



OPPORTUNITY

Zone Familiarization

Assisted Countries

EXPO 2020
OPERATIONS

OPPORTUNITY ZONE FAMILIARIZATION

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Introduction

EXPO 2020
OPERATIONS

STM OPPORTUNITY

MEET THE TEAM



**ZONE HEAD
AKRAM OMRAN**



**DEPUTY ZONE HEAD
MASSIMILIANO SABATO**



**DEPUTY ZONE HEAD
CHRISTINE MUTZENBECHER**



**OPERATIONS MANAGER
CARMEN ROSILLO**



**OPERATIONS MANAGER
BRITTNEY SCOTT**



**OPERATIONS MANAGER
RENATA POLACOW**



**OPERATIONS MANAGER
QAYMAR MUSTAFAYEV**



**OPERATIONS MANAGER
MARTINA NATALI**



**DEPUTY MANAGER
SHAMMA MOHAMMAD**



**DEPUTY MANAGER
ADHAM ELDARAMALLY**



**DEPUTY MANAGER
MOHAMMED ALSAYED**



**DEPUTY MANAGER
ANUJA JAYAKUMAR**



**DEPUTY MANAGER
KEZIA FURTADO**



OPPORTUNITY ZONE

Overview

EXPO 2020
OPERATIONS

Zone Overview **Key Facts**



Total footprint 211,543.32 sqm
Located along the northern Spine, with the Sun based sub-theme.



Attractions include Mission Possible, Expo Live, Sun Stage



70 Countries (44 assisted, 20 Self built, 6 rented)
4 Organizations/Association

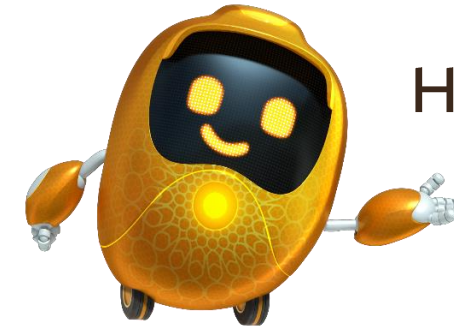


Official Expo 2020 Retail Store, Thematic concept store,
Mobile Retail Carts

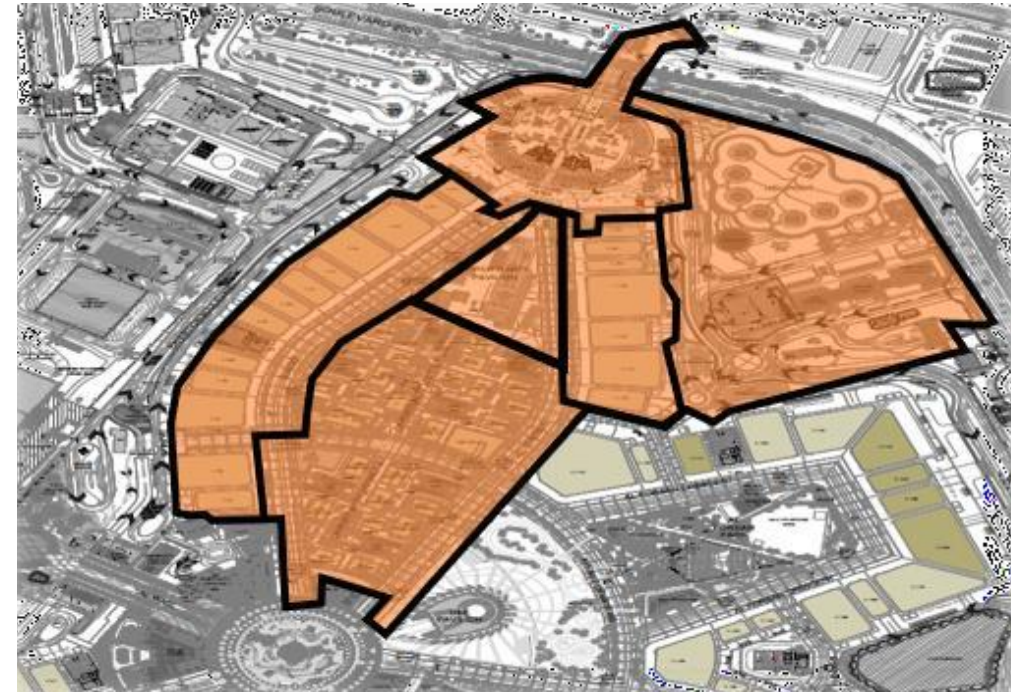


Site Operational Hours weekday 0900 – 0000
Site Operational Hours weekend 0900 – 0200
Pavilion Hours 1000 – 2200 daily

