

Guidelines



Venue Operator



Kinexin
Convention
Management

[Version – V.11.5 \(Q-4, 2026\)](#)

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PURPOSE OF THIS MANUAL

This document provides guidelines to managing workplace health and safety at convention and exhibitions events for organisers, contractors, sub-contractors, and those persons who conduct business or hold events within India International Convention & Expo Center (IICC).

ABBREVIATIONS / SYNONYMS

Venue – Yashobhoomi | India International Convention & Expo Center, IICC

Operator – Kinexin Convention Management Pvt. Ltd.

User – Organizer

Booking Period – Tenancy Period

(Official operator reserves all operational & management rights)

VENUE SPECIFICATIONS

Type	Size = L x B x H (m)	Floor load bearing capacity
Exhibition Hall 1	160 x 180 x 15	5 Ton per SQM*
Exhibition Hall 2	160 x 160 x 15	5 Ton per SQM
Foyer Area (Covered)	10,000 sqm	1 Ton per SQM
Outdoor Expo Area <i>Infront Eh-1</i>	126 x 48 99 x 48	2 Ton. per SQM
Open Area (Soil)	360 x 320	muddy barnyard

Convention Centre						
Type		Area (sqm)	Setting Capacity			
			Class (52%)	Theatre (86%)	Banquet (43%)	Reception (66%)
Brahmkamal Hall (Auditorium)		5070	6007			
Conference Rooms	Amaltas Hall - A B101 A	590	200	400	150	300
	Amaltas Hall - B B101 B	590	200	400	150	300
	Parijat Hall 201	314	120	250	100	150
	Kesar Hall 202	204	80	150	70	100
	Kumudini Hall 301	212	80	160	75	100
	Gulmohar Hall 302	293	120	240	90	150
	Javakusum hall 303	144	60	120	50	75
	Champa Hall 304	291	120	240	90	150
	Neelkamal Hall 305	313	120	250	100	150
	Suryamukhee Hall 401	140	60	120	50	70
	Moulshree Hall 402	142	60	120	50	70
	Kaner Hall 403	122	50	100	40	60
	Mogra Hall -A 404 A	170	80	150	70	90
	Mogra Hall -B 404B	168	80	150	70	90
	Kadamb Hall 405	131	40	60	30	70
Palash Hall (Grand Ball Room)		3400	1450	2900	1300	2000

**Hall 1, the load-bearing capacity is only 2000 kg per square meter (SQM) for the first 20 meters from the entrance*

Note

- Each Exhibition Hall can be divided into 4 quadrants.
- There are 4 levels of Basement B1, B2, B3 & B4
- Our dedicated car park in the basement can accommodate up to 3000 cars.

HOW TO REACH IICC



From IICC	Distance (in km)	Approx. Time to reach
Indira Gandhi International Airport Terminal 1D	13.5	24 min
Indira Gandhi International Airport Terminal 2	12.1	24 min
Indira Gandhi International Airport Terminal 3	11.2	22 min
New Delhi Railway Station	24.6	52 min
ISBT Kashmere Gate	27.6	62 min
Aerocity	11.4	21 min



EMERGENCY CONTACTS

FOR IMMEDIATE HELP, CALL THE RELEVANT NUMBERS BELOW



**FIRE &
SAFETY**



9311403915



**MEDICAL
ASSISTANCE**



9599891206



**TECHNICAL
SUPPORT**



8130364395



**SECURITY
CONTROL ROOM**



9560038120



**ADMIN /
HELP DESK**



9729912896



**HOUSEKEEPING
/ CLEANING**



8826250052



SCAN QR TO CALL IMMEDIATELY



VENUE REGULATIONS

The venue rules and regulations apply throughout the premises.

- Entrance to the event venue on foot or in vehicles is only permitted with proper and valid badge / work permit (during set-up days, show days and dismantling days). Operator reserves the right to check individuals to ensure that they are authorised to be on the event venue, regardless of whether they are suspected of wrongdoing.
- Operator shall be entitled to search the cargo areas of vehicles and bags or personal items of individuals at any time regardless of whether or not there is any suspicion of wrongdoing. Should anyone refuse permission, Operator reserves the right to expel them from the event venue.
- The driving of vehicles inside the halls is only allowed during setup & dismantling days with proper work permit. The use of vehicles inside the convention buildings is not permitted. This includes: Scooters, Segway, e-scooters, bicycle etc.
- Admission of any animals, birds or pets onto the event venue is prohibited.
- Individuals (labour, contractor, and worker) under the age of 18 years will not be allowed to enter the event venue during setup, show & dismantling days.
- User and third-party contractors will have to abide by Operator's instructions throughout the booking period.
- Chewing of tobacco, eating paan, chewing gum, gutkha, pan masala, washing hands inside the hall or on the stand area, littering and spitting is strictly prohibited in the event venue. If found guilty, fine will be imposed and the person will be expelled from the event venue immediately.
- Smoking is strictly prohibited in the entire premises.
- The possession, distribution or use of any illegal drug or alcohol at IICC by the User, contractors, workers or guest is strictly prohibited.
- Any loss or damage caused from mishandling of the furniture, equipment, fittings, lighting / audio system, stage, etc., shall be fully compensated from security deposits.
- The use of balloons filled with combustible gas inside the Centre or outdoor areas is strictly prohibited.
- Remote-controlled flying objects within the event venue is not permitted.
- The application of paint, wallpaper or adhesives to the walls and columns / pillars of the halls is not permitted. The hall components and technical facilities may not be subjected to any strain from stage / stand constructions or exhibits.
- In the event that the User brings in items or equipment not designated as part of the Complex facilities, it shall prepare and submit a "Report on Bringing in (and out) Items to the Conference Room"
- Foyer / Concourse is a no build / no display area. Any kind of buildup / exhibit of setup and event-related material will not be allowed to construct or install in the concourse area. However, if user wish to display / exhibit in the concourse area, the user will have to take Operator's prior approval by submitting the design/plan by demarking it on the floorplan (including brandings & signages).
- User shall strictly comply with all the guidelines set forth by Operator at Convention Centre and Exhibition Hall. User shall submit the architectural / stand layout / event / branding / electrical points / installations layout plans to Operator at least 90 days prior to the date of access to the Exhibition Hall and Convention Centre for installing a temporary infrastructure for the Event.
- It is mandatory to appoint venue-empanelled agencies for all tasks executed at Yashobhoomi, including but not limited to logistics, power distribution, networking, structural stability certification etc. Compliance with this requirement is compulsory.
- Electrical, Stands & Auxiliary area with power output has to be shown in the plan.

Power Distribution

Electrical Installations and Equipment

Approval and Compliance

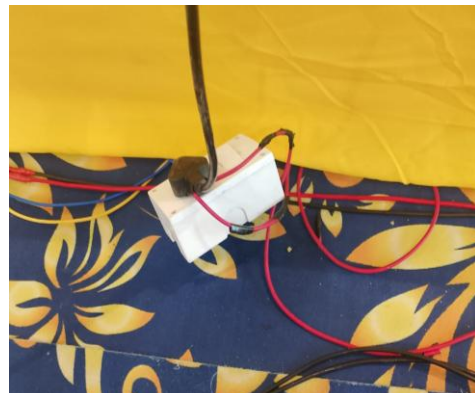
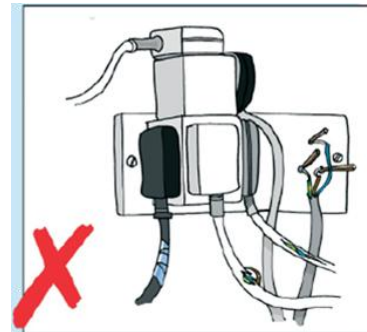
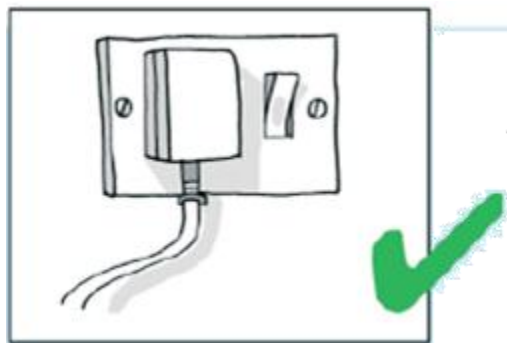
Requirements for electrical installations on space only and complex structures will need to be included in the stand approval process. Exhibitors must include sufficient electrical sockets to serve all of the equipment on the stand. Extension leads must be no longer than 2m and only one extension lead per socket will be permitted. The use of block sockets for multiple plugs will not be permitted. All plugs and extension leads must be free from damage and defects. Wiring circuits must comply with local wiring regulations and be protected by at least 30mA RCD protection. The KINEXIN reserves the right to withhold connection to power to a stand or to shut off power to a stand which is not compliant with electrical safety requirements or if it is deemed to be unsafe by the (organisers) appointed contractor representative.

All electrical work including testing and inspection must be undertaken by qualified electricians who are competent to do the work.

Circuit Protection - Circuits must be protected from overload, short circuit or earth fault with adequate correctly rated fuses or circuit breakers.

Earthing - All electrical circuits must be properly earthed.

Insulation and Cable Protection - Electrical circuits must be properly insulated. There must be no exposure of live cables or live surfaces. Cables must be protected from potential damage or exposure. Extension cables should not be trailed across the floor where they can be damaged by moving vehicles. Exposed electrical cables on stands should be fixed with cable ties and should not be left hanging loose.



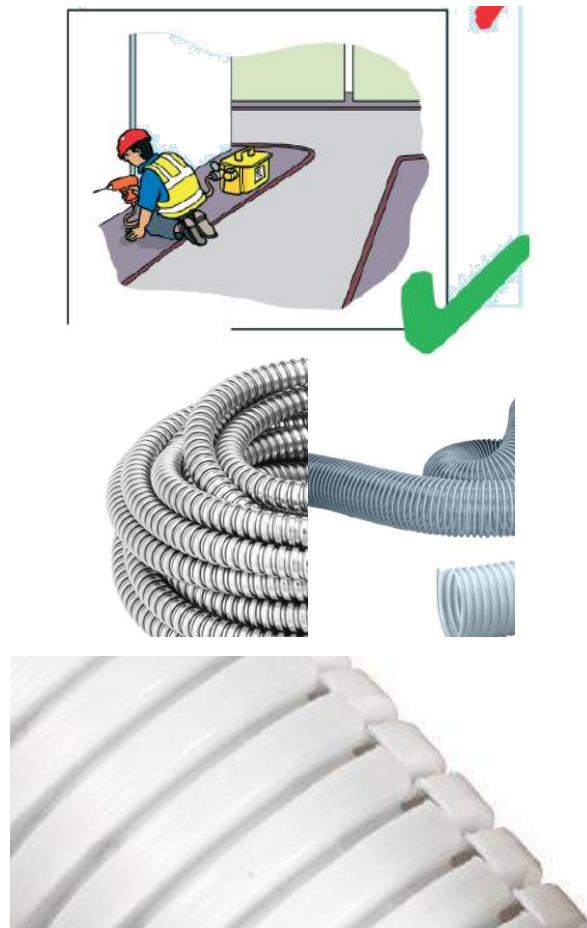
Protection Against Electric Shock - All circuits must be fully protected by Residual Current Devices with a 30 mA trip. Working on live circuits is not permitted at any time. Wooden junction boxes & Switch boards are strictly not allowed

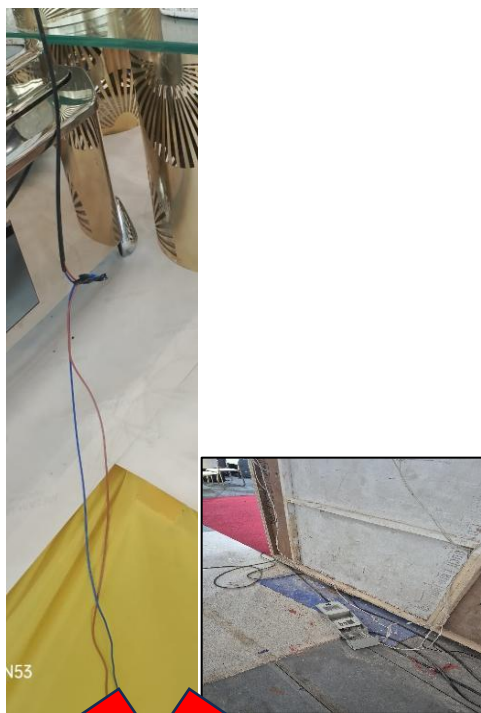
- User shall be fully liable for damage caused by defective electrical installations
- the cables used must be as per statutory codes. Bare electric leads and crocodile clips are not allowed. All the wiring must be protected against short circuit and overloading.
- No open joints will be allowed. All joints to terminate in a junction box or electrical panel, and the panel should have individual rated trip switches, ELCB and fuses.
- Transformers for low voltage appliances must not be concealed from view or access.
- All lighting systems and lights must be switched off before leaving the stand in the evening.
- All cables running in and out of halls should be taken through the mouse traps and in no situation through the doors.

Inspection and Testing - All stands must be visually inspected to ensure that the electrical installations are complete and that installations and equipment are free from obvious defect or fault which is unsafe. The following tests must be conducted in electrical installations:

- Continuity Earth
- Insulation Resistance
- RCD function

Fire Safety - Excessive bunching or coiling of electric cables, particularly in confined spaces, will not be permitted. Extension reels must be fully extended when in use. Distribution boxes and consumer units should ideally be fitted 2m from the floor. All electrical installations and equipment must be clear of combustible material such as paper and cardboard.





Temporary Power distribution - placement of temporary power distribution systems like gensets (generator sets) must comply with several norms and standards to ensure safety, efficiency, and adherence to regulatory requirements. Here are the key guidelines:

Bureau of Indian Standards (BIS)

1. **IS 732:** This standard deals with the code of practice for electrical wiring installations, including guidelines for temporary installations.
2. **IS 3043:** This covers the code of practice for earthing, which is crucial for the safe operation of temporary power systems and gensets.

Central Electricity Authority (CEA) Regulations

1. **CEA (Measures relating to Safety and Electric Supply) Regulations, 2010:** These regulations provide comprehensive guidelines on the safety measures to be followed for electrical installations, including temporary ones.
2. **CEA (Technical Standards for Construction of Electrical Plants and Electric Lines) Regulations, 2010:** These standards specify the technical requirements for the construction and operation of electrical plants and lines, which would apply to temporary setups as well.

Indian Electricity Rules, 1956

1. **Rule 46:** This rule mandates the periodic inspection of all electrical installations by a qualified electrical inspector.
2. **Rule 47:** This emphasizes the precautions to be taken in electrical installations to prevent electrical accidents.

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Key Norms and Guidelines

1. **Site Assessment and Planning:**
 - Conduct a thorough site assessment to identify the safest and most efficient locations for temporary power distribution systems and gensets.
 - Ensure that the chosen locations minimize risks related to weather conditions, accessibility, and proximity to sensitive areas.
2. **Safety and Compliance:**
 - Ensure all equipment and installations comply with BIS standards, CEA regulations, and Indian Electricity Rules.
 - Install proper earthing systems as per IS 3043 to prevent electrical shocks and equipment damage.
3. **Cable Management:**
 - Use high-quality, insulated cables suitable for outdoor use.
 - Avoid running cables through high-traffic areas to prevent tripping hazards and damage to the cables. If cables must cross walkways or driveways, use protective cable covers.
4. **Genset Placement:**
 - Place gensets in well-ventilated areas to prevent the buildup of exhaust gases and ensure proper cooling. Ensure gensets are mounted on stable, non-flammable surfaces.
 - Maintain a safe distance from buildings, temporary structure (hangers), and other structures to prevent fire hazards and noise issues.
 - Fuel storage should not be done inside the venue. If, in exceptional cases, it becomes necessary to submit the relevant licenses/NOC issued from the authority with following safety measures must be strictly adhered:
 - **Covered Storage Area:** Fuel must be stored in a designated, covered area equipped with appropriate safety infrastructure.
 - **Fire Safety:** Foam-based fire extinguishers must be readily available near the area.
 - **Container Safety:** The fuel containers should be securely covered with wet cloths to mitigate fire risks. The storage area and containers must be monitored regularly.
5. **Protection and Safety Devices:**
 - Use circuit breakers and fuses to protect against overcurrent and short circuits.
 - Install Residual Current Devices (RCDs) to protect against electric shocks.
6. **Signage and Marking:**
 - Clearly mark and label all temporary power installations.
 - Use appropriate signage to warn of electrical hazards and indicate safe paths for cables.
7. **Periodic Inspection and Maintenance:**
 - Regularly inspect all temporary power distribution systems and gensets to ensure they are in good working condition.
 - Perform maintenance as required to prevent faults and breakdowns.
8. **Emergency Preparedness:**
 - Ensure that all personnel involved are trained in emergency procedures related to electrical safety.
 - Keep fire extinguishers and first aid kits readily accessible near temporary power installations.
9. **Mandatory Actions:**

9.1 Mandatory DB (Distribution Box) per Bare Space – provide 1 certified DB per bare space, delivered before build-up begins.

The DB shall include:

 - a. Incoming 32A/63A terminated at 10rganizer side *(The 10rganizer gives the stand one main power line (32A or 63A). This line goes into the DB first so we can control and protect all power before it gets used inside the stand. Why? So that no contractor can touch or misuse the 10rganizer’s main electricity supply.)*

- b. Outgoing MCBs sized per exhibitor load: *(Inside the DB, power is separated into smaller circuits using MCBs (mini circuit breakers). For example: One MCB for lights, One MCB for sockets, One MCB for heavy machines. Why? If one device has a problem, only that MCB trips — the whole stall doesn't lose power.)*
 - c. ELCB/RCD 30mA for human protection: *(This is the most important safety device. If electricity leaks or a person touches a live wire accidentally, this device cuts the power in milliseconds. Why? It prevents electric shocks and saves lives.)*
 - d. Earth leakage indicator: *(This small indicator shows if electricity is leaking somewhere in the stall. Why? It helps us quickly check if a stall has a wiring fault before opening to exhibitors.)*
 - e. Clear circuit labelling: *(Every switch/MCB must clearly say what it controls, like: LIGHTS, AC, POWER POINTS, LED WALL. Why? Anyone inspecting or fixing knows exactly which circuit does what. It avoids confusion during setup or emergencies.)*
- Benefits: Prevents stand contractors from touching the main infra | Ensures exhibitor internal wiring connects to a controlled, tested supply | Guarantees-provided earthing & copper cable continuity | Allows load balancing & monitoring | Reduces fire risk drastically.*

9.2 Mandatory Copper Cable & Earthing Continuity

- a. Only IS-certified copper wires are allowed.
- b. Minimum sizes: Lighting: 1.5 sqmm | Power sockets: 2.5 sqmm | Heavy loads: 4–6 sqmm depending on appliance
- c. Double earthing is mandatory for all DBs and high-load booths.
- d. Earth resistance target: < 1 ohm (or venue limit).
- e. No aluminum cables permitted, even temporarily.

10. Prohibition Guidelines:

- a. No direct connection to MCB; all connections must go through the DB.
- b. No multi-plug chains or household extension cords.
- c. No twisted or taped joints—only proper terminals.
- d. No open or exposed wiring on carpet.
- e. No halogen lights without protective glass.
- f. No LED wall connection without load test.

Protocols and requirements that must be fulfilled before the execution or placement of genset.

1. Submission of the following licenses (before installation of temporary power supply units, such as DG sets) is mandatory along with other information:
 - Proprietor License
 - DG Fitness License
 - DPCC and Cable License

We highly recommend the use of green gensets wherever possible to support client requirements and to comply with IGBC green sustainable norms.

By adhering to these norms and guidelines, we can ensure that temporary power distribution by genset placement is carried out safely, efficiently, and with compliance

Electrical Audit

1. Pre-Event Audit (Before Build-up)
Checklist: Verify incoming power from venue/utility | Test main panel, earthing pit, busbar integrity | Load study & distribution design | Install & test DBs for all bare spaces | Document loads allocated per exhibitor | Mark cable routings | Inspect cable condition & certification
2. Build-Up Audit: This is the most crucial phase.
 - 2.1 Incoming Power Verification
 - a. Check that copper wire supply to DB is intact and unaltered.
 - b. Earth & neutral continuity test.
 - c. Insulation resistance test (Megger). (hard to implement, worth mentioning)
 - 2.2 Stand Contractor's Work Audit (Audit each booth for):
 - a. Correct cable sizing
 - b. Proper termination (no naked ends)
 - c. MCB ratings matching appliance loads
 - d. RCD trip test
 - e. Junction box protection
 - f. No heating spots at joints
 - g. Proper LED wall wiring (typically 32A 3-phase)
 - h. Safe placement of cables under platforms
 - 2.3 High-Risk Booths: Priority Audit
 - a. Double-height structures
 - b. Large LED walls
 - c. Machinery exhibits
 - d. Food prep stalls (heaters, coffee machines, induction)
3. Event-Day Daily Audit - Every morning before visitor entry:
Check: Overheating at DBs | Loose connections | Tripping pattern analysis | Load balancing | Emergency lighting & signage | Cable integrity in public pathways
Document: Daily Electrical Safety Log
4. Shutdown Audit (Post-event inspection to):
Confirm safe disconnecting (Methodology) | Evaluate damages | Document incident trends | Recommend improvements for next edition

Documents: Site risk assessment Forms + Single Line Diagram + On-site Electric Eng. Details (Certified Eng. by GOI)

ANY violation of the rules governing power distribution will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Emergencies

An emergency is any situation that poses a serious and imminent risk of injury, loss or damage to the event/venue or any of the occupants requiring immediate action to prevent or contain the consequences.

