



WORLD TRADE CENTER®
METRO MANILA

B.E. SAFE PROGRAM

BUSINESS **E**VENTS



2020


Here at World Trade Center Metro Manila,

YOUR **SAFETY** IS IMPORTANT TO US.

As the Premier Accredited Member in the Philippines of the World Trade Centers Association (WTCA), with headquarters in New York, USA, and as a member of the Union des Foires Internationales (UFI), the global association of the exhibition industry, World Trade Center Metro Manila (WTCMM) is the most favored venue for major international and local exhibitions.

As we prepare to open our doors in the midst of Covid-19, WTCMM stands by its commitment to deliver unparalleled world-class service for clients and guests. The good health and safety of everyone remain our top priority and we will adapt new standards that will preserve safety and help mitigate risks in the spread of Covid-19, while providing a clean and secure environment and ensuring continued efficient and smooth delivery of services.

Protocols for all Exhibitions and Business Events that will be held in its exhibition halls and function rooms have been crafted for implementation to help restore your confidence in attending physical events at WTCMM.



WTCMM: B.E. SAFE is a dynamic document that will be subject for review and adjustment as we learn more about adapting to the new ways of staging exhibitions and events.

B U S I N E S S S

Body Temperature Check

Unofficial Visit

Social Distancing

Intelligible Signages

No Contact Registration

Efficient Monitoring

Safety Protocols

Self-Care

BODY TEMPERATURE CHECK

Screening of participants will be done jointly with organizers following local health guidelines. Temperature checks are mandatory before entering the WTCMM premises and building. Individuals registering a temperature of 37.5 °C or higher will be respectfully disallowed entry and will be discretely escorted to the designated isolation area for proper attention.

UNOFFICIAL VISITS

To reinforce safety protocols in the new normal, we discourage unofficial visits to lessen infection cases. Event organizers should determine the appropriate number of participants for our venue in accordance with local health guidelines to ensure every event is manageable and safe.

SOCIAL DISTANCING

To allow physical distancing through less dense capacity levels, WTCMM will enforce reduced capacity inside the lobby, exhibition halls and function rooms. Alternative ways to greet business partners are encouraged to avoid direct contact through handshakes. Digital alternatives are highly recommended for registration to avoid crowding in registration counters. Exchange of printed business cards and collateral materials is discouraged.

INTELLIGIBLE SIGNAGES

Health reminder signages, directional floor markings, staggered entry schedules will be highly visible both indoors and outdoors. Direct messaging to promote everyday protective health measures is present, including ways to stop the spread of virus by proper hand washing and wearing of face masks and face shield.



NO CONTACT REGISTRATION

Organizers shall facilitate a no-contact registration for participants. Online pre-registration is highly encouraged for screening and better crowd control. QR codes shall only be released to registered delegates to facilitate entry to the lobby, exhibition halls, and function rooms. Exhibitors are encouraged to take advantage of digital platforms for appointment setting to manage buyer traffic inside the exhibition halls and booths.

EFFICIENT MONITORING

WTCMM strictly adheres to local regulatory policies related to group gatherings. Hence, we will employ stringent monitoring of all events, making sure that WTCMM remains on top of things. From thoroughly regulating attendance, social distancing measures, and sanitation, to government mandated protocols, we have everything prepared, in place, and observed conscientiously.

SAFETY PROTOCOLS

WTCMM has safety protocols enforced in the premises. These include emergency procedures for guests, exhibitors and employees in order to respond appropriately during an emergency. In cases of fire, there are sufficient fire extinguishers and fire hose cabinets strategically situated within the building. There are also directional signs leading to the nearest exits.

SELF-CARE

WTCMM cares about your well-being. We encourage you to practice self-care. Your ability to maintain and promote health, prevent disease, and cope with illness and disability with or without the support of a health-care provider is known as self-care. Physical distancing, good respiratory hygiene, healthy eating, maintaining an active lifestyle, and frequent hand washing, are some of the important examples of self-care actions you can do every day to protect yourself and others against COVID-19.



E V E N T S

Enhanced
Contact
Tracing

Venue
Waste
Management

Emergency
Response

Notification &
Clearance to
Go

Timely
Response

Social
Responsibility

ENHANCED CONTACT TRACING

People in close contact with someone who is infected with Covid-19 are at higher risk of getting infected, and of potentially spreading the disease. Following government regulations on data collection, a contact tracing mechanism for all exhibitions and events shall be jointly implemented by Organizers and WTCMM.

VENUE WASTE MANAGEMENT

Proper waste disposal ensures that nothing ends up in the environment in an uncontrolled way to cause pollution, and worse, infection. Receptacles with lids for used face masks, gloves and PPEs will be placed in strategic areas and will be emptied, cleaned, and disinfected as needed.