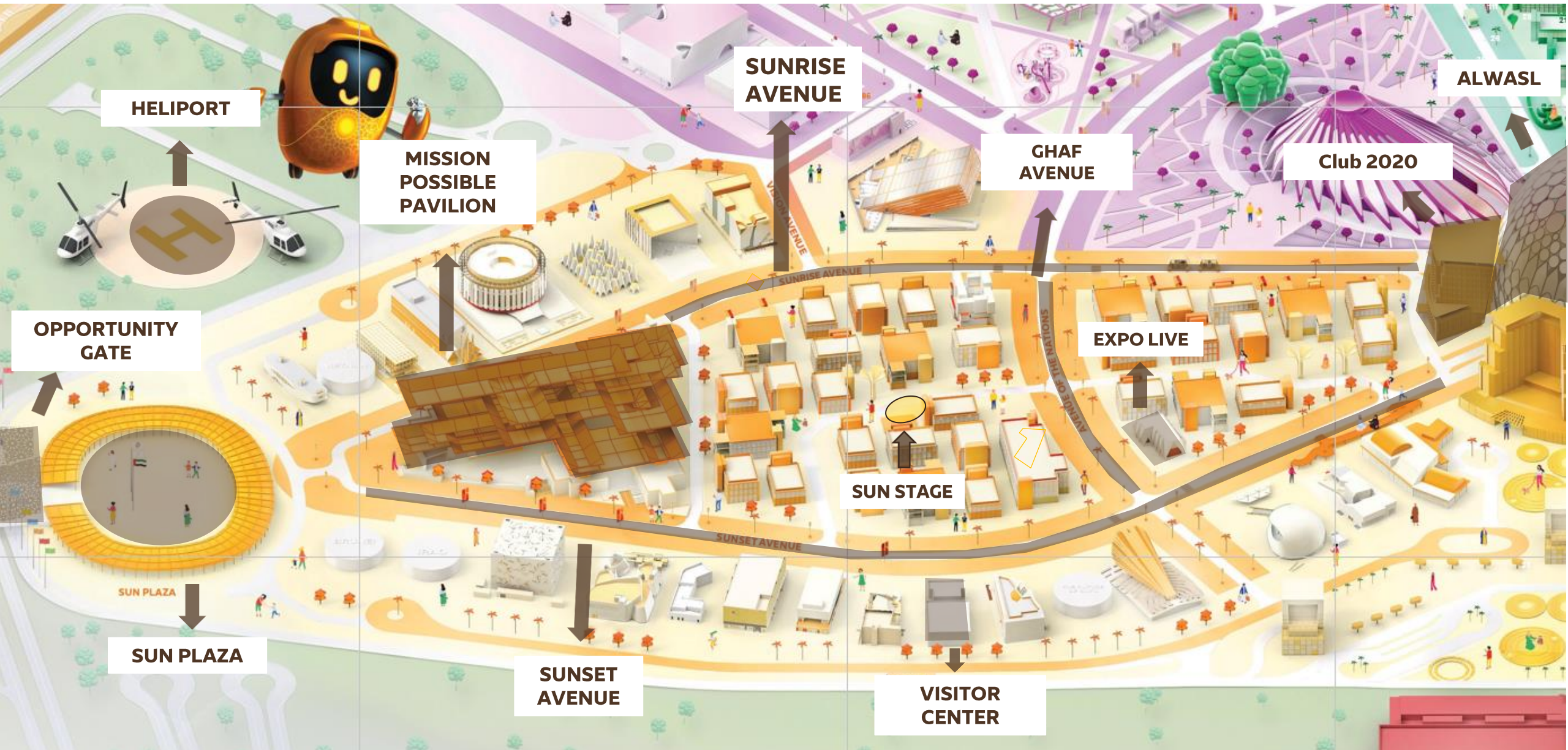
School Programs 0900 – 1400



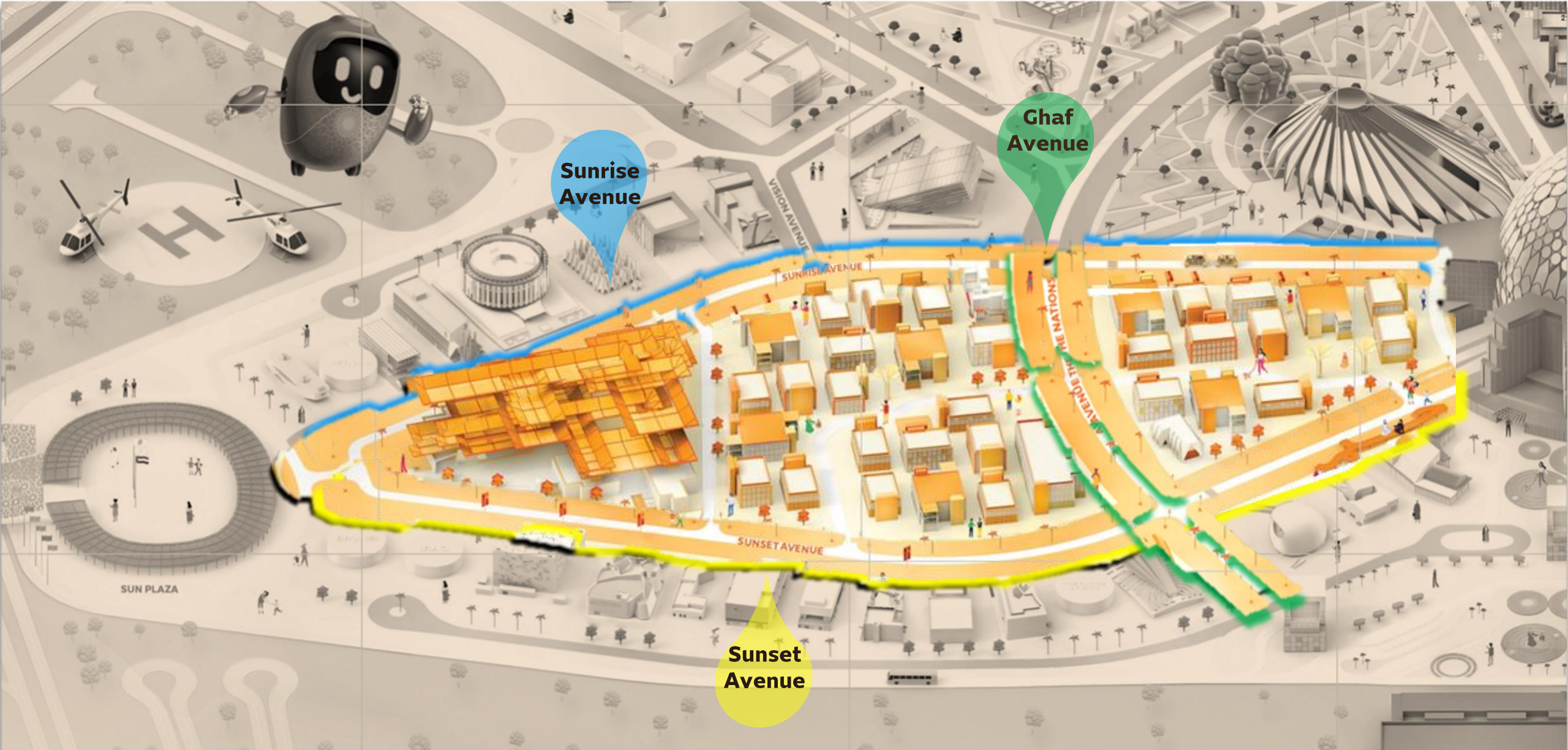
Hello, I am Opti



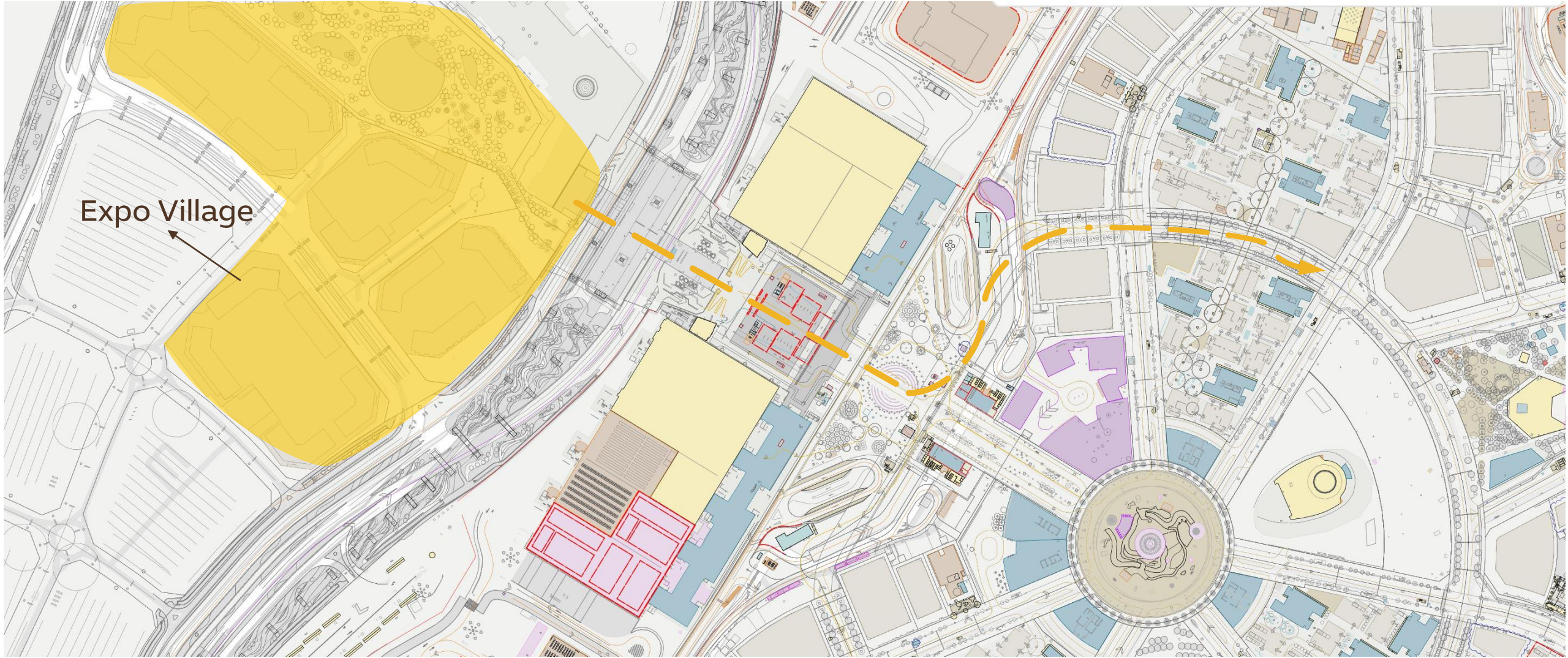
Opportunity Zone: Overview



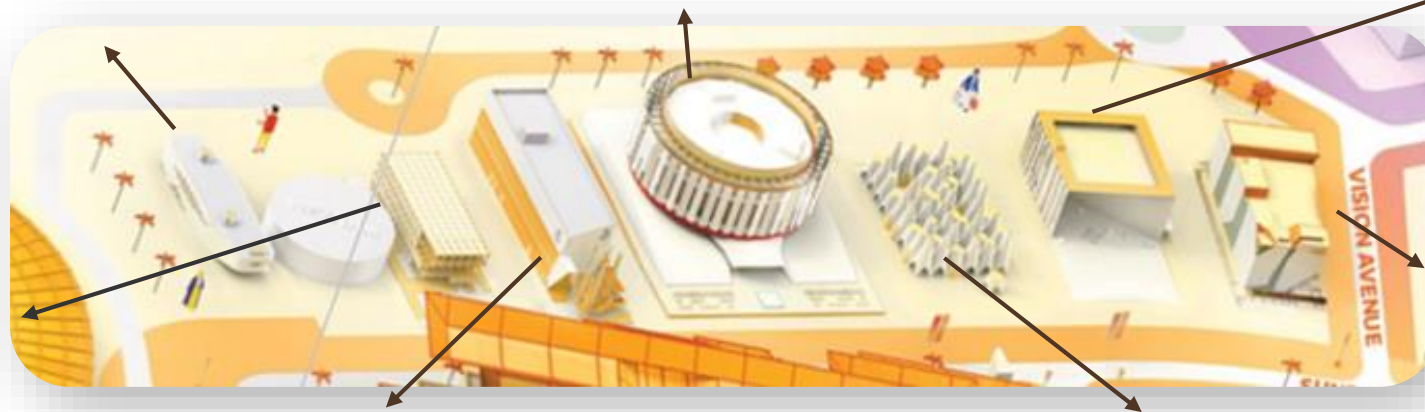
Opportunity Zone: **Avenues**



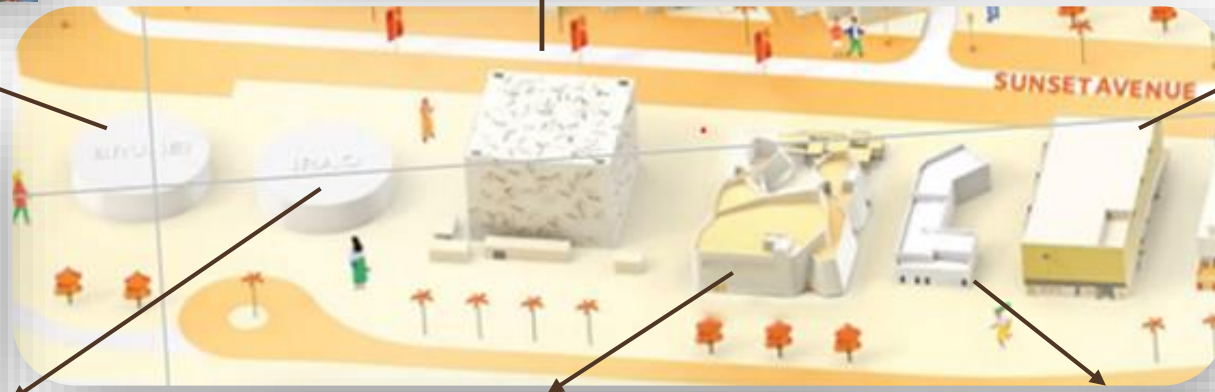
Route from Expo Village to Expo 2020



Opportunity Zone: Sunrise Avenue - Country Pavilions



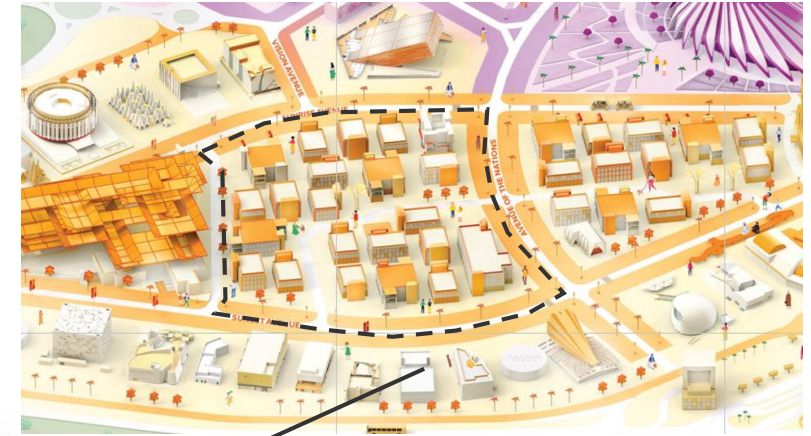
Opportunity Zone: **Sunset Avenue** – Country Pavilions



Opportunity Zone: **Sunset Avenue** – Country Pavilions



Opportunity Zone: District 1



SELF-BUILD PAVILION 1 ○



SERVICE PAVILIONS 4

- 📍 Volunteer Break Area (G+2)
- 🕌 Eat at Expo

THEMATIC COUNTRY PAVILIONS 22 ●



MULTILATERAL PAVILION 1 ◻

- Multilateral Amenities:
- Dubai Cares (GF)
 - Arab League (GF)
 - African Union (GF)
 - Zone Operations Centre (G+3)
 - Toilets (G + 1)
 - Prayer Rooms (G+1)