It is the responsibility of the organiser and appointed vendors to ensure that there is a comprehensive set of emergency procedures to deal with any foreseeable emergency like Fire / Security threat including bomb threat / Evacuation from the venue for any reason

It is the responsibility of the organiser's event management team to ensure that the relevant emergency procedures are understood and communicated to employees, contractors and exhibitors. Where relevant, emergency procedures must be translated into other languages. It is the responsibility of the organiser's employees, contractors and exhibitors to ensure that they understand the actions to take in an emergency and cooperate with KINEXIN and organiser's safety and security staff during an emergency situation.

The essential access routes, marked by no-stopping signs, and the movement zones for the emergency evacuation/services must be always kept clear. Vehicles and objects parked or deposited on the emergency exit routes and safety areas will be towed immediately at the cost and risk of the organizer/exhibitor/contractor/owner.

The emergency exit routes must be always kept clear. The doors along the emergency exit routes must be easy to open, over their full width from the inside. Exit doors and escape hatches/tunnels in/below the hall and the signs indicating their position may not be re-constructed, built over, covered, or made unrecognizable in any other way. The aisles in the halls may not be obstructed by any objects. In an emergency, these aisles are used as emergency exit routes. In case of any violations of these rules, IICC / Kinexin shall be entitled to take remedial action at the expense and the risk of the parties responsible. Materials needed for stand construction or exhibits delivered for immediate setting up on the stand area can be deposited in the hall (designated area) briefly during the setting-up and dismantling phase. Areas in front of emergency exits and the crossings of the hall aisles must be always kept free over their entire width. The hall aisles must not be used for setting up assembly locations or for setting up machines (e.g. workbenches, etc.). Sprinklers, fire alarms, fire extinguishing equipment, trigger points for smoke extractors, smoke alarms, fire curtains, closure devices for the hall entrances and other safety equipment, the corresponding signs as well as the green emergency exit signs must be accessible, and visible at all times; they may not be obstructed or built over.

Emergency Announcements and Communication - All organiser's staff must know specific KINEXIN protocols and codes used in emergency announcements. The meaning of these should not be relayed to the public as this might cause unnecessary panic. Organiser staff must have and distribute all emergency contact numbers to report an emergency by telephone.

Evacuation Procedures - The tenanted area must have sufficient signposted emergency exits to cope with the maximum expected number of occupants. It should be possible to evacuate the public in 2.5 -4 minutes. Emergency exit signs must be visible from all parts of the hall/rooms. Evacuation procedures must be known to organizer. The decision to evacuate the venue is generally taken by the KINEXIN in liaison with the organizer.

First Aid - As a minimum, there must be sufficient medical cover to provide emergency first aid to any part of the tenanted area within 3 - 5 minutes of a call. First aiders must be qualified and competent to deal with emergencies including resuscitation of a casualty. The first aid post must be easily accessible from any part of the tenanted area and must be clearly signposted. It is essential that all staff, stewards, security, exhibitors and contractors are made aware of the location of the medical centre and how to contact them if required.

ANY non-compliance will result in fines and penalties, such as inadequate emergency exits in temporarily constructed rooms, emergency and fire exits blocked by temporary constructions, obstruction of evacuation routes, etc. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Fire Safety

This section addresses the key fire safety arrangements for fire prevention and fire response. It covers the requirements to ensure that flammable materials and sources of ignition in the halls are kept to a minimum and to ensure that occupants can escape safely in the event of a fire. It does not cover structural or design aspects of the venue.

Fire Risk Assessment - Organiser's staff are to conduct a fire risk assessment for the events. Organiser's staff must liaise closely with the Delhi Fire Services and KINEXIN to ensure that all fire risks are taken into account particularly those associated with the event which the KINEXIN would not necessarily be aware of. Additional fire safety precautions such as increased fire marshals / staff may be required to compensate for areas for increased risk.

Fire Prevention - Combustible waste must not be permitted to build up in the halls and must be removed regularly to a suitable disposal area. Vendors and exhibitors are not to dump large items of waste in the aisles. Highly flammable liquids such as glues are not permitted in the halls unless essential (need approval from KINEXIN) in which case only the minimum required quantities should be used. Vehicles and motor engines for machinery such as generators must not be refueled in or close to public areas / not during event time and certainly not in the halls. Vehicles for display require at least 90 days' notice and permission from KINEXIN. Permission will only be granted where there is sufficient documentation to show how essential fire safety precautions will be met and is subject to final approval on site. Vehicles used as an exhibit should not be fueled. The vehicle fuel tank should be sealed and always locked. The vehicle battery should be disconnected. Pressurized gases for cooking or heating are not permitted in the halls at any time. Pyrotechnics (fireworks) or any form of display which creates heat or flames are not allowed. Electrical circuits must comply with the electrical safety requirements to prevent overloading of circuits. Cables must not trail across aisles where they can become damaged by vehicles. Organiser's floor managers must carry out routine fire safety monitoring in the tenanted areas.

Hot Works - Hot works are construction processes requiring heat such as cutting or welding. All hot works need to be done or completed in vendor workshops (not permitted in venue) and in case of essential or final completion it requires a Hot Work Permit from the organizer and KINEXIN. The organiser will send a copy/request of the Hot Work for Permit to the KINEXIN. Organiser's staff must liaise with the KINEXIN to ensure that hot works do not set off fire and smoke alarms or water sprinklers by accident. Organiser's floor management will monitor hot works to ensure that they do not pose a fire safety risk. In general the following must be in place:

- The immediate area must be clear of other workers, public and vehicles and no other workers, public or vehicles should be able to pass under hot works.
- The immediate area must be clear of any combustible items.
- The operative and others must be suitably protected from the risk of burns and damage to eyes
- A suitable fire extinguisher with marshal must be provided close to the location of hot works
- A second operative is required to monitor the operation, to keep other people clear, watch for signs of a fire, use the fire extinguisher if necessary and etc.

Smoke machines / Fog machines may only be used if an application for permission to do so is made in writing by KINEXIN at least 3 weeks before the show and is only admissible upon receipt of the permit/NOC from Delhi Fire Service. Fog-machine fluids must not contain any hazardous materials as defined by the CBPC - Central Pollution Control Board guidelines (<https://cpcb.nic.in/>). Dt.12.05.2020 and there after, Information Datasheet of the material that will be used must be presented/submitted along with the application. The effects of the fog must be limited to the specific

area and must not create any hindrance to visitor, in surrounding, in recognizing safety marks and emergency escape routes. Before using a smoke machine for the first time, a final rehearsal must be held in consultation with KINEXIN and Delhi Fire Service (NOC Mandatory).

Arrangements for Fire Safety

These are the minimum requirements for any organizer with regards to fire safety arrangements. They must have NOC from Delhi Fire Services for their Layout plan.



- **Fire Detection** - There must be a call point system to allow workers and exhibitors/ visitors to raise the alarm if they see a fire.

- **Fire Escape Routes and Exits** - It is a responsibility of organiser to educate their staff make them aware suitable fire evacuation routes from any part of the venue both laterally (across the floors) and vertically (between floors). These must be kept clear at all times. The fire exits should be determined by the maximum number of people in the halls. A 0.75m exit can cope with 100 people and a 1.05m exit can cope with 200 people. Exit capacity should be increased by 20% if there are higher fire risks or more vulnerable occupants in the halls. For capacity planning the largest fire exit should always be discounted to allow for the fact that one exit may be blocked by the fire. Fire exits are only effective if they are close enough for use. All occupants should be no more than 45m from a fire exit. Longer travel distances are permissible in large exhibition halls if there are sufficient fire safety staff to guide people in an emergency. Ideally aisles should be constructed so that there is a straight line access to a fire exits. Aisles should be a minimum of 3m aisle around the perimeter. During build up and break down certain aisles should be designated as emergency aisles for evacuation and access for emergency vehicles and these must be kept clear at all times. Ideally there should be an emergency aisle every 25m. Some provision must be made to ensure that disabled occupants such as those in wheel chairs can exit the building in an emergency. It should be possible to evacuate from any part of the venue to a place of safety in 2.5 – 4 minutes.
- **Fire Fighting Equipment** - The Organiser must install temporary and suitable fire fighting equipment for use in an emergency which must be maintained and ready for use at all times. The provision of one water-based fire extinguisher per 200m² should be sufficient with additional extinguishers to cover areas of high risk such as hot works. Normally these should be sited on fire exit routes and on fire exits as well as spread around the halls on stands.
- **Fire Emergency Response** - The organizer must have in place plans to deal with a fire emergency including a tannoy system to broadcast fire safety messages. There must be sufficient numbers of fire safety staff to assist with evacuation. The numbers will depend entirely on the nature of the event and the layout of the halls. It is advisable to have KINEXIN official agent security/fire safety staff. One officer per 1,000 visitors or at least two officers per hall is reasonable start point for planning. Access routes for Fire Engines and Fire Service vehicles must be kept clear at all times. Access to emergency water hydrants for fire hoses must be kept clear at all times.
- **Fire extinguisher** - At least 10 extinguishing units in each hall quadrant must be kept in the strategically located areas during assembly and dismantling and for the duration of the event. There must be notices on the stand indicating the location of the fire extinguisher, using pictograms as specified IOSH, "Health and Safety Signage". Depending on the stand space, more fire extinguishers may be required. Duplex Floor stands must have a fire extinguisher at the top of each staircase leading down from the upper level. In addition, the dimensions must comply with the Delhi Fire Service - "Firefighting Measures".

Approval and Compliance

Prior approval with 90 days' notice is required for hot works or any equipment using pressurized gas. All tools must be in good working condition and safe to use. In particular, the use of air compressors will only be permitted if they are in a safe working condition. The organiser / KINEXIN reserves the right to prevent the use of any equipment which is unsafe.



Note

Delhi Fire Services Guidelines must be followed and guidance from competent authority is advisable

ANY violation of the rules governing fire safety will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Material Handling & Lifting

Any services like rigging / vehicle movement / working at heights during event set-up or dismantling which includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing, or supporting it. This includes cranes, fork-lift trucks, hand-operated lifting equipment, lifts, hoists, pallet trucks, mobile elevating work platforms, and lifting accessories such as chains, slings, eyebolt shackles etc.

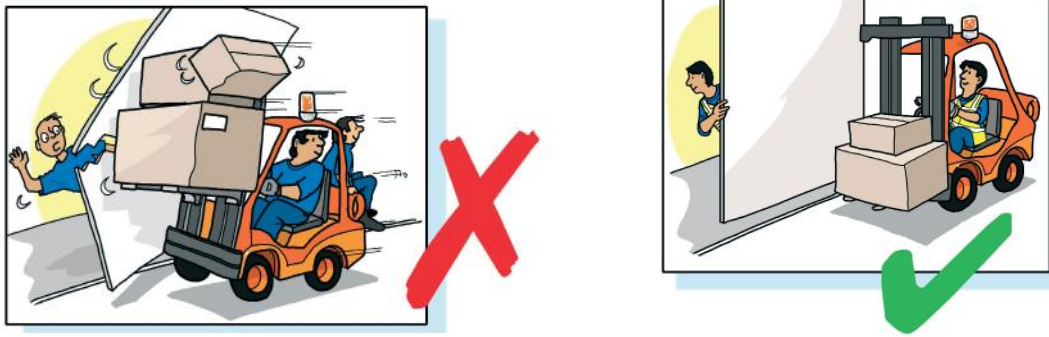
Risk Assessment, Planning and Supervision - All such operations must be covered under relevant insurance and a risk assessment should be submitted to the organiser and KINEIXN at least 90 days in advance. (Risk assessments for specific lifts may be completed when the relevant information is available). All such operations must be properly planned in advance by a competent person, particularly with regard to floor loadings. The organiser requires prior notification of complex lifts, e.g. over 2m high, or heavy lifts over 5000 kg, or crane lifts.

It must be undertaken and supervised by competent persons who are qualified by the provision of appropriate skills, knowledge, training and experience. Licences/training certificates must be valid and not more than 3 years old. Proof of competence must be made available for inspection upon request. KINEIXN reserves the right to ban operatives who engage in unsafe practices from the tenanted area.

Maintenance of Equipment - All equipment used must be free from defects, fit for purpose (sufficiently strong, stable, and marked to indicate its working load limit), adequately maintained, and subject to relevant legal requirements for inspection with valid certification which must be available on request. This will include equipment that is used only occasionally, such as attachments to forklift trucks. All equipment on site must be visually inspected daily by a competent person to ensure that it can function safely. A record is to be taken of this inspection and collated by the lifting supervisor.

The maximum speed of the vehicles allowed inside the is 5-10 Km/hr. To ensure a smooth flow of traffic during assembly and dismantling times and during the event itself, certain traffic rules must be strictly observed throughout the exhibition center. The Delhi Road Traffic & KINEIXN Regulations apply throughout the venue and in the car parks. Before driving into/out of halls drivers must stop and verify sufficient gate clearance height. (At dusk, Rainfall, or when visibility is restricted/minimum, vehicles in moving traffic at IICC complex must be made recognizable by

appropriate lighting/reflecting tapes/reflectors. This is also applicable to stands / temporary structures/material in OEA



Conduct of Lifting Operations and Floor Loading Limits - All equipment must be positioned to minimize the risk of injury or damage, e.g. from the equipment or the load falling or striking people or structures; every part of a load and anything attached to the load and used in lifting must be secured and of adequate strength. All equipment's must be labeled and numbered with driver details so the equipment and its operating company can be easily identified by the organiser in the event of safety violations or incidents. It cannot be assumed that the hall floors and external roads, will bear the same weight as public roadways. Advice must be sought from KINEXIN regarding floor loading limits and in particular with regard to:

- Point loading of outriggers on cranes
- Capacity of upper levels
- Capacity of cargo lifts
- Capacity of floor ducts or other weaker areas.

All Manpower during event set-up and dismantling especially workforce working with equipment operators must:

- Wear hi-vis vest and relevant PPE during operation.
- obey speed limits
- have a clear vision ahead when operating equipment or use a banks man where vision is obscured
- observe floor loading limits for their vehicle and load
- not carry passengers on any part of the vehicle or load
- travel with the forks in the traveling position (leg height)
- not attempt overhead lifting without a banks man
- wear restraints where these are fitted
- not place freight in designated emergency aisles
- switch off engines when not in use and remove keys when parked
- place forks flat on the ground when parked
- Do not use a mobile phone whilst operating equipment
- Must not be under the influence of drugs or alcohol when operating equipment.

Organisers, exhibitors, and contractors/vendors are responsible for ensuring that workers are issued with appropriate PPE for their work activities. In particular, the following rules apply:

- Hardhats should be worn where there is a danger of falling objects.
- Robust footwear should be worn in the halls during build-up and breakdown to prevent slipping and foot injuries.
- Those working at a height where there are no guard rails should be clipped on via a lanyard or wearing fall arrest equipment.
- Hi-visibility vests should be worn in areas of significant vehicle movement.
- Workers are responsible for ensuring that PPE is worn when issued and cooperating with the organiser and the organiser's appointed safety staff regarding health and safety.
- It is not permitted to operate your own cranes and forklift trucks on the event venue. Only equipment belonging to forwarders who are authorised to operate on the premises may be used.
- The storage of empties of all kinds on the stand is prohibited.
- User shall ensure that the goods and cargo vehicles shall enter from designated gates and parked at designated bays for unloading in pre-arranged order through any of the empanelled logistics, clearing and handling agents.

- The movement of goods through public area, audience passage, entry plaza and other non-designated areas including movement of goods when the event / exhibition is strictly prohibited. Any goods arriving prior to move-in date shall be handled by User and shall not be the liabilities of the Operator.
- Operator shall not allow any vehicles to enter the event venue in advance. The exit of exhibits shall be through exit passes duly authenticated by Operator security team, as per the scheduled move out timings



Manual Handling is the movement of loads by lifting and carrying them by hand.



Ideally mechanical means should be used such as lift trucks, pallet trucks and trolleys to reduce the need for manual handling. Factors to consider when manual handling are:

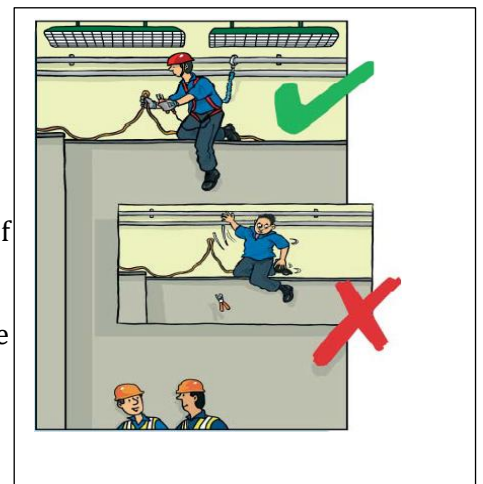
- weight of load
- size and shape of load
- posture during manual handling
- the distance you have to lift it
- nature of manual handling movement
- frequency of manual handling
- working environment
- capability of person

Staff should be trained in manual handling techniques to reduce the risk of personal injury.

Working at Height

Refers to any temporary suspended item including the fixing points. All such operations must be covered by a risk assessment and together with supporting information on requirements submitted to the organizer & KINEXIN at least 90 days in advance. All such operations must be properly planned in advance, particularly with regard to permitted Working Load Limits. It must be supervised by a competent supervisor who is qualified professional, by provision of appropriate skills, knowledge, training, and experience. Certificates must be made available for inspection upon request. The organizer/ KINEXIN reserves the right to ban operatives or vendors who engage in unsafe practices from the tenanted area. Exhibitors and any vendor are NOT permitted to conduct their own Operation. Only the

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appointed or approved vendors are permitted to conduct the operations from any part of the tenanted area. Ideally, there will only be one appointed or approved rigging contractor for the event. The organizer / Kinexin reserves the right to appoint an independent vendor to inspect and approve the operation in the halls once it is complete. Any unsafe work must be made safe or removed.

Organiser's floor managers are to monitor the operations to ensure that they are conducted in a safe manner. He must also check that all equipment used must be free from defects, fit for purpose, marked to indicate its Working Load Limit, adequately maintained, and subject to the relevant legal requirement for inspection with valid certification which must be available on request. All equipment on site must be visually inspected daily by a competent person to ensure that it can function safely. Access equipment must be free from defect and used in accordance with the manufacturer's instructions in the manner intended. Standing directly on forks, attachments, or pallets not intended for such applications is strictly forbidden.

When working at heights person must be clipped onto a fixed point via a safety lanyard or be wearing fall arrest equipment. Suitable head protection must be worn to prevent injury to the head when falling. The company must have a rescue plan to rescue the person suspended at height following a fall.

The Working Environment - There must be adequate lighting and clear aisles to allow loads to be carried with the risk of tripping and falling.

Personal Protective Equipment (PPE) - Any item designed to protect the individual. Such items include - Hard Hats / Fall arrest equipment / Safety Boots / Gloves / Eye protection / etc.

Personal Conduct - Workers must conduct themselves in a manner which does not endanger the health and safety of others. The KINEXIN reserves the right to remove any worker from the venue who poses a risk to others by ignoring health and safety rules.

The load-bearing capacity of the floor in Hall 1 & 2 (IEH) is 5000 kg/m² (5 tn.). However, in Exhibition Hall 1, the load-bearing capacity is only 2000 kg per square meter for the first 20 meters from the entrance.

Vehicles are limited to 7.00 mt. height and 6.00 mt. wide drive into the hall (IEH). Any vehicles/cargo exceeding this specification require to get offloaded outside the hall.



Using headphones during site execution is prohibited

ANY violation of the rules governing Material Handling and lifting safety will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Vehicle Movement



Vehicles includes good vehicles, vans, cars and any self-propelled equipment such as cranes, forklift trucks, mobile access work platforms, cleaning machines and electric tugs. It also includes any forms of personal transport such as golf buggies, segways scooters and cycles.

There must be sufficient safe access (aisle) for all types of vehicles via the cargo doors to prevent congestion of vehicles. Ideally, traffic should be limited to essential delivery and service vehicles as per priority designed by the organiser & vendor. There must be separate access and egress for pedestrians. Cargo doors must be marshaled to allow safe access & egress and to ensure that vehicles loading and unloading do not spend more time on site than is necessary and to ensure that vehicles load and unload as close as possible to where the loads need to be delivered. It cannot be assumed that the hall floors and external roads, will bear the same weight as public roadways. Floor supervisor/vendor/organizer must be sought from the venue regarding floor loading limits and in particular with regards to:

- Point loading of outriggers on cranes
- Capacity of upper levels
- Capacity of cargo lifts
- capacity of floor ducts or other weaker areas

Floor loading limits must be clearly signed and visible to drivers by temporary signages thought organizer. Traffic marshals must wear hi-visibility vests / PPE.

