



PAVILION OPERATING PLAN BOSNIA AND HERZEGOVINA



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1.0 DOCUMENT HISTORY

1.1 Document Creation

Title	Thematic District Participant – Pavilion Operating Plan
Version	
Date Issued	
Status	
Document owner	Bosnia and Herzegovina

1.2 Document History

Version	Date	Author	Summary of Changes
Version 0		IOP	

1.3 Document Distribution / Stakeholders

Name	Function / Organisation	Date Issued	Action
International Participant	Bosnia and Herzegovina		
Site Operations	Expo 2020		

1.4 Purpose or Intent of Document

This document provides details of the operational activities within **Bosnia and Herzegovina's Pavilion**. It should be updated as and when these activities change and submitted on the Expo Portal.

2.0 PAVILION OVERVIEW

2.1 Overview

The Thematic Districts consist of structures built by the Organiser including Thematic Districts Pavilions. These are designed around a permeable urban form with internal routes and courtyard/exhibition spaces. The Pavilions are located above a basement which will be used for operations and logistics during the Expo event.

Thematic Districts Pavilions are predominantly three-storey rectangular buildings with exhibition space on the ground floor and back-of-house office facilities on the first floor that serve as an office space for the Participants. The second floor will not be used by the Participants.

The Pavilion's common area as well as the following facilities will be shared by a maximum of two Participating countries:

- Dry waste rooms (ground floor and first floor)
- Wet waste room (ground floor only)
- Toilet (first floor only)
- Lift and staircase
- Utility service rooms
- Pantry

The toilet on the first floor of the Pavilion is for Participants' use only. Visitors will use the designated public toilets.

2.2 Conditions of Entry

The conditions of entry for the Pavilion will be in line with Expo 2020 entry policy, which can be found [here](#).

The Smart Queue system will allow visitors to pre-book entry slots to the Pavilion on the specific day they plan to visit, and also on the day of the visit. Smart Queue bookings will support with reducing the Pavilion wait-time and enhance the visitor experience and satisfaction. Participants will be able to manage the bookings through the Smart Queue system, and will have the ability to adjust their Pavilion capacity, as well as generate visitor data.

If there are any special events restricting public entry, such events will be booked via the Event Booking System (EBS) and communicated to the Organiser accordingly in advance.

3.0 ON HOURS OPERATIONS

3.1 Exhibition/Visitor Journey

The Participant's Pavilion will be open to the public from 10:00 to 22:00 daily. The Pavilion will have a dedicated entry and exit point and has been designed for a free-flowing visitor experience. Visitors will enter the Pavilion to experience the exhibition on the ground floor which is split in different areas as follows:

- **Entry area**
 - The entry area will feature classic displays such as artefacts on open or encased podiums and plinths, display panels of textual or graphic content, video projections, audio visual interactions and special displays.
- **Main Exhibit Area**
 - Similar to the entry area, the main exhibit area will also feature classic displays such as artefacts on open or encased podiums and plinths, display panels of textual or graphic content, video projections, audio visual interactions and special displays.
- **Special Exhibit Area**
 - This area will feature highlighted or unique displays.
- **Children's Area (if applicable)**
 - This area will be for small children to play and interact. Here, children can enjoy games, audio visual and video projections, images and other child-friendly content.
- **Retail Area (if applicable)**
 - The Pavilion is fitted out with an exhibition shop where Participants are able to sell unique goods from their country or region. The retail shop consists of customisable display units as well as a point-of-sale (POS) counter. All items sold must be as per the submitted and approved commercial proposal.

3.2 Access Control

- One set of keys will be handed over to the Participant and one set will be kept with Expo 2020 in case of any emergencies.
- Access cards will be provided to the Participants for any access-controlled areas within the Pavilion.
- Participants will be responsible for any penalties resulting from the loss and/or damage to the keys and access cards.
- Participants will ensure all visitors have left the premises prior to closing their Pavilions

3.3 Performance Event Categories

Participant events will be booked through the Events Booking System (EBS).

4.0 OFF HOURS OPERATIONS

4.1 Access

During off hours/overnight operations, the Operational Support Services team will have access to the Pavilions. Access will be through the designated entry points and the basement.

A representative from the Participant Pavilion team can be present during the overnight operations, however this is not mandatory. The Operational Support Services team will access the Pavilion in the instance of an emergency and to conduct routine maintenance, cleaning and sanitising.

4.2 Deliveries

An on-site Logistics Coordination Centre (LCC) will be operational 24/7 during Event-time to support Participants.

