

SYDNEY GIFT FAIR

AUSTRALIAN GIFT & HOMEWARES ASSOCIATION

19-22 FEBRUARY 2021

SYDNEY SHOWGROUND
SYDNEY OLYMPIC PARK

Organised by
AUSTRALIAN
Gift & Homewares
ASSOCIATION

WE'RE
COVID
SAFE

**COVID-SAFE
EVENT PLAN**

Contents

COVID-SAFE EVENT PLAN.....	2
PRE-EVENT:.....	2
Planning.....	2
Prior to Sydney Gift Fair	2
COVID-19 Onsite Induction	3
Pre-event Communications Plan.....	3
MOVE-IN PROCEDURES	4
Pre-registration and Declaration.....	4
Access Points.....	4
Prohibited Access.....	4
Onsite Check-In	5
Early Access Approval Process.....	5
Exhibitor Name Badge Collection	5
Workplace Health & Safety (WHS).....	6
SHOW OPEN (OPERATIONAL)	6
Visitor Pre-registration (contact tracing).....	6
Onsite Registration and Badge Collection.....	6
Visiting Sessions	7
Crowd and Capacity Management.....	7
Cafes and Catering Areas.....	8
Cleaning and Hygiene Measures.....	9
Security and COVID Marshalls	9
Infrastructure and facilities	9
Transport	10
Conditions of Entry	10
Announcements	10
Signage.....	11
MOVE-OUT.....	11
POST EVENT	11
CONTACT US.....	12

COVID-SAFE EVENT PLAN

The Australian Gift & Homewares Association (AGHA) are working collectively with the Government organisations and Sydney Showground / Sydney Olympic Park Authority (SOPA) to ensure Sydney Gift Fair 2021 proceeds with the highest health and safety standards and precautions in relation to COVID-19. Whilst there will be major changes to the running of Sydney Gift Fair, AGHA is excited to provide the industry the first opportunity to re-connect and meet face-to-face again in 2021.

This document outlines our core principles and new event procedures in relation to managing the risk of COVID-19 at Sydney Gift Fair, Sydney Olympic Park in February 2021.

Please note the following information is subject to current information and restrictions from Government and health authorities. AGHA will update policies and procedures as new information is released and inform event participants via email updates, the website or COVID-19 Information Portals.

PRE-EVENT:

Planning

Documents and plans that will be developed in addition to current event plans:

- COVID-19 Risk Assessment
- AGHA Safe Operating Framework
- Exhibitor Manual Addendum (COVID-19 Addition)
- COVID-19 Information Portal
- AGHA COVID-19 Onsite Induction
- COVID-19 Exhibitor Declaration

Prior to Sydney Gift Fair

Exhibitors will be required to:

- Read and understand new policies and procedures outlined in the Exhibitor Manual Addendum (in addition to the traditional Exhibitor Manual).
- Complete the AGHA Onsite Induction and Exhibitor Declaration (all staff members working on your stand must complete the Onsite Induction).
- Review their stand design and processes to ensure precautional measures are considered and implemented such as:
 - Wider egress
 - Queuing space
 - One-way traffic flow
 - Hand sanitiser
 - Social distancing and hygiene measures
 - Capacity
 - COVID-Safe Signage
- Print total capacity signage for display on stands. AGHA will provide templates to download from the OEP and inform you of the total number of exhibitors/visitors on your stand.
- Pre-register for exhibitor name badges via the Online Exhibitor Portal.

- Inform AGHA of any exhibitor appointed contractors to ensure the following processes can be communicated.