Maximum speed of the vehicles allowed inside the complex is 5-10 Km/hr. To ensure a smooth flow of traffic during assembly and dismantling times and during the event itself, certain traffic rules must be strictly observed throughout the exhibition center. The Delhi Road Traffic & KINEXIN Regulations apply throughout the venue and in the car parks. Before driving into/out of halls drivers must stop and verify sufficient gate clearance height. (At dusk, Rainfall, or when visibility is restricted/minimum, vehicles in moving traffic at IICC complex must be made recognizable by appropriate lighting/reflecting tapes/reflectors. This is also applicable to stands / temporary structures/material in OEA

Driver Competence - Drivers must be trained, licensed and competent to drive their vehicle. Drivers must comply with the reasonable requests of traffic marshals, security staff and the organiser's operations staff. The KINEXIN reserves the right to ban unsafe drivers from the tenanted area.

Vehicle Rules

Vehicle drivers must:

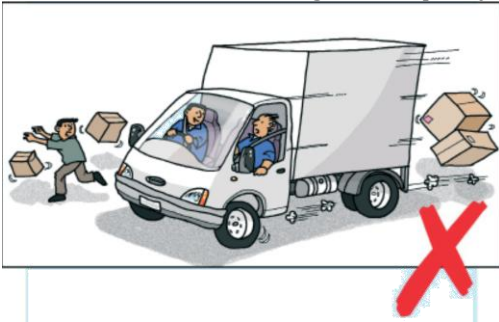
- not exceed the venue speed limits or in any case exceed 15 kph in external areas and 10 kph in the halls whichever is lower
- have a valid Driving license and experience
- Observe load limits for vehicles on the floors

- Reverse vehicles without using a 'banksman' to guide the vehicle in reverse if rear vision is in any way restricted
- Do not leave engines running inside the halls unless it is to operate the equipment (e.g. a crane)
- not carry passengers unless they are seated in a passenger seat
- not load or unload in areas where it will block fire exits or routes for emergency vehicles
- Wear a driver restraint (seat belt) where it is fitted
- Use a hazard light where it is fitted for reversing
- secure vehicles at all times and remove the keys when unattended
- Do not drive any kind of vehicle in the halls when open to the public
- not drive any kind of vehicle under the influence of drugs or alcohol
- Do not drive any kind of vehicle whilst using a mobile phone.

Vehicles Must:

- not be older than 9 years old
- have a valid PUC, HSRP (High-Security Number Plate) & Fitness certificate
- have a proper locking system.
- must have ESI & PF & medical of all drivers & Manpower
- FITNESS certificate of all Drivers and manpower from Government Doctors
- No oil leakage, flat/rub (low friction) tyre, or mechanical fault equipment allowed in any case at IICC.
- All indicators, lights, or reverse gear alarms must be in working condition as per Health and safety standards.
- Must be insured

All documents/certificates/licenses/receipts/renewals/test reports etc. proving above should be available for audit and KINEIXN has the right to disqualify MHE, tools, or manpower – if not as per the norms and Standards.



- Motor vehicles may only enter the halls / convention center for immediate loading or unloading after a permit granted by the user in accordance with the move in and move out time
- The engine must be switched off during loading and unloading. Staying overnight in any type of vehicle on the event venue is not permitted.
- There is no provision for parking of commercial vehicles within/inside the premises..
- All on-ground vehicle movement has to be planned supervised and submitted by the organizer / contractor.
- All the below guidelines for displayed vehicle has to be followed
- Driver has to be inside the vehicles or on the stand throughout the **Tenancy Period** (Setup, Show & Dismantle).
- Vehicle engine cannot be operated / turned on throughout the show & setup period.
- Vehicle entry and exit to be planned in a way that it doesn't affect other's work.
- Should not block the entry/exit, passage.
- Valid vehicle-pass to given to each and every vehicle entering the premises.

ANY violation of the rules governing vehicles working will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Off Hours Working

It refers to working outside normal operating hours after prescribed working hours are after 1800 hrs.

Requirements Permission

Working after prescribed hours will not normally be permitted. Contractors and exhibitors must plan to ensure that the necessary work can be completed within the prescribed hours. It will generally only be permitted in exceptional circumstances where it can be done safely. It can only take place in the tenanted area with permission from the organizer & KINEXIN. The following must be considered:

- Safety risks including reasonable working hours for operatives
- security
- Lighting and power
- toilets, security, housekeeping, utilities operational
- First aid cover, health and safety cover
- emergency situations
- relevant venue licensing conditions.

It will only be permitted if there is sufficient management cover and appropriate duty staff to oversee safe working practices and to ensure adherence to licensing restrictions. As a minimum, there must be at least one organiser's floor manager on duty and a responsible entity/vendors supervisor able to monitor the venue's emergency life systems. Vendors and exhibitors may incur costs if such working is necessary due to planning failures.

Smoking

Where smoking is banned by national legislation then the no smoking rule should be enforced. The organizer /client/show tenant undertakes to abide by the provisions of the COTPA Act 2003 (the cigarettes & other tobacco products [prohibited of advertisement & regulations of the trade & commerce, production, supply & distributions]). Shall keep the premises as No smoking area or will provide a earmarked smoking area with sign board at-least in Hindi & English, other languages if necessary along with automatic door closure and fitted with exhaust ventilation system directly to the outside in such a manner that air does not permeate into No Smoking Zone.

Drinking / consumption of Alcohol / tobacco / drugs and spitting

Ideally the consumption of alcohol/tobacco/drugs and spitting is not permitted during the build-up and break down and the organizer will support this rule. Any worker who is working should not drink alcohol whilst at work. KINEXIN has the right to conduct on-the-spot medical test for the fitness and can debarred the person from working.

Organiser pledge that they will cooperate in stopping the drug abuse. Promise that will not consume or promote any consumption of harmful or illegal drugs in any way for any purpose. Organiser will create awareness about the ill effects of drugs abuse by encouraging every person especially the youth so that the youth of India can live drug free and they can become creative and important member of the society. Also undertake to ensure that no narcotics drugs & psychotropics substances (as given in narcotic drugs & Psychotropics Substances Act, 1985) are sold / consumed in the occupied area (show) and shall prominently display the anti-drug warning signage boards in the event area.

ANY violation of the rules governing above will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.

Stand Construction

The section refers to the approval process and the building of exhibition stands, platforms, and stages. Exhibition stands are divided into three categories as follows:

- Shell scheme
- Space only
- Complex structures

Stand Plan Checks - All stand plans must be checked and verified by the organizer 90 days in advance of the exhibition, stating the stand number and location. All stand plans must be checked by a competent person to ensure:

- Compliance with all relevant standards and venue regulations
- That the structure can be built safely within the time available
- That the design is suitable for its purpose and safe for use.

Exhibitors will not be permitted to build stands that have not been checked and approved by the structural engineer. The organizer may not permit a stand to open if the structure is considered to be unsafe.

Shell Scheme - Shell scheme will be constructed and fitted by an organiser's approved/appointed contractor and no other approval is required from the exhibitors regarding the structure of the stand.

Space Only Stands - A space-only stand is any stand that is designed and built by the exhibitor but is not a 'Complex Structure'. The following information must be submitted for space-only stands:

- Detailed scale drawings, including plan views and elevations
- Details of the materials used to construct the stand
- A plan showing its location within the exhibition
- A risk assessment, (to include fire hazards) and method statement.

Complex Structures - A complex structure is any form of construction of any height, which may require input from a structural engineer. If a stand is not constructed from a 'shell scheme', it is the responsibility of the stand designer to determine whether the construction is complex or not. Examples of complex structures include:

- any structure, regardless of its height, which requires structural calculations
- multi-storey stands
- any part of a stand or exhibit which exceeds 3 meters in height
- Suspended items, e.g. lighting rigs of over 400 kg in weight
- Sound/lighting towers
- Temporary tiered seating
- Platforms and stages over 0.6m in height and all platforms and stages for public use.

The following information must be submitted for a complex structure:

- detailed, scaled structural drawings showing:
 - i. plan views of each storey of the stand
 - ii. sections through each storey of the stand
 - iii. elevations including full steelwork and staircase details
 - iv. width and position of gangways within the stand
 - v. floor and/or roof loading
- Specifications of materials used
- structural calculations
- risk assessment (to include fire hazards) and method statement
- written confirmation from a structural engineer, with adequate professional indemnity cover, that the design is safe for its purpose.

If any complex structure is modified after the submission of the above information, plans must be resubmitted with details of all modifications and a structural engineer's confirmation that the final overall design is safe for its purpose. Structures over 3m which are used only for signage and which are of simple design may not be considered to be 'complex' but must submit details on how they will be fixed to prevent them from falling.

Stand Construction Requirements

Exit Signs - There must be sufficient illuminated exit signs positioned so that they can be seen to facilitate escape in an emergency. Ideally, exit signs should be a minimum height of 200mm and a minimum width of 400mm & on a 24-hour electrical supply and illuminated at all times.

Emergency Lighting - The illumination provided by normal lighting and emergency lighting should be sufficient to enable anyone to see their way out of stands, seminar rooms, and theatres at all times. Any battery used for emergency lighting should be able to operate for a minimum of three hours after the failure of the normal supply.

Escape Routes- There must be adequate escape routes from any point of the stand or structure. It must be clear of obstructions, be even and have a firm, smooth, and slip-resistant finish. Ideally, escape routes should have a minimum, unobstructed height of 2.1m, other than within doorways, which should have a clear height of not less than 2.06m, not be less than 3 mtr. wide, except within stands of less than 100m², where gangways must be no less than 1m wide and have a travel distance from any part of a stand to an open side, exit or gangway which does not exceed 12 mtr.

Multi-Storey Stands- Stands, where more than 40 people can occupy the upper level, require a minimum of two separate staircases leading from any floor above ground. The floor of the upper level of a multi-storey stand must be capable of withstanding a weight loading of 5kN/m².

Ramps- Ramps should be of a gradient that is not too steep for use by pedestrians and wheelchairs. The following are the ideal requirements:

- ramps should not be greater than 10m, or have a rise of more than 500mm.
- ramps should have a minimum, unobstructed width of 1.5m.
- The ramp surface must be slip-resistant, especially when wet
- Handrails must be provided on both sides of a ramp (unless it is a short ramp designed for wheelchair access to a stand).

Stairs - Stairs must be safe to use and the following gives the ideal dimensions:

- A level landing should be provided at the top and bottom of each flight
- Each landing should have an unobstructed length of not less than 1.2m
- Flights should have a minimum, unobstructed width of 1.2m
- Doors should not swing across landings
- Flights between landings should contain no more than 12 risers where the treads are less than 350mm and no more than 18 risers where the treads are 350mm or greater
- The tread and riser of each step should be consistent throughout a flight
- The rise of each step should be between 150mm and 170mm
- The tread of each step should be between 280mm and 425mm
- Risers should not be open
- Single steps are not encouraged
- A continuous handrail must be provided on each side of flights and landings
- A single staircase shall not exceed 1.8 metres in width
- Where a staircase is divided into more than one channel, no single channel shall be less than 1 meter wide and an additional handrail must be provided between channels.

Purpose-built access to trailers, boats, caravans, and other, similar exhibits must be risk-assessed where they do not comply with the above regulations to ensure that they are safe to use. Spiral staircases are not encouraged. They must not be installed for upper storeys with a maximum occupancy of more than 20.

Handrails - Handrails shall be non-climbable, i.e. with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals.

Barriers (Balustrades) - Barriers shall be provided to protect exposed edges of staircases, landings, balconies, galleries and other changes of level. They shall:

- Provide guarding to all exposed edges of stairs and ramps at a height of 1.1m.
- Be non-climbable, i.e., with solid in fills or vertical guard rails a maximum of 100mm apart.

Stand Construction: Construction Materials - All materials used in the construction of stands, features, and displays, including signs and fascias, shall be:

- suitable for the purposes and conditions of their intended use
- adequately prepared and fixed in order adequately to perform the functions for which they are designed
- non-combustible, inherently non-flammable, or durably flameproof
- Water-based, where applicable, e.g. adhesives and paint.



Suitable samples of materials may be required to be submitted to the appointed structural engineer for approval. Materials may be tested on-site to ensure that they comply with fire safety requirements. Decorative materials used for stand dressing must be flame-proofed or purchased already treated by the use of the appropriate chemical. Untreated wallpaper and similar thin surface finishes, not exceeding 1mm in thickness, may be accepted, provided they are firmly fixed. Artificial plants and flowers are combustible and give off toxic fumes. Therefore, they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such. Drapes, curtains, hangings, etc., must be inherently or durably flame-proofed. Otherwise, they may be treated with a flame retardant. Test certificates must be available for inspection for any materials intended to be used. Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings. Curtains on exit routes should hang 75mm clear of the floor, be parted in the center and not conceal any exit signs.

All floor coverings must be secured and maintained so that they do not cause a hazard. Fixing of floor coverings to the hall floor may only be carried out using approved tape. Other forms of fixing to the hall floor, such as glue, cable clips, nails, and bolts are prohibited. All glazing used in the construction of stands must consist of safety glass (laminated or tempered) a minimum of 6mm thick to prevent injury from glass shattering. The table below shows the thickness required for large glazed areas:

Maximum Pane Size Dimensions	
Thickness Required	Size
8mm	1100 mm x 1100mm
10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm	No limit

Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos, etc. Overhead glazing shall be of wired or laminated glass or be otherwise adequately protected from shattering. Night sheets must be made of inherently non-flammable material or of material satisfactorily treated to render it non-flammable. They shall be stored rolled up and firmly secured and not cause any obstruction while not in use. Only water-based paint may be used on-site for the final touch-up only. Paint-spraying equipment is strictly prohibited and not allowed to be used and not cause a nuisance to others. Protective measures shall be taken to ensure that no paint is spilled or sprayed onto the building. All materials such as plastic, including plastic / artificial plants and materials used for vision panels, etc., must be non-flammable as per BS EN 13501-1:2018 / IS 5509:2021 / IS 11871:2014 / IS 13501:2003 etc. Timber under 25mm thick must be impregnated to be fire resistant. Treated materials should be marked as such. Boards, plywood, chipboard, etc., must be treated if under 18mm thick. The exception to this is MDF, which is usually acceptable for use due to its density. Upholstered seating must be non-combustible and marked with the appropriate BIS standard.

Approval and Compliance

Prior approval with 90 days' notice is required for hot works or any equipment using pressurized gas. All tools must be in good working condition and safe to use. In particular, the use of air compressors will only be permitted if they are in a safe working condition. The organizer / KINEXIN reserves the right to prevent the use of any equipment that is unsafe.

Exhibition stands including equipment and exhibits as well as advertising hoardings must be securely erected so that they will not cause any loss to the general public/visitors/ workforce/casual manpower/building infrastructure etc. Special care/measures should be taken especially during construction and dismantling which can restrict/reduce/bring down the amount of loss that may arise from the work/task and shall be limited to specific areas. Proactive planning with proper measures can help in avoiding risks on adjacent escape and rescue routes or neighboring stand space. The exhibitor & organizer is responsible for structural safety and may be required to provide proof of such. Exhibitor / Contractor/organizer should commission a structural engineer to carry out a check of stand safety at their expense.

Organiser should ensure that they provided the Technical Guidelines to all exhibitors/contractors and are taken care in the design's submitted for approval (approved by nominated structural Eng.) and the same is followed during constructions. These drawings are required to be submitted for clearance at Kinexin, duly verified by the organizer or appointed competent authority. These submissions (stand construction plans) should be in the English language (comprising at least the floor plan, elevation, and perspective drawings with unambiguous dimensions stated in the floor plan and elevation). The final date for submission is 45 days before the commencement of the construction. Moreover, any other stand constructions, mobile stands, special structures and constructions, and special components (especially textile stand constructions) are subject to clearance. Outdoors / Special area all stand constructions and facilities are subject to clearance and/or approval. Clearances/approvals are only valid for the event for which they have been issued.

Vehicles or containers may not be used as stand construction elements unless they have received clearance from the venue operator (KIEIXIN) / organizer. Written permission must first be obtained. Regular stand construction norms requirements must be met.

Stand plans drawn to a suitable scale/grid (with metric details), with a ground plan and views, and must be submitted not later **than 95 days** before the beginning of the venue operator's setup period (in English). Original documents must be submitted physically. Telefaxes and e-mail cannot be processed. The final report on the inspection, supervision, and acceptance of the verified stand constructions need to be provided by organizer duly approved signed, and stamped by the structural engineer or competent authority, subject to KINEXIN discretion. In order to receive clearance especially for Duplex Floor stand constructions, temporary rooms, conferences room or auditoriums, open-air construction, stage, etc. the following documentation is also required (in English) 95 days before commencement of construction: a) a testable structural analysis by nominated structural engineer in accordance with Bureau of Indian Standards (<https://www.bis.gov.in/>) or equivalent international standards b) description of the stand c) stand drawings, floor plans, views, cross-sections, emergency escape route plan indicating the length of escape routes, construction details. The cost of the clearance procedure is charged to the exhibitor / stand Construction Company. Applications received after the official deadline are subject to a surcharge.

The Organizer should instruct and encourage the use of 100% pre-fabricated material while constructing stands to ensure a safe and healthy working atmosphere and minimum time spent by the stand fabricators, fitters, etc. The organizer should also instruct the contractors / C&D agent to disinfect the booth construction material, exhibits etc. Stand Contractors should use mechanized trolleys/pallets etc. to minimize human labor while bringing/taking material out. Painting/pasting/wood cutting/drilling/grouting etc. will not be allowed inside and within the Complex / IICC venue.

The organizer along with the contractors needs to ensure that they will occupy only the area designated to them and that a minimum of 50% of the area in an exhibition hall is left open for circulation/easy movement during construction and dismantling. All aisles shall be free for movement without any hindrance. There must be no construction on or on top of any aisles. As much as possible especially raw space stands must have multiple entry and exist.



Figure 1

Spray guns, lacquers, paints containing solvents and cleaning agents/detergents

The use of solvent-based products or paints is prohibited in Complex. The use of sprayers is prohibited, as well, even if other products are used. The use of flammable liquids for cleaning purposes inside the complex is not permitted. Cleaning agents/detergents that contain harmful substances must not be used.

Any welding, cutting, soldering, defrosting, and abrasive cutting is not permitted, in any special case, it must be personally notified prior to commencement and requires written permission from Organiser, KINEXIN and NOC from Delhi Fire Services. Such work may not be started until it has received clearance together with a written permit. Users must have their own suitable/certified/experienced extinguishing agents/marshals ready for use for any immediate unforeseen circumstance. A fire marshal/expert must be ordered at the exhibitor's own cost. The use of low-quality shrink wrap (non-ISI marked) and manual shrinking equipment with an open flame also requires a written permit/NOC from Delhi Fire Services. Within the working area, a safe distance of at least 5 meters must be kept from any flammable objects, such as exhibits and stand construction materials.

It is advisable not to use glass inside the premises. Whereas laminated safety glass is suitable and safe for use. Detail on the glass and acrylic is mandatory. It is strongly recommended that the edges of panes of glass must be machined or protected from any risk of injury. If possible, all glass components or areas must be marked at eye level and should be visible in all circumstances. It is the responsibility of the organizer/contractor to make sure all glasses are removed immediately before initiating the wind-up process with all safety measures and gadgets. Damaged glass (during handling) should be removed immediately from the site (safely).

All temporarily constructed rooms such as conference rooms, lounges, waiting areas, etc. must be equipped with safety gadgets like fire extinguishers, lighting, open to pre-installed sprinklers, etc. Such rooms should have a separate fire/emergency exit as per Delhi Fire Service norms. All such rooms that can only be accessed by exclusive team members must not be built. In temporary rooms, the use of swing doors, revolving doors, coded doors, sliding doors and other access barriers is not permitted especially in the emergency exits. Standing attendees are not allowed in such rooms. In order to maintain the sprinkler function, stands in all halls must be open at the top. In covering of single-floor stands and the upper floor of Duplex Floor stands is only permitted with fire-resistant materials as per the National Building Code of India Part -4 [Fire and Life Safety]. A certain portion of the area is still required to remain open from top to bottom in order to have a proper and effective function of the sprinklers. Textile material should be avoided, however, under special permissions from KINEXIN, it can be allowed with any additional measures on case-to-case basis. If there is more than 30% PVC (Polyvinyl Chloride), wood etc. on the stand area (including stand construction material, exhibits, etc.) the stand must not be covered, must have multiple entry and exit and should be insured additionally. Organizer/contractor should submit proof of the material used in the stand along with the drawing of the stand and approval/certificate issued by structural engineers 3 weeks before the show build-up to KINEXIN for further approval, inspection certificate/report (before and after completion of constructions) by structural engineers or competent authority or approved inspection authority is also mandatory, same should be submitted to KINEXIN before show.

Components and technical facilities may not be damaged, strained, soiled (lightly colored), or in any way changed (e.g. drilling of holes, the use of nails and screws, glue, any pasting, adhesive, painting, welding, etc. not permitted). Carpets and other floor coverings must be laid with due regard to safety and must be environment-friendly (no dust / no residues shall be left behind). Substances like oil, grease and similar kinds of materials are not be allowed any filling / refilling, it should be done in-house by exhibitor/contractor etc. any spillover must be reported to organizer or KINEIN for immediate removal with all precautions and with the help of the experts/professionals. All costs will be borne by the exhibitor/organizer. It is not permitted to drill / grouting / welding/anchor stand buildings / exhibits on the floors. The cover plates of the supply trenches/ducts in Halls are recommended not to be covered.