The Participant will have the option of having two scheduled weekly replenishments to their Pavilion with up to a maximum of two pallets per delivery. The Participant's Logistics Manager must book these requests via the Expo Portal 48 hours in advance of when the goods are required. The presence of the Participant's Logistics Manager or a responsible party delegated by the Participant is required to receive the requested deliveries to the Pavilion.

All customs duties and VAT must be settled by the Participant before the commercial goods can be released from the Expo 2020 warehouse.

If the Participant requires an emergency delivery, a Service Request has to be raised via the Expo Portal. The LCC will review the request and assess the availability of resources for the requested quantity or timeslot. In case of non-availability of resources, the LCC will suggest an alternative time for delivery.

4.3 Overnight Works

The following services are provided by the Organiser and will be undertaken during off hours/overnight:

- Cleaning and sanitising will take place every night from 22:00 onwards once visitors are all cleared from the Pavilion. This includes cleaning of all common areas, lifts stairs, corridors, as well as the first floor office space, standard exhibition and fit out items and collection of waste bins. High value or fragile items will not be cleaned unless requested through the Expo Portal.
- The Pavilion's external Façade will be cleaned quarterly during the Event.
- Restocking of pantry consumables

For additional cleaning and maintenance, the Participant can request additional services by raising a Service Request through the Expo Portal.

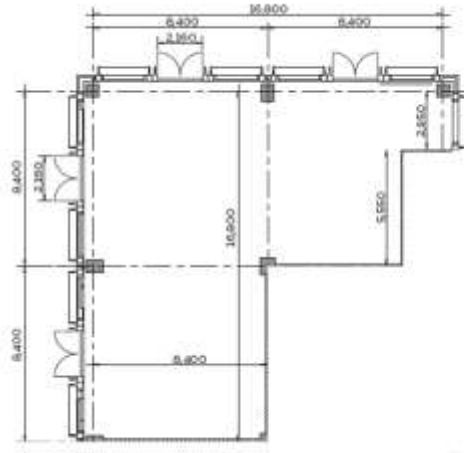
5.0 VISITOR FLOW MANAGEMENT

5.1 Pavilion Capacity Data

	Visitor Flow Data
Number of floors	3 floors - Ground floor: Exhibition area - First floor: Office area - Second floor - for Expo use only
Exhibition Space (m2)	Approx. 200 sqm
Exhibition Areas	Ground floor
Hourly Throughput	2M Social Distancing = 75 people per hour (approx.) No Social Distancing (~ *4) = 300 per hour (approx.)
Duration of Journey	Approximately 15 to 20 minutes
Queue Size (m2)	N/A
Queue Capacity	N/A
External queueing footprint (m2) <i>NB: Queueing on the Public Realm has been highlighted as restricted and if contravened sanctions will occur</i>	N/A
Shade for external queueing	N/A
Number of barricades	N/A
Additional equipment for queue management (if applicable)	N/A
Retail Capacity	Approximately 2-4 people
Restrooms	The toilet on the first floor of the Pavilion is for Participants' use only. Visitors will use the designated public toilets.
High Anticipated Visitor Date(s)	National days
Exit Routes and Evacuation Time	The emergency evacuation routes are identified in the Pavilion and the evacuation time is 8.30 minutes.

5.2 Layouts

Example 2



Ground Floor Plan

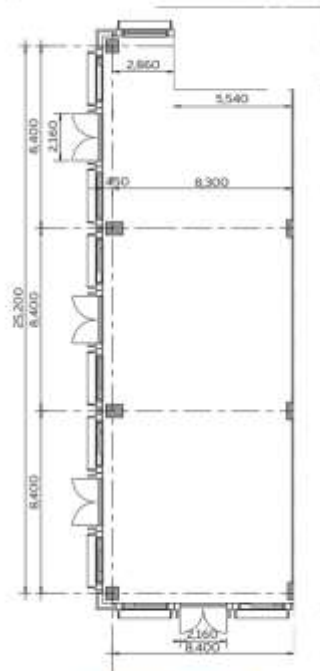


First Floor Plan

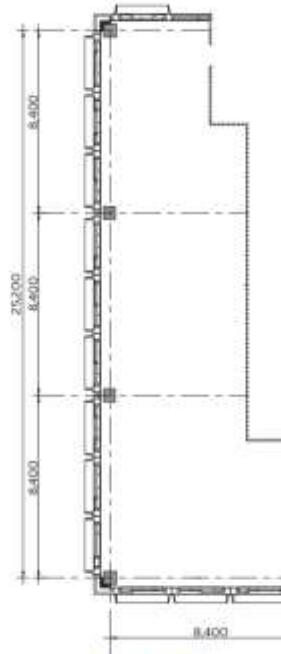
Common Area

All values in millimetres

Example 1



Ground Floor Plan



First Floor Plan

5.3 Ingress Operations

Visitors will ingress via the dedicated entry point. The Pavilion only has only entry point for visitors.

