



# EXPO 2020 COVID-19 GUIDE

1 OCTOBER 2021 - 31 MARCH 2022



## PURPOSE OF THE GUIDE

The purpose of this Guide is to outline the measures implemented during Expo 2020 to manage the risks from COVID-19. The Guide details site-wide arrangements established by the Expo team and the responsibilities of International Participants, venue operators, workforce and visitors to ensure the health, safety and wellbeing of everyone at Expo 2020.

Requirements in the Guide are subject to change, in accordance with developments in UAE legal requirements. The Expo team will ensure that any updates in COVID-19 requirements are communicated through the issue of Circulars, to enable operating plans to be adjusted. We will implement an assurance programme to monitor compliance with the requirements in this Guide with penalties in line with government regulations.



## KEY PRINCIPLES

The requirements in the COVID-19 are comprehensive, however, a number of fundamental principles apply to all operations. The following precautions must be complied with at all times, unless explicitly stated otherwise within the Guide.



All visitors and workforce must comply with COVID-19 precautions on public and private transport modes.



All visitors and workforce must maintain 2 metres social distancing, at the time of this publication.



All visitors and workforce must wear a face mask.



All visitors and workforce must sanitize, or wash their hands regularly.



All visitors and workforce who are unwell must not visit the Expo 2020 site.



All visitors and workforce who feel unwell while at Expo 2020 must immediately seek on-site medical advice.



All Expo and International Participant staff, volunteers, contractors and service providers must be vaccinated.



All venue operators must assess the risks from COVID-19 and implement suitable precautions.



All venue operators must define capacity limits and ensure these limits are not exceeded.



All venue operators must implement comprehensive cleaning and sanitization programmes.

# KEEPING OUR GUESTS SAFE

We are committed to ensuring that all stages of the visitor journey at Expo 2020 are safe and that a range of visitor services are available to provide information on COVID-19 measures to protect the health, safety and wellbeing of all visitors and guest groups.

## VISITOR ENTRY PROTOCOLS

All adult visitors (18 and above) will be asked to present proof of COVID-19 vaccination or negative PCR test taken within previous 72 hours.

All non-vaccinated ticket-holders must take a PCR test prior to arrival to the Expo 2020 site, and should arrive ready to show a negative test result at the entry gate. Vaccinated visitors do not require a PCR test.

## SUSPECTED AND CONFIRMED CASES

### Isolation Rooms

Isolation rooms are provided at strategic locations across the Expo site supported by dedicated staff from Dubai Corporation for Ambulance Services. Isolation rooms are used to host suspected cases for further assessment prior to COVID-19 testing, if required.



### Suspected Cases

Any visitor who becomes unwell on the site will be treated as a potential COVID-19 case. The following measures will be implemented:

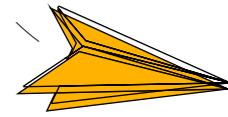
- o The visitor will be directed to the nearest isolation room for assessment from DCAS personnel.
- o People of Determination will be permitted to have a family member or companion in the isolation room.
- o The individual must wear a face mask (consideration should be given to People of Determination, or individuals with underlying health conditions that affect breathing) and asked to wash or sanitize their hands.
- o It is to be ensured that the areas the suspected case has been in are sanitized immediately, with particular attention to equipment, frequently touched surfaces, such as door handles and common areas including toilets.

All visitors who feel unwell while on site must proceed to the nearest isolation room for assessment and COVID-19 testing, where required.

### Testing

If a stable case of illness is detected from a visitor presenting COVID-19 symptoms, such as a fever of 37.5°C or above, cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhoea and nausea, headache, or loss of sense of smell or taste, the visitor will be requested to undertake a COVID-19 test.

People of Determination will be allowed a family member or companion to accompany them during any testing, including potential transfer to the Expo 2020 Emergency Centre, or off-site facilities. Expo staff will ensure support is provided to visitors who may experience challenges during testing, including those accompanying young children.