Stand Construction heights - Maximum construction height for stand buildings and advertising supports (from the ground) is 5.00 meters (single Floor standalone) & 8.00 meters (Double floor [mezzanine] standalone) and 3.00 meters (single floor sharing). These limits shall be valid unless any other regulations are laid down by KINEIXN. There should be a provision for the inspection of structural installations. For an open or transparent upper floor of a Duplex Floor exhibition stand, the exhibitor must obtain permission from the KINEIXN and nominated structural engineer. All Stands walls higher than 2 meters must be dimensioned with an equivalent distributed load and certified by a structural engineer. Any and all kinds of adhesive glue, tape or bond should not be used on the flooring of the exhibition halls. No surface material painting shall be done at the site.

Guidelines		
S. No.	Area	Recommendation
1	Floor Area Ratio	- The mezzanine floor area should be 30%–50% of the ground floor (GF) area in line with stall code ES-1. - The floor should have anti-slip surface materials to minimize risk of slips and falls.
2	Branding & Advertising	- Avoid branding or electric advertising on or above the mezzanine floor, as stipulated by stall safety and structural norms. - Temporary mezzanines are typically allowed only for hospitality lounges or meeting rooms (Min. 2 doors), no heavy exhibits, video walls, or electric branding is permitted above or on the mezzanine for safety and visibility reasons.
3	Staircase Safety	- Minimum staircase height: 1m (from tread to top railing). - Railings are mandatory on both sides of the staircase for safe climbing. - Footstep width: Minimum 10in (approx. 254mm) for safe ascent and descent. - Illumination: All stair treads (anti-slip), consistent riser height and landings must be well-lit, with lighting installed even in emergency situations. - For larger mezzanines (>50 sqm), two separated stairways (entry/exit) are required to ensure emergency egress.
4	Fire Safety	- Install at least one fire extinguisher (type and location per local fire regulations) near or on the mezzanine. - Use only fire-retardant material on stand. - Provide fire extinguishers at accessible points, maintain unobstructed emergency exit routes, ensure fire detection (sprinklers, alarms) are not blocked, and avoid storing combustibles on the mezzanine.
5	Fencing & Fall Protection	- The mezzanine perimeter must be enclosed on all four sides with fencing/guardrails at least waist height. - All open perimeters must have guardrails or fencing with a minimum height of 1–1.5 meters and a kick plate/strip (at least 0.1 m high) along the edge to prevent falls and objects from falling. - Railings should have no large open gaps to prevent objects or persons falling through.
6	Additional	- Load Limit: Display the maximum permissible load (in kg/sq.m), calculated based on structural capacity. (expected people and equipment loads) - Emergency Exit: Ensure clear, unobstructed paths to exits from the mezzanine at all times. - No Storage of Combustibles: Do not use the mezzanine for storage of flammable materials. - Signage: Place safety signage for stair use, load limits, and emergency contact information. - Routine Inspection: Conduct periodic inspections for railings, structure, and fire safety equipment to ensure ongoing compliance. - Ramps (if provided) should not be too steep, should be slip-resistant, have a minimum width (typically 1.5 m), and must be equipped with handrails on both sides for safe pedestrian and wheelchair access.
7	Accessibility	Ramps (if provided) should not be too steep, should be slip-resistant, have a minimum width (typically 1.5 m), and must be equipped with handrails on both sides for safe pedestrian and wheelchair access.
8	Emergency Signage	Mark all evacuation routes and stair access points with illuminated signs in accordance with fire and safety policies.

Stand construction and decorative materials - Readily flammable materials and construction materials that drip when burning or polystyrene hard foam (Styropor) and similar materials may not be used in the construction of stands and stand installations. In individual cases, special requirements may be imposed for load-bearing construction components for safety purposes. All forms of decoration material must be heavily flame retardant at least as per the National Building Code of India Part -4 [Fire and Life Safety] or equivalent evidence in India or international standards as per building material category. Should this be requested by the venue operator, low flammability must be proved through the submission of a test certificate from an approved inspection authority/Delhi Fire services as well as a certificate of conformity. Standard fire-resistant decorative materials may be used in certain areas if the design provides sufficient protection against fire. Materials such as bamboo, reed, hay, straw, wood chips, turf or similar materials may not be used. Any and all materials used for exhibition booth installation or floor finishing shall be flame retardant treated or made from nonflammable materials, and a flame-retardant certificate, documentation with respect to flame retardant qualities, or other confirmation thereof shall be submitted to the operator and organizer for approval.

The user has to lay a carpet below all areas where stands structures/panels/brandings/installations/speakers/counters/barricading are being placed and has to additionally place 18 mm single plywood along with carpet during the setup days while constructing and also barricade the audio-visual equipment's, lighting equipments and any other equipment which are being placed in the aisle space. User shall not carry out any build up work during the Event.

Security Camera Deployment Policy - To ensure the availability of clear and comprehensive surveillance footage in the event. This policy applies to all contractors, exhibitors, and organizers involved in events where security surveillance is a requirement.

- In cases where the pre-installed CCTV footage is compromised due to temporary constructions obstructing the view, it is the responsibility of the contractor, exhibitor, or organizer to take remedial actions.
- To maintain a high level of security and surveillance during events, additional cameras must be deployed to cover any areas where the pre-installed cameras fail to provide clear footage due to construction hindrances.

Coverage Requirement: The organizers of the event are obligated to ensure 100% surveillance coverage throughout the entire event venue. Additional cameras should be strategically placed to ensure there are no blind spots in the surveillance network.

Contractors, exhibitors, and organizers must assess the event venue before the commencement of any event and during set-up time. If temporary constructions are found to obstruct the view of pre-installed cameras, immediate action must be taken to address this issue. In cases where additional cameras are required to cover grey areas caused by temporary constructions, these cameras should be sourced, installed, and maintained by the respective parties responsible (contractor, exhibitor, or organizer). Organizers of the event are required to ensure that the event venue is under constant surveillance, and that all areas are adequately covered by security cameras.

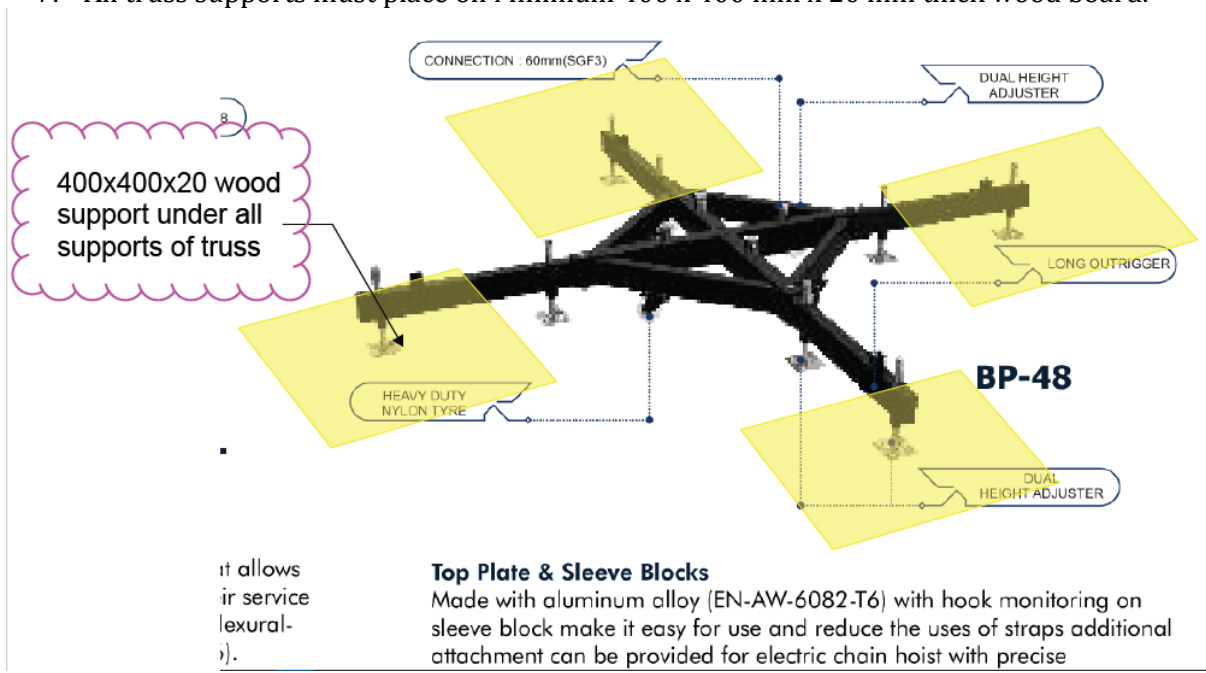
Compliance: Non-compliance with this policy may result in a breach of security standards, potentially jeopardizing the safety and security of the event. Failure to deploy additional cameras as required, or to ensure 100% surveillance coverage, may lead to penalties or disqualification from participating in future events. Any necessary revisions will be made in consultation with KINEXIN.

Note: This policy is provided as a general template. Specific requirements and guidelines may vary depending on the nature of the event, local regulations, and the organization's security protocols. It is recommended to consult with KINEXIN.

Carpet – It is advisable not to use carpet in the aisle. However, the User has to lay good quality carpets with thick GSM on aisle areas. Carpets, drapes, and other materials that are brought into the Venue for the event must be flame retardant. Carpets and any other floor covering should be laid in a manner to avoid accidents and should be fixed in place using appropriate PE or PP or fabric adhesive double tape, ensuring no residue is left on removal (No adhesive marks should be left over on the floor). It is advisable to use old carpet before laying new carpet to avoid any damage or marks on the floor.

INSTALLING TEMPORARY STRUCTURES

1. The entire area of operation must be covered with a protective carpet, not just the area underneath the equipment/trusses and other machinery.
2. Hall with carpets / flooring (granite / terrazzo / other):
 - 2.1 Maximum unsupported span of truss permitted is 50'.
 - 2.2 Maximum permitted load on truss = 300 kg.
3. Operator to ensure no damage/tear is done to the floor.
4. No loose wires/cables are allowed during installation. The electrical works should be properly earthed and secured to the floor or side supports to prevent any untoward accidents.
5. Nails/Nuts/Bolts should not be scattered on the operation floor.
6. Scaffolding, if in use, must be securely tightened using all turnbuckles.
7. All truss supports must place on Minimum 400 x 400 mm x 20 mm thick wood board.



Waste Removal and Aisle / Trenches Maintenance

Waste materials left in the aisles / trenched block fire exit routes and hinder access in emergencies. Sharp objects in waste can cause injuries to hands and feet. Food waste attracts vermin and can be a health hazard.

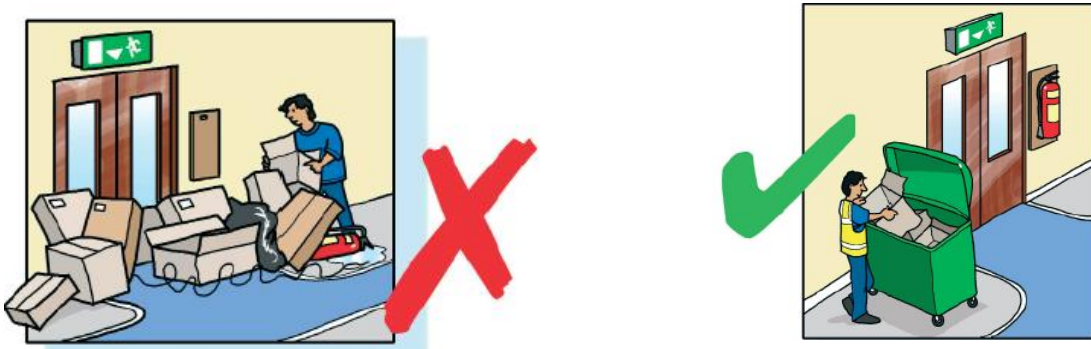
The organizer and its appointed/nominated contractors are responsible for cleaning normal waste which includes packaging and other small items from the tenancy area. Exhibitors and vendors are responsible for the removal of any other waste including:

- carpet - except scraps
- crates/pallets
- Building waste, such as bricks, sand, and stand-fitting materials
- Metal work
- Large items that will not fit into rubbish receptacles or that need to be removed by mechanical means
- Hazardous waste - e.g., paints, solvents, chemicals, clinical waste, aerosols, oils, or lubricants, including rags used in the application of these substances
- cooking oils
- Strip lights (fluorescent tubes) and light bulbs, temporary cables, etc.
- Material produced by working demonstrations of exhibits.

Exhibitors and contractors are responsible for removing large items of waste. Nails and other sharp objects should not be left sticking out of wood and should be hammered flat.

Emergency Aisles

During build up and break down certain aisles should be designated as emergency aisles for evacuation and access for emergency vehicles and these must be kept clear at all times. Ideally, there should be an emergency aisle every 25m. The lifting and other contractors/exhibitors are not to place items of freight/material into designated emergency aisles.



ANY violation of the rules governing all above will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 95,000.00 to the forfeit of security or a bank guarantee.

Water Features

Water features are any exhibit for decorative or display purposes such as a fountain, water curtain, or the exhibit of spa pools and other such items. The hazard is Legionella bacteria which thrives in water between 20°C and 50°C. If inhaled in water vapour it can cause serious illness and even death. It is a particular problem with water features such as fountains, water curtains and spa pools which create water vapour.

All requests for a water feature must be submitted to the organizer / KINEXIN 90 days in advance of the exhibition, along with the other stand plans stating the stand number and location. The plans must include how the risk of Legionella will be controlled with water treatment and water testing.

Air Quality and Temperature

The organiser and contractors should work together to ensure that dust in the air is not allowed to build up to unacceptable levels. A particular effort should be made to reduce hazardous dusts and carcinogenic substances in the air such as vehicle engine fumes, or MDF dust. Tools that produce dust should be fitted with dust bags. Air temperatures and humidity should be appropriate for the activities in the halls.



Hygiene - Organizers and their appointed/nominated contractors shall place additional portable/temporary cleaned toilets and hand washing facilities including hot and cold running water and hand drying facilities. Where it is not possible to provide hot water, bio-gels should be provided.

Noise - Tools that create unsafe levels of noise above 80dB(A) must not be used for long periods inside the halls. The organizer will monitor noise levels to ensure that the ambient noise levels do not exceed 80dB(A) for long periods.

Presentations, visual, digital, holographic, 3D or above display, slow-moving and audible advertising media as well as musical reproductions will be permitted case to case as per application with condition that this does not disturb the public, neighbors, does not cause crowding, in public interest or drown out the public address systems. The noise level must not exceed **70dB(A)**. KINEXIN is empowered to intercede and, if necessary, close down operations at any time without prior notice. Projectors in halls will be permitted case to case as per application with the condition.

Music/audio media run shall be permitted as per the Indian Govt. law and the user should have copyright of the same. According to the Indian Copyright Act, music/audio media run is permitted under the law, but the user must have ownership or permission to use the copyrighted material. It is important for users to have the necessary licenses or permissions to avoid copyright infringement and legal consequences.

All audio, video, print, live, and other forms of advertisements must comply with the norms mentioned in the Delhi Advertisement Policy and the Advertising Industry's Code of Ethics.

The timing for Public Amusement Performance and playing of music and other amplifying instruments at temporary / open places shall at 2200 hrs. during such performances like on special religious/festival/cultural/any other occasions of a limited duration not exceeding 15 days in all during a calendar year can be increased beyond the normal timings by a special order passed in this regard on each occasion by the Hon'ble LG, Delhi.

Sources: <https://www.lexology.com/library/detail.aspx?g=3039effd-4a69-47fa-ba9b-e353abf16aa0>
<https://www.billboard.com/music/music-news/indian-copyright-act-amendments-give-music-artists-ownership-rights-1095517/>

Working at Height

A person is working at height if there is a possibility of their being injured from falling, even if they are working at or below ground level. Generally, this means above 2m.

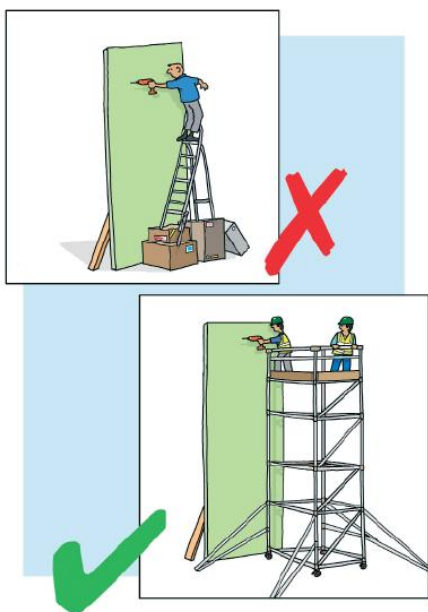
Requirements

All reasonable steps should be taken to eliminate or minimize work at height. Working at height should be properly planned and supervised and the correct equipment selected. Contractors are to ensure that:

- No work is done at height if it is safe and practical to avoid it
- All work at height takes account of conditions that could endanger safety such as high winds or slippery ground
- Must be protected by a guard rail or equipped with a fall arrest harness (except when using a ladder)
- Those involved in work at height are trained and competent
- Equipment is appropriately inspected and free from any defects
- The risks from falling objects are properly controlled. Work platforms must have a toe board to prevent items falling
- Access is controlled to prevent other persons from working or walking beneath work at heights
- Persons working in the vicinity of high works should wear a hard hat
- Persons working at height on mobile elevated work platforms should wear head protection
- Plans are in place for emergencies and rescue from height



Ladders



Ladders can be used when it is not practicable to use a working platform or the activity is low risk. Ladders must be used in accordance with the manufacturer's instructions at all times. Additionally, the following guidelines must be followed:

- Ladders must have 'industrial' rating (this type is more durable and resilient)
- Ladders for work over 4m are not permitted
- Leaning ladders must be placed at the correct angle
- Ladders should only be used on level ground and must be secure e.g. suitably tied or, as a last resort, footed
- The top treads or steps must not be used as a platform for work
- Users should face the ladder at all times whilst climbing or dismounting
- Stepladders should not be used sideways-on where sideways loads are applied
- Only one person should climb or work from a ladder or a stepladder
- Users should not overreach
- Steps and ladders should be checked for suitability and defects each time they are used

The organiser / KINEXIN reserves the right to require equipment deemed to be defective to be removed from the IICC. **ANY violation of the rules governing all above will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 95,000.00 to the forfeit of security or a bank guarantee.**

Branding & Sinages

1. Standalone flex frames with proper support & base only for branding purposes to be done at the designated areas provided by the Operator. (Welding is prohibited- Fire extinguishers to be placed near the welding areas if permitted by the operator)
2. No nailing to be done on the floor for flex frame.
3. User shall ensure to avoid branding or promotional installations in public areas around and near the Complex and shall be liable for all consequences of such use.
4. Operator reserves exclusive rights to propose branding & advertising options on furniture or usable materials at the Exhibition Food courts / cafeteria to the User at a considerable fee
5. Hanging banner must be pre-inserted with full length lightweight metal rod as a drop weight to the top and bottom through a sealed pocket. No joining of metal rods is allowed. This need to be approved & certified by the Structural Engineer
6. The order for banner hanging points must be submitted with a ceiling truss plan or ceiling plot plan, clearly marked with the banner facing direction and number of banner points. approved & certified by the Structural Engineer
7. Installation of banners is subject to adherence of the above pre-condition requirements, failing which the Operator reserves the right to refuse installation without any notice.
8. Relocation of a banner is subject to availability and the Operator's approval and may incur extra charges.
9. All banners must be collected immediately after the teardown and the Operator will not be responsible for any loss or damage
10. Event signage here refers to any displays that are related to the event in the Venue. This includes the following: directional and promotional signs, registration and form-filling counters, information boards, poster boards and etc. installation as per Approved Fixture on LP-Light Pole. (Pg-91)
11. Event signage may be placed anywhere within the contractual space and period unless prior written consent has been obtained from the Operator. Placing this signage in the public areas is subject to the approval of the Operator.
12. A copy of the event signage dimensions in 3D visual plotted to location must be submitted to the Operator's Coordinator for approval at least fourteen (24) days prior to the event.
13. The approval for provision of additional event signage, branding and advertising for a particular event is a concession made for that event only and should not be viewed as a precedent for future event.
14. Any additional allocation of event signage, branding and advertising space to Event Organisers over and above the standard signage procedures is subject to change at the discretion of the Operator.
15. The Operator reserves the right at all times to revoke any consent to display event signage, branding and advertising for not conforming to these procedures.
16. If the User desires to install advertising and promotion materials in places other than inside the Exhibition Hall or Conference Room he should get approval from the Operator and do the advertisement in designated locations.
17. A general placement procedure are as follows:
 - i. Event signage cannot be placed directly opposite the lifts and the escalators
 - ii. Event signage cannot obstruct any of the Centre's existing building signs
 - iii. Event signage at the public area must not contain any exhibitor promotional content
 - iv. Event signage cannot be placed in the external area of the center, or in the food court or in the concourse area. Need prior approval.
 - v. Distribution of printed matter and use of advertising media are not permitted outside the halls / event venue.
 - vi. Event registration and form-filling counters cannot be placed in the concourse area. Subject to approval from operator

- vii. Event signage displayed in the **event venue** must not obstruct fixed fire-fighting equipment, control panels, toilets, guest lifts, emergency doors and other built-in fixtures. There must be a setback of 0.3 meters between the wall and the back of the sign to avoid frictional damage to the walls.
 - viii. Event signage can only be displayed outside the contracted boundaries of the event space if no other **organiser** is occupying the **venue** at that time or after approval from the **Operator**, or after consensual agreement with the other Event Organisers concurrently occupying the venue.
 - ix. Construction and placement of all event signage at the approved designated areas can only take place after 0900 hrs. However, this may be changed by the **Operator** depending on other events taking place in the **venue** during that time. The **Operator's** Coordinator will confirm times with Event Organisers.
 - x. Event signage, particularly at the main entrance lobby, can only be displayed a day before the actual event to avoid confusing the public.
 - xi. Event signage can be placed at the approved designated public areas per Event Organiser. However, if the Event Organiser has an event booking requiring the whole venue, they may negotiate the placement of event signage in the foyers and the public areas.
18. Event signage and branding materials must be professionally produced. The Operator reserves the right at all times to revoke any consent to display signs that demonstrate poor workmanship, unsafe construction or do not abide by all the applicable and related laws and are against public interest.
 19. Event signage, branding and similar materials may not be nailed, stapled, hung or attached to the ceiling, walls, windows, floors, walkways, lecterns and any property or other surfaces except when permission is granted by the Operator. Any form of damage resulting from the installation will incur a direct charge by the Operator to the Event Organiser for remedial works to make good the damage.
 20. Only the exhibition's official main contractor and the event appointed contractor shall install and remove the event signage and branding materials.
 21. Work areas must be cordoned off from the public and have appropriate work area signage displayed.
 22. No major painting and construction work is permitted in the foyers. Dragging or moving of any equipment on or across the floor is prohibited within the entire premises. Any damage caused during the installation or erection and removal of signs and displays will be charged to the Event Organiser.
 23. Waste materials left behind by the User will be removed and cleaned by Housekeeping at additional cost to the User.

