

Comments received on “Organization of Exhibitions - Recommendations and Requirements”

S. No	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
1	3.4	te	Buyer – Any organization or individual buying space/stall in the exhibition from exhibition organizer.	Replace the title of term ‘ buyer ’ with ‘ exhibitor ’ Modified: Buyer Exhibitor - Any organization or individual buying space/stall in the exhibition from exhibition organizer.	<p align="center">Not Accepted</p> <p>It has been decided to remove the term 'Buyer' from the document as it creates ambiguity.</p> <p>In the context of organizing an exhibition, the terms '<i>Buyer</i>' and '<i>Exhibitor</i>' refer to the same entity.</p>
2	3.6	te	Exhibitors – organization or individual get the chance to interact with the visitors attending the exhibition show (attendees) and sell to them or get them to invest in their company.	<ol style="list-style-type: none"> 1. Replace the text ‘get the chance’ with “who book booth space” 2. Remove the text ‘and sell to them or get them to invest in their company’ at the end of sentence. Modified:	<p>Partially Accepted:</p> <p>Modified the definition of Exhibitor:</p> <p>Any organization or individual buying space/stall in the exhibition from exhibition organizer.</p>

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				<p>Exhibitors - organization or individual get the chance who book booth space and to interact with the visitors attending the exhibition show (attendees) and sell to them or get them to invest in their company.</p>	
3	3.7	ge	<p>Exhibition Manual - electronic or physical document containing event information, rules and regulations, plans and other information pertinent to the exhibition.</p>	<p>Replace the text “to the exhibition” with “for exhibitors”</p> <p>Modified:</p> <p>Exhibition Manual - electronic or physical document containing event information, rules and regulations, plans and other information pertinent to the exhibition for exhibitors.</p>	<p>Partially accepted</p> <p>Modified:</p> <p>electronic or physical document containing event information, rules and regulations, plans and other information pertinent to exhibitors.</p>
4	3.9	te	<p>External provider – Organization or individual providing products or services to exhibition organizer.</p> <p>Note: in contractual situation, external provider is sometimes called contractor.</p>	<p>Proposed changes during meeting:</p> <p>External provider – Organization or individual (third-party entity) providing products or services to exhibition organizer or</p>	<p>Accepted</p>

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				exhibitor. Also known as service provider.	
5	3.9	ed	<p>External provider – Organization or individual providing products or services to exhibition organizer.</p> <p>Note: in contractual situation, external provider is sometimes called contractor.</p> <p>Risk — Effect of uncertainty</p>	<p>Remove the following text Risk — Effect of uncertainty</p>	<p>Accepted</p> <p>Typo correction</p>
6	3.10	te	<p>Service Provider - third-party entity that provides products or services related to the exhibition.</p>	<p>Add the text at the end of definition “to exhibitor or organiser”</p> <p>Modified:</p> <p>Service Provider - third-party entity that provides products or services related to the exhibition to exhibitor or organiser.</p>	<p>It has been decided to remove the term ‘Service Provider’</p> <p>Justification:</p> <p>In the document, we use the general term ‘external provider’ to refer to all service or product providers.</p> <p>Adding the term ‘service provider’ creates confusion.</p>
7	3.11	ge	<p>Service Level Agreements -Documented agreement between the client and provider that identifies services and service targets,</p>	<p>Replace ‘client’ with “service recipient and service” in the definition:</p>	<p>Accepted</p> <p>Justification:</p>

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			including prerequisites for service levels and measures for performance.	<p>Service Level Agreements - Documented agreement between the client service recipient and service provider that identifies services and service targets, including prerequisites for service levels and measures for performance.</p>	<p>By adding service recipient & service provider bring more clarity in this context.</p> <p>Modified text:</p> <p>Documented agreement between the service recipient and service provider that identifies services and service targets, including prerequisites for service levels and measures for performance.</p>
8	3.12	ge	Trade Exhibition - exhibition that promotes trade and commerce and is attended primarily by trade visitors.	<p>Add 'An' in the starting of sentence:</p> <p>Modified:</p> <p>Trade Exhibition – An exhibition that promotes trade</p>	<p>During the meeting, the definition is modified:</p> <p>An exhibition where exhibitor can showcase their products and services,</p>

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				and commerce and is attended primarily by trade visitors.	and introduce themselves to industry partners and business visitors.
9	3.13	ge	Visitor – A person who attends an exhibition, with the purpose of gathering information, making purchases or contacting exhibitor.	<p>Replace the ‘contacting exhibitor’ with ‘explore business opportunities.’</p> <p>Proposed:</p> <p>Visitor - A person who attends an exhibition, with the purpose of gathering information, making purchases or contacting exhibitor explore business opportunities.</p>	<p>Partially accepted</p> <p>Modified:</p> <p>A person who attends an exhibition, with the purpose of gathering information, making purchases or explore business opportunities.</p>
10	4.1 (a)	ge	a) Trade Exhibition - An exhibition where exhibitor can showcase their products and services, and introduce themselves to industry partners and visitors.	<p>Add ‘business’ as mentioned below:</p> <p>Proposed:</p> <p>a) Trade Exhibition - An exhibition where exhibitor can showcase their products and services, and introduce themselves to industry partners and business visitors.</p>	<p>Partially accepted</p> <p>Modified:</p> <p>Trade Exhibition - An exhibition where exhibitor can showcase their products and services, and introduce themselves to industry</p>

