

Exhibition Industry Guidelines for Preventing the Spread of COVID-19 Infection

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1. Introduction

Following the government's "Basic countermeasures against novel coronavirus infection" (March 28, 2020; amended May 4, 2020), as decided by the Novel Coronavirus Task Force (referred to hereafter as the "Response Policy"), and the guidelines laid out by the Expert Committee on Novel Coronavirus in their "New Coronavirus Infectious Diseases Countermeasures Analysis and Recommendations" of May 4, 2020, (referred to hereafter as the "Recommendations"), the guidelines below have been prepared which outline the basic measures to be implemented to prevent the spread of COVID-19 infections at exhibitions and trade fairs and related events.

It appears inevitable that coronavirus will remain with us for some time, but the economy must be restarted while minimizing the risk of infection. Exhibitions are important to the economy, and we believe that we should contribute to the economy by holding exhibitions while implementing thorough infection control measures. Our guidelines have been prepared based on Recommendation 4.4.(1) "Creating a 'new normal' to prevent the spread of infection," "Points to bear in mind regarding industry-by-industry guidelines for preventing spread of infection" and "Information relating to maintaining and relaxing emergency measures" in the administrative communication issued May 4, 2020 by the director of the New Coronavirus Infection Control Promotion Office, Cabinet Secretariat, which summarizes infection prevention measures that organizers, venues, supporting companies, exhibitors, and visitors should implement in various situations. These guidelines summarize infection prevention measures, and while they will not completely eliminate the risk of infection, they are intended to reduce the risk of infection.

We ask that organizers, venue managers/operators, supporting companies, exhibitors and visitors acquaint themselves with the aims and content of the Response Policy, and through trial and error, implement our guidelines to the best of their ability to prevent COVID-19 infections based on prevailing conditions, facility conditions and the opinions of the prefectures where events take place. In light of the "Prefectural measures during the transition period" (memorandum issued May 25, 2020), during the transition period (until July 31) socioeconomic activity levels will gradually be increased and exhibition activity will also gradually resume.

The content of these guidelines may be reviewed and revised as necessary based upon the advice of experts and changes in infection rates. We will strive to ensure that exhibitions can be held continuously by revising and recommending infection control measures that match the situation.

2. Terminology

Venue management/operator: An exhibition venue, event venue or conference center, etc. that rents space to companies/organizations that host exhibitions

Organizer: A company or organization that hosts/operates exhibitions

Exhibitors: Companies/organizations that have booths in exhibitions

Visitors: Individuals who visit exhibitions for the purpose of inspecting and purchasing

Attendees: Any person that enters an exhibition hall, such as organizer personnel, venue personnel, booth construction company personnel, exhibitors and visitors

Supporting companies: Companies that provide booth construction, equipment rental, staff dispatch, security, catering, etc., to organizers and exhibitors

Booth: The space that exhibitors use to exhibit

Move-in days: The day on which the organizer and exhibitor prepare for the exhibition reception, booths of each company, etc. Usually 2 to 3 days before the event takes place.

Move-out days: The day after the closing of the exhibition when the organizer and exhibitors remove exhibits and clean the hall. It is common for this to be conducted in the evening hours immediately after the exhibition has closed on the last day and for the hall to be returned to the venue manager on the same day

Frequent contact items: Tables/chairs, doorknobs, etc.

3. Features of Exhibitions

One feature of exhibitions is the presence of organizers/co-organizers and venue management operators, along with exhibition management support companies involved in activities such as venue construction, security, cleaning, catering, staffing and so forth. Furthermore, large-scale events involve exhibitors from several hundred companies and tens of thousands of visitors. Infection can only be prevented by all entities involved in holding an exhibition working together, but it is no easy task to familiarize everyone working on an exhibition with infection control measures over the short time span of an exhibition. We emphasize the importance of everyone, including exhibitors, familiarizing themselves with our guidelines so that infection control measures can be thoroughly implemented.

A second feature of exhibitions is that B-to-B exhibitions are intended for business activities such as business talks, purchases or inspections. Therefore, despite the large number of people attending, exhibition halls tend to be quiet as visitors do not engage in loud conversations, shouting or vigorous physical movement liable to spread droplets. Additionally, visitors tend to move around freely between exhibition opening and closing times and do to gather in large numbers in specific areas, including the exhibition hall entrance. Furthermore, visitors usually register and visit B-to-B exhibitions for business talks individually, so it is often possible to identify individuals who have visited the exhibition. For these reasons, despite the fact that Germany has banned large events attracting more than 1,000 people until the end of August, exhibitions, which often attract far more than 1,000 people at a time, are exempt from this ban and exhibitions are allowed, subject to strict infection control measures as decided by the respective German state governments.