DIGITAL SIGNAGE / BRANDING SPACE

- The Operator provides the digital signage / branding space on chargeable basis
- Digital Signage includes pre-installed LED Wall, LED TV, Vertical TVs, etc.
- Content for this will be played for a specific / agreed time limit
- User has to share the content for digital signage 10 days prior to the show.
- Kindly note that Operator reserves the right for displaying the content on the digital signage space. Multiple content of 2 or more separate shows can be played for the agreed time space.

ADVERTISING MEDIA - Stand and exhibit inscriptions, logos and trademarks must not exceed the specified construction height. Presentations, visual, slow-moving and audible advertising media as well as musical reproductions are permitted, provided this does not disturb anyone, cause crowding in the aisles or drown out the public address systems in the halls and abide by all Applicable and related laws. The permitted sound level of the stand must not exceed 70dB.

Clearance is required for presentation space, platforms and other sections within an exhibition stand, if such areas serve to attract audiences through shows, musical presentations, etc. These areas must be integrated into the stand design in such a way that they face towards the inside of the stand. Areas for the audience must be provided inside the limits of the stand area. The adjacent aisles must not be used for the audience. Operator is empowered to intercede and, if necessary, close down operation in cases where this provision has been violated.

Decorative Material:

Do's:

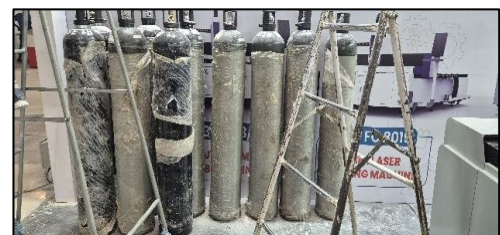
- Material-Artificial and dried foliage / trees / displays etc., are made from inherently flame-retardant materials, or have been suitably treated with a flame-retardant application before being brought into the venue.
- The location-Ensure the items provided do not compromise the means of escape from a Department or property i.e. they are not sited adjacent to fire exit doors, potential ignition sources, areas containing high fire loading (combustible materials), or in a "dead end" corridor (escape in one direction only)
- Ease of access by the public - Avoid accumulations of combustible materials in areas where members of the public have unrestricted access, e.g. the main lift lobby, or areas not under the direct control of staff.
- Decorations- Foliage / displays / trees / decorative lights etc. should be kept to a minimum.
- Use flame-retardant materials for displays or artwork in public places whenever possible.
- Keep decorations and paper away from electrical outlets and never cover light switches, outlets or electrical panels.
- Soft portions like Cloths, Card boards, Plywood must be of fire resistant material or to be treated of fire resistant chemical before being brought into the venue.

Don'ts:

- Decorations must not be fastened to, or in close proximity to, light fittings or any other potential ignition source.
- Metal strip type decorations must not be fastened to or in close proximity to, any electrical fitting as they may conduct electricity.
- Cotton wool, crepe paper, polystyrene, or similar materials must not be used for decorations under any circumstances.
- Do not cover windows with paper and always keep decorations and paper well away from exit signs, fire extinguishers, fire alarms, and fire alarm pull stations. These items need to be highly visible in the event of an emergency.
- Don't place the fire igniter near the decorating area.
- Don't do work like welding, cutting, etc. in decorative area inside Complex.
- Don't use halogen lamps near curtains or other combustibles.
- Do not tamper with smoke detectors, fire alarms, or sprinkler systems.

Compressed Air (any other air) & Water Supply

1. Exhibition Halls have a facility for compressed air and water connection
2. The supply of compressed air (max. 8 bar) to the exhibition stands is possible exclusively using Operator's system.
3. The installation and use of exhibitors' own compressors is not permitted. Subject to approval from operator.
4. While placing an order via "appointed contractor", the user must attach the relevant ground plan, showing the requested locations of the supply points.
5. In order to ensure the supply for all consumers during peak periods, the User is advised to install compressed air, other air cylinders of suitable capacity outside hall (preferably) / on their stands (in emergency) that must display verifiable compliance with the legal requirements, and to connect these within the circuit. These cylinders need to be handled professionally and must kept carefully as displayed in the pic., and they can't be left unattended while operations are underway. A person should always be on duty all time, keeping a safe distance from the cylinders to prevent accidents.
6. User are responsible for providing the correct fine mesh filter. For safety reasons, the compressed air supply will be switched off one hour after the event closes on its last day, as will the water and power supply
7. The compressed air, electrical and water supplies on stands are routed through existing installation channels to connection points in hall floors.
8. On Convention center floors having supporting columns, electrical supplies are also available at terminal boxes mounted on these supporting columns.
9. Organizer will abide by the rules/regulation made under Air Act 1981 & Water Act 1974 as well as conditions prescribed by DPCC, if any.



HOUSEKEEPING & WASTE MANAGEMENT

1. User shall be responsible for proper, environmentally friendly disposal of waste arising during set-up, show and dismantling of their stands, as well as during the event. The User is considered to be the party that generated this waste. Collection and transport of waste for recycling or disposal shall be handled solely by User.
2. In general, reusable, environmentally friendly materials are to be used for stand construction and operation.
3. The User and any stand construction companies they work with are responsible for cleaning the event venue and stand, and disposing of waste during the event, as well as for disposing of any waste and special waste that is created during set-up and dismantling.
4. Vacating exhibition areas after the end of the event: The exhibitor must return the exhibition area in a clean state by no later than the end of the dismantling period. Adhesive tape, paint residues etc. must be completely removed.
5. The exhibition area will be inspected jointly with the User's representative and its proper return confirmed in writing. If the exhibition area is not returned in proper condition, Operator will have it cleaned and restored at the User's expense
6. Any materials or wastes that are not produced in conjunction with the event or with setup and dismantling work shall not be brought onto the event venue.
7. Appointed housekeeping agency / Third Party agency will have to discard all the garbage and waste throughout the show period (setup, show & dismantle).
8. Seeping of the floor manually by brush is not allowed. It is advisable to utilize the equipment like vacuum cleaner etc.
9. The user agrees to maintain the designated area and all accessible premises tidy and hygienic throughout, prior to, and following the performance. They also promise to avoid any rubbish buildup and to strictly adhere to all rules of SWM rules, 2016 & Plastic wastage management rules, 2016.

WASTE MANAGEMENT CUM SANITIZATION POLICY Yashobhoomi

INTRODUCTION - This policy sets down the framework for all waste management activities carried out at Yashobhoomi Complex. Detailed information on the procedures along with waste management plans for all allowed categories of waste generated in our operations is contained within this policy.

PURPOSE - Due to the diverse nature of events / activities undertaken at Yashobhoomi Complex, a wide variety of wastes are produced and collected, ranging from general wastes and recyclable materials to hazardous wastes. The Complex and its users have a duty to ensure that all these wastes are disposed of responsibly, through smart and efficient waste management practices. Yashobhoomi Complex is dedicated towards enabling a circular economy through the principles of recover, reduce, reuse, recycle. Being an environment-friendly organization, Yashobhoomi recognizes the strategic importance of waste management and is committed to investing in onboarding authorized garbage collecting vendors that encourage reusability/ recyclability and promote waste minimization. The goal is to ensure zero waste to landfill, and our authorized garbage collecting pursue this goal by focusing on minimizing waste going to landfill.

SCOPE & ACTION PLAN - This policy applies to all the facilities operated at Yashobhoomi Complex by Kinexin Convention Management Pvt Ltd and the organizers / users / events associated with these verticals. All above shall understand, respect, implement and promote this policy. This policy prohibits organizers / users to dispose any hazardous (solid - UPS Batteries; liquid - compressed oil / used oil, used filters, RO Plant and STP chemicals), e-waste (defunct computers, monitors, servers,

laptops, and other electronic items). A list of such items is available under ANNEXURE-1 of this document. Any violation in above may attract a penalty of up to Rs 2,00,000/- and relevant imposition of law as defined under Indian Penal Act.

Users / Exhibitors or their event management companies are only allowed to dump non-hazardous waste (dry - scrap waste, paper and cardboard, garbage and other office waste and plastic waste, wet - food waste from canteens, other organic waste such as grass, leaves etc.) at designated places and inside the designated bins provided at Yashobhoomi Complex. Post this Authorized Waste Management vendor shall proceed with below ACTION PLAN

Non-Hazardous Waste:



Authorized Waste Management Vendor at Yashobhoomi Complex, are reusing/ recycling the non-hazardous waste in an environmentally sustainable manner. Paper waste and mixed dry garbage waste (including plastic) is segregated, and dry garbage waste is stored in a scrapyard to be sent to scrap vendors or to municipal dump-yard for disposal. Paper and cardboard waste is sent to authorized recyclers (such as NGOs) for recycling purposes. Food and garden waste is composted by Authorized Waste Management Vendor through OWC or sent to piggeries as feed. At each owned facility, the operation team shall:

- Ensure the placement of waste collection bins in the cafeteria/ pantry and facility premises.
- Facilitate the infrastructure required for storage of non-hazardous waste.
- Monitor the segregation/ collection of waste.
- Recycling of wet / organic waste by Authorized Waste Management Vendor through his vermicomposting plants and OWC
- Disposal of dry waste (paper / cardboards) to authorized recyclers and other dry waste to municipal handlers.
- Conduct periodic meeting / training of the housekeeping staff. Food waste is segregated and stored in different bins marked as dry waste and wet waste. Then it is sent by Authorized Waste Management Vendor to either organic waste converter (OWC) or vermicomposting plants.

POLICY OBJECTIVES

- Ensure that waste management is performed in accordance with all applicable waste management rules
- Minimize waste generation and follow 3R (Reduce, Reuse, and Recycle) principles
- Conduct training and awareness programs for the Company's employees, contractor workers and township residents on waste management guidelines and practices
- Provide clearly defined guidelines for identifying and coordinating activities within the waste management process through authorized vendor.
- Promote environmental awareness to increase and encourage waste minimization, reuse, and recycling
- Promote best practices and holistic approach on waste management

SERVICE LEVEL AGREEMENT

- A rate of Rs 3 /sq. mtr. (on the leased gross area) plus applicable taxes shall be applicable to each event organizer conducting their event at Yashobhoomi Complex in order to obtain Waste management Services.
- For the Mega Events (area of 40000 sqm plus or no. of event days 4 or 5) the waste management rate of Rs 5/sq. mtr. shall be applicable per event.
- Availability of Service during set up and Events shall be from 8PM to 6Am in the morning. Any special request may please be made in advance.
- It is strictly prohibited to dump /mix dry and wet waste and if the same is found then it may attract penalty of Rs 25000 /- which shall be adjusted to the deposit of organizer. Post event an NOC from Facility Executive is must.
- It is strictly prohibited to dump Paint, Waste oil, Waste water and any other dry or wet waste in the service trenches. If the same is found then it may attract penalty of Rs 25000 /- which shall be adjusted to the deposit of organizer. Post event an NOC from Facility Executive is must.
- In case any of hazardous waste as listed below are found, then it shall attract a penalty up to Rs 2,00,000/- and strict action shall be taken by Authorities at Yashobhoomi Complex by informing concerned Govt Law Enforcing Bodies to take suitable action
- Dumping of Glass, Broken glass, sharp edge materials are not allowed at Yashobhoomi site. The organiser or their appointed fabrication vendor shall be responsible for the management of such waste.
- Kinexin Convention Management Pvt Ltd reserves the right to accept or reject any service at any time without any notification if deemed necessary
- Kinexin Convention Management reserves the right to change the terms & conditions of this policy without any notice if deemed necessary.

ANNEXURE – A

HAZARDOUS WASTE STRICTLY NOT ALLOWED TO BE DUMP AT YASHOBHOOMI COMPLEX

S. No.	Waste Type	Applicable Rules			
1	Used Oil	Hazardous and other waste Management and Transboundary movement [HOW (M&TBM)] Rule 2016 & Amendments thereof if any	17	Silica wastes	HOW(M&TBM) Rule 2016 & Amendments thereof if any
2	Waste Oil	HOW (M&TBM) Rule 2016 & Amendments thereof if any	18	E-waste	E-Waste (Management) Rules, 2016
3	Oil Sludge	HOW (M&TBM) Rule 2016 & Amendments thereof if any	19	Bio-medical waste	Bio-medical waste Management Rule-2016
4	Waste Drum (Oil drums/ Chemical drum/ Misc drum).	HOW(M&TBM) Rule 2016 & Amendments thereof if any	20	Any other waste as packaging material made of Thermocol/Styrofoam Packaging or other material not covered	HOW(M&TBM) Rule 2016 & Amendments thereof if any
5	Oil Soaked Cotton	HOW(M&TBM) Rule 2016 & Amendments thereof if any	21	Biodegradable Domestic Waste	Solid Waste Management Rule 2016
6	Used Filter / Filter media	HOW(M&TBM) Rule 2016 & Amendments thereof if any	22	Biodegradable Grass cutting & Other waste	Solid Waste Management Rule 2016
7	Used insulation Material (Glass wool /Mineral Wool)	HOW(M&TBM) Rule 2016 & Amendments thereof if any	23	Non-biodegradable Domestic from Township (Recyclable)	Solid Waste Management Rule 2016
8	Used Grease	HOW(M&TBM) Rule 2016 & Amendments thereof if any	24	Non-biodegradable Domestic from Township (Non-Recyclable).	Solid Waste Management Rule 2016
9	Water & Wastewater Treatment Plant Sludge	HOW(M&TBM) Rule 2016 & Amendments thereof if any	25	Domestic Hazardous (Traces of E-Waste/ Hazardous waste/ Plastic) from Township	Solid Waste Management Rule 2016
10	Used Activated Carbon and spent Resin	HOW(M&TBM) Rule 2016 & Amendments thereof if any	26	Sanitary waste i.e. wastes comprising of used diapers, sanitary towels or napkins, tampons, condoms, incontinence sheets and any other similar waste.	Solid Waste Management Rule 2016
11	Battery Waste	Batteries (Management and Handling) Rules, 2001.	27	Construction and Demolition Waste & Sweepings	Construction & demolition Waste Management Rules, 2016
12	Dry Cells/ used torch batteries collected from domestic waste	HOW(M&TBM) Rule 2016 & Amendments thereof if any			
13	Asbestos packing/ Gland/ Rope or other Miscellaneous material made up of Asbestos as base material	HOW(M&TBM) Rule 2016 & Amendments thereof if any			
14	Photo Chemical Solution	HOW(M&TBM) Rule 2016 & Amendments thereof if any			
15	Fuller Earth Contaminated with Fire Resistant Fluid (FRF)	HOW(M&TBM) Rule 2016 & Amendments thereof if any			
16	Waste FRF/ FRF mixed with water etc	HOW(M&TBM) Rule 2016 & Amendments thereof if any			

Security

1. The venue is under CCTV surveillance for security reasons. User must do a physical recce to understand the CCTVs installed in the venue and has to arrange for additional CCTVs (if required) at an added cost.
2. Accordingly, all the Third-Party Organizers should submit their Security, Fire and CCTV Plans in advance to the Operator so that the same is available with all the concerned teams in time for the Security Meeting which is held before every event.
3. User's service personnel will not be authorized to assume responsibility for monitoring third-party property.
4. User should have sufficient guards deployed from the Operator's empaneled vendors.
5. User shall not allow any vehicles to enter the event venue in advance during the dismantling time. The exit of exhibits shall be through exit passes duly authenticated by User & its team, as per the scheduled move out timings.
6. The Operator cannot ensure the security of items / belongings left unattended. The security of such items / belonging shall be the sole liability of the User.
7. Special arrangements may be made with the Operator for securing a limited number of valuable items.
8. If the User requires additional security & CCTVs with respect to such items or for any other reason, the Operator will assist in making these arrangements at an additional charge.
 - The supervision of exhibitor's / visitors / any service provider belongings shall be organized by the User himself.
 - The exclusion of liability for personal injury and damage to property is not limited by the general supervision provided by the User.

Lost and Found Policy

To handle lost objects in a venue in an organized and effective manner and guarantee that they are returned to their rightful owners wherever feasible, the following policy has been created. It also seeks to keep the venue secure and orderly.

Reporting Lost Items

- Visitors who have lost an item should report the loss as soon as possible to the designated Lost and Found office or the nearest security personnel of the venue.
- A detailed description of the lost item, including the date, time, and location where it was last seen, should be provided.

Found Items

- Any item found on the premises should be handed over to the Lost and Found office or the nearest security personnel of the venue immediately.
- A record will be made of the item, including a description, the location where it was found, and the date and time it was turned in.

Documentation and Storage

- All lost and found items will be logged into a Lost and Found register or electronic system.
- Items will be tagged with a reference number and stored in a secure location.

Claiming Lost Items

- Individuals claiming lost items must provide a detailed description of the item and proof of ownership if possible.
- A government-issued photo ID may be required to verify the identity of the claimant.
- A Lost Item Claim Form may need to be filled out and signed upon retrieval of the item.

Unclaimed Items

- Items that remain unclaimed after a certain period (typically 30 to 60 days) will be disposed off.
- Unclaimed items of value, such as electronics, jewelry, and cash, may be handed over to local police or local law enforcement or auctioned off, with proceeds typically going to an authorized charitable organization or the government.
- Perishable items, items posing a health hazard, or items deemed unsuitable for storage will be disposed of immediately.
- Sensitive or valuable items (e.g., passports, bank cards) will be handed over to the appropriate authorities (e.g., police, issuing banks) as soon as possible.

Contact Information

Phone: +91 11 48570001

Email: hro@kinexin.com / operations@kinexin.com

Operating Hours: 0900 – 1800 hrs. (Mon – Fri working days)

Display of Vehicles

Display of vehicles

Motor vehicles of all kinds may only be exhibited after due notification to KINEXIN. The use of vehicles for display in exhibition stands and the placement of vehicles during the show in Halls (IEH & OEA) is only permitted under certain conditions and upon being reviewed and approved by KINEXIN. Vehicles must be positioned/protected with appropriate fences / support in such a way that they cannot be driven away and accessed by public/roll-out. Vehicle parts, vehicle movable components or add-on must not be kept in the aisles, should be placed in the designated area. Vehicles are strictly banned from starting, navigating (manoeuvring), and driving inside exhibition halls during events (Special permission can be arranged on case-to-case basis). Vehicles with combustion engines may only be exhibited with mostly empty tanks. The fuel tank must be secured and locked. To prevent the vehicle from moving, the battery must be disconnected or disabled by means of a circuit breaker. If a vehicle requires electric power for presentation purposes, then this must be supplied through an internal auxiliary power supply from trench. It must be disconnected again when leaving the exhibition stand. The Vehicle Rescue Card/manual/guide must be placed in an easily accessible position and displayed clearly near to vehicle. For gas-propelled/CNG/LPG etc. engines please consider the Motor Vehicle Act by Ministry of Road Transport or Highway / the Automotive Research Association of India regulation with regard to the pressure container. EV Vehicles may only be exhibited with non-hazardous batteries. Electric vehicles must be presented to the organizer / Delhi Fire Service / Ministry of Road Transport or Highway / the Automotive Research Association of India for inspection before being brought into the Complex and must not be parked in the hall until they have been approved by the said authority. Vehicles may not be parked unattended in the exhibition halls. When leaving the exhibition stand, all vehicles parked for demo/display must be supervised by a fireman/security supervisor. No vehicle will be allowed to refill or charge inside exhibition halls. The charging level of the battery must not exceed 20% of the capacity. Vehicles with fuel cells/battery and/or gas/petrol/diesel etc. drives must only be displayed in the exhibition halls without battery/gas/fuel. Additional requirements may be imposed depending on vehicle type and presentation location and will be determined on a case-by-case basis. To allow sufficient time for the required preparations, we should be grateful if you could let us know the intended timing of your vehicle demonstration as early as possible, no less than 3 weeks prior to the relevant showing.

