

When you attend MRO Americas 2021, you can expect to see that health and safety is a priority, and that a range of measures are in place to ensure everyone involved is able to enjoy a safe, hygienic, productive and high-quality organized event experience.

All Informa events will be run according to official government and local authority guidance in the first instance, as well as any venue or location-specific regulations. In addition, all Informa events will follow the [ten Informa AllSecure priority commitments](#). Wherever applicable and possible, our events will also apply the fuller range of standards and guidelines described in the [Informa AllSecure guidebook](#).

When You Arrive on Site

ALL ATTENDEES

Upon arrival, attendees will enter the facility and may be asked to participate in a health screening.

- Please follow all signage directing you to the registration area
- Separate doors will be designated as entrances and exits
- All attendees must collect badges before entering the exhibition or conference
- All attendees are expected to wear masks/facial coverings while at the event

When you Arrive on Site

EXHIBITORS

- You can pick up a bracelet for set-up, and then pick up your badge during registration hours.
- Exhibitors and stand-builders that need to unload at the loading dock will be directed to the marshalling yard.

Physical/Social Distancing

ALL ATTENDEES

- **All event activities should take place with social/physical distancing in mind.**
- **Please keep a 4-6-foot distance between yourself and other attendees.**
- Avoid handshakes and embraces as greetings, and avoid sharing printed business cards
- Take advantage of event technology! Use the [MRO Event app](#) to connect with other attendees, find exhibitors and get the latest event information
- Floorplans have been adjusted, aisles have been widened and considerations have been made in the event setup to allow for adequate crowd distribution

Physical/Social Distancing

Exhibitors

MRO Americas is adhering to social/physical distancing in all facets of the event. Considerations have been made in conference rooms, at registration and we are asking our exhibitors to adhere to this policy during the exhibition.

- All booth activities (meetings, receptions, demonstrations, etc.) should accommodate for social distancing. We request that you staff your booth to not exceed

2 booth personnel per 10 x 10 space at any one time.

$$10 \times 10 = 2$$

$$10 \times 20 = 4$$

$$20 \times 20 = 8$$

$$20 \times 30 = 12$$

$$20 \times 40 = 16$$

$$20 \times 50 = 20$$

- Meeting areas, furniture in your booth should be arranged to accommodate a safe physical distance between booth personnel and tradeshow visitors.
- Take advantage of event technology
 - Use [lead retrieval](#) for contact-free scanning of attendee badges to effectively follow up on leads from the event!
 - Connect with attendees through the [MRO Event app](#) and post regularly in the activity feed.

Booth Activities

- Please limit physical giveaways at the booth to avoid high touch points

Stand Catering/Receptions

When planning receptions or catering at your booth, please consider the following:

- All receptions are limited to after 1 pm and must have approval from show management. There must be adequate space in or near your booth to host a reception
- Outside catering is STRICTLY PROHIBITED at this event. Waivers will not be granted and all food and beverage must come from the Official supplier: Centerplate.

Tips and suggestions for Exhibitors

- Exhibitors are encouraged to ship to the advanced warehouse in order to more manage freight processing in a more controlled environment.
- Consider touchless (electronic and digital) alternatives to engagement, collateral material and giveaways

Registration

ALL ATTENDEES

No Contact Registration

- For maximum badging efficiency, please come prepared with your barcode confirmation ready to display on your mobile device.
- All attendees are strongly encouraged to [register online](#) prior to arriving at the event. Online registration will remain open throughout the event. Retrieve your badge simply by sharing your name or barcode when you arrive
- Signage and floor markings will indicate safe distances for attendees while lining up/queueing for badges and at food and beverage areas
- Registration staff will have enhanced personal protection equipment including masks, gloves, sanitizing products and sneeze guards to ensure safety.

Registration EXHIBITORS

Avoid lines!! Exhibitors may collect badges on setup days to avoid crowds and allow for easy access to the hall before the show open

- Please come prepared with your barcode confirmation ready to display on your mobile device.

Registration Hours:

Avoid the crowds pick up before show days!

Monday, April 26	8:00 AM - 5:00 PM
Tuesday, April 27	7:30 AM - 5:30 PM
Wednesday, April 28	7:30 AM - 6:30 PM
Thursday, April 29	8:00 AM - 1:00 PM

Show Hours:

Tuesday, April 27	10:30 AM - 5:30 PM
Wednesday, April 28	9:30 AM - 5:30 PM
Thursday, April 29	9:00 AM - 1:00 PM

Hygiene

ALL ATTENDEES

- **All Attendees will need to wear masks or face coverings for the duration of the event.**
 - Individual(s) should wash their hands before putting on a face covering.
 - Same side of the mask should be placed against the face/mouth each time to avoid wearing the “contaminated side” against the nose and mouth.
 - Face covering should be removed using the straps, and avoid touching the part which protects the face.
 - Reusable face masks should be worn no more than twice, then wash or replace with a fresh mask.
- Additional hand sanitizing stations have been added to lobby areas and near Food and Beverage outlets.
- **Wash your hands often!** Especially when you’ve been in high touch areas like on escalators, in elevators or seating areas.
- **AVOID touching the eyes, nose and mouth.**
- Public self-serve water stations with any touch point will not be available.