4. Assessment of infection risk at exhibitions

During the move-in and move-out of exhibitions, a large number of people work at the same time in the building and dismantling of booths and construction materials, etc. Generally speaking, 80% or more of the visitors are from the venue city and its surrounding area. As the size of an exhibition increases, the number of visitors coming from areas further away and from overseas tends to increase. During an exhibition, visitors may freely move around the venue and have business discussions with exhibitors and attend seminars while standing or sitting quietly

but should not shout or engage in vigorous physical movement. Given this situation, the areas where the main risk of infection exists are as below. Therefore, the stakeholders involved in an exhibition should concentrate infection control measures on these areas.

- During move-in and move-out: Droplet infection while discussing booth and decoration construction; contact infection from shared tools and equipment, etc.
- During on-site visitor registration: Droplet infection while waiting in line; droplet infection and contact infection during registration procedures
- While walking around the exhibition hall: contact infection from items in public areas such as handrails, fixtures, elevator buttons, escalator handrails, as well as toilet seats, toilet doors, etc. During business discussions at booths: Droplet infection during conversations, and contact infection from touching tables, chairs or exhibits
- Restaurants, kiosks or rest areas: droplet infection when making payments; contact infection from tables, chairs, etc.

5. Maximum number of persons and capacity ratio at exhibitions

To ensure the necessary infection prevention measures, for events where no loud cheering or shouting is expected, the venue capacity ratio is set at 100% maximum. In such cases, however, all the following conditions must be met.

1. Audiences at past performances by performers or performing groups have not cheered, shouted or sung (if there is no such past record for the performer or group, may be compared with similar events where audiences are not expected to be cheering, shouting or singing)
2. Based on past performance record, individual participants take thorough infection prevention measures, including mask-wearing
3. Infection prevention measures included in the Guidelines for Preventing the Spread of Covid-19 Infection, such as ensuring that appropriate distancing is maintained between the audience and the performer/performers giving voice, have been taken in line with the Guidelines

For events where loud cheering or shouting is expected, the venue capacity ratio is set at 50% maximum.

The maximum allowable number of persons in an exhibition hall shall be the maximum number of persons in the exhibition hall at any one time, or if multiple exhibition halls are being used, the maximum allowable number of persons in each hall added up in total. If per hall capacity exceeds 10,000 persons, capacity shall be restricted to 50%. If capacity is under 10,000 persons, allowable capacity is 5,000 persons.

As for the maximum allowable number of persons in an exhibition hall, if the organizer has a system capable of continuously monitoring the number of people entering and leaving the hall, the hall's capacity ratio or the maximum number of entrants shall be the maximum allowable number of entrants (maximum number of persons at the venue at any one time). At exhibitions where such monitoring is not possible, this shall be the total number of persons per day.

In addition to maximum capacity restrictions imposed when a State of Emergency has been declared by the national government, operators should observe the maximum capacity

restrictions imposed by prefectural governments, which may differ from those of the national government, if such restrictions are in effect.