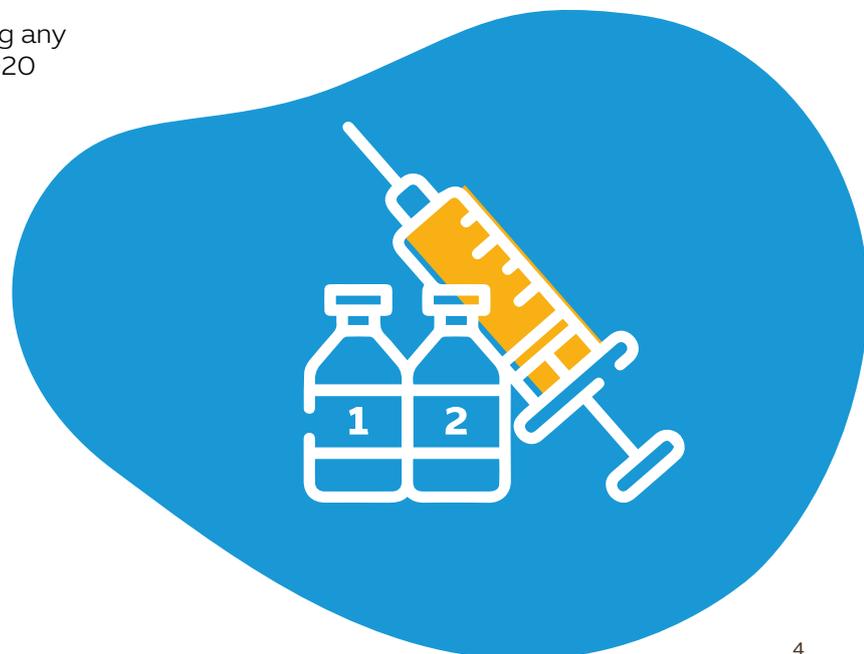


In the event of a confirmed case from a visitor, Dubai Health Authority (DHA) will lead on the identification and support of close contacts in liaison with the Organiser. Any close contacts identified will be required to undertake COVID-19 testing and complete quarantine requirements as specified by DHA.

Further information on the specific patient pathway for visitors following confirmation of a positive case or close contact can be provided by the Expo team.

### Expo 2020 Emergency Centre

The Expo 2020 Emergency Centre (EEC) is located on the Expo site and operated during visitors hours and overnight by DHA. DCAS personnel may transfer suspected cases to the EEC for further assessment, or to neighbouring hospitals, depending on the symptoms presented.



## FACE COVERING AND FACE MASKS

The wearing of a face covering (fabric masks) or face mask (surgical face mask) is a key measure in preventing potential transmission of COVID-19. Surgical type masks should be manufactured in accordance with the design specification EN 14863 Type 1, or an equivalent standard.

All visitors must correctly wear a face covering or face mask at all times, unless they have a medical exemption approved by Dubai Health Authority (DHA).

### Face Mask Exemptions

Various categories of people are eligible for a face mask exemption including:

- o Those suffering from fungal dermatitis, especially if they have severe symptoms in the face like bleeding, itching and scaly skin.
- o Those allergic to any component of a mask (allergic dermatitis, contact dermatitis, contact urticaria).
- o Individuals with severe herpes simplex infections that affects the mouth, nose or face.
- o Individuals with acute and uncontrolled asthma.
- o People of Determination who have mental and psychological conditions.

Applications for a face masks exemption can be made at [dxbpermit.gov.ae](http://dxbpermit.gov.ae). All individuals with a medical exemption, must be able to present an approved permit from DHA on request. If a permit cannot be provided, the individual will be requested to wear a face mask and, if they are not willing to do so, required to leave the site.

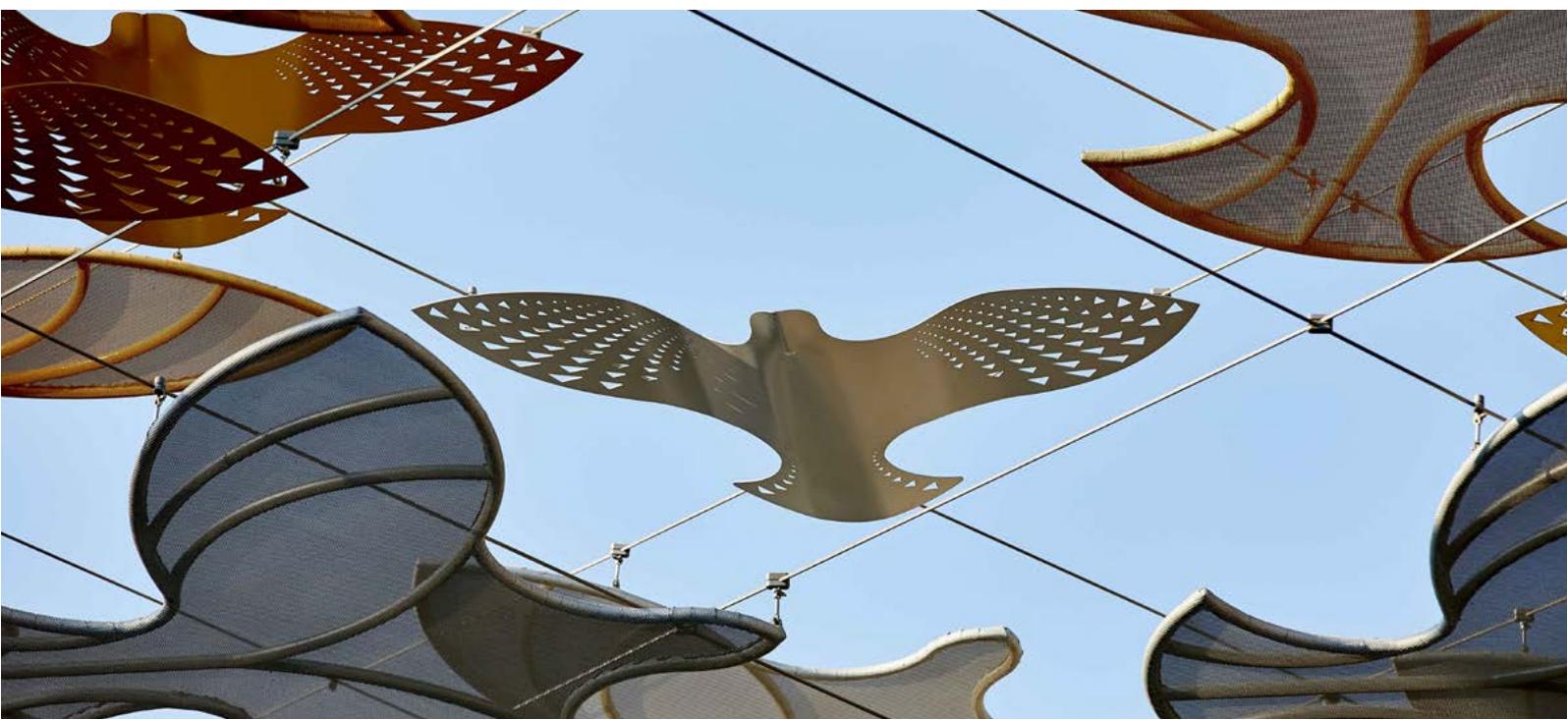
Training is provided to workforce to raise awareness of these exemptions and how to deal with situations where visitors refuse to wear a face mask. Children under the age of 6 years old are not required to wear face masks.

A stock of spare face masks is maintained at each Arrivals Plaza, and other locations across site, including ticket sales and resolution points, visitor information centres and food and beverage areas, for any visitors who forget to bring a mask, or the mask is damaged during their visit.

### Temporary Removal of Masks

There are a number of situations where visitors are permitted to remove their face masks temporarily. In these cases, masks should only be removed for a short period of time, with social distancing of 2 metres to be maintained at all times:

- o Eating or drinking in designated food and beverage areas, providing visitors remain seated and stationary.
- o Smoking in designated smoking areas.
- o Undertaking strenuous physical exercise in designated sports and wellbeing areas.
- o Taking selfies, or when being photographed or videoed by others. Where people are taking photographs or videos of others the photographer or videographer should be wearing a mask at all times.





## SOCIAL DISTANCING

Visitors are responsible for complying with any instructions provided to protect their health and safety, and must ensure that social distancing requirements are followed. The following measures will be implemented to manage the capacity of venues and ensure social distancing:

- o Capacity limits for venues established, with signage to indicate the maximum number of visitors permitted in venues and spaces, including common areas such as toilets and prayer rooms.
- o Floor markings or decals applied at locations across the site where visitors are likely to queue or congregate, including search and screen areas, food and beverage service, ticket sales points and ticket resolution points.
- o Seat markers or decals placed on alternative seats and benches to enable social distancing, with a minimum of 2 metres distance maintained between tables and seats, where possible.
- o Capacity limits established in transportation, with regular monitoring of compliance.
- o Hosts deployed in areas where visitors are likely to queue or congregate, with a specific focus on popular content in venues, to actively manage social distancing and maintain the movement of visitors.

**All visitors must maintain a minimum of 2 metres social distancing and comply with venue capacity limits, unless they are part of a bubble.**

## Visitors in Groups

Visitors in groups who arrive at Expo 2020 are required to comply with COVID-19 precautions, including social distancing requirements and venue capacity limits, throughout their visit.

- o Visitors within a social or support bubble do not have to social distance from each other and are permitted to sit or stand together at venues and spaces across the Expo site.

**Visitor group sizes should not exceed a maximum of 15 people, not including additional individuals assigned within a support bubble.**

- o Group sizes which are greater than 15 visitors should form sub-groups to ensure that the maximum group size of 15 people is not exceeded. Sub-groups should ensure they maintain 2 metres social distancing from each other at all times.
- o Visitor groups who require a group photograph exceeding the maximum group size of 15 people (for example encompassing multiple sub-groups), should approach the Organiser's staff for support to ensure that photographs are facilitated safely. Specific requirements apply to the management of school groups.

## HAND HYGIENE

The Expo team has provided welfare facilities with access to running water, soap and hand tissues throughout site. Touchless dispensers are provided to reduce the risk of contamination.

Hand sanitizer units are established across the site, particularly where visitors queue or congregate, such as Pedestrian Screening Areas (PSAs) and food and beverage areas.

Visitors should use hand sanitizers, or wash their hands frequently with soap and water.

## VISITOR SERVICES

### Expo 2020 Website

A dedicated page has been established on the Expo 2020 website for COVID-19 information. This page provides useful pre-arrival information. The website page includes a list of Frequently Asked Questions (FAQs) related to COVID-19.

The Expo App and social media platforms will be used to communicate COVID-19 information, including the latest updates related to UAE legal requirements.

### Booking a Ticket

The following information is incorporated within the on-line booking process for tickets:

- o A health acknowledgement included in the terms and conditions indicating that ticket holders must not enter the Expo 2020 Site if: suffering from any symptoms related to COVID-19, they have been in contact with anyone suspected or confirmed as COVID-19 positive; and/or, they have been issued with an order to self-quarantine.
- o Terms and conditions specify that visitors must wear a face mask at all times (unless a valid exemption is presented) and comply with all precautionary measures.

Compliance with all UAE legal requirements related to data privacy will be ensured.

### Visitor Information Centre

Visitor Information Centres have been established across the site.

- o All visitor facing counters to be protected by clear dividers.
- o Hand sanitizers to be provided at every location.
- o Capacity limits to be defined for each Centre with the maximum number of visitors permitted in the Centre displayed at the entrance.

- o Volunteers to be deployed to ensure social distancing is maintained, including monitoring of queues that start to form outside the Centre.

The above precautions will be implemented at any information kiosks and points, where applicable. General COVID-19 information will also be available on visitor maps and in the visitor guide.