SUN STAGE 1 ◻



LARGE THEMATIC COUNTRY PAVILIONS 4 △

Highlights: District 1



Opportunity Zone: District 2

THE GOOD PLACE by EXPO LIVE 1

- Showcase and define social innovation
- A first in World Expo's
- Offer an opportunity for those searching for support

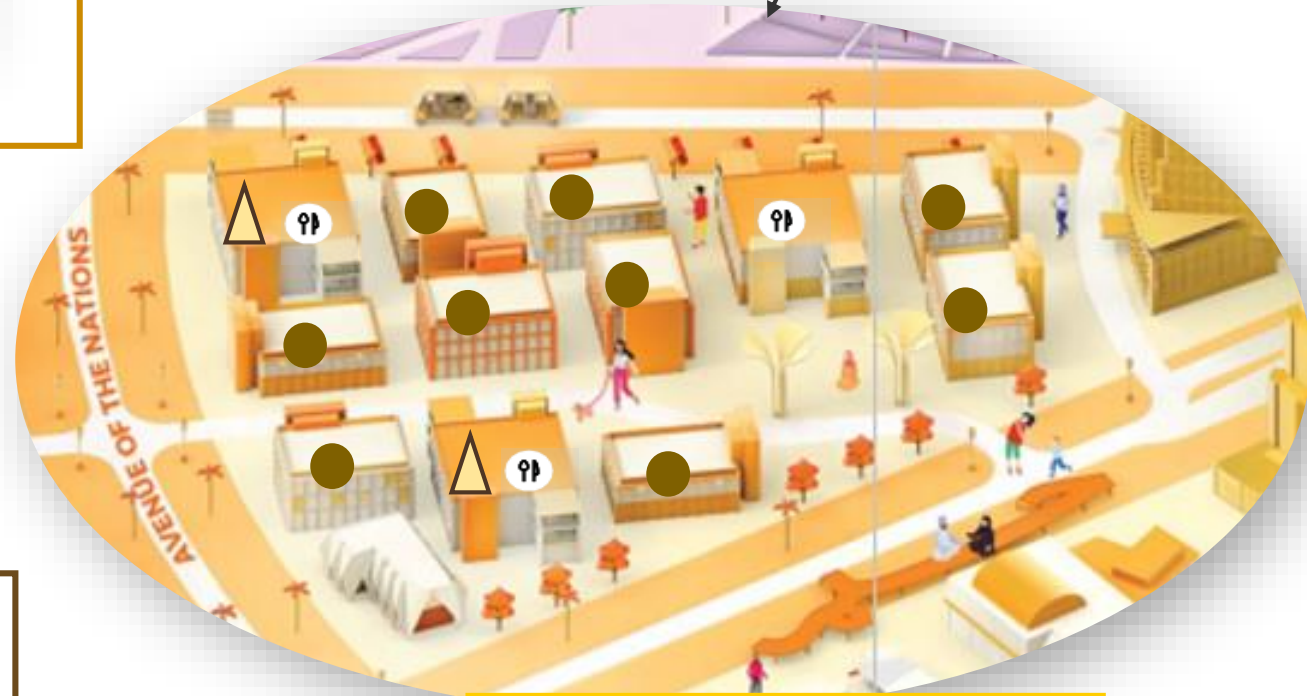


SERVICE PAVILIONS 3



Eat at Expo

THEMATIC COUNTRY PAVILIONS 18




















LARGE THEMATIC COUNTRY PAVILIONS 2

Highlights: District 2



Opportunity Zone: Visitor Centre #1

Key Visitor Centre Amenities:

-  Prayer Rooms
-  Toilets (Public)
-  Information
-  Mobility Storage
-  Lost & Found
-  Quiet Room
-  Zoom Convenience Store
-  Dog Relief Area
-  First Aid
-  ATM
-  Dubai Police
-  Baby Changing
-  Baby Feeding
-  Shower Area
-  Changing Places Toilets
-  Wheelchair Charging Station
-  Visitor Happiness



Opportunity Zone

Arrival Plaza



Children's Feeding Area



Ticketing



Toilets



First Aid



Information



Pedestrian Screening Areas (PSA)












Accreditation

Opportunity Zone

Welcome Plaza



-  People Mover
-  Toilets
-  Buggy Cart Majlis
-  Smoking Majlis
-  Information Point
-  Expo Retail Store
-  Al Reef Bakery
-  Ticket Resolution Office
-  Convenience Store

Opportunity Zone

Parking and Services



3 stops in each direction



3-7 minute frequency (Average Time)