Contractors will be required to:

- Read and understand new policies and procedures outlined in the Exhibitor Manual Addendum (in addition to the traditional Exhibitor Manual)
- Complete the AGHA COVID-19 Onsite Induction and ensure all staff members coming onsite do the same.
- Pre-register via the Contractor Portal
- Submit custom stand designs to the organiser (exhibitor appointed contractors only)
- Submit the following WHS requirements:
 - Safe Work Method (SWM)
 - PLI & Workers Comp
 - Risk Assessment (including additional COVID measures)
 - COVID-Safe Plan for their staff and onsite activities
 - Onsite schedule
 - Sub-contractor details (including all of the above)

Staff will be required to:

- Read and understand the new policies and procedures outlined in the Staff Portal.
- Complete the AGHA COVID-19 Onsite Induction.
- Undertake additional training in relation to COVID-19 protocols and processes.
- Assist stakeholders in understanding all COVID-Safe procedures and policies.

COVID-19 Onsite Induction

Our online induction process will be **compulsory** for anyone coming onsite Sydney Gift Fair 2021 at any time during move-in and move-out. This includes staff, contractors, sub-contractors, suppliers, exhibitors, couriers and truck drivers etc.

This induction will ensure stakeholders understand the changes to onsite processes and what their responsibilities are. On completion of the induction, the individual will receive an induction certificate which they will be required to reveal upon entry and when asked onsite.

Pre-event Communications Plan

Information in relation to COVID-19 and Sydney Gift Fair 2021 will be communicated via:

- Sydney Gift Fair website
- Online Exhibitor Portal / Contractor Portal / Staff Portal
- Gift Fair Directory Catalogue and Online Industry Catalogue
- EDMs (Association and Event Updates)
- Phone Support

Any updates from NSW Government and NSW Health in regards to restrictions and regulations will be communicated via email to ALL participants of Sydney Gift Fair.

Any changes to onsite processes and responsibilities will also be communicated via email.

AGHA has a hotline for anyone wishing to find out more information about Sydney Gift Fair 2021 and COVID-Safe event practices. Please see contact details at the end of this document.

Government Resources that will be shared with event participants:

- [Information for people with a suspected case](#)
- [NSW Health self-isolation guidelines for close contacts](#)
- [COVID-19: Updated advice on testing](#)
- [COVID-19 Resources](#)

MOVE-IN PROCEDURES

Pre-registration and Declaration

- Anyone going onsite during move-in will be required to complete the **AGHA Onsite Induction**. This form is accessible on the AGHA Online Exhibitor Portal and Contractor Portal and must be completed as an individual and not as a company on behalf of their staff. Everyone must complete this form.
- Once completed a confirmation email will be sent with an attached **induction certificate** which must be presented on arrival to the venue.
- If anyone arrives onsite without an induction certificate, they will be required to scan a QR code and complete the form on their phone prior to entering the premises. The induction certificate will be auto-emailed instantly after completing the form.

Access Points

There will be two access points to the AGHA site:

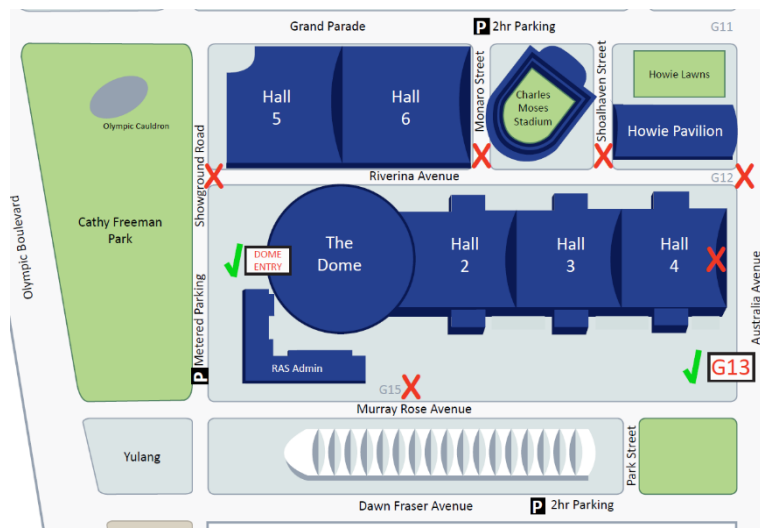
1. **Gate 13 (Australia Ave):** Provides access to the loading dock for exhibitors, contractors, trucks and deliveries. This access point is managed by Sydney Showground security.
2. **Dome Entrance (Showground Rd):** Provides access for walk-in staff, workers and exhibitors who do not require use of the loading dock. This access point is managed by AGHA event security.