6. Measures to be Implemented Jointly (Mainly by Organizers, Venues, Support Companies)

- All staff, whether directly employed staff or contracted staff, to check their body temperature and physical condition every morning; anyone with a temperature of 37.5°C or over (or even if below 37.5°C, in which case determination will be made based on the individual's normal temperature, symptoms, etc.), or who is not feeling well, should not come to the venue.
- Any staff, whether directly employed or subcontractor staff, who has tested positive for coronavirus or who has been in close contact with someone who is positive for coronavirus infection, or has been in close contact with someone from a country or region for which government entry restrictions or 14-day quarantine conditions apply, should notify the venue management and stay at home.
- A manual for dealing with suspected infection should be prepared in collaboration with all relevant parties. The manual will detail the countermeasures such as the division of roles, the range of responsibilities, the response procedure when a suspicion of infection occurs, the person in charge, the public health center with jurisdiction for the venue, the infection consultation center and the telephone number. This manual will be circulated among all relevant parties.
- All persons entering the venue are required to wear a mask at all times (from start of move-in to completion of move-out). If people remove their masks for the purposes of eating, etc., they should avoid sitting directly in front of others, refrain from speaking, and cough into their sleeve.
- All persons entering the venue should maintain physical distancing of at least 1m (2m as much as possible) in waiting lines, business meetings, seminars, etc.
- All persons entering the venue are required to wash and disinfect hands.
- It is recommended that all persons entering the venue download the COCOA app or a local notification service and activate it at all times (from start of move-in to completion of move-out). All industry-related parties—organizers, venue management or operator personnel, supporting companies and others—should activate the app by switching Bluetooth to “on,” etc.
- Ventilate exhibition facilities, booths, seminar rooms, etc.
- High-frequency contact items within the exhibition halls, booths and seminar rooms, etc., (tables, chairs, door handles, switches, telephones, keyboards, tablets, touch panels, cash registers, faucets, handrails, elevator buttons, escalator handrails, etc.) should be identified and cleaned and disinfected. In particular, areas that are shared by many people, such as business discussion spaces and seminar rooms, etc., should be thoroughly cleaned, disinfected and ventilated at the beginning and end of each day, and high-frequency contact items such as tables, chairs, and door handles should be cleaned and disinfected after each use. People who use them should also be instructed to disinfect them after use.
- Restaurants, shops, rest areas and lounges, etc., should be thoroughly ventilated, and seats should be arranged 1m apart (2m wherever possible) so as to avoid people sitting close together and should be disinfected and cleaned on a regular basis.
- All parties should take all appropriate measures, including lineups and entry restrictions, so as to maintain adequate physical distancing (wherever possible 2m, minimum 1m) in restrooms, within the facilities and booths, etc.

- Offering food and drink as part of hospitality to booth visitors should be avoided as much as possible. Otherwise, provide food and drink in paper cups or PET bottles. Provide tables used for business meetings fitted with acrylic panels or other physical barriers. Coordinate with the organizer or the venue regarding trash disposal, which should be placed in plastic bags and sealed. Request a cleaning company to dispose of the trash or dispose of it in the area designated by the organizer.
- If using public transportation to travel to the venue, avoid traveling all together or avoid peak hours, as much as possible.
- Taking account of prevailing infection conditions, consider abbreviating, breaking up into smaller groups, or refraining from wrap-up parties or meals involving large numbers of people before or after the event. If a gathering is held, for purposes of infection prevention, use a reservation system or other means and go to restaurants in smaller groups.
- Uniforms should be washed frequently
- Exhibitions are comprised of companies from a wide variety of industries. All companies should comply not only to these exhibition industry guidelines but also with any guidelines that apply to their particular industry.

7. Measures to be Taken by the Organizer

●During planning

- Inform all parties that everyone entering the venue is required to wear a mask at all times (from start of move-in to completion of move-out).
- Ensure that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service at all times (from start of move-in to completion of move-out).
- In order to prevent infection, the exhibition should be planned so as to avoid having visitors all arrive at the same time and the layout designed to reduce crowding of exhibitors and visitors as much as possible.
- The recommended minimum aisle width within the exhibition hall should be 3 meters, as is common with many exhibitions, or more. In coordination with the venue and based on the space used and the expected number of visitors, the organizer shall comply with the Fire Service Law to design a floorplan that will not create congested areas. Furthermore, the organizer shall devise aiseways and open areas to prevent crowding.
- Booth construction rules should be set so as to avoid complicated construction work, keep the number of construction workers to a minimum and ensure as far as possible a safe working environment. Such rules could include, for example, setting a height limit of 4m and avoiding two-story constructions as much as possible.
- Organizers should refrain from inviting exhibitors and visitors from regions that have been placed under special provisions. A set of rules and countermeasures should be put in place that prioritize safety and limit the risk of infection based on governments and local authorities, such as refusing participation by persons from overseas from countries for which there are visa and entry restrictions, as well as by persons who have a high risk of becoming seriously ill if infected, such as senior citizens and people with chronic conditions.