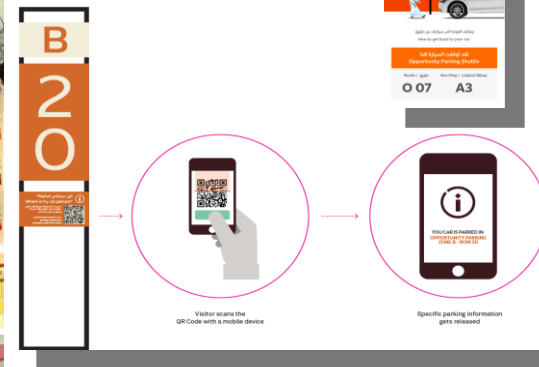
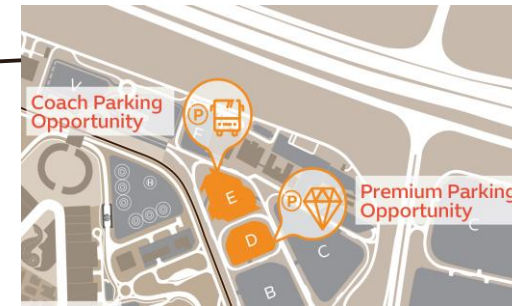
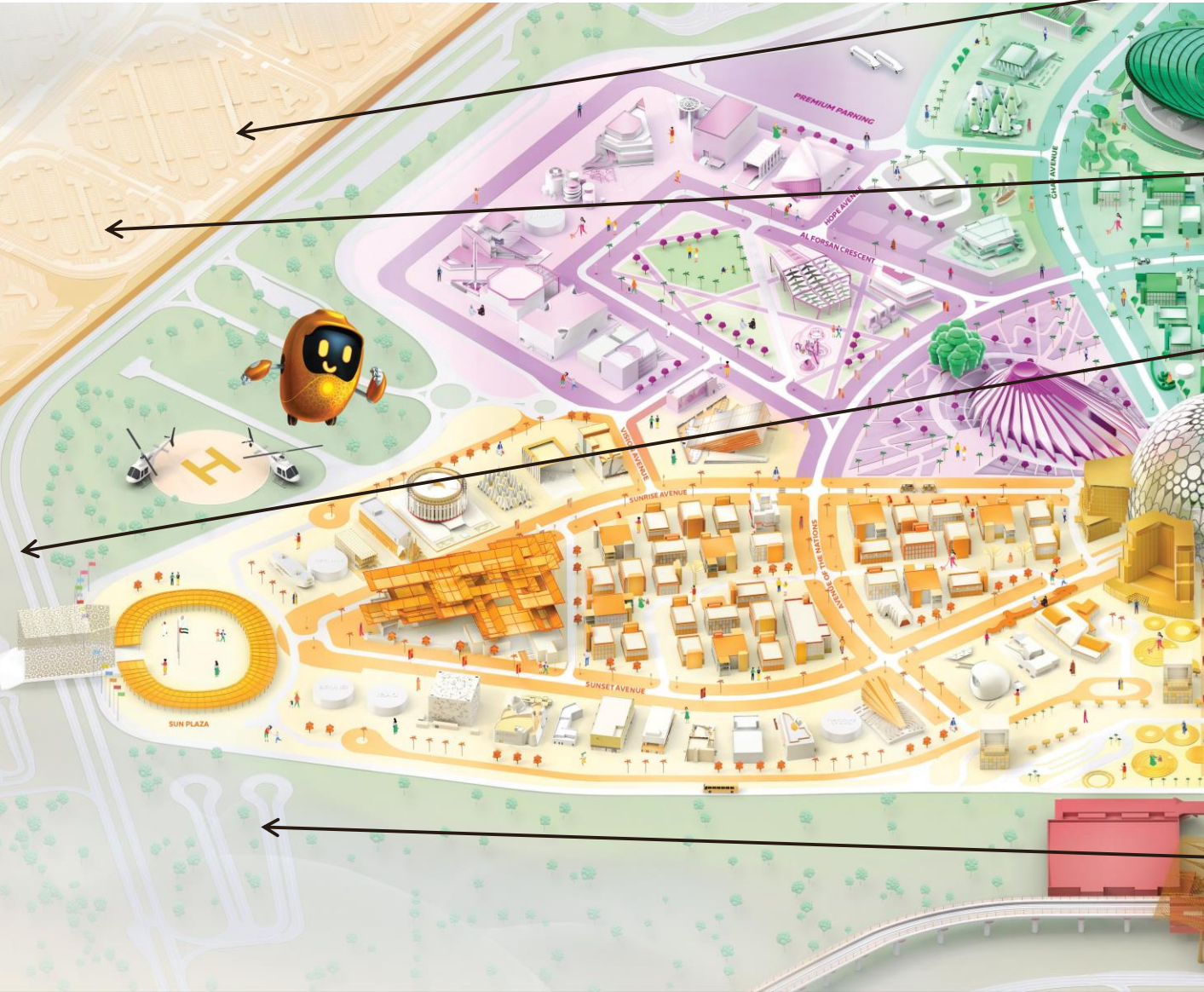
30 passengers per bus



Low entry accessible buses.

Opportunity Zone

Parking and Services





Event Venues Overview

EXPO 2020
OPERATIONS

EVENT VENUES

INTRODUCTION

Expo 2020 offer participants a wide range of exciting events to stage events. Venues are free to use and are equipped with in-house packages.

Venues in the public realm provide an opportunity to expand existing IP programming, enhancing IP countries presence across the broader site.

Opportunity has 1 bookable performance venue:

- Sun Stage

For availability of venues/bookings please contact the programming team on Eventsbooking@expo2020.ae

For general inquiries related to the International Participants team please contact IP operations - ipoperations@expo2020.ae
Country managers – countrymanagers@expo2020.ae



SUN STAGE

INTRODUCTION

Located in the middle of Opportunity zone, the **Sun Stage** is a place for hope and happiness . It portrays a personality encapsulating future, optimism, joy and collaboration.

VENUE SIZE

Performance area measuring 8m wide x 8m deep with a floor height of 600mm.

PERMANENT STRUCTURES EXISTING ON The Sun Stage

Dance	Music
Opera	Theater
Children's entertainment	Comedy

Sun Stage

OPERATING HOURS

10:00 – 21:00 (weekdays)

10:00 – 00:00 (weekends)



PERFORMANCE VENUES

Sun Stage

The Sun Stage is a bookable event space. The stage design includes LED screen panels throughout the majority of the performance area.

It has an in-house technical team led by a venue technical manager. Expo 2020 offer this team to provide show and technical support for lighting, sound, monitors and backlines.



Suitable for the following types of performances:



Dance



Music



Children's
Entertainment



Opera



Theatre



Comedy



Operations

Key Dates and Timings

EXPO 2020
OPERATIONS

ZONE OPERATIONS

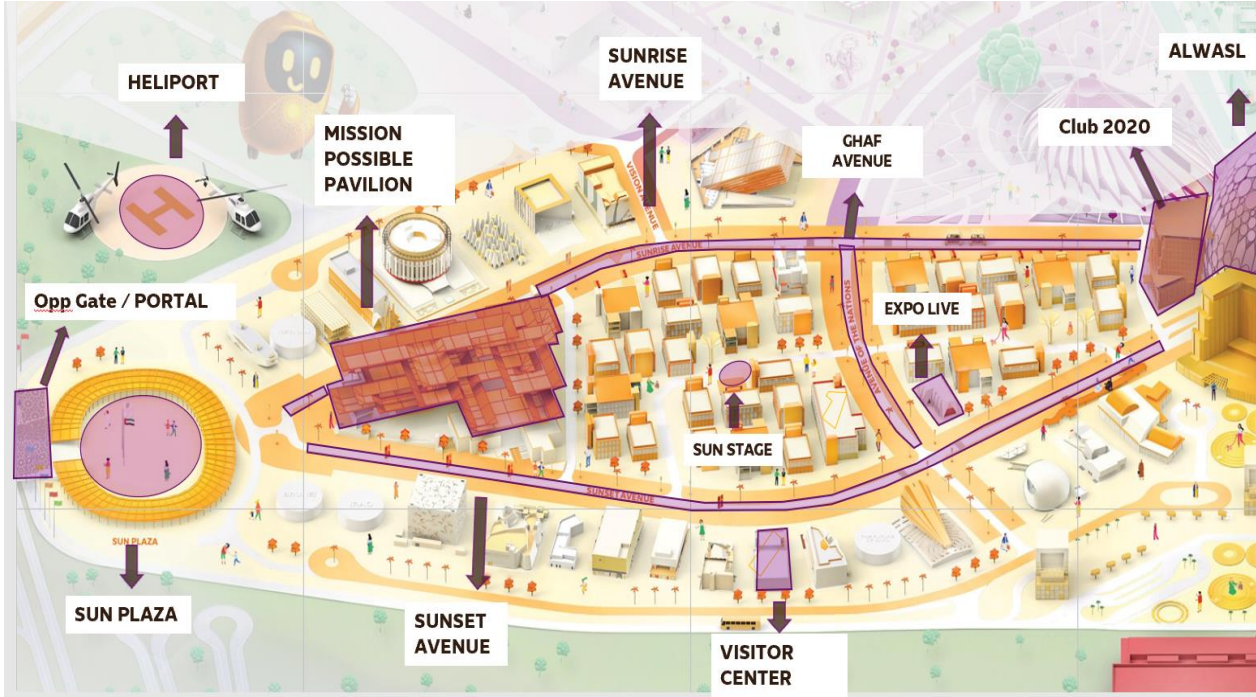
KEY OPERATIONAL DATES

23-24 September 2021	Test Event 3 – full site test, side wide services
25 September 2021	Opening Ceremony Dress Rehearsal
30 September 2021	Opening Ceremony
01 October 2021	Expo Operations start
31 March 2022	Expo Operations end
31 March 2022	Closing Ceremony