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					partners and business visitors.
11	4.1 (b)	ge	<p>b) Consumer Exhibition</p> <p>An exhibition where exhibitor display and sell their products and services directly to end users, i.e. consumers.</p>	<p>1. Replace ‘end users’ with ‘visitors’</p> <p>2. Replace ‘consumer’ with ‘visitors’ in NOTE. Add ‘use of service’ in the end.</p> <p>b) Consumer Exhibition</p> <p>An exhibition where exhibitor display and sell their products and services directly to end user’s visitors i.e. consumers.</p>	<p>Partially accepted</p> <p>Modified:</p> <p>b) Consumer Exhibition</p> <p>An exhibition where exhibitor display and sell their products and services directly to visitors i.e. customer.</p>
12	4.1 (b) Note	ge	<p>Note - This exhibition allows consumers to interact firsthand with the offerings, gaining insights about latest products and services, feedback on demand of consumers and making informed purchasing decisions.</p>	<p>1. Use visitors instead of consumers and add ‘or use of service’ in following text:</p> <p>Note - This exhibition allows consumers visitors to interact firsthand with the offerings, gaining insights about latest products and services, feedback on demand of consumer’s visitors and making informed purchasing or use of service decisions.</p>	<p>Accepted</p>

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13	4.1 (c)	te	<p>c) Education exhibition</p> <p>An exhibition in which exhibitors showcase their educational programmes and courses offered to the students, duration and seats availability of courses, eligibility criteria, admission process, facilities, institute ranking, locations and fee structure of the institute.</p> <p>Note- Education exhibition offers an extensive array of educational resources, opportunities to network with peers, and insights into the latest trends in education. The exhibitors in such exhibition are generally institutions, but may include education consultants also.</p>	Remove this clause.	<p>Accepted</p> <p>This type of classification will cover in consumer exhibition.</p>
14	4.2 (a)	te	<p>a) Business to Business (B2B) Exhibition</p> <p>A Business to Business (B2B) exhibition are focussed on business partners of the industry in which exhibitors of specific industry can showcase and demonstrate their new products and services.</p>	<p>1. Replace the text “focussed on business partners of the industry in which” with “events where”</p> <p>2. Add “to trade/ business visitors” as mentioned below:</p> <p>a) Business to Business (B2B) Exhibition</p> <p>A Business to Business (B2B) exhibition are focussed on</p>	<p>Accepted</p> <p>Modified definition:</p> <p>Business to Business (B2B) Exhibition:</p> <p>An exhibition which focuses on the specific industry in which exhibitors showcase and demonstrate their products and services</p>

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				business partners of the industry in which events where exhibitors of specific industry can showcase and demonstrate their new products and services to trade / business visitors	to trade/business visitors.
15	4.2 (a) Note 2	ge	(2) Attendance is generally restricted to these stakeholders and is often by invitation only.	Replace ' these ' with ' business ' in following text: (2) Attendance is generally restricted to ' these ' ' business ' stakeholders and is often by invitation only.	Accepted
16	4.2 (b)	ge	b) Business to Customer (B2C) Exhibition A Business to Consumer (B2C) exhibition in which general public can visit and purchase goods and services displayed by exhibitors are brought together with exhibitors for display and selling of goods and services.	Proposed Changes: A Business to Consumer (B2C) exhibition is an event where in which general public can visit and purchase goods and services displayed by exhibitors. are brought together with exhibitors for display and selling of goods and services.	Not Accepted Modified definition: An exhibition which focus on customer in which exhibitors showcase and demonstrate their products and services to public.

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17	4.2 (b) Note 2		(2) Consumers are benefitted from a diverse product mix , expert advice, education and entertainment.	Replace 'mix' with 'and range of products.' Consumers are benefitted from a diverse and range of products, expert advice, education and entertainment.	Accepted
18	5.1		<p>Statutory and Regulatory Requirements</p> <p>Exhibition organizers shall comply with applicable statutory and regulatory requirements including permissions from local authorities to host an exhibition such as 'No Objection Certificate (NOC)' from the fire department, police permission and approvals from local government bodies, liquor license, where needed.</p>	<p>Replace the text 'where needed' with 'as required':</p> <p>5.1 Statutory and Regulatory Requirements</p> <p>Exhibition organizers shall comply with applicable statutory and regulatory requirements including permissions from local authorities to host an exhibition such as 'No Objection Certificate (NOC)' from the fire department, police permission and approvals from local government bodies, liquor license 'where needed' as required.</p>	Accepted

