hall will be provided to the event organizer for the next day's event.
- No valet parking service is available.
- Separate entry and exits are identified to maintain physical distance and to avoid crowds.
- Clients, guests, staff, suppliers, will not be allowed to enter without masks.
- At the entry, all guests will be screened for the body temperature by pre-installed thermal camera.
- Weddings will be smaller, as the layout should be as per physical distancing protocols, at least 2 meters between tables and chairs on the same table.
- Limited number of guests will be allowed in the bridal suites.
- Washrooms will be available for a smaller number of guests.
- Prayer rooms will be available for a smaller number of guests.

2. Setup Guidelines

- All third parties will be requested to show a negative Covid19- test report before entering the premises for the first time.
- All suppliers will be temperature checked before entering the premises.
- The chairs shall be 2.5 meters away from catwalk from both sides to maintain proper physical distancing.
- No lounge area or 3 - seater sofas are permitted.
- Once the setup is done, the entire hall and furniture will be sanitized by Al Jawaher Reception & Convention Centre (JRCC's) Housekeeping team.

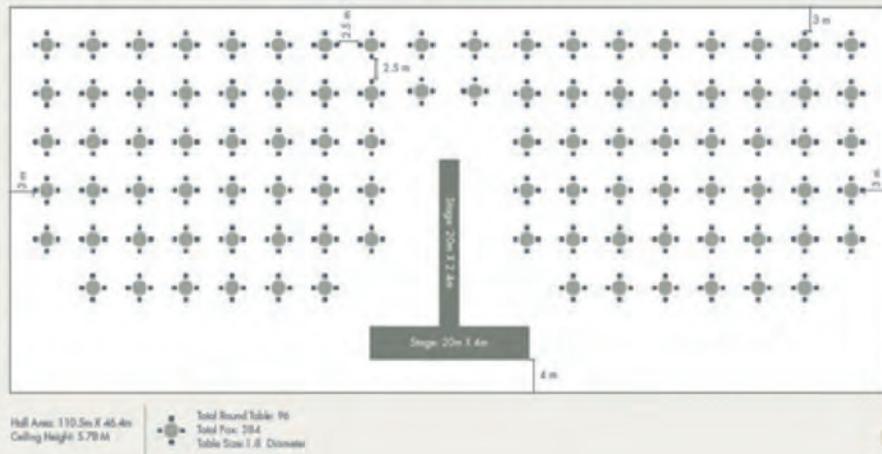


3. Sample Diagrams

- Our Event Management team have proposed some layouts for clients to allocate most of the hall space while maintaining physical distancing protocols. The event planner can meet our team if they want to change the setup