Induction certificates will be checked upon entry. AGHA will receive the contact details of all individuals prior to them accessing the halls.

Prohibited Access

Access will be prohibited in the following areas. Anyone caught accessing the venue in these locations will be penalised and may be banned from accessing the site for that day. Additional security will be monitoring these areas:

- Riverina Avenue from Gate 12, Showground Rd (Figtree), Monaro St and Shoalhaven St. Riverina loading dock can be accessed via Gate 13.
- Gate 15 (Murray Rose Avenue)
- Hall 4 entrance (exception may be during exhibitor move-in on 17-18 Feb due to majority exhibitors parking in P5 and P6 – To be confirmed)



*Gate 15 and Figtree (Showground Rd/Riverina Ave) will be exits only.

Onsite Check-In

Upon arrival, everyone must check-in at one of the dedicated access points above. The check-in process involves getting your induction certificate scanned upon entry OR manually signing your name, contact details and declaration at a check-in desk. Due to contact tracing, this process is mandatory each day you are onsite as date and time of attendance will be recorded.

Early Access Approval Process

AGHA offer early access to exhibitors and their appointed contractors on the Monday and Tuesday of Move-in. This is usually a flexible process however this year we have developed and official Early Access Approval Form which is available on the OEP and Contractor Portal.

Exhibitors/contractors will receive a confirmation email once their early access request is approved which must be shown on entry to the venue along with their induction certificate.

Any exhibitor/contractor without pre-approval will not have access to the site until the official move-in days (Wednesday 17 Feb and Thursday 18 Feb).

Exhibitor Name Badge Collection

Exhibitors must pre-register all staff working on their stand. Exhibitor Pre-registration is available on the Online Exhibitor Portal and will record the names and unique contact details of all staff working on stands during move-in, show-open and move-out.

Typically, exhibitors would collect name badges from the AGHA information counter during move-in – this process is no longer. An Exhibitor Pack containing name badges, lanyards and newsletter will be dropped at the exhibitor's stand by the AGHA Account Managers using appropriate social distancing methods.

Any name badges requested onsite will incur a \$10+GST fee per badge. This includes any lost or stolen name badges or any names forgotten in the pre-registration process. It is vital that everyone understands the importance of this process in order to reduce face-to-face contact onsite and the urgency of record keeping.

In the past, some exhibitors have been known to organise exhibitor badges for their main customers and visitors. **This is strictly prohibited and any exhibitor caught providing badges to Gift Fair buyers or visitors will have their badge confiscated as well as the visitor's badge.**

Workplace Health & Safety (WHS)

Standard WHS regulations apply to move-in which are outlined in the Exhibitor Manual including:

- Children under the age of 14 years are not permitted to be onsite.
- Safety vests and closed toe shoes must be worn at all times.
- Exhibitors and contractors must comply with all Local, State and Federal Statutory Regulations, including the Building Codes of Australia and all current Australian Standards.
- Persons operating equipment during the event must be a current holder of the relevant certificate or license as required by law to operate such equipment.
- In the event of a fire or evacuation, follow AGHA and venue staff to the assembly area and check all staff are present. If a member of your staff is missing, advise security immediately. See 'Evacuation Zones' on the map below.

The following additional WHS standards in relation to COVID-19 will also apply:

- Any persons sick or displaying symptoms will be excluded from the venue and must stay home and get tested. **Do not come onsite.**
- Everyone must contribute to contact tracing by completing the AGHA online induction form and check-in via the correct access points outlined in this document.
- Everyone onsite must be social distancing – 1.5m apart at all times.
- General and physical hygiene standards must be followed. It is important that you bring your own hand sanitiser.
- It is highly recommended that face masks are worn.
- Food and Beverage must be consumed whilst sitting down.
- Cleaning of toilets and high touch point areas will have enhanced cleaning schedules.
- A positive case or close contact must be reported immediately.