Hygiene EXHIBITORS

- Stand cleaning is available from Freeman
- We request that you regularly disinfect your stand throughout the event
- Please remove waste regularly in designated bins and through_pre-ordered stand cleaning services

Health Checks

ALL ATTENDEES

Show management is closely monitoring the advice from local health authorities on screening participants and we will follow that guidance. This may mean we use contactless temperature screening to identify anyone who has a high temperature. Anyone who presents a high temperature will be denied entry to the event and appropriate medical attention will be offered.

- Attendees showing symptoms will be asked to leave the venue or be evaluated by our on-site medical team.
- If you are not feeling well, or are beginning to show symptoms, please do not come to the event.
- If you begin to feel unwell at the event, on-site medical personnel are available to assist. Please contact the nearest Aviation Week, OCCC, or security staff personnel to be directed to the medical team.

Health Checks EXHIBITORS

- Exhibitors and stand-builders in the hall during setup hours will be expected to adhere to temperature screening.
- High contact touch points such as tools, equipment, materials should be sanitized regularly.
- Additional PPE including gloves, face shields are recommended.

Go with the Flow (of traffic)

ALL ATTENDEES

- One-way aisles may be implemented within the exhibition hall, on the concourse and/or at registration to minimize physical contact and bottle necks.
- Entrance Only and Exit Only doors will be implemented.
- Attendees are discouraged from gathering at entrances and causing traffic jams.
- If an entrance is crowded, please take advantage of a lobby networking area until the crowd disperses, and entrances are clear.
- Time your visit carefully.

Food and Beverage Areas

ALL ATTENDEES

New practices and policies are in place including:

- 3 Ply Surgical Masks & Gloves for all Staff
- New, Targeted Cleaning Solutions
- Expanded Sanitizer Stations
- Increased Cleaning Schedule
- Elevated Training for all Team Members
- Employee Wellness Screening Upon Arrival
- Freedom Pay
- Point of Sale Barriers
- Wrapped Silverware
- PC Condiments
- Outdoor Seating Options

Conference Delegates

- Arrive at sessions early to avoid lines.
- Attendees will be admitted to all sessions through the use of contactless badge scanning.
- Attendees will be asked to clear all conference rooms after sessions have finished for cleaning to take place. Please help us expedite this process by exiting rooms at the end of sessions.
- Seating will be limited to allow for adequate distancing.
- All social distancing measures and protocols are also expected during conference sessions including the wearing of masks and spacing between seating.

Local Information and Resources

[Orange County, Florida Government Executive Orders](#)

[City of Orlando COVID-19 Update](#)

[Visit Orlando Healthy Travel & Reopening Information](#)

[Orlando International Airport COVID-19 Operational Update](#)

[State of Florida Information Links](#)

EVENT DATES:

April 27-29, 2021

EXHIBITION

April 27-29, 2021

MRO AMERICAS CONFERENCE

April 27-29, 2021

MALMS CONFERENCE

April 28-29, 2021

MRO LATIN AMERICA CONFERENCE

April 27-28, 2021

REGISTRATION

S220

April 26-29, 2021

EXHIBITOR MOVE-IN

Saturday, April 24, 2021

1:00 PM - 7:00 PM

Booths 600 sqft or larger and multi level booths only

Sunday, April 25, 2021

8:00 AM - 8:00 PM

All Exhibitors

Monday, April 26, 2021

8:00 AM - 8:00 PM

All Exhibitors

Tuesday, April 27, 2021

8:00 AM - 9:30 AM

All Exhibitors

LOCATION:

Orange County Convention Center
Orlando, Florida
South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com

ORANGE COUNTY CONVENTION CENTER RECOVERY AND RESILIENCY FIVE-STEP PROGRAM

The OCCC's Recovery and Resiliency Guidelines presents the following guidelines to keep guests, employees, and community safe during scheduled trade shows, conventions and events.

The OCCC will implement a five-step program for a phased approach:

1. Follow Mayor Jerry L. Demings' Economic Recovery Task Force recommendations for economic resiliency.
2. Observing reduced occupancy at the OCCC, physical distancing measures and following event gathering recommendations under the current CDC, county, state and federal guidelines.
3. Adherence to the phased approach of federal regional gating criteria before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the OCCC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. Center employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves allows the OCCC to host events and increases the safety of our guests and employees.

GENERAL HEALTH AND SAFETY GUIDELINES

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all OCCC guests, employees and Service Partners.

Physical Distancing

In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators and moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Non-contracted spaces will be monitored by security. The OCCC discourages handshakes and other forms of physical greetings.

Hand Sanitizers and Hand Wash Stations

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas and entrances in OCCC public spaces.

Public Spaces and Communal Front of the House Areas

The OCCC Environmental Services staff conducts daily cleaning of all door handles throughout the campus. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, dining surfaces, all seating areas and tables.

EVENT DATES:

April 27-29, 2021

EXHIBITION

April 27-29, 2021

MRO AMERICAS CONFERENCE

April 27-29, 2021

MALMS CONFERENCE

April 28-29, 2021

MRO LATIN AMERICA CONFERENCE

April 27-28, 2021

REGISTRATION

S220

April 26-29, 2021

EXHIBITOR MOVE-IN

Saturday, April 24, 2021

1:00 PM - 7:00 PM

Booths 600 sqft or larger and multi level booths only

Sunday, April 25, 2021

8:00 AM - 8:00 PM

All Exhibitors

Monday, April 26, 2021

8:00 AM - 8:00 PM

All Exhibitors

Tuesday, April 27, 2021

8:00 AM - 9:30 AM

All Exhibitors

LOCATION:

Orange County Convention Center
Orlando, Florida
South Halls

Allison Gold
Senior Manager, Events
+1 718.501.7675
allison.gold@aviationweek.com

Anita Joyce Wright
Associate Manager Events
+1 718.730.3192
anitajoyce.wright@aviationweek.com

Case Notification

If the OCCC is alerted to a presumptive case of COVID-19 at the OCCC, the proper staff will work with the Florida Department of Health to follow the appropriate actions recommended.

Parking at the OCCC

OCCC parking operations will continue to accept cash or credit card payments and a receipt will be issued.

Signage

The OCCC has placed signage throughout the North-South Building and West Building strongly encouraging attendees to follow CDC regulations of physical distancing and health guidelines.

OCCC SANITATION AND CLEANING PROTOCOLS

The top priority for the OCCC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for exhibit halls. The OCCC uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. The Center continues to work with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

The OCCC has also received the GBAC STAR™ accreditation on outbreak prevention, response and recovery. Recognized as the gold standard of safe venues, GBAC STAR™ provides third-party validation to ensure the implementation of rigorous protocols in response to biorisk situations.

Cleaning Systems

The OCCC is utilizing ozonated water as a sanitizing agent on an as needed basis in meeting rooms in accordance with the GBAC standard. With 13 systems on hand, the OCCC's green cleaning ozonated water systems utilize oxygen as a disinfectant. The liquefied ozone is also being used as a cleaning agent for deep cleaning carpets and scrubbing exhibit hall floors between events. Ozone water foggers will also be used to enhance sanitizing efforts.

Industrial Grade Scrubbing Machines

The OCCC utilizes industrial powered machines to sanitize and scrub exhibit hall floors across the West and North-South Buildings. The M30 Ride-On Sweeper-Scrubber and Tennant T12 Ride-On Floor Scrubber machines deliver exceptional sweeping and scrubbing technology and is used to clean exhibit hall floors in between every event. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad, without the use of harsh cleaners.



Show Information/Policies OCCC Health and Safety Precautions

EVENT DATES:

April 27-29, 2021

EXHIBITION

April 27-29, 2021

MRO AMERICAS CONFERENCE

April 27-29, 2021

MALMS CONFERENCE

April 28-29, 2021

MRO LATIN AMERICA CONFERENCE

April 27-28, 2021

REGISTRATION

S220

April 26-29, 2021

EXHIBITOR MOVE-IN

Saturday, April 24, 2021

1:00 PM - 7:00 PM

Booths 600 sqft or larger and multi level booths only

Sunday, April 25, 2021

8:00 AM - 8:00 PM

All Exhibitors

Monday, April 26, 2021

8:00 AM - 8:00 PM

All Exhibitors

Tuesday, April 27, 2021

8:00 AM - 9:30 AM

All Exhibitors

LOCATION:

Orange County Convention Center

Orlando, Florida

South Halls

HVAC

In accordance with existing operational policies, the HVAC systems will continue to remain running 24-hours a day in the front of house areas while maintaining less than 60% humidity as per industry standards. The HVAC systems in the exhibit halls will run 24-hours a day while occupied and fresh air exhaust will be utilized during move-in and move-out. HVAC HEPA filters will be maintained and replaced every 3 months, or as needed.

Personal Protective Equipment (PPE)

All individuals will be required to wear face coverings while in Orange County, Florida. Clients and guests should check current CDC recommendations, state guidelines, and local ordinances prior to arrival. It is the responsibility of each individual to provide their own face covering.

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com