OPPORTUNITY ZONE FAMILIARIZATION

SERVICES TIMINGS

	OPEN	CLOSE Weekday	CLOSE Weekend
MISSION POSSIBLE PAVILION	09:00/10:00	22:00	22:00
EXPO LIVE	10:00	22:00	22:00
HELIPORT	09:00	00:00	02:00
EXPO RETAIL	09:00	00:00	01:30
CONVENIENCE STORE (ARRIVAL PLAZA)	08:00	23:50	01:50
CONVENIENCE STORE (WELCOME PLAZA)	09:00	23:50	01:50
CONVENIENCE STORE (VISITOR CENTER)	24/7	24/7	24/7
FIRST AID (ARRIVAL PLAZA)	08:30	00:00	02:00
FIRST AID (VISITOR CENTER)	24/7	24/7	24/7
PSA (WKF ACCESS)	24/7	24/7	24/7
PSA (VISITORS)	09:00	00:00	02:00
CAR PARKING	08:30	00:30	02:30
TICKET BOX OFFICE	08:30	23:30	01:30
WELCOME PLAZA TICKET RESOLUTION	09:00	23:00	00:30
IP & PARTNER PAVILIONS	10:00	22:00	22:00
SERVICE PAVILIONS	10:00	00:00	02:00
CLUB 2020	09:00	23:00	01:00
SUN STAGE	10:00	21:00	00:00



● Weekday Timing
 ● Weekend Timing





ON THE GROUND COMMUNICATION

EXPO-COUNTRIES

EXPO 2020
OPERATIONS

DAILY GROUND OPERATIONS

Opportunity Zone

These are the two methods of communication that each Country must adhere to communicate with the Zone Managers on a daily basis between 07:00 and +30 minutes post closing gates.

Expo STM Manager Duty Phone number is: **+971 50 468 4957**



**Phone call to Zone
Manager Duty Number**

Issues reporting



Whatsapp*

Opening & Closing check

**Picture sharing in support to
issues reporting**

** If more than one contact number has been provided, STM will create a Whatsapp group with max 3 contacts for each Country Pavilion.*

DAILY GROUND OPERATIONS

Opportunity Zone

As part of the overall checks for Expo to open on a daily basis, it is required that each Country completes its Opening and Closing checks and sends it through WhatsApp to the Zone Manager Duty Number.

OPENING CHECKS : 9:30

Example : Opening Checks

Country fills in
Opening
Checks

Contact
WhatsApp
Message

Send to Zone
Manager

GHANA
Opening on time: Yes
If delayed:
Reason:
Estimated time of opening: 08:43

GHANA
Opening on time: No
If delayed
Reason: Missing 7 staff members
Estimated time of opening: 10:30 AM
08:43

CLOSING CHECKS : 21:30

Example : Closing Checks

Country fills in
Closing
Checks

Contact
WhatsApp
Message

Send to Zone
Manager

GHANA
Last group entrance: 21:45
Exhibition closing: 22:00
08:45

NORWAY
Last group entrance: 21:20
Exhibition closing: 22:00
08:45

ZONE FAMILIARIZATION

RELATIONSHIP & COMMUNICATION



COUNTRY
MANAGER



ZONE
OPERATIONS
MANAGER



EXPO
PORTAL

TYPES OF SITUATIONS

OPENING/CLOSING CHECKS		●	
ON HOURS PAVILION CLOSURE		●	
PUBLIC REALM QUEUING		●	
EVACUATIONS		●	
NATIONAL DAYS PLANNING	●		
ACCREDITATION	●		●
DELIVERIES			●
INCIDENT MANAGEMENT		●	

ZONE FAMILIARIZATION

EXPO OPERATIONS – DAILY TIMINGS



EXPO STAFF ARRIVAL

06:00-07:00



EXPO OPENING CHECKS

08:00-09:00



EXPO OPENS PAVILIONS OPEN

09:00-10:00



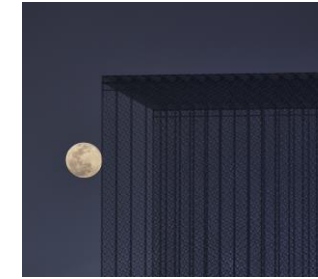
DAILY OPERATIONS

10:00-22:00



PAVILIONS CLOSE EXPO LAST ENTRY

22:00 – 23:00



F&B CLOSE

23:30 (SAT- WED)
01:30 (THU & FRI)



EXPO CLOSING

00:00 (SAT- WED)
02:00 (THU & FRI)

- EXPO BRIEFINGS
- METRO SERVICE COMMENCES (FIRST TRAIN ARRIVAL)
05:20-6:15 (SAT-THU)
09:15 (FRIDAY)

- 08:00 NO VEHICLES IN THE PUBLIC REALM
- 08:30 CAR PARKS OPEN FOR VISITORS
- 08:30 ARRIVAL PLAZAS DECLARED OPEN

- 09:00 SITE OPEN TO VISITORS AND SCHOOL GROUPS
- 09:00 THEMATIC PAVILIONS OPEN
- 09:30 PARTICIPANTS PAVILIONS OPENING CHECKS COMPLETE
- 10:00 PARTICIPANTS PAVILIONS OPEN
- 10:15 NATIONAL DAY OFFICIAL CEREMONY COMMENCES

- 12:45-13:10 PARADE
- 12:00-15:00 WARMER PERIOD OF THE DAY, HEAT RISK FOR VISITORS AND STAFF
- 16:15 SECOND NATIONAL DAY OFFICIAL CEREMONY COMMENCES (WHEN SCHEDULED)

- 21:30 PARTICIPANTS PAVILIONS CLOSING CHECKS
- 22:00 PARTICIPANTS PAVILIONS CLOSE
- LAST ENTRY INTO EXPO FOR VISITORS
23:00 (SAT-WED)
01:00 (THU & FRI)

- PARTICIPANTS PAVILIONS F&B LAST CALL FOR ORDERS
23:00 (SAT-WED)
01:00 (THU & FRI)
- ALL COMMERCIAL SPACES CLEAR OF VISITORS
23:30 (SAT-WED)
01:30 (THU & FRI)
- EGRESS OF VISITORS AND SITE SWEEP
23:30 (SAT-WED)
01:30 (THU & FRI)

- METRO SERVICE LAST DEPARTURE
00:00 (SAT-WED)
01:00 (THU & FRI)
- START OF OVERNIGHT OPERATIONS TRANSITIONS AND DELIVERIES
- VISITOR CAR PARKS CLOSE
01:30 (SAT-WED)
03:30 (THU & FRI)