SHOW OPEN (OPERATIONAL)

Visitor Pre-registration (contact tracing)

- Pre-registration is required by all visitors to Sydney Gift Fair.
- Visitors must provide their details via the pre-registration process including mobile number and a unique email address.
- Guests must also pre-register and select the 'buyers assistant' option. There will be no guest registration available onsite.
- Children are not entitled to attend Sydney Gift Fair as it is a trade event. However, in the event a child is present with their accompanying adult, they must be in a pram or carrying device and do not require a registration as long as the accompanying person / parent has a valid registration. Parents will still be required to sign a disclaimer at the information counter prior to entering the Gift Fair.

Onsite Registration and Badge Collection

Changes to onsite registration for Sydney Gift Fair 2021 include:

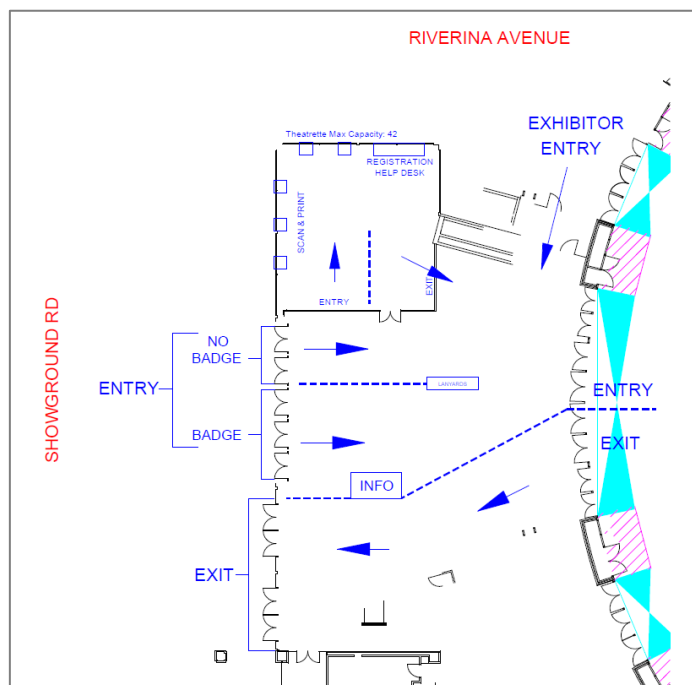
- **Face-to-face contacts will be reduced:** The registration and information counter will be reduced from 5 staff members to 1-2 staff members.
- **New registrations will not be accepted at the registration desk:** Any visitor who has not pre-registered must do so on their mobile phone outside then proceed to the contactless 'Scan and Print Stations' where a badge will be printed.
- **Touch Points will be reduced:** E-badge scan and print stations will be contactless and spaced out. As above, visitors will have a barcode printed on their phones ready to scan and print their badge (no touch required). In the event that someone does not have their barcode, a dedicated staff member will search the visitor's registration on a touch screen and print the badge for them. The visitor will be required to stand behind a line 1.5 metres away whilst waiting for their badge. This means only one person is touching the screen at any one time and the screen will be thoroughly cleaned when a shift change occurs.
- **Show Bag and Lanyard handling:** Bags and lanyards will be handed over by a staff member. This may occur as soon as visitors start to queue in the morning in order to reduce bottle necks once the show is open.
- **Registration staff will be provided with PPE:** Staff behind a counter will be required to wear masks and sneeze-screens will be installed on all counters. Staff at the Print and Scan Stations will be required to wear a mask. All staff will have easy access to hand sanitiser and disinfectant spray and wipes.

Visiting Sessions

Visiting sessions are possible should the Government request this. However, the capacity for Sydney Gift Fair 2021 will not exceed the limit whereby the 4 square metre rule applies. AGHA will be monitoring live data throughout the event to maintain capacity within the halls. See Crowd and Capacity Management below.

Crowd and Capacity Management

- **Event capacity management:** AGHA will be implementing new technology and processes to ensure every single person who enters the exhibition halls (including exhibitors) is scanned and recorded. Scanning will occur on entry and exit. AGHA will be able to view the number of people in the halls at any point in time during the show.
- **Entry and Exit:** In order to better manage the capacity within the halls, we have decided to operate one entry and exit at The Dome. Hall 4 entry/exit will not be in operation for Sydney Gift Fair 2021. Entry/exit will be separated as below:



- **Exhibitor stand capacity:** Each exhibitor (depending on their stand size and staff present) will have different capacity requirements for their stand. AGHA will provide exhibitors with their capacity requirements via their OEP and supply signage templates to print and display detailing the maximum number of people allowed on their stand at any one time. Exhibitors are completely responsible for the management of capacity within their stand, however AGHA will provide guidelines and resources for exhibitors to manage requirements and restrictions effectively.
- **Crowd management:** additional crowd barriers will be used to identify and separate queues at The Dome for entry, exit, exhibitor entry and name badge collection.
- **One-way traffic flow** will be encouraged via signage and crowd barriers throughout the exhibition including in catering areas, café's, bathrooms and product display areas. People will be encouraged to 'keep left' in aisle ways.
- **Selling off stands (cash sales):** The activity of selling product off stands on the last day / last hour of the show is deemed a high-risk activity due to the popularity and crowds that certain stands attract. Due to controlled access and social distancing requirements, exhibitors are advised that cash sales will not be able to occur onsite in 2021 and no product will be able to leave the halls during the show unless arranged via the organiser.

Cafes and Catering Areas

- We are working closely with the venue to ensure all cafes and catering outlets within the exhibition adhere to the current restrictions and regulations in relation to:
 - Capacity
 - Seating
 - Social distancing
 - Packaged food

- Hygiene and cleaning
- Staff PPE
- ETC
- Catering will no longer be served in the VIP Lounge and the area will no longer be enclosed. Tea and coffee will be available on the Mezzanine Level of The Dome. Seating will be spaced out along the mezzanine level. Access to this lounge will be controlled via the stairs leading to The Dome Café.
- Vendors (food trucks) will be the responsibility of the venue in regards to contact tracing and food and beverage safety. However, AGHA do not plan on having any external food vendors at this event unlike previous shows.

Cleaning and Hygiene Measures

- Venue cleaning contractor to manage the enhanced cleaning requirements of bathrooms and café/catering areas.
- Organiser cleaning contractor to manage enhanced cleaning requirements of other seating areas, organiser and contractor office spaces and high touch point areas including registration areas.
- Every AGHA information counter (including Transport Hub) will be provided with disinfectant spray and wipes to continuously wipe down counter tops and equipment. Sanitiser will be readily available, sneeze screens will be installed and all counter staff will be wearing face masks.
- AGHA staff will be briefed on keeping areas clean at all times including the organisers office. Whether or not cleaning is the responsibility of a contractor or casual staff member, AGHA staff are required to clean something up when seen such as rubbish on tables, spills etc. We must all contribute to a cleaner, safer environment at Sydney Gift Fair.
- Exhibitors are responsible for enhanced cleaning and disinfectant measures for their own stands. The venue may be able to offer cleaning labour hire to exhibitors. Exhibitors are advised to supply hand sanitiser on their stands at all times and face masks for staff. AGHA will not provide this.

Security and COVID Marshalls

- Additional venue security to monitor precinct access during move-in and move-out.
- Additional venue and event security monitoring doors on Riverina to ensure unregistered visitors do not enter through these doors and persons inside the halls do not exit. These doors are usually prone to smokers, AGHA will confirm a dedicated smoking area closer to the event.
- COVID Marshalls will be responsible for monitoring of social distancing, hygiene, capacity and crowds. They are to report to the Organiser should there be any issues during the event and when information is requested such as capacity checks. COVID Marshalls will be supplied with two-way radios, PPE and will be required to complete an induction and additional training.

Infrastructure and facilities

AGHA will be introducing additional onsite equipment, infrastructure and facilities to ensure the onsite experience is the best and safest it can possibly be. This may include:

- Sanitiser stations and single sanitiser bottles
- Temperature check points (to be confirmed)

- Sneeze screens
- Face masks
- Contactless scan & print name badge stations
- Queuing shelters (to be confirmed)
- Additional Signage
- Crowd barriers / tensor barriers

Transport

Shuttle buses are a key form of transport for Sydney Gift Fair visitors. AGHA invest in shuttles every year to transport visitors from the city, airport and P5 carpark to Sydney Olympic Park.

It is evident that visitors are now more than ever, hesitant to use shuttles and public transport and due to social distancing, AGHA would need to invest double the amount in order to cater for the same number of passengers. Therefore, **shuttle services will be heavily reduced**. As agreed by both AGHA and Reed Gift Fairs, there will be no shuttles between ICC, Darling Harbour and Sydney Olympic Park. However, AGHA will be providing additional free parking for visitors and will still provide a shuttle service from Sussex Street Darling Harbour.

AGHA will work closely with Murrays Coaches to ensure all social distancing and hygiene measures are undertaken and implemented on coaches during Sydney Gift Fair.

Conditions of Entry

Additional points that will be added to the Sydney Gift Fair conditions of entry:

Any person must NOT enter the premises if:

- They have been asked to self-quarantine due to overseas or interstate travel or have visited an identified COVID-19 hotspot.
- They have been in close contact with a person who has coronavirus (COVID-19) in the last 14 days.
- They have a temperature 37.5 degrees or higher or flu-like symptoms (e.g. cough or sore throat).

Any person entering the premises agree to:

- Have 1.5m distance from others at all times
- Practice good hand hygiene using at the signed sanitiser stations as well as washing hands frequently.
- Use appropriate cough and sneeze etiquette
- Not partake in hand shaking, hugging or any other close contact greeting.
- Be seated when consuming food or beverages.
- Provide full name and contact details upon registration and entry.

NOTE: Anyone caught entering with another person's name badge or without a unique registration will be excluded from the event and will not be able to return.

Announcements

Additional announcements will be made throughout the move-in, show open and move-out of the event to remind participants of social distancing, hygiene and new event processes.

Signage

Additional signage that will be installed at Sydney Gift Fair.



MOVE-OUT

Once all visitors have left the halls, standard move-out procedures will commence as well as the following procedures:

- The check-in process will resume for contractors and truck drivers collecting freight.
- Check-in points will be the same as move-in – The Dome and Gate 13 with the addition of Gate 12 during peak freight collection. Additional security required to monitor this access point and record details.
- All contractors will be required to show their induction certificate again upon check-in. Any contractors who were not present during the move-in will be made to complete the AGHA induction form on their phone prior to entering the premises.
- Exhibitors may be provided additional time to pack down in an attempt to remove some people from the halls immediately when the show closes. As move-out can be a busy and chaotic process, some exhibitors will be encouraged to leave and return the next morning for pack-up, therefore reducing crowds when show closes (to be confirmed).
- Additional deep clean of the exhibition halls may be required once exhibitors/contractors have left and all freight has been collected.

POST EVENT

Following the Sydney Gift Fair, AGHA will:

- Hold a comprehensive in-depth debrief and analysis of risk management
- Collate any incident reports from the event and take action where required.
- Distribute a post-event survey requesting general feedback and COVID-19 specific feedback.
- Distribute a bulk email to all participants of the Gift Fair containing details on how to escalate and communicate a positive case of COVID-19 or close contact.

CONTACT US

If you have any questions relating to this document please contact us:

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