EMERGENCY RESPONSE

We are prepared for any emergency. In cooperation with the Organizers, a qualified medical team and a separate isolation area will be available onsite during exhibitions and events. Participants who are unwell will be refused entry. Any guests detected to be exhibiting Covid-19 symptoms will be directed for medical attention following local health authority guidelines.

Emergency hotlines are displayed in the common areas for easy access and reference. Ambulance facilities are on stand-by during events.



NOTIFICATION AND CLEARANCE TO GO

WTCMM assures the public that utmost care is undertaken to ensure your safe visit to the venue. However, as added precaution, the venue has implemented notifications and clearances for compliance of employees and guests each time they enter the premises.

All exhibitors and visitors are requested to submit a duly accomplished Health Declaration Form to the Organizer and/or WTCMM to secure an entry clearance before proceeding to WTCMM.

Collection and processing of the data in the health declaration forms shall be for the sole purpose of effecting control of the COVID-19 infection. Any and all personal information provided will be protected by RA 10173, Data Privacy Act of 2012, and is required by RA11469, Bayanihan to Heal as One Act.

TIMELY RESPONSE

WTCMM has a well-coordinated emergency management plan in place where paramedics and health professionals are accessible and on stand-by during business hours to immediately address any situation. Safety protocols in case of fire, earthquake, typhoon and prolonged power outage and other unexpected natural disasters are also implemented along with the new procedures to cope with the health pandemic. This ensures that whatever happens, the venue can respond in a timely and orderly fashion.

SOCIAL RESPONSIBILITY

Ensuring the safety of employees and visitors is a Standard Operating Procedure (SOP) of WTCMM. We encourage social responsibility when visiting WTCMM. By extending care to oneself and others will ensure everyone's safety and protection. Knowing the basic etiquette in social distancing and wearing of face masks and face shields can help our company provide you with a socially responsible venue that is orderly and protected.



S A F E

Sanitation

Air Quality

Face Masks &
Face ShieldsEfficient
Capacity
Control

SANITATION

WTCMM shall undertake thorough and regular disinfection, sanitation, and misting of all general facilities and furnishings, with focus on exhibition halls and function rooms, before and after each show. Thorough cleaning of frequently touched surfaces will be regularly done in common areas, such as lobby, loading bays, toilets, escalators, ATMs, vending machines and dining areas.

AIR QUALITY

Based on parameters released by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE), the WTCMM Exhibition Halls ascribe to the minimum standards of providing Acceptable Indoor Air Quality.

The Heating, Ventilation and Air Conditioning (HVAC) and Local Exhaust Ventilation (LEV) systems re-condition and circulate air as part of the ventilating and air-conditioning system. It takes in outside fresh air to mix with re-circulating indoor air. From the ducts, air is filtered and reconditioned before fresh air is supplied to the exhibition halls. Washable MERV-8 air filters efficiently catch dust, pollens, allergens, particles and other impurities and foreign materials from the air which allow the system to produce acceptable indoor air quality. Warm air runs through the cooling coil system, and during this process, the air-cooled condensing unit (ACCU) cools the refrigerant, removes the heat, and pushes out cold air through the fan blower. The air ducts distribute the conditioned air through the supply duct and out to the diffusers. In turn, the warm air that rises returns to the AHU through the return duct. This air circulation cycle repeats. Lastly, the local exhaust ventilation (LEV) system flushes out and displaces excess saturated indoor air, pollutants and aerosols.



FACE MASKS AND FACE SHIELDS

To show care for others, wearing of face masks and face shields will be strictly observed for everyone entering the building. This not only protects the wearer, but everyone else around. A *No Face Mask and Face Shield No Entry* policy will be strictly implemented. Proper respiratory etiquette must also be observed at all times.

EFFICIENT CAPACITY CONTROL

Organizers shall abide by the maximum people capacity established by WTCMM inside the Exhibition Halls and Function Rooms at any given time. Entry of people will be strictly controlled to ascribe to the required physical distancing measures inside the building. One-way traffic will also be instituted to avoid overcrowding of visitors.

Efficient control of vehicles and guests will begin from the premises' Gate 1 to better manage crowding of drop-off points and driveway to avert clogging of queuing areas prior to entry to the lobby and exhibition halls. There will only be one designated main entrance to the lobby and exhibition halls and one designated exit point from the exhibition halls and lobby to allow orderly movement of people. Overcrowding, huddling and loitering of guests in any area of the building is strictly prohibited. Separate entrance and exit points will be designated for Senior Citizens, physically challenged individuals and pregnant women.

THE MOST IMPORTANT PART OF THIS PROCESS IS **YOU!**

World Trade Center Metro Manila remains to be the most sought-after world-class venue of the largest and the most prestigious international and local exhibitions in the country. We look forward to your friendly cooperation as we commit to providing you a safe, enjoyable, and worry-free experience in WTCMM.





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