- Depending on the circumstances, the organizer should consider refraining from holding, or limiting the number of participants to, events that have a high contagion risk such as opening ceremonies, exhibitor parties and social gatherings, etc.
- Areas where queuing and congestion can be anticipated, such as registration desks, etc., should be designed appropriately with, for example, interval markers on the floor set 1m apart (2m where possible).
- Reception desks and information desks, etc., should be fitted with measures to prevent droplet and contact infection, such as installing acrylic screens.
- From the initial planning stage and at all times, based on the prevailing conditions the organizer should coordinate with the venue management and the local authorities where the venue is located and take all appropriate actions.
- If shops or lounges selling/providing food and drink are planned for the venue or if exhibitors at food exhibitions are likely to offer samples, infection prevention measures as outlined on p. 12 of these Guidelines in “Measures to be taken at restaurants, shops, rest areas, lounges” should be followed and measures to restrict consumption of food and drink elsewhere should be incorporated into planning.
- Announce via exhibition official websites, etc. that exhibitions taking place will observe the JEXA Guidelines and guidelines for related industries.

●During Preparation (exhibiting & visitor promotion)

- Arrange for extra masks to distribute to exhibitors and visitors who have either lost their masks or do not have any.
- The exhibitor manual should instruct that in order to prevent droplet and contact infection at exhibitor booths, booth attendants should wear masks, install and activate the COCOA app or a local notification service, and when physical distancing is not possible, for example at meeting tables, acrylic panels and clear plastic curtains should be used.
- The exhibition website for visitors should state that all persons visiting the exhibition will be required to wear a mask and that their temperature will be checked. The website should indicate that when personal information is required for pre-registering for an exhibition, that personal information must be recorded, that masks must be worn and temperature checks will be taken, that they should install and activate the COCOA app or a local notification service and that if an infection occurs, the organizer will hand over to government agencies and local authorities any personal data that it has been requested to disclose. Wherever possible, the pre-registration system should be set up so that a registrant has to acknowledge acceptance of these terms by clicking an “Accept” button.
- Organizers should use an online visitor pre-registration system in order to be able to evaluate the number of expected visitors and make the necessary preparations. When an entrance fee is required, wherever possible a pre-payment system should be arranged. Cashless payment systems should be used in the case of on-site payments.
- If an entrance fee or other fee is charged to visitors, it is recommended that the organizer state rules concerning refunds if a visitor is refused admittance based on results of temperature reading, etc., in order to stop persons with symptoms from entering the venue.
- JEXA will coordinate with venue management/operators to prepare a manual for dealing with suspected cases of infection, outlining division of roles, scope of responsibilities and steps to take when a suspected case of infection occurs, and listing the name of staff in charge, the public

health center with jurisdiction and the telephone number for the infection counseling center, which will be shared with all relevant parties to ensure thorough awareness

- Study creating a system for readying thermography and other equipment at the venue to measure visitors' temperature when they enter the venue
- Install hand sanitizer at the venue entrance and make hand sanitizing compulsory for visitors. If the venue provides temporary rest areas or lounges, try to make hand sanitizer available at each table, except in basic rest areas consisting only of benches, etc.
- Ensure that exhibitors do not talk loudly during business talks, demonstrate products, or call out to invite visitors to their booths.
- Urge staff from related parties and supporting companies, exhibitors and visitors to avoid arriving and leaving all at the same time if they are using public transportation to travel to/from the venue.
- Urge exhibitors to abbreviate or refrain from holding wrap-up parties or meals involving large numbers of people after the exhibition has closed for the day.

● During move-in

- Conduct visual checks to confirm that everyone entering the venue—including company personnel, builders and transport companies—is wearing a mask. Persons not wearing masks should be requested to do so.
- Distribute masks to those who have lost or forgotten them.
- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Keep loading doors open at all times to ensure air circulation inside the venue.
- Repeat announcements in the building throughout the day to remind people to avoid the three C's (crowding, close contact, close-range conversations) during installation work.
- Install signage for visitors in venue common areas, reminding them to wear masks and sanitize hands, and download and activate the COCOA app or a local notification service.
- Install alcohol-based or other hand sanitizer at the venue entrance, etc. so that installers can wash or sanitize hands.

● During a session

- For visitors waiting in line to enter: Maintain appropriate spacing (min. 1 meter, preferably 2 meters) with the aid of stickers on the floor for visitors lined up. Do the same if it is likely that people will be waiting in line to leave the venue.
- Take steps to obtain visitors' registration information (personal information) to facilitate tracing in case of an infection.
- Install signage reminding visitors to wear masks and sanitize hands, and download and activate the COCOA app or a local notification service p.
- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Alcohol-based hand sanitizer should be provided at the venue entrance and at rest areas/lounges set up in the hall by the organizer so that all visitors sanitize hands upon entering and frequently wash or sanitize hands during their visit. Regular checks should be carried out to refill sanitizer dispensers and clean/disinfect tables, chairs, etc.

- Conduct visual checks to confirm that all visitors are wearing masks. Persons not wearing masks should be requested to do so and masks distributed to those who do not have them.
- Use thermography and contactless thermometers, etc. to check visitors' temperatures at the venue entrance.
- If a visitor is found to have a temperature of 37.5°C or higher (or even if below 37.5°C, in which case determination will be made based on the individual's normal temperature, symptoms, etc.), has difficulty breathing or is experiencing deep fatigue or even minor symptoms such as a cough or a sore throat, or if the person has been in close contact with someone who tested positive for COVID-19, has within the past 14 days traveled to a country or region on the entry restricted list or requiring self-isolation after entering Japan, or has had close contact with residents of said countries/regions, said visitor will be refused entry to the venue. The procedures in the manual for dealing with suspected cases of infection will be followed and the individual will be handed a paper listing contact information for the infection counseling center and the public health center with jurisdiction.
- Use cashless payment methods as much as possible if admission or participation fees need to be paid on the day of admission.
- If an entrance fee or other fee is charged to visitors, it is recommended that the organizer state rules concerning refunds if a visitor is refused admittance based on results of temperature reading, etc.
- If an infection should occur, the visitors' log shall be handled properly, paying due attention to the handling of personal information. In addition, the log of all concerned parties, including visitors, should be retained for as long as possible (for at least three weeks or more).
- To circulate air in the venue, shutters to loading entrances shall be kept open about 50 cm as long as this does not interfere with venue operation or safety.
- Take steps to reduce procedures at the reception desk by encouraging visitors to pre-register.
- Confirm the number of visitors at all times and restrict admission if necessary.
- Repeat announcements throughout the day concerning avoiding the 3 Cs (crowding, close contact, close-range conversations)
- Remind visitors not to eat or drink at the venue except in areas where infection-prevention measures have been taken.
- Offering food and drink as part of hospitality to booth visitors should be avoided as much as possible. Otherwise, provide food and drink in paper cups or PET bottles. Provide tables used for business meetings fitted with acrylic panels or other physical barriers. Coordinate with the organizer or the venue regarding trash disposal, which should be placed in plastic bags and sealed. Request a cleaning company to dispose of the trash or dispose of it in the area designated by the organizer. The same measures apply when in-house staff eat or drink in staff break rooms or elsewhere.
- Use the public address system to remind exhibitors and visitors to avoid speaking loudly during business talks and exhibitors to avoid holding product demonstrations or hailing visitors to their booths. Assign staff to patrol the venue and remind exhibitors and visitors to avoid talking loudly.

●Move-out

- Have visitors leave the venue as quickly as possible at closing time and commence move-out operations.

- Announce that all move-out personnel are required to wear masks and continue monitoring compliance inside the venue.
- Distribute masks to those who have lost or forgotten them.
- Provide hand sanitizer during move-out as well and encourage hand washing/sanitizing.
- Ensure that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.

● **Seminars, symposiums, ceremonies, etc.**

- Install splash guards on the speakers' or moderators' podiums or provide spacing of 2 meters between the speakers and the front row of the audience and encourage speakers to also wear masks while speaking.
- Maintain appropriate physical distance between participants depending on the size and purpose of the venue and how well ventilated it is.
- For seminars, etc., keep doors open or hold in open areas to prevent enclosing the space, pay attention to ventilation, or disperse visitors to auxiliary locations. Replace masks and microphones used by speakers, questioners or commenters and thoroughly disinfect shared items such as PCs, pointers and other equipment after each use.
- Notify attendees ahead of time that for infection prevention they should bring their own writing implements, water and so forth.
- When attendees refrain from using their mobile phones (during speakers' talks, etc.), they should be encouraged to leave their device powered and with Bluetooth on and to switch to silent mode, in order to keep the COCOA app or a local notification service enabled.

8. Measures to be Taken by Venue Management/Operators

● **Before a session**

- The organizer/user of the venue should provide adequate support for infection control measures.
- Install signage, etc. requesting visitors to wear masks, wash/sanitize hands frequently, and install and activate the COCOA app or a local notification service.
- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Close enclosed smoking areas; allow smoking only outdoors in well-ventilated areas. Install signage reminding users not to gather near walls.
- Provide and replenish soap or hand sanitizer in shared areas and permanent venue areas such as toilets or washrooms. Deactivate hand dryers. Install signage asking users to close the lid before flushing western-style toilets.
- The organizer should be in contact with the public health office with jurisdiction to prevent infection and coordinate swiftly if a suspected case of infection should occur.
- JEXA will cooperate with venue management/operators to prepare a manual for dealing with suspected cases of infection, outlining division of roles, scope of responsibilities and steps to take when a suspected case of infection occurs, and listing the name of staff in charge, the public health center with jurisdiction and the telephone number for the infection counseling center, which will be shared with all relevant parties to ensure thorough awareness.

- If the organizer plans to use heating/cooling at the venue, confirm beforehand and make the necessary arrangements.
- Venue management should coordinate with the organizer to set a maximum number of occupants for the venue or exhibition hall. In setting the maximum number of occupants for the venue, use the “Prefectural measures during the transition period” (memorandum issued May 25, 2020) as a guide for gradual relaxation of restrictions on exhibitions.
- As a rule, all windows in venue common areas should remain open to promote air circulation inside the venue.
- Consider making arrangements to lend the organizer thermography equipment or contactless thermometers.
- Announce via exhibition official websites, etc. that exhibitions taking place will observe the JEXA Guidelines and guidelines for related industries.

●During move-in

- In the exhibition halls, operate ventilation equipment continuously in accordance with legal requirements or ventilate frequently (in cold climates, keep windows open in such ways as to not lower indoor temperatures).
 - * Continuously monitor air quality by installing CO₂ monitors or other equipment to maintain CO₂ levels at 1,000 ppm or less* (*if using mechanical ventilation. This figure is also a guideline when ventilating by opening windows.)
- If the air is dry, it is recommended to humidify to maintain humidity at 40% or more.
- Ventilate common areas in the building, including operating air conditioning, as long as this is no hindrance in terms of operation and safety.
- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Regularly clean and disinfect equipment and facilities in common areas inside the building which are shared by the general public such as doorknobs and other spots touched by hands and high-contact areas (tables, chair backrests, doorknobs, light switches, telephones, keyboards, tablets, touch panels, cash registers, faucets, handrails, escalator handrails, elevator buttons, etc.)
- Provide and replenish soap or hand sanitizer in shared areas and permanent venue facilities such as toilets or washrooms.
- Recommend that the organizer operate the ventilation system (blower) inside the venue at all times.

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- Provide and replenish soap or hand sanitizer in shared areas and permanent venue facilities such as toilets or washrooms.
- Recommend that the organizer operate the ventilation system (blower) inside the venue at all times.
- If the number of visitors reaches the maximum, confirm the situation with the organizer and ask the organizer to restrict admission accordingly.
- If an infection should occur, the log of staff entering the venue during move-in and during the event shall be handled properly while also paying due attention to the handling of personal information. The staff members' log should be retained for as long as possible (for at least three weeks).

9. Measures to be Taken by Supporting Companies

Measures to be taken by supporting companies

- Ensure that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service at all times (from start of move-in to completion of move-out).
- Check the type of protective equipment required by in-house and subcontractor staff (all should wear masks).
- Arrange to provide masks for in-house and sub-contractor staff.
- Manage in-house and sub-contractor staff coming to the venue by creating a name list and listing construction dates, which staff are in charge of which areas, and actual work hours, in as much detail as possible.
- If an infection should occur, the log of staff entering the venue during move-in and during the event shall be handled properly while also paying due attention to the handling of personal information. The staff members' log should be retained for as long as possible (for at least three weeks).

Measures to be taken by set-up companies such as booth construction, equipment rental, and electrical wiring companies

- When designing exhibitor booths, etc., construction companies should design layouts to avoid congestion and avoid designs that make large demands on the on-site construction companies.
- If installing splash guards or other physical barriers in business talk areas in booths, etc., avoid installing them near heat- or incandescent-light-emitting equipment or fixtures. If such barriers are needed for infection control, ensure that fire-retardant, non-combustible or flame-resistant materials are used.
- If installing common areas for storing stock, etc., make arrangements to have doors, doorknobs, shelves, etc. that users may touch during the session disinfected and cleaned.
- Disinfect and clean shared tools and trolleys, etc.