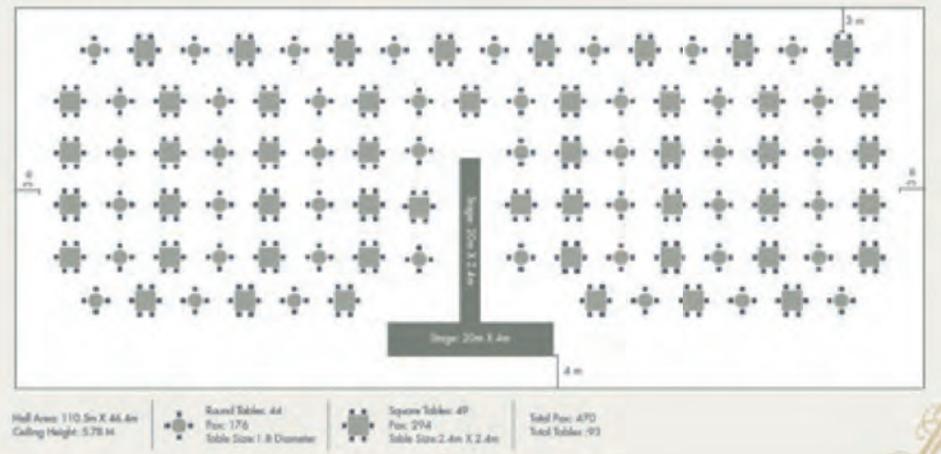
Al JAWAHER Hall Round Tables

Option 1



Al JAWAHER Hall Mix Round & Square Tables

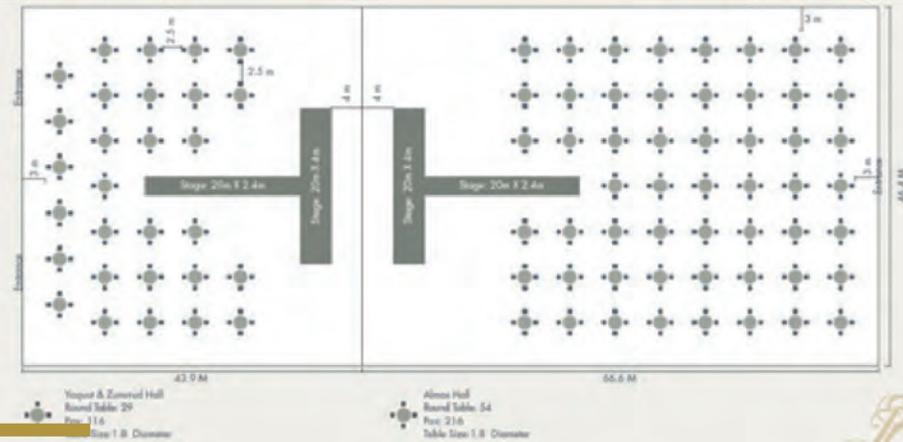
Option 2



Option 3

Yaquot & Zumrrod Hall Round Tables

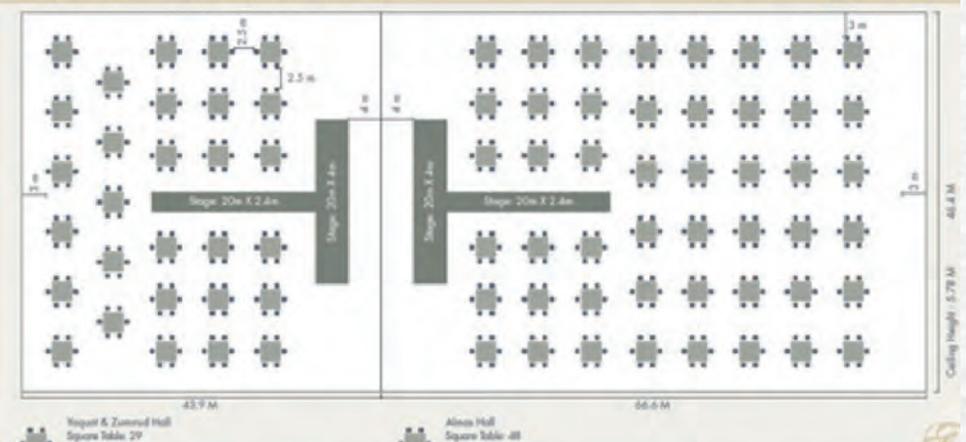
Almas Hall Round Tables



Option 4

Yaquot & Zumrrod Hall Square Tables

Almas Hall Square Tables



4. **Food and Beverages**

- **Menus**

Al Jawaher Reception & Convention Centre (JRCC's) has its own production and local kitchens where 60 team members work hand in hand to deliver the best quality of food to the guests. In order for us to continue providing the best quality of food and beverages we will implement the below:

- Maintain physical distance inside the kitchen while making sure all staff are wearing the required PPEs.
- Rework the portion to fit a smaller number of guests per table.
- Use compartment plates for the cold appetizers to reduce the chance of contamination.
- Limit the F&B menu according to items offered by approved suppliers.
- Encourage clients to go for plated menus.

- **Service Style**

- JRCC is known for the excellent quality of services offered to the clients. We have looked for innovative ways to offer our clients the best service while abiding to the international health and safety standards
- Mis en place setup shall be done after the kosha setup finishes in the hall.
- Glasses, cutlery, and appetizer bowls will be covered until guests reaches the table.
- One service staff will serve two tables and will be assigned for them only.
- Wearing masks, face shields, and gloves is mandatory for all service staff
- Buffets are not allowed for social events; only silver service is allowed.

- **Third Parties**

- To ensure the safety of the guests, only approved suppliers will be allowed to enter the hall.
- Gahwa services will not be allowed. Instead the clients can hire a trusted coffee shop to serve their guests through kiosk during the events. Our team will decide the location of the kiosk and mark the floor with physical distance stickers accordingly.
- Pass around chocolate trays will not be allowed, instead they can place wrapped chocolate/ giveaway can be placed in front of each guests during the table setup.
- Clients will be allowed to get limited items from outside, but will be served on trolley by JRCC staff only.

5. Facilities Preparation

- All facilities will be equipped with sanitizer dispensers, posters, and dedicated staff for regular sanitization
- Seating areas will be re-arranged to follow physical distancing protocols
- Abaya room will not be available for guests

6. Post Event Guidelines

- Once the tear down of the event is completed, the entire hall and furniture will be sanitized and prepared before the next suppliers enter the hall
These guidelines will be updated as per the instructions from designated authorities
- **For more enquiries please contact us on 4996 522 056**

This guide will be updated based on developments in coordination with the relevant authorities