5.4 Egress Operations

Visitors will egress via the dedicated exit point. The Pavilion only has one exit point for visitors as well as the dedicated Emergency exit points.

5.5 People of Determination

The Pavilion has been designed in accordance with the Dubai Universal Access Code for People of Determination (POD) through which the following criteria have been met:

- Accessible Routes
- Accessible Clearances
- Accessible Ramps (Changes in Level)

6.0 OPERATING STRUCTURE

6.1 Overview

Each Participant will have an appointed Commissioner General to manage the participation. Participants may also appoint a Deputy Commissioner General and Pavilion Director to support the Commissioner General in his/her duties and operations of the Pavilion during Event-time. As stated in the guides, Participants must also appoint liaison officers who will be the point of contact in relation to different services such as logistics, media, accreditation, protocol etc.

Participants can raise any operational requests, complaints or issues through the Expo Portal. Day-to-day communications and general issues affecting the Pavilion operations and interaction with the public realm should be dealt with between the Pavilion Director and the Zone Head in close collaboration with the Country Manager.

The Pavilion operations team will only use mobile phones, emails and the Expo Portal as ways of communication, radios will not be available.

6.2 Roles and Responsibilities

Role Title	Responsibility
Commissioner General (CG)	The CG is the Official Participant's representative appointed to manage the participation file in accordance with article 13 of the Convention relating to international exhibitions signed in Paris on 22 nd November 1928.
Deputy Commissioner General (DCG)	The DCG deputies for the CG in his or her absence
Pavilion Director (PD)	The PD is responsible for overseeing the day to day operations of the Pavilion, and will liaise with the Expo 2020 Zone Head as and when required for any issues that could affect the visitors.
Liaison Officers (ALO/VLO/LM/PLO/MLO/SLO)	<p>Each Liaison Officer will be responsible to fulfil his/her duties in line with the requirements of the service they are requesting. Accreditation, Visa, Logistics, Protocol, Media or Security.</p> <p>All services will be delivered as per the Expo 2020 guides available on the Expo Portal.</p>
Expo Security Personnel	Expo2020 will provide the Pavilion with Security Personnel. The duty of the Security will be to ensure the Pavilion is safe during on/off hours, will take the lead during an emergency evacuation. Refer to section 9.0 for further details.
Expo Volunteers	Expo2020 will provide the Participant Pavilion with 2 Volunteers per shift, morning and afternoon. The duty of the Expo2020 volunteers are to support the operations of the Participant Pavilion.
Additional Roles as applicable (e.g. Facilities Manager, Special Events Manager, Host, etc)	<p>NOTE</p> <p>*Please include as you see applicable to the operations of your Pavilion. If no addition roles are applicable please delete this note</p>

6.3 Main Point of Contact/s

Last Name	First Name	Designation	Email	Mobile number
beganovic	medina	Pavilion director	medina.beganovic@viamedia.ae	052 822 5132

6.4 Workforce Summary

Shift	Functional Area (SOP/OSP and Vols)	Total
AM Shift	Expo2020 Security Guard	1
	Volunteer	2
PM Shift	Expo2020 Security Guard	1
	Volunteer	2
Overnight Shift	Expo2020 Security Guard	1

7.0 PAVILION HEALTH, SAFETY AND ENVIRONMENT

7.1 Risk Assessment

As stated in Section 6.5 of the Assisted Pavilions Guide, Expo 2020, stakeholders, and statutory authorities will periodically review the exhibit installation activities on the Expo site. Subsequently, the Organiser has undertaken a detailed Health, Safety and Environment (HSE) risk assessment covering the following HSE hazards:

- General circulation, access and egress
- Storage of material
- Manual handling
- Use of electrical equipment

- Work at height
- Fire safety
- Slips and trips hazards
- Use of hazardous substances
- Crowd management
- Lighting
- Adverse weather conditions
- Operation of vehicles and equipment
- Waste management
- Pest control
- Energy consumption

The risk assessment includes precautions to be implemented to reduce HSE risks. A copy of the HSE risk assessment can be provided by Expo's HSE team at hso@expo2020.ae. Participants must ensure that any events and entertainment are subject to a specific HSE risk assessment.