- Disinfect temporary stock areas and equipment used jointly or exclusively by support companies.
- Disinfect equipment or supplies ordered by customers (organizers/exhibitors) upon delivery.
- If exhibitors have a designated move-out time immediately after the exhibition closes, booth dismantling staff should not enter the venue until after exhibitors have moved out.

Measures to be taken at restaurants, shops, rest areas, lounges

©In addition to permanent restaurants and shops at the venue, the organizer may install temporary restaurants and lounges in the hall. Restaurants other than those at the venue and food trucks are often in charge of these temporary facilities, but they have usually applied for and received approval from the public health office to set up hand washing facilities, etc.

- Shops and restaurants should also follow the guidelines of their respective industries.
- If tables and chairs are provided, these should not be placed directly in front, or they should be equipped with partitions (acrylic plates, etc.) and arranged to ensure physical separation of at least 1 meter (preferably 2 meters) between customers.
- Install signage reminding everyone not to eat or drink outside designated areas where infection control measures are in effect.
- The operating company should frequently disinfect tables and chairs, using alcohol-based disinfectant, etc.
- In the case of rest areas consisting only of tables and chairs and without restaurants or shops, the organizer shall arrange for a cleaning company to disinfect tables, chair backrests and other high-contact surfaces.
- Disposable tableware should be used as much as possible. If trays are reused, they should be cleaned or disinfected.
- If possible, hand sanitizer should be provided at each table or area for visitors to use.
- Sales staff and kitchen staff should wear masks or other face coverings and wash/sanitize hands frequently.
- If possible, clear plastic sheeting or other type of partition should be installed between sales staff and customer.
- If installing splash guards or other physical barriers, avoid installing them near heat- or incandescent-light-emitting equipment or fixtures. If such barriers are needed for infection control, ensure that fire-retardant, non-combustible or flame-resistant materials are used.
- Encourage the use of cashless payment at restaurants and shops as much as possible.
- If serving food buffet-style or using salad bars or drink bars, it is recommended to protect foods from droplet contamination from users, and to sanitize and replace tongs and other utensils frequently.
- If customers are required to collect their purchases from a serving counter, avoid calling to customers when their purchases are ready and use a system of tickets instead.

Measures to be taken by cleaning companies

©Cleaning of shared areas of the exhibition space is usually carried out by a cleaning company arranged for by the exhibition hall, but cleaning of the exhibition hall, except for some permanent facilities, is often done by a cleaning company arranged for by the organizer, and the roles of the respective cleaning companies are clearly defined.

- Cleaning staff should wear masks and, if wearing gloves, change gloves as needed.

- After removing mask and gloves, cleaning staff should wash their hands with soap and running water or use hand sanitizer.
- Exhibitors who expect to generate waste in the form of foods sampled or other items which may be contaminated by the virus should be contacted ahead of time so that the venue management can give them tips on waste disposal methods and get an idea of the expected volume of waste.
- Tongs should be used to handle masks or other possibly virus-contaminated items which have been disposed of (the tongs should also be thoroughly disinfected), and the items should be placed in securely sealed plastic bags, etc. for disposal.

Measures to be taken by temporary staff companies and security companies

©In general, the organizer recruits registration staff and visitor guides at exhibitions from temporary staff companies.

- Personnel involved in face-to-face work such as registration procedures should wear masks at all times. Check with the temporary staff company about infection control measures such as wearing of face shields, etc. if staff will be serving food samples.
- Thorough and frequent hand washing and hand sanitization should be carried out before and after rest breaks.

10. Measures to be Taken by Exhibitors

●During planning

- When inviting clients to the exhibition, the exhibitor should notify them that temperature checks will be carried out at the venue and that masks must be worn.
- Exhibitors should encourage their clients to pre-book meetings for the purpose of efficiency and to prevent congestion at their booth.
- Ensure that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service at all times (from start of move-in to completion of move-out).

●Exhibition preparation

- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Design booths to secure more space than usual to reduce the risk of crowding.
- If the business talks area is set up for face-to-face interaction, all parties should wear masks and barriers such as acrylic panels or clear plastic sheets should be installed as needed to prevent droplet dispersal. Consult with the booth installer and avoid installing barriers near heat- or incandescent-light-emitting equipment or fixtures. If such barriers are needed for infection control, ensure that fire-retardant, non-combustible or flame-resistant materials are used.
- Create a name list of in-house staff and subcontractors attending the company booth each day of the session and retain it for at least three weeks. Keep this list accessible so that it can be presented to the public health or other authorities if an infection occurs.
- Provide masks and hand sanitizer for use at the company booth.