Emergency

Medical Incidents

Assembly point

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OPERATIONS

ZONE FAMILIARIZATION

ZONE SAFETY, MEDICAL AND INCIDENT MANAGEMENT

Emergency vehicles and equipment such as: police, fire and ambulance services will be on site 24/7

MEDICAL INCIDENT



**DIAL 999 FOR
MEDICAL
EMERGENCIES**

- Can access Expo Emergency Centre via Ambulance or by driving to this location [EXPO 2020 Emergency Centre - Google Maps](#)

SECURITY INCIDENT

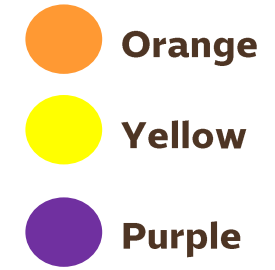


**DIAL 999 FOR
Dubai Police**

- You can also contact the Zone Operations Manager or Head of Zone via the duty phone who will contact the Security team immediately

OPPORTUNITY

EMERGENCY SPOT MAP



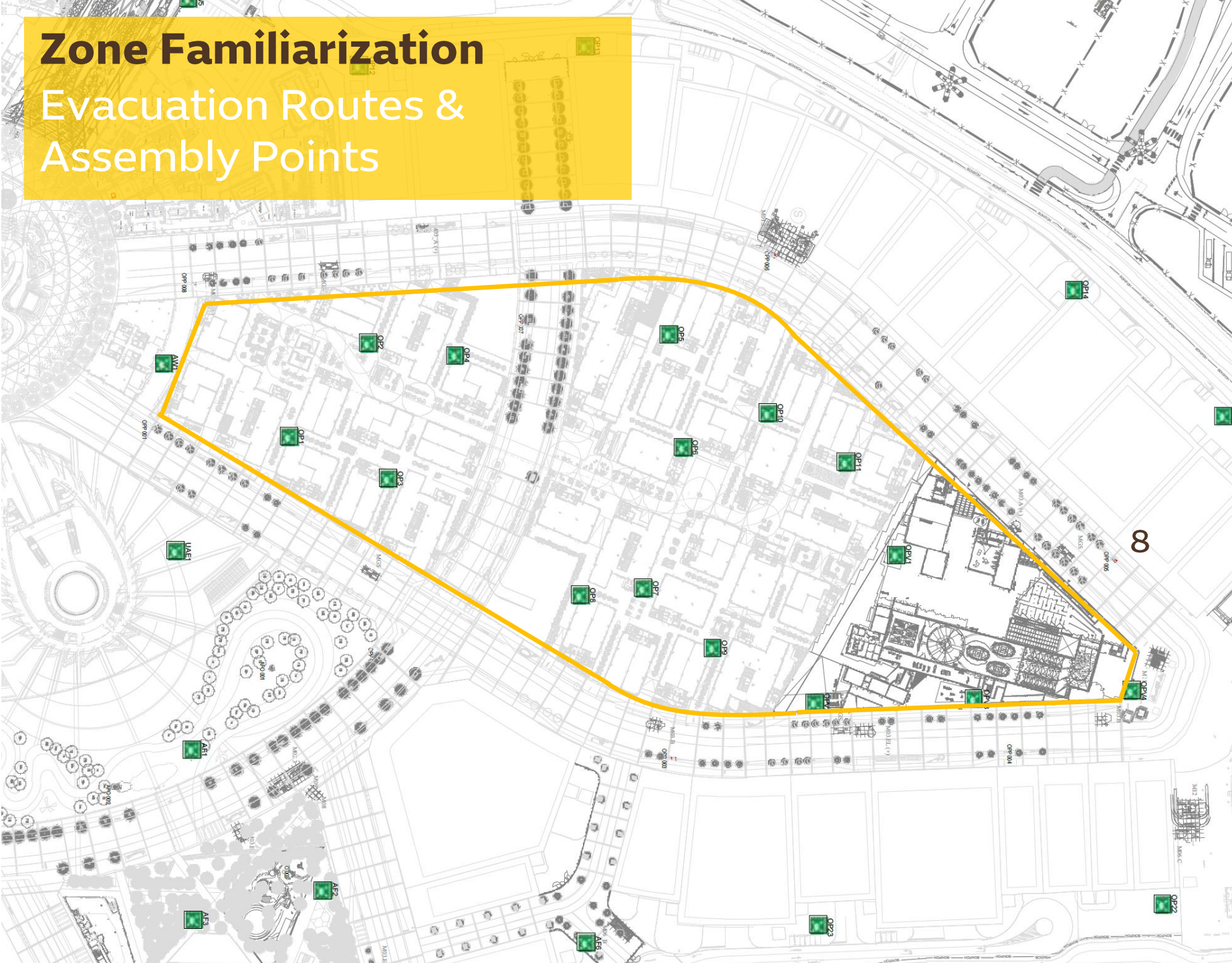
EMERGENCY CALL 999

How to use the map in case of emergency

- State your location I.E. "I am at Expo2020, I am outside Saudi Pavilion"
 - Reference the Nearest Spot Colour AND Number I.E. "Near Spot, Orange Two"
- First Aid Room Located in Visitor Centre 1 and arrival plaza

Zone Familiarization

Evacuation Routes & Assembly Points



No.	Location	Zone
1	OPV1	OPP
2	OPV2	OPP
3	OPV3	OPP
4	OPV4	OPP
5	OP1	OPP
6	OP2	OPP
7	OP3	OPP
8	OP4	OPP
9	OP5	OPP
10	OP6	OPP
11	OP7	OPP
12	OP8	OPP
13	OP9	OPP
14	OP10	OPP
15	OP11	OPP
16	OP12	OPP