Explosive

Explosive substances, ammunition

Explosive substances are subject to the Indian Law and may not be exhibited/used at trade fairs and exhibitions. Pyrotechnical performances (Fireworks) must receive prior written clearance from KINEXIN, as well as official permission from the relevant authorities. For a permit, details on the location and time of the presentation, number and type of the effects, the certification number of the effects, the duration of the effects, and required safety distances must be given, and a risk assessment made. The necessary documents like identifying the holder of the permit and his qualification, permit from relevant govt. Authorities must be submitted in full in good time, at least 3 weeks before the presentation. KINEXIN grants no entitlement to clearance.

RIGGING

Rigging refers to any temporary suspended item including the fixing points.

Risk Assessment, Planning and Supervision

All rigging operations must be covered by a risk assessment and together with supporting information on rigging requirements, plans and calculations submitted to the Venue / organiser at least 90 days in advance. All rigging operations must be properly planned in advance particularly with regard to permitted Working Load Limits (WLL). All rigging must be supervised by a competent supervisor and structural engineer.

Competence - Rigging operations must be undertaken and supervised by competent persons who are qualified by provision of appropriate skills, knowledge, training and experience. Certificates must be made available for inspection upon request. The Venue (KINEXIN) / organiser reserves the right to ban operatives or contractors who engage in unsafe practices from the tenanted area.

Exhibitors and contractors are NOT permitted to conduct their own primary rigging, i.e fix to the fabric of the building. Only the appointed or approved venue's rigging contractors are permitted to conduct rigging operations from any part of the tenanted area.

The organiser reserves the right to appoint any independent empanelled structure engineer to inspect and check the rigging in the halls during construction, and once it is complete. Any unsafe work must be made safe or removed.

Monitoring - Organiser's floor managers and safety officers are responsible to monitor rigging operations to ensure that they are conducted in a safe manner.

Maintenance of Rigging Equipment - Rigging equipment used must be free from defects, fit to use, fit for purpose, marked to indicate its Working Load Limit (WLL), adequately maintained and subject to relevant legal requirement for inspection with valid certification which must be available on request. All rigging equipment on site must be visually inspected daily by a competent person to ensure that it can function safely.

General Safety Precautions - Where possible, all personnel should be excluded from areas where overhead rigging or lifting operations are taking place. Operatives must avoid work at height where possible and use work equipment or other measures to prevent falls and to minimize the risk of injury from a fall. Riggers and rigging supervisors must receive adequate rest periods.

Managing the Risk of Falls from Height - When working at heights riggers must be clipped onto a suitable rigging point via a safety lanyard or be wearing fall arrest equipment. Suitable head protection must be worn to prevent injury to the head when falling. The rigging company must have a rescue plan to rescue riggers suspended at height following a fall.

Working Practices - All equipment and suspension elements used shall have its Working Load Limit (WLL) clearly marked and must be suitable for the load to be applied. When the WLL is not clearly

visible on a piece of equipment, their certificates must be kept onsite, in the event safety file and made readily available for inspection.

Applied loads should take account of the safe weight of the rigging and hoisting equipment. A general safety rating of 3:1 to be applied on all rigging elements (e.g. a minimum WLL of 60kg is required to suspend 20kg of weight on all elements). If there is any doubt, then safety margins should be doubled.

In situations where bridling is unsuitable, the use of spreader beams should be considered. Where standard truss systems are employed for this purpose they shall be subject to a structural report. Damaged, bent or dented truss cannot be used onsite. Where specifically designed or manufactured beams are employed, a certificate of independent test and examination must be available for inspection.

Rigging steels must be protected from damage when rigged around steel trusses.

All suspended truss systems should have independent structural certification and should only be used within certificated design parameters. Particular attention shall be paid to the assembly of truss sections to ensure that braces are aligned correctly as per the manufacturer's recommendations and all connectors correctly fitted with safety clips.

For truss systems, the bracing elements should never take any load.

The slinging of suspended equipment shall be undertaken as to the manufacturer's recommendations and in accordance with best practice.

Areas for rigging operations are to be clearly defined and access to such areas shall be restricted to competent personnel involved in the operation. Clear communication between persons working at height and ground crew is to be maintained.

Sign suppliers shall be responsible for the integrity of signs and their suspension fittings which must be fit for suspension.

Screw-in eyes are not acceptable in any suspended structure.

The KINEXIN reserves the right to refuse to allow the suspension of any object where the suspension fitting supplied is inadequate.

Due to the flimsy nature of materials used, paper signs may only be suspended if constructed from an approved material.

Drop weighting to the bottom of banners may only take place when the weighting is completely sealed within the banner by positive means, such as stitching or vinyl welding. Provision of bottom drop weight pockets by gluing is not acceptable.

Secondary or 'safety' suspensions - All suspended lights or equipment need secondary safety connections. (i.e. chain or certified steel wire). These shall be installed to bypass the mechanical lifting unit, as a minimum, in case of mechanical failure.

All individual points must have a calculation as to how much load they are taking, and measures need to be found to make sure these are followed during construction. All points must take their part of the calculated load (i.e. no loose connections permitted).

Cable ties should not be used for any purpose, except securing cables, therefore must not take any load.

Any rigged timber structure must have suitable metal components connecting it to the truss. Jubilee clips, cable ties and screws are unsuitable for securing a structural fixing. Bolts with washers and eyebolts with appropriate ratings, considering the angles of suspension, should be used to suspend any load.

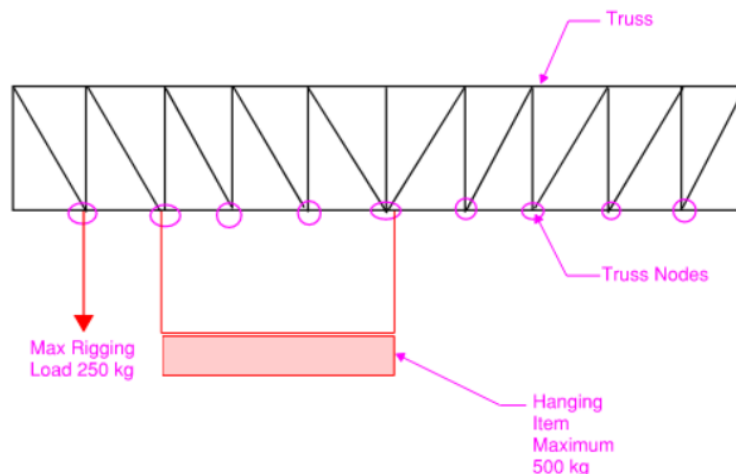
Any rigged timber structure that requires more than 4 points should be suspended using motors instead of manual chain hoists.

Access Equipment - must be free from defect and used in accordance with the manufacturer's instructions in the manner intended. Standing directly on forks, attachments or pallets not intended for such applications is strictly forbidden.

Riggers working outside a platform with guard rails must be clipped via a safety lanyard or use fall arrest equipment to prevent falling from height.

STRUCTURES IN EXHIBITION HALL AT ICC YASHOBHOOMI

1. Care must be taken to avoid damage to floors and walls.
2. There should be no obstruction to fire curtains.
3. The maximum permissible load to be hung from each roof truss node is 250 kgs. Under no circumstance will that allowed to be exceeded.
4. For rigging to be supported from roof truss, it should only be hung from truss nodes.
5. During installation, care should be taken to not exceed node load of 250 kg. Spaced at intervals of 4 meters.
6. No person should be allowed to sit on hanging rigging truss.
7. No sudden jerk/dynamic loads should be allowed to transfer to rigging truss.
8. High tensile strength cables only approved by Structural Engineer allowed to support rigging from roof truss.



Information and Communication technology

Internet / Cybersecurity

Before clicking on links check the links
Scan external devices for viruses.
Enable two-factor authentication.
Remove adware from the computer.
Avoid using public networks.

Do not be lethargic with your passwords.
Store sensitive information in a secure place
Double-check the HTTPS on websites.
Disable Bluetooth connection when you are not using it.
Venue is not responsible for any type of data loss.

Cellphone are Secured and work under the rules and regulations of the Google Play Store.

Under Section 72A of the IT Act, any intermediaries or persons that disclose personal data without the owner's consent (with ill intention and causing damages) are punishable by imprisonment of up to three years, a fine of up to Rs. 500,000, or both.

Protecting private data and information from cyber terrorism, DDoS attacks, phishing, malware, and identity theft IPC 32. E-mail Spoofing Sec .463 IPC 33. Making a false document Sec.464 IPC 34. Forgery for purpose of cheating Sec.468 IPC35. Forgery for purpose of harming reputation Sec.469 IPC 36. Web-Jacking Sec .383 IPC 37. E-mail Abuse Sec .500 IPC 38. Punishment for criminal intimidation Sec.506 IPC 39. Criminal intimidation by an anonymous communication Sec.507 IPC 40. When copyright infringed:- Copyright in a work shall be deemed to be infringed Sec.51 41. Offence of infringement of copyright or other rights conferred by this Act. Any person who knowingly infringes or abets the infringement of Sec.63 42. Enhanced penalty on second and subsequent convictions Sec.63A 43. Knowing use of infringing copy of computer programme to be an offence Sec.63B 44. Obscenity Sec. 292 IPC 45. Printing etc. of grossly indecent or scurrilous matter or matter intended for blackmail Sec.292A IPC 46. Sale, etc., of obscene objects to young person Sec .293 IPC 47. Obscene acts and songs Sec.294 IPC 48. Theft of Computer Hardware Sec. 378 49. Punishment for theft Sec.379 50. Online Sale of Drugs NDPS Act 51. Online Sale of Arms Arms Act.

No infringement of any copy right shall take place under 'the copy right act, 1957' and that shall be wholly responsible in the event of any infringement or contravention of any of the provision of 'The copy right act, 1957'.

Cyber Law in India (<https://cyber.delhipolice.gov.in/>)

- Tampering with computer source Documents Sec.65
- Hacking with computer systems, Data Alteration Sec.66
- Sending offensive messages through communication service, etc. Sec.66A
- Dishonestly receiving stolen computer resource or communication device Sec.66B
- Identity theft Sec.66C
- Cheating by personation by using computer resource Sec.66D
- Violation of privacy Sec.66E | Cyber terrorism Sec.66F
- Publishing or transmitting obscene material in electronic form Sec .67
- Publishing or transmitting of material containing sexually explicit act, etc. in electronic form Sec.67A
- Punishment for publishing or transmitting of material depicting children in sexually explicit act, etc. in electronic form Sec.67B
- Preservation and Retention of information by intermediaries Sec.67C
- Powers to issue directions for interception or monitoring or decryption of any information through any computer resource Sec.69
- Power to issue directions for blocking for public access of any information through any computer resource Sec.69A
- Power to authorize to monitor and collect traffic data or information through any computer resource for Cyber Security Sec.69B
- Un-authorized access to protected system Sec.70
- Penalty for misrepresentation Sec.71
- Breach of confidentiality and privacy Sec.72

- Publishing False digital signature certificates Sec.73
- Publication for fraudulent purpose Sec.74
- Act to apply for offence or contraventions committed outside India Sec.75
- Compensation, penalties or confiscation not to interfere with other punishment Sec.77
- Compounding of Offences Sec.77A
- Offences with three years imprisonment to be cognizable Sec.77B
- Exemption from liability of intermediary in certain cases Sec.79
- Punishment for abetment of offences Sec.84B
- Punishment for attempt to commit offences Sec.84C Note : Sec.78 of I.T. Act empowers Police Inspector to investigate cases falling under this Act
- Offences by Companies Sec.85
- Sending threatening messages by e-mail Sec .503 IPC
- Word, gesture or act intended to insult the modesty of a woman Sec.509 IPC
- Sending defamatory messages by e-mail Sec .499 IPC
- Bogus websites, Cyber Frauds Sec .420 IPC
- E-mail Spoofing Sec .463 IPC
- Making a false document Sec.464 IPC
- Forgery for purpose of cheating Sec.468 IPC
- Forgery for purpose of harming reputation Sec.469 IPC
- Web-Jacking Sec .383 IPC | E-mail Abuse Sec .500 IPC
- Punishment for criminal intimidation Sec.506 IPC
- Criminal intimidation by anonymous communication Sec.507 IPC
- When copyright infringed: - Copyright in a work shall be deemed to be infringed Sec.51
- Offence of infringement of copyright or other rights conferred by this Act. Any person who knowingly infringes or abets the infringement of Sec.63
- Enhanced penalty on second and subsequent convictions Sec.63A
- Knowing use of infringing copy of computer programme to be an offence Sec.63B
- Obscenity Sec. 292 IPC
- Printing etc. of grossly indecent or scurrilous matter or matter intended for blackmail Sec.292A IPC
- Sale, etc., of obscene objects to young person Sec .293 IPC
- Obscene acts and songs Sec.294 IPC
- Theft of Computer Hardware Sec. 378
- Punishment for theft Sec.379
- Online Sale of Drugs NDPS Act
- Online Sale of Arms Act.

Note:

1. *The service will be used for occasional email checking, internet browsing, websites (authorized), and social media with basic graphic material.*
2. *Access and speed are determined by the number of users.*
3. *Any applicable taxes are chargeable extra.*
4. *Use of LAN (Wired) connections is advised as they offer a more dependable and steady internet experience. It is reliable and guarantees constant internet access, which is essential for important tasks like video conferences and work-related events. Please choose an Ethernet connection where such an important event is to be run to ensure consistent network performance.*
5. *To have hassle free browsing of the internet and websites it is advisable to share the details of the websites to enable us to obtain the required authorization from the relevant authorities. If you are having trouble reaching certain websites or running into port restrictions, email the designated technical contact at the event. Make sure the email is thorough and has all the information required to enable a quick resolution.*
6. *Venue empaneled vendors are solely responsible for installing cabling, network distribution equipment, and other devices (Wi-Fi/Router/Access Points). All event-based network setups (wired or wireless) must be managed by the empaneled vendor to maintain quality and accountability. For any networking for the event and its exhibitors, it is advised to contact and designate only empanelled vendors. Structure of LAN for the event not covered in the pricing.*
7. *Service Level Parameter: - Uptime: 99.5% | Packet Loss: <1%.*
8. *In accordance with the directives and security guidelines issued by competent regulatory authorities like MeitY, etc., the use, installation, or deployment of any external or third-party Internet Service Provider (ISP), external bandwidth, independent satellite links, or unauthorized private Wi-Fi networks within the venue premises is strictly prohibited. The [Organizer / Client / Vendor /Guest] shall exclusively utilize the authorized, secure network infrastructure provided directly by the Venue.*

PERMISSIONS & LIASONING

It will be the liability and responsibility of User to obtain all the below mentioned licenses / approvals permission for the event. The Operator, its directors, employee's officers shall be kept harmless and not be held accountable for any costs, charges, damages, expenses, compensation, litigation, cost, attorney, fees, etc. arising from their failure to obtain the necessary licenses / approvals / permissions.

If any other applicable permissions are required apart from the below table, the User must procure and submit the copies to Operator well in advance 25 days before the event.

Name of the License / Permission	List of NOC Required	Remark
One Day Liquor License	The Client will be purchasing the licenses and hand-over to the Food Agent/vendor	For service of Alcoholic Beverages
Local Police station & Traffic Police permission	Relevant permissions are required and need to be submitted	Required for using Sound System at outside location. Time limit for the use of the Sound System till 2200 hrs. Maintain law & order Intimation of VIP movement Traffic police for movement of vehicles
Delhi Fire Service - NOC	Permission from the Deputy Chief Fire Officer needs to be submitted	For additional fire safety measures like tenders etc.
Disaster Management Authority	NOC under Section 26, 30, 33 & 34 of the Disaster Management Act, 2005	Clearance for Public gathering during concerts, events etc.
MCD - (Municipal Corporation of Delhi)	Health trade license	For Event as per CPL
	NOC for Outdoor branding	For temporary signages and show branding on road across / over Yashobhoomi.
DCP Licensing – CPL (Casual performance license)	License to conduct the show ticketed or non-ticketed, B2B / B2C either.	Local area DCP Office Or Online - https://licensing.delhipolice.gov.in/
Phonographic Performance Ltd. License (PPL)	Relevant permissions required and needed to be submitted	In Case of any DJ and the DJ should also have the license to perform (PPL)
GST Entertainment Branch	NOC for organizing the event	Show/Event/Play/Expo selling tickets for admittance or B2C selling display goods during tenancy.
Structural Engineering License.	NOC / certificate required for all temporary structures constructed in the venue for the event.	Temporary structures constructed in the venue for the event.

Name of the License / Permission	List of NOC Required	Remark
Music Copyright License	Relevant permissions required and needed to be submitted before the event. Licenses from authority like IPRS / Novex / RMPL etc.	This is required for Entertainment Program, i.e., Dance, Musical Performance, DJ, Exhibitions, Mela, etc. Any infringement or contravention of any of the provision of 'The Copy Right Act, 1957'
Indian Singers' Rights Association ISRA	Relevant permissions required and needs to be submitted	This is required for Recorded Performances of Singers within the Premises by way of Mechanical means like a DJ etc., Client needs to obtain the Indian Singers' Rights Association (ISRA) Collection Clearance Certificate (C3) before the start of the function by paying the necessary Royalties to ISRA.
PWD License – DG	NOC from PWD department to be submitted	Required if there are external generator.
Foreign Artist	NOC FRRO	Required based on number of performers

TERMS & CONDITIONS FOR LIQUOR LICENSE

- Liquor purchase is mandatory from the Operator either in the form of packages or as per the beverage list shared.
- Liquor purchased from the Operator must be consumed on day of the event at the function venue.
- Alcohol to be consumed with-in the designated banquet /venue/ hall/ event space only (as per license procured from excises department).
- No leftover alcohol shall be permitted outside the banquet / venue/ hall/ event space.
- As per the prevailing excise policies the alcoholic beverages served in the party are to be from the Operator official vendor licensed bar and vendor can procure it on behalf of the User at a price + applicable taxes per event per day and administrative charges per event per day.
- It is the responsibility of User that no individual below the age limit of 21 years are allowed to consume any beverages containing alcohol & individuals from the age of 21 to 25 years are allowed to consume only wine & beer as per The Maharashtra Prohibition Act, 1949
- The charge of the liquor license is subject to change as per government norms.
- Liquor will be served at the latest till 2230 Hrs. No deviation from the license terms and conditions will be made.
- The performance / event organizer ensure that it does not have:
 - Any Profanity or impropriety of language
 - Any indecency of dress, dance, movement or gesture
 - Any offensive personation or representation of any individuals
 - Anything calculated or likely to excite feeling of sedition or political discontent.
 - Anything calculated or likely to cause riot or breach of peace, or to promote or excite

- hostile feelings between classes, or to wound the religious feelings of any individual or class of individual.
- Any dangerous exhibition or display of a performance or game with wild beasts, except in so far as it is an item of performance in a circus which shall be governed by regulations (applicable for circuses) of these regulations.
- Any performance or game involving risk, damage or danger to the audience or public
- Any speech, ceremony or any other item not covered expressly by the terms of the performance licenses
- Any game of chance / gambling.

The application for NOC, license or permission should also include the following:

- A statement regarding the nature and extent of the applicant's interest in the premises.
- The name(s) of the Manager(s) nominated by the Licensee (copy of the agreement and authority letter).
- The name(s) and addresses of the qualified electrician in charge of the electrical installation.
- True copies of the NOCs (No Objection Certificates) mentioned above.
- A report from the Executive Engineer (Building) stating that the premises is sound and in accordance with the required provisions. This report should specify the number of seats and available accommodation.
- An NOC from the Electrical Inspector confirming that the electrical installations conform to the requirements under the Electricity Act and specified in Regulations.
- An NOC from the Municipal Health Officer indicating no objection from a health point of view.
- An NOC from the Fire Department for fire safety and safe escape point of view.
- An NOC from the Local Police for law & order.
- An NOC from the DCP/Traffic for traffic management, licensing authority and other relevant authorities.
- Character and antecedent verification of the Licensee/representative of the Auditorium.
- The Licensing Authority, upon receiving the necessary documents and NOCs mentioned above, may grant a Premises License to the applicant on terms, conditions, and restrictions determined by the Licensing Authority. The premises license may be granted subject to necessary additions or alterations as deemed necessary. The Licensing Authority reserves the right to refuse a license if the premises are likely to cause obstruction, inconvenience, risk, danger, or damage to residents or passersby in the vicinity.

Walkie-Talkies: Walkie-talkies come in two types: short-range and long-range. Short-range walkie-talkies have a range of approximately 1 to 3 km, while long-range walkie-talkies work beyond 5 km. For short-range walkie-talkies, there is no need for any kind of license. However, if you intend to use long-range walkie-talkies, you will need a license from the Ministry of Home Affairs and the Ministry of Communication government of India.

Event Permissions - Permission for an event comes in two types: first, for events held in a licensed venue, which needs to be obtained from the licensing division. If a separate structure, such as a hangers, temporary structure, etc., is erected in a licensed venue, permission for that event must be obtained in a manner similar to an unlicensed venue. The second type is for unlicensed venues, where we need permission from the DCP (Law & Order), DCP (Traffic), and Delhi Fire Service, For electrical permission, only the contractor's license and an undertaking are required, and ultimately the license from Joint CP office. Both types of permissions should be obtained under the name of the event.