- Consider the type of protective equipment (masks, face shields, etc.) that booth attendants may require and arrange to provide this.
- At food exhibitions, if food sampling is conducted, exhibitors and organizers should follow the infection prevention measures outlined on p. 13 of these Guidelines in “Measures to be taken at restaurants, shops, rest areas, lounges.” Also, in addition to the usual application to the public health office, infection prevention measures call for sampling staff to wear masks and gloves, use disposable tableware and ensure that trash bags are sealed for disposal. In addition, when visitors shift their masks to sample a product, it is recommended that sampling staff wear face shields in order to prevent droplet infection.
- If possible, each company should draw up and manage a business negotiation schedule including a daily list of customers expected to visit.
- Product brochures, company information and other materials should be provided in digital or other formats.
- To prevent infection via contact with exhibition materials, etc. said materials should be frequently disinfected or placed so that visitors cannot easily touch them.

●Move-in and move-out

- Personnel should wear masks and wash/sanitize hands frequently.
- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- Before moving into their booths, exhibitors should disinfect surfaces, particularly doorknobs, shelves, tables and chair backrests.
- Exhibitors should arrange to take their burnable trash back with them as much as possible.
- In coordination with the organizer or the venue, masks, gloves, face shields and other trash which may be virus-contaminated should be placed in sealed plastic bags and disposed of by a cleaning company contracted to do so or in an area designated by the organizer.
- After move-in to their booths, exhibitors should clean and disinfect shared items or items that will be touched.

●During a session

- Check that all staff from both your company and outside contractors download and activate the COCOA app or a local notification service.
- All staff should wear masks and refrain from loud conversations and calling out, including during business talks and when explaining about their products.
- Keep a record of in-house staff and subcontractors who worked as attendants at the company’s booth.
- After coordinating time and place as much as possible ahead of time, use web meetings or other online formats so as not to spend overly long on face-to-face meetings at the venue. Business card exchanges should also take place electronically, if possible.
- Exhibitors should be responsible for wiping high-contact surfaces (display items, tables, chair backrests, doorknobs, light switches, phones, keyboards, tablets, touch panels, cash registers, faucets, handrails, etc.) several times a day. Tables/chairs and products used for business negotiations should be disinfected after each business talk.
- Demonstrations and business talk times should be adjusted flexibly in accordance with the flow of visitors to companies’ booths and measures taken to avoid crowding as much as possible.

- Offering food and drink as part of hospitality during business talks, etc. should be avoided as much as possible. Otherwise, provide food and drink using paper cups or PET bottles. Provide tables used for business meetings fitted with acrylic panels or other physical barriers. Coordinate with the organizer or the venue regarding trash disposal, which should be placed in plastic bags and sealed. Request a cleaning company to dispose of the trash or dispose of it in the area designated by the organizer.
- Lists of people who have used business talk booths should be created for each day and managed appropriately.
- Staff should thoroughly sanitize hands after going out and after business talks.
- At closing time, end business talks promptly and encourage visitors to leave.

11. Measures Addressed to Visitors

- Visitors should arrange a date and time for business talks with the desired exhibitors ahead of time as much as possible.
- After coordinating time and place as much as possible ahead of time, visitors are encouraged to use web meetings or other online formats so as not to spend overly long on face-to-face meetings at the venue. Business card exchanges should also take place electronically, if possible.
- Visitors should check their temperature and physical condition on the day of their visit. Anyone who has a temperature or who feels unwell should avoid coming to the venue.
- At the venue, visitors should wear masks and wash/sanitize hands frequently, and avoid spending a long time in business talks in crowded conditions.
- It is strongly recommended that visitors download and activate the COCOA app or a local notification service.
- Visitors touching exhibited products, etc. should sanitize their hands frequently.
- Visitors should avoid talking loudly during business talks and try to stay 1 meter (preferably 2 meters) away from exhibitors.
- Visitors should keep a record of the date and time of their business talks and visits to booths and who they talked to.

12. Conclusion

In addition to taking the above infection prevention measures, all parties concerned should work together creatively and take unprecedented steps to prevent the spread of infection and promote a thriving exhibition business in order to hold exhibitions under the new normal of living with the novel coronavirus.