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19	5.2	te	<p>The exhibition organizer shall carry-out risk assessment to identify potential risk involved in organizing exhibition. All sources of uncertainty and both beneficial and detrimental effects that might be relevant to exhibitor, venue, attendee, visitor shall be taken into account for risk assessment. Preferably physical surveys should be conducted to identify the risks involved.</p> <p>The output from risk identification shall be recorded as a list of risks, causes and consequences specified. A documented mitigation plan for identified risks shall be prepared by the exhibition organizer. The records of risk assessment shall be maintained.</p>	<p>Proposed Changes:</p> <p>The exhibition organizer shall carry-out risk assessment to identify potential risk involved in organizing exhibition. All sources 'areas' of uncertainty and both beneficial and detrimental effects that might be relevant to exhibitor, venue, attendee, visitor should be analysed shall be taken into account for risk assessment. Preferably physical surveys 'at venue' should be conducted to identify the risks involved.</p> <p>The output from feedback of risk identification analysis shall be recorded as a list of risks, causes and consequences specified. A documented mitigation plan for identified risks shall be prepared by the exhibition organizer. The records of risk assessment shall be maintained.</p>	<p>Partially accepted</p> <p>Modified:</p> <p>The exhibition organizer shall carry-out risk assessment to identify potential risk involved in organizing exhibition. All areas and sources of uncertainty that might be relevant to exhibitor, venue, attendee, visitor shall be analyzed for risk assessment.</p> <p>Preferably, physical surveys at venue should be conducted to identify the risks involved.</p> <p>The feedback of risk identification analysis shall be recorded as a list of risks, causes and consequences specified.</p> <p style="text-align: right;">A</p>

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					documented mitigation plan for identified risks shall be prepared by the exhibition organizer. The records of risk assessment shall be maintained.
20	5.2 Note 1 (f)	ge	f) which human aspects and organizational factors might apply.	Replace ' which ' with ' what ': Modified: f) 'which' ' what ' human aspects and organizational factors might apply.	Accepted
21	6.1 (d)	te	Operational Planning For operational planning and control, the exhibition organizer shall ensure the following: a) A team shall be constituted with designated Team Leader to execution and monitoring the activities of the exhibition; b) The roles and responsibilities of each member of the team are defined, understood and communicated to all concerned; c) The teams performing their task are trained	Proposed Text: Operational Planning For operational planning and control, the exhibition organizer shall ensure the following: a) A team shall be constituted with designated Team Leader to execution and monitoring the activities of the exhibition;	Not Accepted Modified Clause: Operational Planning For operational planning and control, the exhibition organizer shall: a) constitute teams

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			<p>to carry out their respective tasks;</p> <p>d) Right mechanisms shall be in place to meet the requirements of each activity;</p> <p>e) Right contracts have been negotiated with the suppliers/external providers and delivery shall be managed effectively;</p> <p>f) Communication with stakeholders is established and effective; and</p> <p>g) Establish adequate documentation to demonstrate implementation of planned activities.</p> <p>Note – A checklist for operational planning for guidance may be used (refer Annex A).</p>	<p>b) The roles and responsibilities of each member of the team are defined, understood and communicated to all concerned;</p> <p>c) The teams performing their task are trained to carry out their respective tasks;</p> <p>d) Right Appropriate mechanisms shall be in place to meet the requirements of each activity;</p> <p>e) Right Appropriate contracts have been negotiated with the suppliers/external providers and delivery shall be managed effectively;</p> <p>f) Communication with stakeholders is established and effective; and</p> <p>g) Establish adequate documentation to demonstrate implementation of planned activities.</p>	<p>with designated team leaders for execution and monitoring the activities of the exhibition;</p> <p>b) define the roles and responsibilities of each member of the team and communicated;</p> <p>c) provide training to the members of the teams performing specific tasks;</p> <p>d) mechanisms be in place to meet the requirements of each activity;</p> <p>e) sign an agreement with external provider for effective and timely delivery;</p> <p>f) maintain communication with stakeholders for participation in the</p>

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					exhibition; and g) maintain documentation of operational planning activities and implementation;
22	6.2 (a)	ge	<p>Exhibition Plan</p> <p>a) Selection of city and location followed by finalization of venue according to the exhibition requirements;</p>	<p>Remove city from the text:</p> <p>a) Selection of city and location followed by finalization of venue according to the exhibition requirements;</p>	<p>Accepted</p> <p>Modified: Selection of location followed by finalization of venue according to the exhibition requirements;</p>
23	6.3	ge	<p>Exhibition Manual</p> <p>The exhibition organizer shall prepare exhibition manual which shall include, but not limited to the following:</p> <p>a) Introduction about exhibition; b) Exhibition plan; b) Details of exhibition and execution plan exhibitors and their products and services;</p>	<p>Proposed text:</p> <p>Exhibition Manual</p> <p>The exhibition organizer shall prepare exhibition manual which shall include, but not limited to the following:</p> <p>a) Introduction about exhibition;</p>	<p>Partially accepted</p> <p>Modified Clause:</p> <p>Exhibition Manual</p> <p>The exhibition organizer shall prepare exhibition manual which shall include,</p>

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			<ul style="list-style-type: none"> c) Duration of exhibition; d) Constitution of teams, their roles & responsibility along with contact details; e) Venue layout/location & address/contact information; f) Exhibition Do's/Don'ts; g) Details of partnerships/sponsorships h) Amenities and services (restrooms, first aid, F&B) i) Engagement activities (workshop, demonstrations, special activity opening ceremony, guest speakers); j) Safety & Security (establishment of helpline number(s), display of emergency contact number at prominent locations) k) Legal requirements and its compliance. 	<ul style="list-style-type: none"> b) Exhibition plan; b) Details of exhibition and execution plan exhibitors and their products and services; c) Duration of exhibition; d) Constitution of teams, their roles & responsibility along with contact details; e) Venue layout/location & address/contact information; f) Exhibition Do's/Don'ts; g) Details of partnerships/sponsorships h) Amenities and services (restrooms, first aid, F&B) i) Engagement activities (workshop, demonstrations, special activity opening ceremony, guest speakers); j) Safety & Security (establishment of helpline number(s), display of emergency contact number at prominent locations) k) Legal requirements and its compliance. 	<p>but not limited to the following:</p> <ul style="list-style-type: none"> a. Introduction about exhibition; b. Exhibition plan; c. Details of exhibition and execution plan. d. Duration of exhibition; e. Constitution of teams, their roles & responsibility along with contact details; f. Site location & address/contact information; g. Venue layout; h. Exhibition Do's/Don'ts; i. Amenities and services (restrooms, first aid, F&B etc) j. Engagement activities

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					(workshop, demonstrations, special activity opening ceremony, guest speakers); k. Safety & security arrangements l. Legal requirements and its compliance.
24	6.4.1(d)	ge	Logistics management (inward & outward movement of goods, storage etc);	Add – transportation Modified: Logistics management (transportation, inward & outward movement of goods, storage etc.);	Accepted Justification: By adding transportation brings more clarity
25	6.4.1(e)	ge	Availability of hotels near the venue;	Replace ‘hotel’ with ‘accommodation’ Modified: Availability of accommodation hotels near the venue;	Accepted

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26	6.4.1(f)		Environmental conditions and facilities for comfortable climatically conditions;	<p>Replace ‘Environmental’ with Weather and remove ‘for comfortable climatically conditions’ as mentioned below:</p> <p>Modified: Environmental Weather conditions and facilities for comfortable climatically conditions;</p>	<p>Accepted</p> <p>Modified: Weather conditions and facilities;</p>
27	6.4.1	ge	Note: It is preferred to have an agreement between the exhibition organizer and venue owner on availability of infrastructure and terms and conditions of use including payment terms to avoid any confusion and dispute.	<p>Remove the NOTE.</p> <p>Incorporate this note as a separate clause in the document</p>	<p>Accepted</p> <p>Added as clause 6.4.5</p>
28	6.4.3	te	The exhibition organizer shall provide insurance coverage for all stakeholders including their life and physical assets present inside the venue during the exhibition period. The exhibition organizer shall acquire a comprehensive insurance policy and share the details of the coverage with the stakeholders.	<p>Proposed text:</p> <p>The exhibition organizer shall provide appropriate insurance coverage to cover its risks. for all stakeholders including their life and physical assets present inside the venue during the exhibition period. The exhibition organizer shall</p>	<p>Partially Accepted</p> <p>Justification: Third party liabilities is a wider term includes visitors as</p>

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				<p>acquire a comprehensive insurance policy and share the details of the coverage with the stakeholders.</p> <p>The exhibition organizer shall inform all its exhibitors / service providers / contractors to obtain adequate insurance policy to cover their risks during the exhibition period.</p>	<p>Modified:</p> <p>The exhibition organizer shall obtain appropriate insurance coverage to cover its risks and third-party liabilities.</p> <p>The exhibition organizer shall inform all its exhibitors / service providers / contractors to obtain insurance coverage to cover their risks and third-party liabilities during the exhibition period.</p>
29	6.4.5	te		<p>Incorporate following Clause as 6.4.5:</p> <p>6.4.5 An agreement shall be signed between the exhibition organizer and venue management on availability of infrastructure and terms and</p>	<p>Accepted</p>

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				conditions including payment terms to avoid any confusion and dispute.	
30	6.5.1		The exhibition organizer shall identify the processes and services needs to be outsourced. Before selection of outsourced agency, the exhibition organizer shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes and services in accordance with the need and expectations.	<p>Proposed text:</p> <p>The exhibition organizer shall identify the processes and services needs to be outsourced. Before selection of outsourced agency, the exhibition organizer shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes and services in accordance with the need and expectations</p>	<p>Partially accepted</p> <p>Modified:</p> <p>The exhibition organizer shall identify the processes and services needs to be outsourced. Before selection of outsourced agency, the exhibition organizer shall determine and apply criteria for the evaluation, selection, monitoring of performance, and evaluation of external providers, where needed, based on their ability to provide processes and services in accordance with the need and expectations.</p>