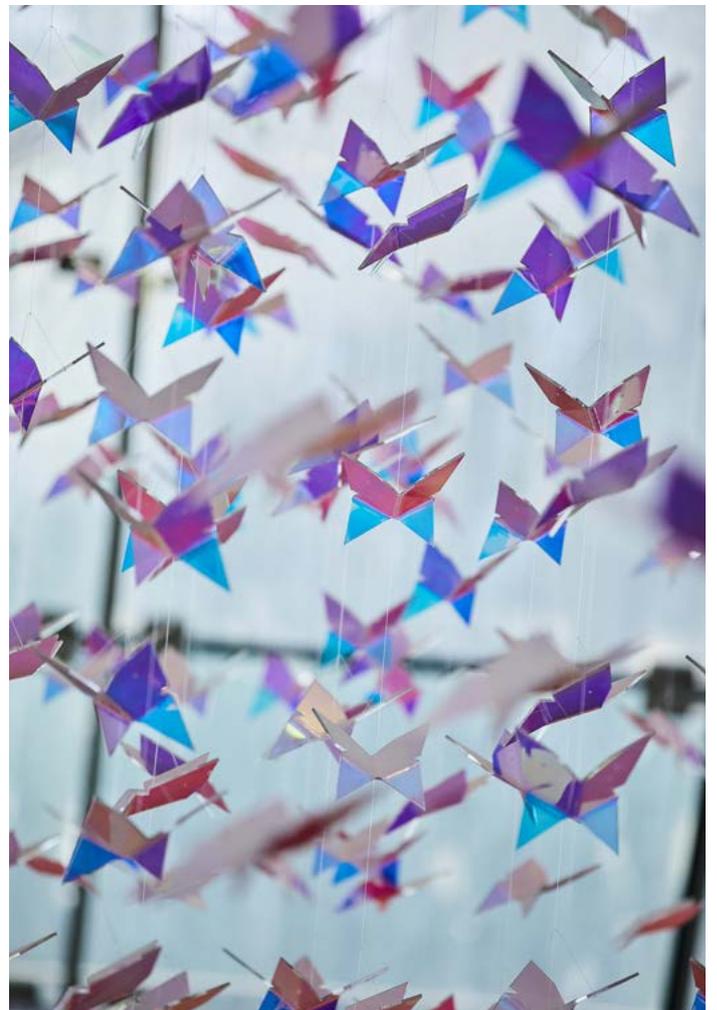
### Public Address and Voice Alarm (PAVA)

Expo's PAVA system will be used to convey key messages to reinforce COVID-19 precautions and associated behaviours. Messaging will be provided in Arabic and English and repeated every 30 minutes. One dedicated member of staff per shift will be permitted to use the PAVA system to avoid cross contamination.

### Expo 2020 Contact Centre

An Expo 2020 Contact Centre has been established for visitors that have any questions related to their visit to Expo 2020. The Contact Centre can be utilised by visitors who require information on COVID-19 precautions.

The Contact Centre number is (+971) 800 EXPO (3976) and included on the Expo 2020 website.



## PEOPLE OF DETERMINATION

We are committed to ensuring that COVID-19 does not negatively impact or exclude different guest groups. The following measures are implemented to ensure the protection of People of Determination (PoDs):

- o PoDs, and their companions to be provided with clear information on Expo 2020 COVID-19 precautions, and what it means for them.
- o Information to be readily conveyed to those with visual and hearing impairments and other physical and sensory disabilities.
- o Electronic information on COVID-19 precautions to be available on the website and adapted for people with sensory disabilities.
- o Where braille and hearing enhancement systems are used to convey information, they should be regularly sanitized to avoid the risk of transmission between users.
- o Training to be provided to workforce to address any concerns from PoDs related to COVID-19.
- o A suitable number of washrooms, toilets and prayer rooms which are accessible for PoDs to be provided, including any companions.
- o An adequate number of accessible hand sanitizers and hand washing facilities to be provided.
- o Dispensers and wipes to be placed in accessible locations, at appropriate heights, easy use, and clear information provided of their locations.
- o Sanitization before and after use of any specialist equipment for PoDs, including wheelchairs, headsets and visual aids.
- o First responders and Dubai Corporation for Ambulance Services (DCAS) staff to be trained to deal with suspected or confirmed cases from PoDs, including neuro-diverse conditions, such as autism.
- o Within enclosed spaces and venues, such as auditoriums, PoDs must not be unduly disadvantaged by social distancing and seating arrangements.
- o Venue operators to ensure adequate seating spaces are provided for wheelchair and mobility scooter users, and space provided to enable their companions and assistance dogs to accompany them.
- o Sight lines should not be compromised, and proximity maintained to signers, speakers (for lipreaders), hearing enhancement systems, and captioning systems
- o PoDs, and their companions, must not be unduly disadvantaged by social distancing and seating arrangements in cafes, bars and restaurants, with adequate seating arrangements, such as table heights and wheelchair spaces provided.







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