It will be the liability and responsibility of the User to obtain all the above- mentioned and other applicable licenses/approvals / permission for the event and if they fail to do so they shall keep the Operator, its directors, employees officers harmless from any costs, charges, damages, expenses, compensation, litigation, cost, attorney, fees, etc.

Responsibilities

Organiser & Contractors & Vendors

General

The Competent Person/Operations Manager - It is essential that the organiser and organiser's contractors employ someone who is competent to plan and coordinate health and safety. Usually, this is the Operations Manager. They must understand the business of managing health and safety at events. The duties of the competent person would include but not be limited to:

- Pre-event planning and coordination between the relevant members
- Appointing contractors who are competent with regard to health and safety
- Carrying out a suitable and sufficient risk assessment
- Coordination of all health and safety issues within the team at the site
- Monitoring health and safety on the floor regularly
- Compiling and maintaining up-to-date records for reference
- Ensuring that arrangements are in place to deal with emergencies such as a fire etc.
- Providing competent advice on health and safety

Exhibitors and Stand Contractors - All exhibitors and show organizers are responsible for the safety of their work area and stand. Organizers should instruct all exhibitors and stand contractors specially with raw space and complex structures must:

- Conduct a risk assessment for the building, operation, and dismantling of the stand
- Provide method statements and stand plans in compliance with the 'Stand Plans Approval and Construction' like structure engineer approval
- Submit stand plans for approval
- Ensure that staff and subcontractors' staff working on site are informed of the site rules and health and safety arrangements
- Ensure that staff, contractors and subcontractors staff are familiar with the venue's emergency procedures
- Cooperate with other associates and authorities

Floor Management - The organiser should have competent staff on the floor able to manage health and safety. The numbers required should be identified by the risk assessment, size of the show and etc. The floor manager duties include but are not limited to:

- Implementing the organizer's event risk assessment requirements
- Coordinating the health and safety effort between all entities, authorities and person on the event floor
- Keeping aisles and emergency exits clear, monitoring vehicle movement and other hazardous activities such as working at heights
- Monitoring the exhibition floor for hazards and unsafe conditions
- Dealing with health and safety incidents and immediately reporting to the organiser
- Providing competent advice on health and safety issues

Stand Plans - Space-only stands where the stand is built to the exhibitors' design and specifications require checks to ensure that they are safe and structurally sound by having structure engineer approval or certificate.

Accident Reporting - All accidents must be reported to the KINEXIN and if they are in the tenanted area of the exhibition must also be reported to the organiser.

Risk Assessment

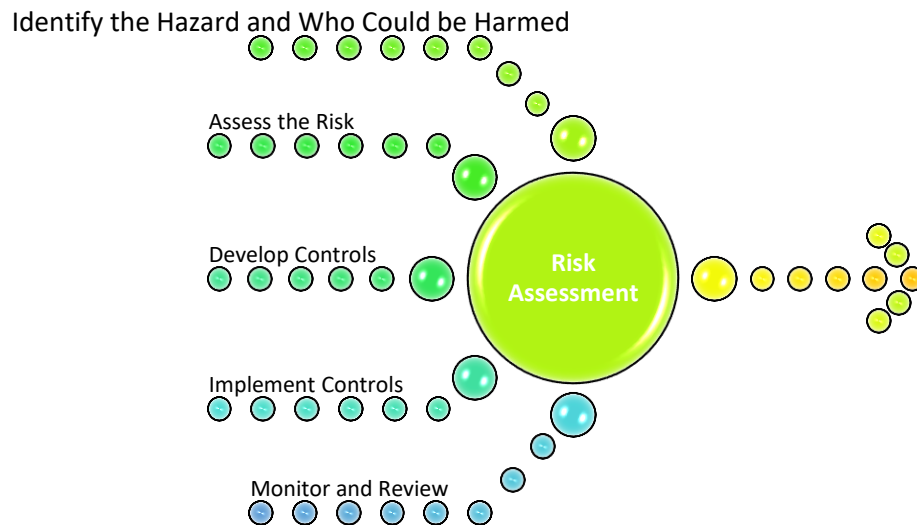
Refer @ Site Working Assessment Template

Event Risk Assessments - Every event must be subject to a risk assessment. The risk assessment must identify all significant risks. Significant risks are those which can be foreseen and are more than trivial. Risk assessment is a management responsibility that should be carried out by competent staff who have been trained to do a risk assessment and who are knowledgeable about the event or the activity. The organiser should conduct their own specific risk assessment detailing the hazards and controls for that particular event. Key contractors and exhibitors should conduct risk assessments for their activities. Examples of common risks associated with any event or exhibition are as follows:

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Slips, trips, and falls on a level surface
- Manual handling – lifting or moving of heavy/awkward loads
- Falls on stairs or escalators
- Injury from electric shock
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Injury from the use of work equipment e.g. circular saws
- Hanging wires
- Structural collapse of seating or an exhibition stand
- Outbreak of Legionnaires disease from a water feature
- Food poisoning incident from a temporary catering outlet
- Fire and fire related incidents
- Major incident and civil emergency
- Excessive working hours
- Stress
- Alcohol and drug misuse related incidents

(Please Refer Site Working Assessment Template)

Risk Assessment Steps



Process

Step One – Identify the Hazard and Who Could be Harmed

It involves predicting everything that could reasonably foreseeably go wrong. This is based on the type of hazard or the type of harm as follows:

Types of Harm

- Hazards that cause injury, such as a broken bone
- Hazards to health, such as noise

Type of Hazards

- Physical e.g. a vehicle
- Chemical e.g. carbon monoxide in exhaust fumes
- Biological e.g. food poisoning
- Social e.g. violence

It is important to consider the potential consequences and who could be harmed e.g. with an electrical fault, the consequences are both potential injury from the shock or a fire.

Step Two – Assess the Risk

It is necessary to assess both the potential likelihood of an incident or accident and the potential severity if it does happen. A sample is shown below.

Likelihood

1. Very Unlikely
2. Unlikely
3. Likely
4. Very Likely
5. Almost Inevitable

Severity

1. Minor/First Aid
2. Injury causing 3-day absence from work
3. Major Injury
4. Death or life-changing injury to one person
5. Death or life-changing injury to many persons

We should assess risk both before and after controls are put into place. Before controls, we are assessing what would happen if there were no controls. It is important when considering severity to assess the most likely outcome. For example, consider a rigging operative falling from 3m onto concrete. The operative could be killed or they could suffer no injuries. The most likely outcome, however, would be a major injury such as a broken bone.

Step Three – Develop Controls

Having determined what the hazards are, and to what extent they pose a risk we now need to do something about it. The simple models for risk control:

- Eliminate the risk at source. There is a point at which any operation is simply too risky and you do not proceed with it.
- Substitute for something safer. E.g. build a smaller or less complex stand.
- Control the risk Use engineered controls such as high-access equipment for working at heights.
- Training. Train operatives to work in a safe way
- Personal Protective Equipment such as hard hats and safety shoes. Note they are only effective if something goes wrong. A hard hat is only of use if something falls on your head!

The idea is that you should always attempt to design out risks at source for example by using a safer substitute and therefore prevent an accident rather than simply trying to reduce the loss from an accident by issuing protective equipment. **(Please Refer Site Working Assessment Template)**

Key

P - Probability or likelihood of an incident occurring

S - Severity of incident if it did happen

R - Risk

P, S, and R should be calculated when there are no controls in place and then after the controls have been put in place.

Action Level

1-4 LOW no further controls required

5-7 MEDIUM – justify /review for each event day

8+ HIGH –immediate action/ further controls needed

Step Four – Implement Controls

Operations staff and floor managers appointed by for the event are responsible for ensuring that the controls in the risk assessment are implemented.

Step Five – Monitor and Review

It is mandatory to monitor the event floor to ensure that prescribed controls are actually in place. Organiser, also need a system for reviewing risk assessments. Event risk assessments have a natural review cycle in that a new assessment is required for each event. Other times when risk assessments need to be reviewed are:

- When there has been an accident or incident
- When there is a significant change in personnel or process
- When there is a change in the law
- When monitoring reveals problems.

3. Fire Risk Assessment - It is a legal requirement and best practice. The key question to be asked is to what extent does the exhibition alter the dynamics of the fire risk in the hall? Typical aspects that would increase the fire risk would be:

- Naked flame on stands (candles or gel burners)
- Use of compressed or flammable gases on stands
- Use of pyrotechnics, lasers, and other stage effects
- Cookery demonstrations
- Exhibition of petrol engine vehicles
- Likelihood of illegal smoking in outfield areas or in-built storage areas on stands
- High levels of packaging waste
- High numbers of complex structures.
- Hot works during the stand construction
- Dressing of stock or Octonorm panels with untreated (non-flame retardant) materials. etc

4. Contractors' Risk Assessments

Contractors must produce an event-specific risk assessment for their activities. Again the risk assessment should reflect the complexity of the operation. It generally fall into two categories. The first category is those larger contractors whose activities interact with other parties working in the hall such as the freight and lifting contractor, power distributor, air distributor etc. Their risk assessments should be reasonably comprehensive with specific details on how they will control the risk to others. The second category are those contractors whose activities do not interact greatly such as floral delivery. These could be simpler risk assessments focusing on ensuring that they can operate safely in the hall.

Consultation

One of the major failings of risk assessments generally, is that they are done by people who do not have sufficient knowledge of the event. For example, at an exhibition of industrial machinery, it is important to consult with an individual who has some knowledge of the risks posed by exhibiting industrial machinery in an exhibition environment.

The following is a summary of the risk assessments that should be created for an event.

Type	Responsible Party	Copied to
Event Risk Assessment	Organiser	KINEXIN
Event Fire Risk Assessment	Organiser	KINEXIN
Organiser's key Contractors'	Organiser	KINEXIN

Organiser

- The Fair/Exhibition Organizer is responsible and should assess the risk involved by doing a thorough pre-event review of the event prior to the planned show dates. The Organizer should also analyze the health and safety situation of the working zones/area during the build-up, show time (of the expected attendees, both national and International), and dismantling till the handover back to KIEIXIN.
- Organisers are supposed to prepare a plan in advance about the code of conduct of each activity separately for build-up, during the show, and wind-up. This plan needs prior approval from the KIEIXIN team before circulation to the general public/vendors/exhibitors/visitors etc.
- The Organizer should ensure that the number of workforces, executives, exhibitors, visitors, vehicles (personal & commercials), etc. into the Venue, in respect of their event during the build-up, show time & wind-up. This will be regulated as per the Govt. and KINEXIN guidelines during that particular time.
- Organizers should stagger the operational hours of the exhibition so that there is an organized gathering during the build-up, show time & wind-up. The Organizer may also be requested to plan for staggered exit of the workforce, vehicles, exhibitors, visitors/delegates, etc. during the build-up, show time & wind-up, and especially at the closing time of the show on each day.
- Organizers should maintain a record of all the entrants who will enter the venue in respect of their event. They should be able to provide traceability support of suspects to KINEXIN and other local authorities if required. In line with the govt. guidelines, the entrants screened are necessary/mandatory.
- Organizer must ensure that they, along with the exhibitors, visitors, staff/labor belonging to all the agencies for Construction and Decoration (C&D), Security, Housekeeping etc. hired by the organizer, and any other staff deployed by them, in connection with their event/exhibition/conference, are aware of and are following all the precautionary measures + code of conducts.

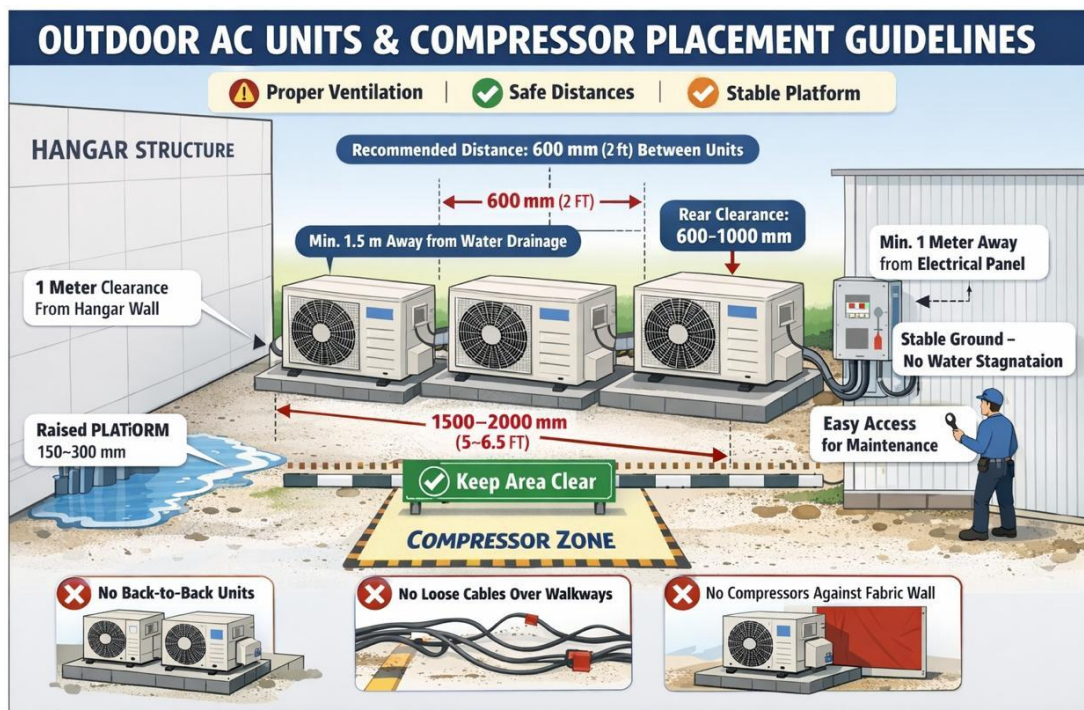
- Organizer must ensure that appropriate measures/arrangements for personal protection gear like safety belts, gloves, specs, face covers/masks etc, and others are available and in use by the exhibitors, visitors, staff/labor belonging to all the agencies for Construction and Decoration (C&D), Security, Housekeeping etc. hired by the organizer and any other staff deployed by them, in connection with their event/exhibition/conference during build-up, shows, and wind-up.
- The Organizer should regularly play recorded messages/announcements on the precautionary measures, good practices, safety norms, and relevant information in respect of safe working during the full tenancy period. Regular Health and safety announcements may be made in English and Hindi. It should highlight the availability of onsite doctors and ambulances. Signage/boards are to be installed at all prominent places, about preventive measures to be followed by entrants.
- The Organizers should encourage pre-registration of exhibitors, staff/labor, workforce etc. to minimize queues at the registration area and seek declarations from all attendees in a pre-exhibition entry zone. They should be registered in order to ensure traceability if needed. Contactless entry should be encouraged.
- Organizers should encourage the use of technology to promote paperless and plastic-free working. The organizer should ask its exhibitors, visitors, staff/labor, workforce, etc. to encourage it.
- The Organizers should be advised to monitor the number of visitors in a particular hall by technology-enabled/other means by tracking the inflow as well as the outflow of visitors in real-time. As soon as the hall reaches to its maximum limits as per the hall-wise occupancy/load notified by various Government agencies, the inflow must be restricted.
- The furniture and other surfaces (frequently touched or otherwise) present in each of the halls and going to be used in respect of their event tenancy need to be cleaned, and wiped with disinfectant regularly by the Organizer.
- Organizers should ensure that their housekeeping agency should be strictly instructed to regularly monitor the hygiene of all the halls. Exhibitors, visitors, staff/labor, workforce, etc. should be advised to dispose of normal day to day garbage in covered bins available at the premises. The organizers hired housekeeping agencies, contractors, etc. should ensure that all wastes, scrap, etc. shall be removed from the IICC before the closure of show immediately. The CPCB guidelines are available at <https://cpcb.nic.in/uploads/Projects/Bio-Medical-waste> may be referred to for bio-medical waste management (mask, tissues, etc.).
- The passage width for the movement of people should be a minimum of 5 meters for machinery shows and 3 meters for non-machinery shows.
- The Organizers should have Medical support Room/staff, which would be manned by everyone for any medical emergency and would have adequate facilities / medical aid. The Fair /Exhibition Organizer would also ensure to identify and safely transfer of the patient to the respective room till the arrival of the medical team or transferring to a Hospital.
- Organizers should ensure that the paramedic ambulances that are inside the venue for their event are manned by full-time doctors/healthcare staff/nurses with personal protective and lifesaving equipment/medicines. The organizer should Identify and convey/announce emergency contact numbers to all exhibitors/contractors etc. on a repeat basis till the tenancy dates.
- If Organizers are providing transport shuttles, they should be cleaned regularly after every usage and properly labelled & visible in all circumstances.
- Organizers should ensure that there should be no live music events.
- Organizers to ensure that all eating/food consumption must be at designated areas as far as feasible.
- Duly filled-in Self-Declaration forms and pre-registration shall be collected/archive from all Stand Fabricators, contractors along with the exhibitors, visitors, staff/labor belonging to all the agencies for Construction and Decoration (C&D), Security, Housekeeping, etc. hired by the organizer and any other staff deployed by them.
- Organizers to ensure that all service providers shall undergo security check/scanning at the entrance of the exhibition venue.

- Organizers to ensure that all stand fabricators should submit their certified structural drawings with a certificate issued by the structural engineer in advance for approval from relevant authorities. Organiser will make sure all pre-fabricated structure assemblies will be in line with the code of conduct. Fabricator will not be allowed to execute any task without such permission.
- The stands should be numbered by the organizers with uniformity.
- General supervision/management/marshaling of the exhibition area (IEH & OEA) of the trade fair period (tenancy time period) shall be undertaken by the organizer.
- Organiser ensures that the supervision of the exhibitor's belongings shall be organized by the exhibitor himself. The exclusion of liability for personal injury and damage to property is not limited by the general supervision provided by the organizer. Request for guards during the duration of the tenancy & trade fair must be placed in advance 45 days before tenancy.
- Organiser ensures Rooms or buildings or occupied area (IEH & OEA) may be closed or evacuated on the orders of KINEXIN for safety reasons. Persons in these areas must follow instructions and go to the relevant assembly point. Exhibitors, visitors, staff, casual workforce, labour etc. are required to be well informed about this procedure by the organiser. Organizers along with exhibitor/contractors must ensure that all stand / hall / occupied areas are vacated and that all persons leave the area.
- Organiser along with contractors must take responsibility for checking the relevant weather forecasts; in the event of severe weather warnings, they must take the required precautionary measures, which may include discontinuing operations. In addition, a general severe weather warning will be issued in advance to avoid any loss.
- Organiser ensures that no child labour has been engaged in the premises and the provision if minimum wages/ESIS/PF/Medical etc. are being complied with as per the labour law.
- Organiser ensures that all persons employed in the present business (permanent/ temporary) within the premises are having good antecedents and they are not involved in any criminal or anti-social activities and have obtained the PCC- Police Clearance Certificate.

Contractors:

- Appropriate measures/arrangements for personal protection gear like face covers/masks, safety belts, gloves, specs, etc, and others are available and in use by the visitors, staff/labor belonging to all the agencies for Construction and Decoration (C&D), Security, Housekeeping, etc. hired and any other staff deployed by them, in connection with their event/exhibition/conference during build-up, shows, and wind-up.
- The visitors, staff/labor, workforce etc. should know on what they should carry for hassle-free working in the IICC.
- Online pre-booking / pre-registration of visitor, staff/labor, workforce etc. to minimize queues at the registration area and seek declarations. They should be registered in order to ensure traceability if needed. Contactless entry should be encouraged.
- Online registration with the option of printing of entry badges at home. Further, QR Code may be generated during the registration and entry can be allowed inside the hall by scanning the QR code.
- Contractor should encourage the use of technology to promote paperless and plastic-free working.
- All contractors should ensure & regularly monitor the hygiene of all the halls. The contractors, etc. should ensure that all wastes, scrap, etc. are removed from the venue immediately. The CPCB guidelines are available at <https://cpcb.nic.in/uploads/Projects/Bio-Medical-waste> may be referred to for bio-medical waste management (mask, tissues, battery etc.).
- 100% pre-fabricated material will be allowed while constructing stands to ensure a safe and healthy working atmosphere and minimum time spent by the stand fabricators, fitters, etc. C&D agent should disinfect the booth construction material etc. Stand Contractors should use mechanized trolleys/pallets etc. to minimize human labor while bringing/taking material out of the halls. Painting/pasting/wood cutting/drilling/grouting etc. will not be allowed inside the hall and within the IICC venue.

- All contractors should have a minimum of one Medical 'first aid kit' for any medical emergency and would have adequate facilities / medical aid. The contractor along with the organizer would also ensure to identify and safely transfer of patient to the respective room till the arrival of the medical team or transfer to a Hospital.
- All contractors should ensure that there should be no live music played within IICC.
- All contractors should ensure that all eating/food consumption must be in designated areas. The contractors, etc. should ensure that all such garbage, etc. are thrown into closed bins immediately after use.
- In the IICC complex and in the halls manual unloading of construction materials and furnishing objects is not permitted. For all materials to be transported into the halls suitable transport units such as pallets or other units to be handled with forklifts shall be used. Unloading shall only be done professionally with forklift trucks or cranes by forwarders authorized/empanelled for this task by KINEXIN. Unwrapped materials shall only be stored in the exhibitor's own stand area.
- The vehicle should have the following details on it:
 - a. Dimensions or type of vehicle details
 - b. Mobile phone number of the driver (for establishing contact if need be)
 - c. Exhibitor/contractor company Name and Person In-charge contact details.
- Operating own cranes, other material handling equipment with operator platform/driver's seat, and forklifts are not permitted at IICC Complex. Only equipment of the accredited/empanelled agents permitted on-site may be operated. The empanelled agents have sole handling rights in the exhibition grounds, i.e. carriage of exhibits, stand structures, etc., to the stand, including the provision of any auxiliary equipment required.
- The storage of empties of all kinds on the stand is prohibited. Empties must be handed over without delay to the empanelled agents appointed for the exhibition grounds.