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31	6.5.3	ge	The exhibition organizer shall ensure the requirements and expectation from the outsource agency/Service provider prior to communication. The exhibition organizer shall communicate to outsource agency/Service about its requirements such as:	<p>Proposed text:</p> <p>The exhibition organizer shall inform ensure the requirements and expectation to from—the outsource agency/Service provider prior to award of contract to communication</p>	<p>Partially accepted</p> <p>Modified:</p> <p>The exhibition organizer shall inform the requirements and terms of engagement to external provider prior to award of contract.</p>
32	6.5.3	te	<p>The exhibition organizer shall communicate to outsource agency/Service about its requirements such as:</p> <p>a) the processes related services to be provided;</p> <p>b) infrastructure such as carpets, furniture, electrical support, Heating/cooling system; CCTV camera etc;</p> <p>c) trained and experience of manpower;</p> <p>d) Safety and security including firefighting;</p> <p>e) Housekeeping;</p>	<p>Proposed text:</p> <p>The exhibition organizer shall communicate to outsource agency/Service about its requirements such as:</p> <p>a) the processes related various misc services to be provided. This can include carpets, furniture, electrical support, Heating/cooling system; CCTV camera etc.</p> <p>b) infrastructure such as carpets, furniture, electrical support, Heating/cooling system; CCTV camera etc.</p>	<p>Partially Accepted</p> <p>The exhibition organizer shall communicate to external provider about its requirements related to, but not limited to, the following services:</p> <p>a) infrastructure such as carpets, furniture, electrical support, Heating/cooling</p>

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			<p>f) Booth/stand builder</p> <p>g) Logistics;</p> <p>h) Equipment including audio video equipment, internet, public addressing systems; and</p> <p>i) Food and beverages etc.</p> <p>The exhibition organizer may use the services of external agency for activities other than above depending on need.</p>	<p>e) training and experience expectation of manpower;</p> <p>d) Safety and security including firefighting;</p> <p>e) Housekeeping;</p> <p>f) Booth/stand builder</p> <p>g) Logistics;</p> <p>h) Equipment including audio video equipment, internet, public addressing systems; and</p> <p>i) Food and beverages etc.</p>	<p>system; CCTV camera etc.</p> <p>b) Safety and security including firefighting;</p> <p>c) Housekeeping;</p> <p>d) Booth/stand builder</p> <p>e) Logistics;</p> <p>f) Equipment including audio video equipment, internet, public addressing systems; and</p> <p>g) Food and beverages etc.</p>
33	6.5.3 Note	ge	Note: The exhibition organizer may use the services of external agency for activities other than above depending on need.	Remove the note	<p>Accepted</p> <p>Justification:</p>
34	7 Para 2nd	te	The following resources shall be made available, where needed, but not limited to, for organizing an exhibition:	<p>Replace ‘shall’ with ‘should’</p> <p>Modified:</p>	<p>Not accepted</p> <p>This is a requirement standard, and the items</p>

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				The following resources shall should be made available, where needed, but not limited to, for organizing an exhibition:	under this clause are essential requirements for organizing the exhibition requirements.
35	7.1 (a) Note	ge	Note: Wool fabric can also be used in place of carpet.	Remove the note. Note: Wool fabric can also be used in place of carpet.	Accepted Justification
36	7.4	te	In order to ensure safety and security, CCTV cameras shall be installed at appropriate locations and the following shall be ensured:	Replace “shall” with “should”. Modified: In order to ensure safety and security, CCTV cameras shall should be installed at appropriate locations and the following shall be ensured:	Not accepted Justification: This is a requirement standard, and the items under this clause are essential requirements for organizing the exhibition requirements. Nowadays, it is important to have CCTV in place for surveillance to ensure safety and security.
37	7.4 (a)		The exhibition organizer shall ensure that CCTV cameras are installed at prominent	Replace ‘prominent’ with ‘appropriate’	Accepted –

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			locations in the premises of venue to monitor the activities, crowd management, real time information on the overall conduct of the show and capture any unlawful activities	<p>Modified: The exhibition organizer shall ensure that CCTV cameras are installed at prominent locations in the premises of venue to monitor the activities, crowd management, real time information on the overall conduct of the show and capture any unlawful activities</p>	<p>Modified: The exhibition organizer shall ensure that CCTV cameras are installed at appropriate locations in the premises of venue to monitor the activities, crowd management, real time information on the overall conduct of the show and capture any unlawful activities</p>
38	7.5 (a)		a) Identify the need of security equipment after the consultation with the local authorities to avoid any security breach and compliance of applicable regulatory requirements. Take the help of security experts, if needed;	<p>Add the text “Venue and” in the sentence.</p> <p>Modified: a) Identify the need of security equipment after the consultation with the venue and local authorities to avoid any security breach and compliance of applicable regulatory requirements. Take the help of security experts, if needed;</p>	<p>Accepted</p> <p>Modified: a) Identify the need of security equipment after the consultation with the venue and local authorities to avoid any security breach and compliance of applicable regulatory requirements. Take the</p>

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					help of security experts, if needed;
39	7.5 (b)		b) Determine the requirement of equipment (electrical or mechanical) for exhibition which include equipment such as heating, ventilators, air Conditioners, refrigeration (HVACR), fans, audio video, public addressing systems and other mechanical equipment;	<p>Add the word ‘may’ in the sentence:</p> <p>Modified:</p> <p>b) Determine the requirement of equipment (electrical or mechanical) for exhibition which may include equipment such as heating, ventilators, air Conditioners, refrigeration (HVACR), fans, audio video, public addressing systems and other mechanical equipment;</p>	<p>Accepted</p> <p>Modified:</p> <p>b) Determine the requirement of equipment (electrical or mechanical) for exhibition which may include equipment such as heating, ventilators, air Conditioners, refrigeration (HVACR), fans, audio video, public addressing systems and other mechanical equipment;</p>
40	7.7 (a)		a) determine the requirements of Laptop/Desktop, Wi-fi and LAN;	<p>Add the text “as necessary” at the end of sentence:</p> <p>Modified:</p>	

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				a) determine the requirements of Laptop/Desktop, Wi-fi and LAN as necessary .	
41	7.7 (c)		c) identify the locations and deploy Wi-Fi access points (APs) to cover the exhibition area with good signal strength;	<p>Add the text “if required,” in the beginning of sentence:</p> <p>Modified:</p> <p>c) If required, identify the locations and deploy Wi-Fi access points (APs) to cover the exhibition area with good signal strength;</p>	
42	7.9 (b)		b) Drinking Water — Ensuring safe and BIS certified drinking water at venue of exhibition;	<p>Add the word “availability” in the sentence:</p> <p>Modified:</p> <p>b) Drinking Water — Ensuring safe and BIS certified drinking water availability at venue of exhibition;</p>	
43	7.9 (c)		c) Cloakroom — In order to cater the need of visitors from outside city, cloak room for luggage shall be set up for working hours on day to day basis. A protocol/framework for	<p>Add the text “if required,” in the beginning of sentence:</p>	

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			operation of cloakroom shall be prepared and displayed at the counter of cloakroom;	<p>Modified:</p> <p>c) Cloakroom — If required, in order to cater the need of visitors from outside city, cloak room for luggage shall be set up for working hours on day to day basis. A protocol/framework for operation of cloakroom shall be prepared and displayed at the counter of cloakroom;</p>	
44	7.9 (e)		e) Lost and Found Counter — A counter dedicated to lost and found of child, belongings should be established at the venue and the following should be ensured:	<p>Add the text “If necessary,” in the beginning of sentence:</p> <p>Modified:</p> <p>e) Lost and Found Counter — If necessary, a counter dedicated to lost and found of child, belongings should be established at the venue and the following should be ensured:</p>	
45	8.1		<p>Registration</p> <p>The exhibition organizer shall prepare a plan for registration of visitors including associated</p>	<p>Remove the following text “The organizer should prepare a catalog about details of exhibition including venue,”</p>	

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			<p>technical equipment, documentation and types of registration badges may require to be issued based on categorization and venue access eligibilities of visitor. The organizer should prepare a catalog about details of exhibition including venue, date(s), registration requirements and entry fee, if any. In addition, the following may also be ensured:</p>	<p>date(s), registration requirements and entry fee, if any” from the sentence:</p> <p>Modified:</p> <p>The exhibition organizer shall prepare a plan for registration of visitors including associated technical equipment, documentation and types of registration badges may require to be issued based on categorization and venue access eligibilities of visitor. The organizer should prepare a catalog about details of exhibition including venue, date(s), registration requirements and entry fee, if any. In addition, the following may also be ensured:</p>	
46	8.1 Notes 1		<p>Registration</p> <p>(1) In case of rush of visitors, establish dedicated registration counter for especially abled persons, senior citizen and children, in case of rush of visitors</p>	<p>Remove the “in case of rush of visitors” at the end of sentence:</p> <p>Modified:</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				(1) In case of rush of visitors, establish dedicated registration counter for especially abled persons, senior citizen and children. in case of rush of visitors	
47	8.1 Notes 3		<p>Registration</p> <p>(3) Use advanced ticketing/registration systems to monitor number of visitor numbers to offer timely entry;</p>	<p>Remove the following text “to monitor number of visitor numbers to offer timely entry” at the end of sentence:</p> <p>Modified:</p> <p>(3) Use advanced ticketing/registration systems to monitor number of visitor numbers to offer timely entry;</p>	
48	8.2		<p>Front Desk</p>	<p>Change the heading of the point to "May I Help You Counter" instead of "Front Desk".</p> <p>Modified:</p> <p>“Front Desk” "May I Help You Counter"</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
49	8.2		<p>Front Desk</p> <p>The exhibition organizer shall set up a front desk at the entrance of venue and constitute a team of trained personnel having one team leader to handle the activities of front desk and give focus attention to the visitors to ensure the following:</p>	<p>1. Replace the following text “front desk at the entrance of venue” with “May I help you counter”</p> <p>2. Remove “of front desk” from the sentence:</p> <p>Modified:</p> <p>The exhibition organizer shall set up a front desk at the entrance of venue May I help you counter and constitute a team of trained personnel having one team leader to handle the activities of front desk and give focus attention to the visitors to ensure the following:</p>	
50	8.2 (b)		<p>Front Desk</p> <p>b) The front desk team shall have ability to communicate with the guests in at least the local language and/or in the most relevant languages;</p>	<p>Replace the following text “front desk”</p> <p>Modified:</p> <p>b) The front desk team shall have ability to communicate</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				with the guests in at least the local language and/or in the most relevant languages;	
51	8.2 (e)		<p>Front Desk</p> <p>e) Provide catalogs to the visitors, if needed, which shall contain complete information about the exhibition including details of exhibitors and their locations inside venue of exhibition;</p>	<p>Remove the following text “catalogs to the visitors, if needed, which shall contain” from the sentence:</p> <p>Modified:</p> <p>Provide catalogs to the visitors, if needed, which shall contain complete information about the exhibition including details of exhibitors and their locations inside venue of exhibition;</p>	
52	8.2 (g)		<p>Front Desk</p> <p>g) Display contact details of police station, fire station, hospital/clinic at the front desk.</p>	<p>1. Replace ‘Display’ with ‘Provide’ in the beginning</p> <p>2. Remove “at the front desk” at the end of sentence:</p> <p>Modified:</p> <p>g) Display Provide contact details of police station, fire</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				station, hospital/clinic at the front desk.	
53	8.3 (c)		<p>Role and responsibilities</p> <p>c) The official and staff shall be provided adequate training before assigning the work;</p>	<p>Remove “official and” from the sentence:</p> <p>Modified:</p> <p>c) The official and staff shall be provided adequate training before assigning the work;</p>	
54	8.3 (e)		<p>Role and responsibilities</p> <p>e) Arrangements for buffer staff shall be made available on demand to handle situation in case of absenteeism or no shows.</p>	<p>Replace ‘buffer’ with ‘support’</p> <p>Modified:</p> <p>e) Arrangements for buffer support staff shall be made available on demand to handle situation in case of absenteeism or no shows.</p>	
55	8.3 (f)		<p>Role and responsibilities</p> <p>f) All the officials and staff members shall be issued identity cards and also provided unique and similar uniform for identification;</p>	<p>Remove the complete point.</p> <p>“All the officials and staff members shall be issued identity cards and also provided unique and similar uniform for identification”</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
56	8.4		<p>Security and safety</p> <p>In order to prevent of any theft or burglary, maintain general discipline, controlling crowd and enable smooth entry/exit of all attendees, the exhibition organizer shall prepare a security and safety protocols. The established protocols should imperative to prevent accidents effectively and therefore; the use of fire alarms, public address systems, and backup electricity should be taken into account, where necessary.</p>	<p>Remove “and backup electricity” from the sentence:</p> <p>Modified:</p> <p>In order to prevent of any theft or burglary, maintain general discipline, controlling crowd and enable smooth entry/exit of all attendees, the exhibition organizer shall prepare a security and safety protocols. The established protocols should imperative to prevent accidents effectively and therefore; the use of fire alarms, public address systems, and backup electricity should be taken into account, where necessary.</p>	
57	8.5		<p>Temporary Manpower -</p> <p>In order to handle situations such as absenteeism or last minutes’ urgent requirements during exhibitions, the exhibition organizer should have plan and able to arrange additional trained manpower. The external provider shall also be identified, if needed, to provide additional manpower on</p>	<p>Remove the following text “An identity card may also be issued to temporary manpower which shall be displayed at front of their dress” at the end of sentence:</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			<p>urgent basis to deal with such situations. Before deputation, a copy of identification document(s) of each temporary manpower engaged shall be obtained and also briefed about the venue and activities needs to be performed. An identity card may also be issued to temporary manpower which shall be displayed at front of their dress.</p>	<p>Modified:</p> <p>Temporary Manpower - In order to handle situations such as absenteeism or last minutes' urgent requirements during exhibitions, the exhibition organizer should have plan and able to arrange additional trained manpower. The external provider shall also be identified, if needed, to provide additional manpower on urgent basis to deal with such situations. Before deputation, a copy of identification document(s) of each temporary manpower engaged shall be obtained and also briefed about the venue and activities needs to be performed. An identity card may also be issued to temporary manpower which shall be displayed at front of their dress.</p>	
58	8.6 (b)		b) The adequate manpower including drivers of the vehicles are engaged;	Remove the complete point.	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				b) The adequate manpower including drivers of the vehicles are engaged;	
59	8.6 (c)		c) The copy of driving licence and identification documents of logistic team shall be obtained before deployment of work;	Remove the complete point. e) The copy of driving licence and identification documents of logistic team shall be obtained before deployment of work;	
60	8.6 (f)		Logistics f) All vehicles and material handling equipment present onsite shall be in good working condition, functional and meeting the legal requirements, where applicable.	Add the following text “The external provider shall ensure that” in the beginning of the sentence: Modified: f) The external provider shall ensure that all vehicles and material handling equipment present onsite shall be in good working condition, functional and meeting the legal requirements, where applicable.	
61	8.8		8.8 Food & Beverages (F&B) The exhibition organizer shall ensure that food and beverage arrangements are available preferably outside the exhibition halls at	Remove the following text “F&B services provider shall be FSSAI certified” at the end of sentence:	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			<p>suitable location for all stakeholders. The exhibition organizer may take the services of external provider for running and maintaining food and beverage facilities. F&B services provider shall be FSSAI certified.</p>	<p>Modified:</p> <p>8.8 Food & Beverages (F&B)</p> <p>The exhibition organizer shall ensure that food and beverage arrangements are available preferably outside the exhibition halls at suitable location for all stakeholders. The exhibition organizer may take the services of external provider for running and maintaining food and beverage facilities. F&B services provider shall be FSSAI certified.</p>	
62	8.9		<p>Fire Safety</p> <p>The exhibition organizer shall ensure the compliance of the following fire safety requirements shall be ensured:</p>	<p>Add the following text “in discussions with the venue” at the end of sentence:</p> <p>Modified:</p> <p>Fire Safety</p> <p>The exhibition organizer shall ensure the compliance of the</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				following fire safety requirements shall be ensured in discussions with the venue:	
63	8.9 (a)		<p>Fire Safety</p> <p>a) There shall be adequate equipment and implemented measures against fire. All the equipment used for fire safety/firefighting such as fire extinguishers, fire hydrants, dry raisers, automatic fire detectors, manual alarms, sprinklers, muster point, water motor pump and evacuation, signposting, shall be available and operational;</p>	<p>Add the text “at venue” and remove the following “fire hydrants, dry raisers, automatic fire detectors, manual alarms, sprinklers, muster point, water motor pump and”</p> <p>Modified:</p> <p>a) There shall be adequate equipment and implemented measures at venue against fire. All the equipment used for fire safety/firefighting such as fire extinguishers etc., fire hydrants, dry raisers, automatic fire detectors, manual alarms, sprinklers, muster point, water motor pump and evacuation, signposting, shall be available and operational;</p>	
64	8.9 (d)		<p>Fire Safety</p> <p>d) The compliance of regulatory requirements including requirements of local</p>	<p>Remove the following text “Fire and Building Safety Certificate of the premises, if</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			<p>authorities shall be ensured by the exhibition organizer. Fire and Building Safety Certificate of the premises, if mandatory, shall be obtained from the concerned government authorities in advance; and</p>	<p>mandatory, shall be obtained from the concerned government authorities in advance; and” from the sentence:</p> <p>Modified:</p> <p>d) The compliance of regulatory requirements including requirements of local authorities shall be ensured by the exhibition organizer. Fire and Building Safety Certificate of the premises, if mandatory, shall be obtained from the concerned government authorities in advance; and</p>	
65	8.10 (d)		<p>Crowd Management</p> <p>d) The security persons shall be given access to the CCTV cameras to assess the number of persons inside the venue and booths.</p>	<p>Remove the complete point:</p> <p>d) The security persons shall be given access to the CCTV cameras to assess the number of persons inside the venue and booths.</p>	
66	9		<p>Customer Feedback:</p>	<p>Remove the following text “It shall be ensured that immediate corrective action</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			<p>The exhibition organizer shall ensure to take feedback from customer in structured format on their experience of exhibition and services provided. It shall be ensured that immediate corrective action shall be taken on the feedback which are adversely affecting the quality of services and overall experience of visitors. The exhibition organizer shall analyze the feedback to identify areas of strength or weakness for further improvement in the processes.</p>	<p>shall be taken on the feedback which are adversely affecting the quality of services and overall experience of visitors” from the sentence:</p> <p>Modified:</p> <p>The exhibition organizer shall ensure to take feedback from customer in structured format on their experience of exhibition and services provided. It shall be ensured that immediate corrective action shall be taken on the feedback which are adversely affecting the quality of services and overall experience of visitors. The exhibition organizer shall analyze the feedback to identify areas of strength or weakness for further improvement in the processes.</p>	
67	10 (b) (ii)		b) Energy Conservation.	Remove the complete sentence:	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			ii)Use of renewable energy sources like solar panels for electric power requirement to the extent possible; and	ii)Use of renewable energy sources like solar panels for electric power requirement to the extent possible; and	
68	10 (d)		<p>d) Digital Documentation</p> <p>In order to reduce the use of paper, options such as digital tickets, brochures, and screens shall be use. All the information relevant to the exhibition shall be shared or communicated using electronic means to avoid use of printed material.</p>	<p>1. Replace “shall be use” with “should be promoted”</p> <p>2. Replace ‘avoid’ with ‘minimize’</p> <p>Modified:</p> <p>d) Digital Documentation</p> <p>In order to reduce the use of paper, options such as digital tickets, brochures, and screens shall be use should be promoted. All the information relevant to the exhibition shall be shared or communicated using electronic means to avoid minimize use of printed material.</p>	
69	10 (e)		<p>e) Eco-friendly Transportation</p> <p>In order to reduce carbon emission, eco-friendly transportation such as electric transportation for public transportation and</p>	<p>Remove the complete sentence.</p> <p>e) Eco-friendly Transportation</p>	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
			CNG driven goods transportation shall be used in exhibition.	In order to reduce carbon emission, eco-friendly transportation such as electric transportation for public transportation and CNG driven goods transportation shall be used in exhibition.	
70		-	-	<p>Comment received from Shri Naveen Rizvi:</p> <p>Add the following text in the document for improvement in the document.</p> <p>a) Operational Excellence:</p> <p>Technology Integration:</p> <p>To the extent possible, promote the use of advanced technologies such as AI for visitor analytics, VR/AR for virtual tours, and IoT for real-time monitoring of the venue</p>	
71		-	-	Comment received from Shri Naveen Rizvi:	

S. No .	Clause/ Sub Clause	Type of Comment	Original Content	Proposed Change	Decision
				<p>Add the following text in the document for improvement in the document.</p> <p>b) Data Privacy and Security:</p> <p>Data Protection Policies:</p> <p>Develop robust data protection policies in compliance with national and international standards, ensuring the privacy and security of all collected data.</p> <p>Implement secure data storage and handling practices</p>	