7.2 HSE Monitoring

Expo Zone Health and Safety Managers will undertake regular inspection of all Pavilions. However, each Participant is responsible for their own monitoring programme throughout the Expo event.

Participants can choose their preferred monitoring mechanism, and if requested will provide a log of any issues and closeouts.

Participants must submit a monthly Pavilion Progress Report to the Organiser through the Participant Portal as stated in Section 9.3 of the Assisted Pavilions Guide.

8.0 SECURITY OPERATIONS

8.1 Overview

The Security working hours during the Event will be daily with two twelve-hour shifts starting from 06:00 to 18:00 and 18:00 to 06:00 (the following day).

The Security team will support in maintaining a safe and secure environment during the Event by ensuring the following:

- Observe for signs of crime and disorder and that all disturbances are investigated
- Prohibited and restricted items and actions are identified and reported, and handled in line with procedures
- Remain vigilant to suspicious persons and items all times during the event
- Any lost and found items are reported immediately to ensure that the item(s) is logged and handed into the correct location in line with the Lost and Found procedure.
- Any lost persons (for example, children) are reported immediately and

escorted to the appropriate location in line with the Expo 2020 Missing & Found Person's Policy and Procedure.

- Report any Health and Safety or Building Management related concerns, damages or incidents.
- Any alarms are reported and if required, investigated in line with the KPI response times.
- Assets are secure (for example, building's, structures, kit, equipment etc.) as required and as briefed.

The following must be reported and handed over to Security by a Pavilion representative:

- A person who is found to be involuntarily separated from a carer/guardian/parent and is unable to adequately care for themselves (for example, children, vulnerable adults, elderly persons)
- An item that has been involuntarily separated from the owner and has been recovered/located

8.2 Legal and Regulatory Requirements

All members of the Security workforce will adhere to and comply with the laws of the UAE, and particularly in relation to the Security Industry Regulatory Authority (SIRA) regulations.

The Security workforce have no police powers and can only exercise the limited householder's rights. All security personnel will be trained accordingly. Moreover, all security personnel on site will be licensed by SIRA to perform their security roles.

8.3 Communications

The Security team will interact face to face and will also use radios as a way of communication.

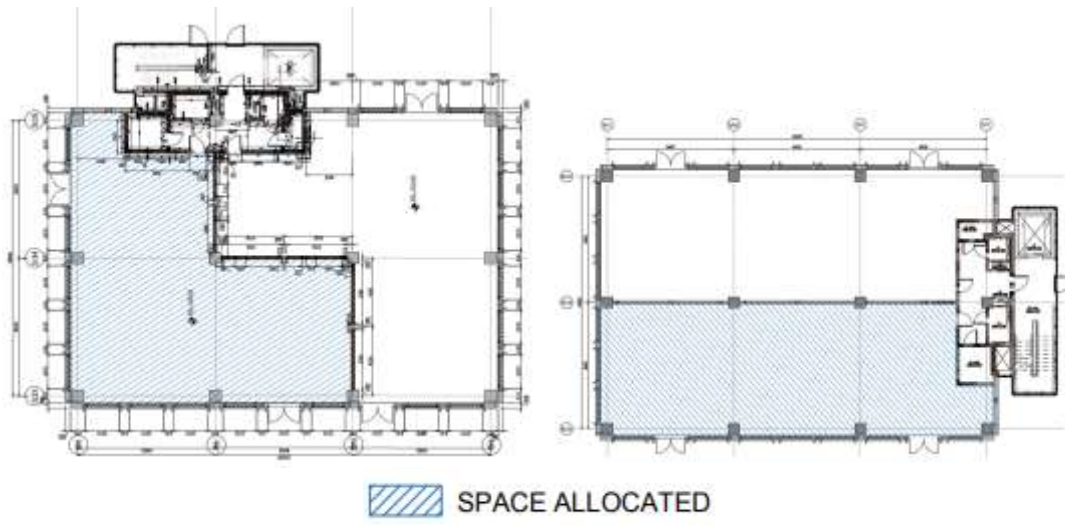
8.4 CCTV Management

The Security Department monitors the entire Expo 2020 site 24/7. In addition to cameras, sensors and similar equipment, other security systems in use also include computerized analysis systems that process data and make information available to Security Management System (SMS) and Command and Control Platform (CCP).

9.0 APPENDICES

9.1 Pavilion Layout

Ground Floor Plan:



First Floor Plan:

