

# SYDNEY GIFT FAIR

AUSTRALIAN GIFT & HOMEWARES ASSOCIATION

**19-22 FEBRUARY 2021**

SYDNEY SHOWGROUND  
SYDNEY OLYMPIC PARK

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 and contractors) have the utmost confidence in participating in AGHA events in future. The health and safety of all those involved is our 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 OUR **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 wider 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 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. This will involve several different mediums to get the message across 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, COVID-19 Safe Operating Framework, Exhibition changes and restrictions Manual, 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.

## AFTER

- Post event survey
- Email Direct Marketing (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 at 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 attendees on confirmation of registration. 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.
- Contactless online pre-registration required by all participants.
- 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.

### **Capacity and crowd management**

- Subject to current Government advice and restrictions, if necessary AGHA will implement visiting sessions in order to limit and control capacity within the halls and manage visitor expectations.
- 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 strongly advised to have sanitiser available on their stands. We will work with the venue to potentially have bottles available for purchase onsite.
- No handshake policy
- Working with the venue 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.
- Exhibitors and attendees will be strictly advised to bring their own face masks.
- 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 an 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 in line with 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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