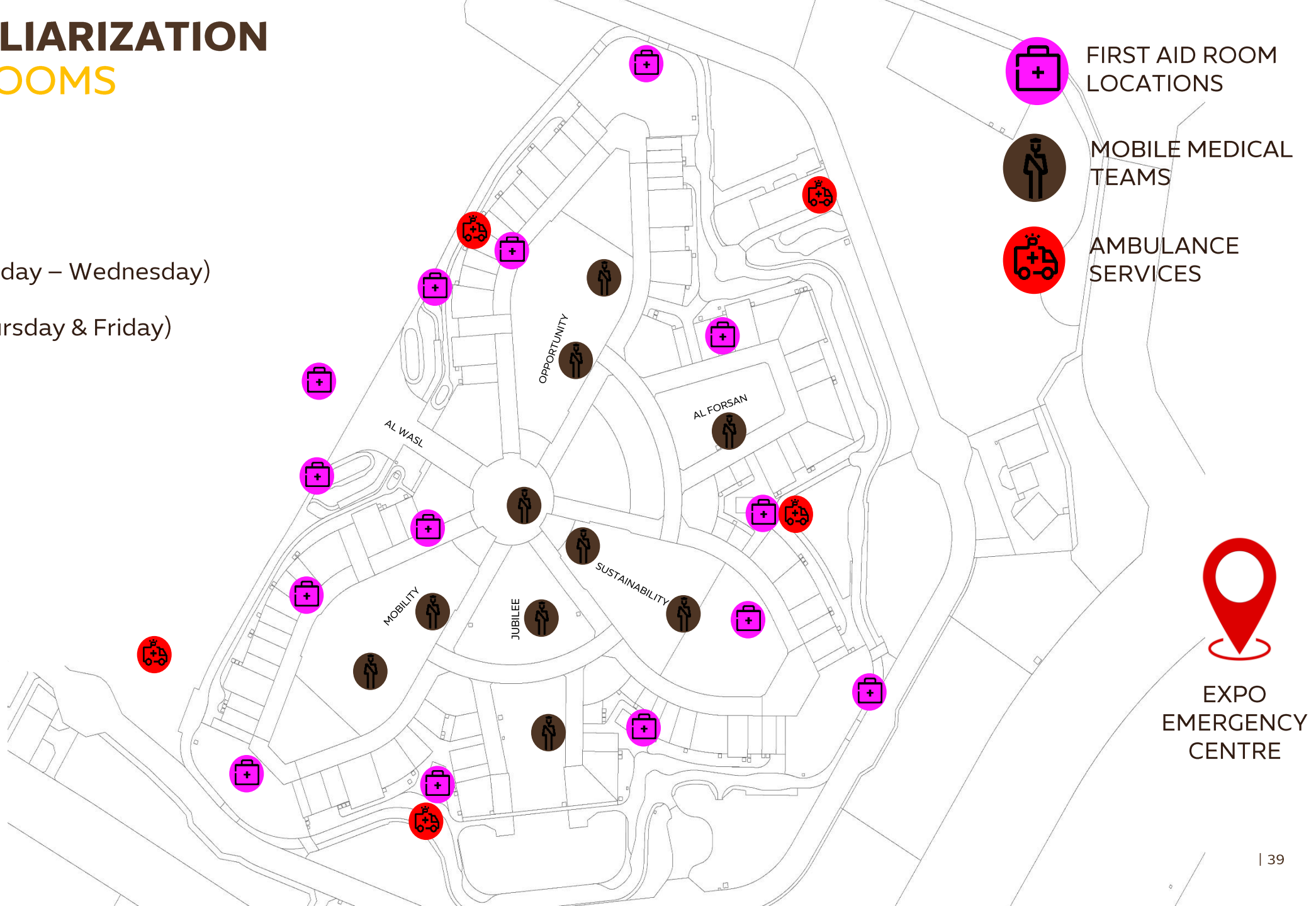
ZONE FAMILIARIZATION

FIRST AID ROOMS ON HOURS

On Hours Timing:

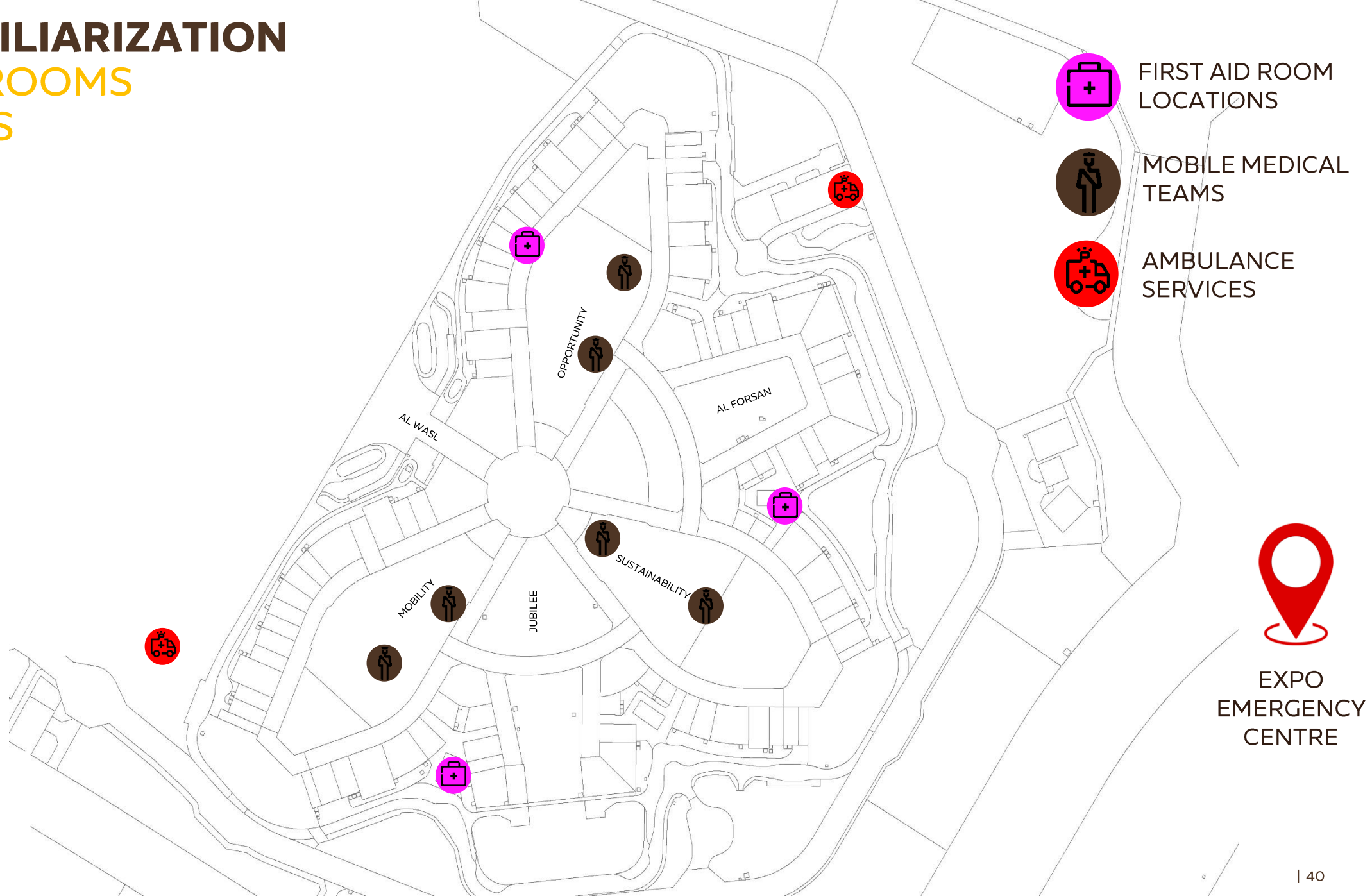
08:00 – 01:00 (Sunday – Wednesday)

08:00 – 03:00 (Thursday & Friday)



ZONE FAMILIARIZATION

FIRST AID ROOMS OFF HOURS





Question & Answers

EXPO 2020
OPERATIONS



EXPO 2020 DUBAI
THANKS ITS PARTNERS FOR THEIR SUPPORT

OFFICIAL PREMIER PARTNERS



OFFICIAL PARTNERS



OFFICIAL PROVIDERS





**Bureau
International
des Expositions**