Acknowledgment and Disclaimer

In the development of these guidelines for safe and secure operation, we wish to extend our heartfelt gratitude to the G guide who served as a valuable reference and source of inspiration for this endeavor. The insights, knowledge, and expertise shared within the G guide have been instrumental in shaping the guidelines and standards presented in these guidelines. It has laid the foundation for our own, ensuring that our guidelines align with established best and safe practices and industry standards. We deeply appreciate the tireless efforts and dedication of the team who diligently crafted the work. We would like to emphasize that this manual has been created with the utmost respect for intellectual property rights and is intended solely for internal use and operational guidance within the complex. Any information derived from external sources has been appropriately cited and attributed. We express our sincere appreciation to the team for their role in advancing knowledge and fostering best practices, which, in turn, have enabled us to enhance the operations within our complex. These guidelines represent a suggested minimum standard to which the organizer/contractors/exhibitors/visitors aspire in connection with running an event/exhibition. We make no warranty that this guidance will meet your requirements. These guidelines are not a substitute for independent advice and the concerned & responsible entity should obtain professional advice where appropriate. To the fullest extent permitted by law, the authors will not be liable for any claims of any nature whatsoever (including but not limited to indirect or consequential loss or damage, loss of business, loss of opportunity, loss of data, loss of profits) arising out of or in connection with the use of these guidelines. It is the responsibility of every organizer's employee, contractor, and exhibitor to ensure that it safeguards health and safety and to comply with all applicable health and safety laws and other rules & regulations.

Pandemic

Air-Borne Disease Guidelines

COVID-19

1. User will have to plan the event in accordance with the guidelines / SOP's set by Ministry of Commerce & Industry for holding exhibitions. Kindly refer the below link for updated SOP's <https://commerce.gov.in/whats-new/>

2. The official distance and hygiene rules shall be applicable, compliance is up to each individual:



- ✓ Physical Distancing of 6 feet to be followed.
- ✓ Use of Face masks to be made mandatory.
- ✓ Use of alcohol-based sanitizers. Sanitizer stand should be made available wherever feasible.
- ✓ Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while sneezing/coughing with a tissue/handkerchief / flexed elbow and disposing off used tissues properly.
- ✓ Self-monitoring of health by all and reporting any illness at the earliest to the onsite medical team or state/district helpline.
- ✓ Spitting shall be strictly prohibited
- ✓ Installation of the "Aarogya Setu" app shall be mandatory for all with smartphones
- ✓ No welcoming rituals. Promote "Namaste" greetings as a replacement to handshakes.

3. User and operator staff and security personnel will ensure that these measures are observed.
4. All payment transactions will be cashless to the extent possible
5. The organizer must ensure that they, along- with the exhibitors, visitors, staff, labor belonging to all the agencies for construction and decoration (C&D), Food & Beverages (F&B), Security, Housekeeping, etc. hired by the organizer and any other staff deployed by them, in connection with the exhibition / conference, are aware of and are following all the precautionary measures advised by the govt. authorities, in respect of Covid-19 disease, from time to time,
6. Appropriate arrangement for personal protection gears like face masks, and other logistic like hand sanitizers, soap, sodium hypochlorite solution etc. shall be made available by Fair / Exhibition Organizers / exhibitors for their staff as per requirements.
7. The organizer should play recorded message/announcement on the precautionary measures, good practices and relevant information in respect of the virus during full tenancy period. The announcement to be made in Hindi, English & local language.
8. Organiser should highlight availability of onsite doctors and ambulance.
9. Signage / Boards to be placed at all the prominent places, about preventive measures to be followed by everyone entering the event venue.
10. Visitor should be given prior information on what they should carry, which includes face mask, water bottle, hand sanitizer.
11. Organizer should encourage pre-registration with online registration of visitors to minimize queues at the registration area.
12. Organizer should seek health declarations from all attendees in a pre-exhibition entry safe zone.
13. Organizer should encourage contactless entry.
14. When necessary, this guideline may be applicable to other contagious diseases of similar nature, i.e. airborne diseases.

Any violation of any rules / guideline governing or listed or mentioned above will result in fines and penalties. Depending on the circumstances, this can range from a minimum of Rs. 75,000.00 to the forfeit of security or a bank guarantee.



Film Making Activities



The following said procedures are mandated to follow for ensuring smooth operation (compliance with all relevant regulations / authorities)

- Operating Hours: The standard operating hours for indoor exhibition halls are from 9 am to 9 pm. Additional and overnight charges shall apply as per our pricing regulations. Timing of the set-up and shooting must be shared one day in advance.
- No changes to the venue's statics are officially allowed.
- Insurance: The agency must prepare event-related insurance certificates as per our tenancy agreement. Must be submitted to KINEXIN before the tenancy period.
- The agency is required to pay a security deposit of 10% of the rental amount.
- Structural Engineering Test: If the agency utilizes the hall ceiling rigging truss for lighting or ceiling displays, erecting temporary structure a structural engineering test and certificate with report is mandatory. Structural engineering companies, empaneled by Kinexin, issue technical certificates after evaluating the agency's rigging plan.
- Cargo Vehicle / Truck Entry: Designated official entry gates for trucks must be used, primarily Gate 11-9, for cargo movement. Truck entry is based on individual/official tenancy hours. Details of crew, vehicles etc. to be shared in one day's advance with the final plan. The Venu Entry-Exit plan can be discussed with KINEXIN before execution. All Crew members must have valid I-card/passes/bands etc.
- Compliance and Security: Content of shooting must comply with Indian laws and regulations concerning public interest, national security, entertainment, and advertising.
- All applicable Local permits/NOC's, including MCD, local police permit, must be acquired, and submitted to Kinexin at least 24 hours before shooting. The agency must obtain all necessary permits, including entertainment licenses, police NOC's, and MCD NOC's, etc. as outlined in the agreement.
- Notification of any celebrity or VIP or VVIP movements or stunts, special effects for shooting must be provided to KINEXIN, relevant local authorities (like Delhi Police, etc.), along with the personal security deployed plan by the event agency at their own cost and risk.
- Sound: Decibel levels (BGM) must not exceed 85 dB inside exhibition halls.
- Vehicle Movements and Safety: Dynamic vehicle movement is allowed indoors only, following the 5T/sqm hall loading capacity. Proper barricades and designated pathways must be in place for dynamic vehicle movements, with areas guarded by empaneled security vendors. Basic speed limit shall be up to 20km/Hour (indoor & outdoor)
- Static vehicle displays are allowed in the foyer, with a maximum floor load of 0.5T/sqm.
- Trained professionals (or certified by OEM) with proper equipment must handle displayed cars under Kinexin supervision. Any stunt/performance etc. needs prior permission from KINEXIN.
- Adhering to ARAI guidelines it is required for displaying vehicles and vehicle movements within the premises.
- Pyrotechnics and Displays: Only non-flammable materials are permitted on-site for pyrotechnics or flammable items.
- During the setup event the agency must adhere to on-site management directions and include security personnel. (All services must be hired from venue empaneled vendors)
- Lighting and Technical Guidelines: Outdoor lighting effects must comply with local authority, especially with airport authority regulations. No upward lighting is permitted, and drones are prohibited without special permits from the airport authority.
- Any temporary set-up like satellite kitchen, crew holding space, parking etc. need prior permission from KINEXIN.

The agency must comply with Yashobhoomi operator's SOP (R&R) sate in working manual and the terms & conditions of the indoor and outdoor venue tenancy agreement.

Entry-Exit Procedure

Entry of Cargo Vehicle – Set Up

To ensure a smooth and organized process, we kindly request that all cargo vehicles seeking entry into the venue present an authority letter at Main Gate No. 9/10/11/12. This letter should be on the organizer's / EMC – Event Management Company letterhead issued to all selected vendors, exhibitors etc., clearly stating their authorization for material entry. This will help our security personnel identify authorized vehicles efficiently.

Exit of Cargo Vehicle - Dismantling

During the dismantling and removal of materials from the venue, an exit form will be required. This form will be used to document the items being removed and ensure that everything is properly accounted for and will be supported by the above authority letter.

Organizer Letter Head

Date: _____

TO WHOMSOEVER IT MAY CONCERN

This is to certify that (Company Name) _____ is appointed as official vendor/agency for (Services) _____ for Event Name _____, scheduled from _____ at Yashobhoomi, Dwarka Sector – 25, Delhi, India.

They will be transporting the material from their warehouse in Delhi to the venue – Yashobhoomi and the same will be returned back to their warehouse after the exhibition/event.

These materials are NOT FOR SALE and DO NOT HAVE ANY COMMERCIAL VALUE.

We request to you provide the necessary assistance and cooperation to (Company Name) _____ in helping us make this exhibition/event a success.

Thanking You

Best Regards,
For _____

Authorised Signatory

Show Name: _____

Set-up Date: _____

Event Date: _____

Dismantling Date: _____

EXIT PASS

Event Name:

Exit Date:

Vehicle Number –

Detail of Goods / Material / Cargo

Sr. No.	Particulars / Details	Qty.	Remarks

Name of Organisation

Address:

City & Code:Country:

Telephone:Email :

Contact Person:Designation: Mobile:

Room / Hall No: Stall No. Signature.....Stamp:.....

- The organizer or KINEIXN keeps 1 copy while issuance. * Building Security will keep 1 copy at the exit gate.
- Complex Security will keep 1 copy at the main gate while exiting from Yashobhoomi.
- The truck driver will keep 1 copy.
- We have read & accepted all terms & condition mentioned in the Yashobhoomi Working Manual

For Organiser / EMC

Name _____

Date/Signature _____

Stamp _____

For Exhibitor / Client

Name _____

Date/Signature _____

Stamp _____

Vendor Appointment – TEMPLATE

Event Name:	
Date:	Tenancy Date:
Vendor Category:	Empaneled Non-Empaneled:
The services vendor will provide:	
The vendor will serve the following Client:	
Remarks:	
Vendor Senior Management Details:	
Name:	Designation:
Mobile:	Email
Address:	Phone
Vendor Site Representative (Head)	
Name:	Designation:
Mobile:	Phone
Email	
Undertaking / Declaration by Vendor:	
Dear Sir, I / We hereby certify that I/we have read the entire terms and conditions stated above in the working manual and I/we shall abide hereby by the terms/conditions/clauses contained therein. I / We hereby unconditionally accept the conditions of above-mentioned working manual in its totality/entirety. I / We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking/exhibitions venue/event organizer etc. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then KINEIXN /organizer shall without giving any notice can restrict the entry and working in Yashobhoomi. I/ We have read & accepted all terms & condition mentioned in the Yashobhoomi Working Manual Yours Faithfully, (Signature of the applicant, with Official Seal)	
Name of person appointed the vendor:	
Organization:	Name:
Designation:	Mobile:
Tel No:	Email:
Date:	Signed / Stamped:

Internet – Work Order

KINEXIN Convention Management PVT. LTD.

WORK ORDER - INTERNET CONSUMPTION

From, M/s _____ Job No. _____
 _____ Date _____
 _____ Time _____

GST No.: _____

Event Name _____ Venue: _____

Floor / Hall: _____ Event Location.: _____

S.No	Location/Stand No	Bandwidth in MBPS	LAN	WIFI	Total Days	Remarks
1						
2						
3						
4						
5						

OTHER ADDITIONAL SERVICES/TEMPORARY NETWORK CONNECTION

Camera	Wi-Router	Networking			

Equipment	Bandwidth		From	To	Remarks

Terms & Condition:-

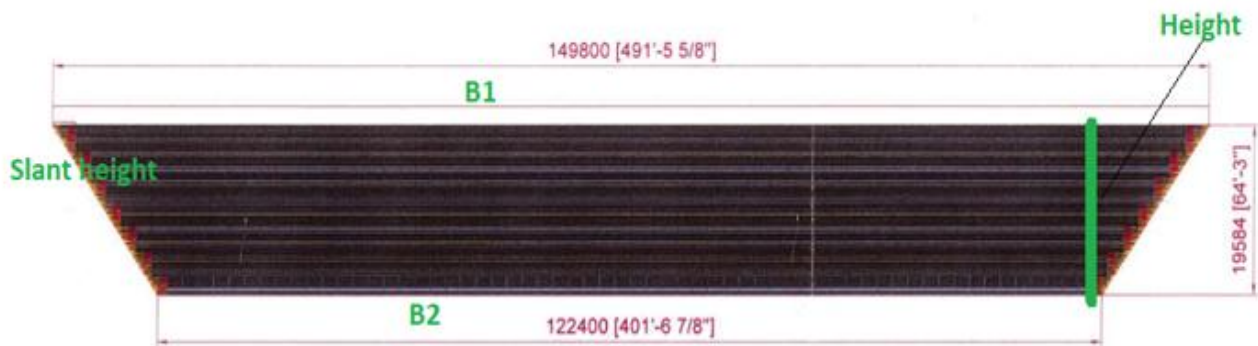
1. I/We agree to pay the charges as per rates and tariff given to me /us.
2. Total charges will be paid before executing the job.
3. I/We agree to take all responsibility for any loss or damage of the property of the Venue / Operator or any other and injury to any person while handling / executing our task etc. any other services mentioned above.
4. I / We confirm that everything is covered under fully comprehensive insurance.
5. I/We hereby task full responsibility for any websites that are operated or browsed during the event in accordance with the law, and
5. I/We shall be liable for any loss, cyberattack, or security breach.
6. We will provide a LAN/Wi-Fi connection as per the venue availability
7. The speed available on Wi-Fi will not be constant.
8. There are restrictions on the venue's firewall, so if any of your websites are not running, you will need to inform the venue personnel to allow access to the website.
6. We have read and we confirm conditions given above and over leaf

Issued by _____ For _____
 Signature _____ Name: _____
 Designation: _____
 Phone: _____ Mobile No. _____
 Email id: _____ Signature _____

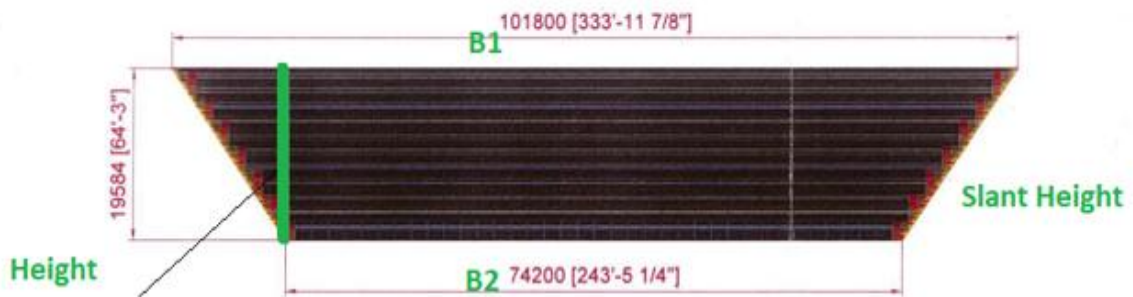
GST and any other taxes will apply as per Effective and Applicable

Media Façade – Work Order

Media Facadce Specification						
Screen	Pixel Size	Video Format	Image Format	Audio Format	Size	Area
Entry Plaza (Northside)	4072*204	MP4 , MPAC	PNG , JPEG	Not applicable now, but having Provision for external Speaker	B1=101.94m B2=74.2m slant height=19.58m height=13.82m	1217.13sqm
Outdoor (South Side)	4072*204	MP4 , MPAC	PNG , JPEG	Not applicable now, but having Provision for external Speaker	B1=101.94m B2=74.2m slant height=19.58m height=13.82m	1217.13sqm
Exhibition Side (West Side)	5992*204	MP4 , MPAC	PNG , JPEG	Not applicable now, but having Provision for external Speaker	B1=150.07m B2=122.4m Slant height=19.72m Height=14.02m	1910.01Sqm
Front Side (East Side)	5992*204	MP4 , MPAC	PNG , JPEG	Not applicable now, but having Provision for external Speaker	B1=150.07m B2=122.4m Slant height=19.72m Height=14.02m	1910.01Sqm



LARGER Site (Front and Exhibition Side)



SMALLER SITE (Entry Plaza and Exhibition Side)

KINEXIN Convention Management PVT. LTD.

WORK ORDER - Media Facade Operational Timming

From,
M/s _____

Job No. _____

Date _____

Time _____

GST No.: _____

Event Name: _____ Venue: _____

Floor / Hall: _____ Event Location.: _____

Sr. No.	Location (Side)	Requested By	Confirmed By	Date	Run Time	Remarks

Terms & Conditions

- We agree to pay the charges as per the quote given to us before execution.
- We have read and agreed to follow all terms & condition including Advertising Industry's Code of Ethics
- We adhere to all norms mentioned in the Delhi Advertisement Policy, issued by MCD and other relevant authority.
- We have read & accepted all terms & condition mentioned in the Yashobhoomi Working Manual /given above and over leaf.

Issued by

Signature

Name: _____

Designation: _____

Phone: _____

Email id: _____

Guideline for Operation

1. Media façade Operation

- Media facade brightness: 3% during nighttime
- Timeframe: From 5:00 PM until night
- Requirement set by Airport Authority

2. **Licensing and Permits:** Ensure that the event organizer has obtained all necessary licenses and permits from local authorities for hosting events, including permissions related to audio and video equipment setup and display of the content. Ensure that the policy aligns with local, state, and federal regulations, including zoning laws and safety codes.
3. **Location Restrictions:** Specify where outdoor advertisements can be placed. This may include limitations on proximity to schools, historical sites, residential areas, or scenic vistas to prevent visual clutter and protect community aesthetics.
4. **Safety Regulations:** Adhere to safety regulations set forth by the government regarding the setup and operation of audio and video equipment/content to prevent accidents and ensure the well-being of attendees. (Delhi Outdoor Advertisement Policy 2017)
5. **Content Regulations:** Outline acceptable content for advertisements, including restrictions on offensive material, false advertising, and content that could be considered discriminatory or inflammatory.
6. **Duration and Frequency:** Define how long advertisements can remain in place and any rules regarding the frequency of changes to ensure a dynamic but orderly advertising environment and purely decided by operator.
7. **Environmental Regulations:** Comply with environmental regulations related to the use of audio and video equipment/content, including noise pollution limits and proper disposal of electronic waste, such as energy use for illuminated ads and potential effects on local wildlife or ecosystems.
8. **Data Privacy and Security:** Implement measures to safeguard the privacy and security of data collected or transmitted through audio and video equipment, in accordance with data protection laws and regulations. (Delhi Outdoor Advertisement Policy 2017)
9. **Monitoring and Compliance:** Regularly monitor audio and video equipment operations to ensure compliance with government regulations and guidelines, and promptly address any non-compliance issues.
10. **Documentation and Reporting:** Maintain records of audio and video equipment setup and operations, as well as any incidents or violations, and report them as required by government authorities.
11. "We adhere to all norms mentioned in the Delhi Advertisement Policy and the Advertising Industry's Code of Ethics."
12. The show/event name will be the only one shown. No company logo, advertisement, product promotion, commercial display or image will be allowed to be displayed.
13. The display's content requires clearance at least 24 working hours in advance from event occupancy from operator.

KINEXIN Convention Management PVT. LTD.

Event Audio Video Inventory

Event Name:

Date:

Venue:

Operator Contact:

Item Description	Quantity Available	Quantity Required	Condition

Additionally, we need to add any damaged and missing inventory during the Event.

Item Description	Item (damage)	Item (Missing)

Terms & Conditions:

1. Sound Decibel is not ≥ 70 db and it is always less than 70db in the Meeting Room (Hall) during the event.
2. Mic distribution to delegates is done by the organizer person only in the Meeting Room (Hall) during the event.
3. If there are any losses, damage or misplace the equipment is given to the organizer during the event. The organizer is liable for them.
4. The Time Limit for the use of the Sound System at an outside location till 2200 hrs.
5. We agree to pay the charges as per the rate given by the venue for any losses, damage and misplaced Audio & Video Inventory.
6. The total charge will be paid before carrying out the job.
7. We agree to take all responsibility for any loss or damage to the property of the venue/Operator or any other and injury to any person while handling/executing our task etc. any other services mentioned above.
8. We confirm that everything is covered under fully comprehensive insurance.
9. We adhere to all norms mentioned in the Delhi Advertisement Policy, issued by MCD and other relevant authority.
10. We have read & accepted all terms & condition mentioned in the Yashobhoomi Working Manual/given above and over leaf.

Name:

Mobile:

Email:

Designation:

Company Name:

Signature:

Date:

Pg 1.1

Guideline for Operation

- **Licensing and Permits:** The event organizer is responsible for obtaining all necessary licenses and permits from local authorities for hosting events, including permissions related to audio and video equipment setup, etc. Ensure that the policy aligns with local, state, and federal regulations, including zoning laws and safety codes.
- **Safety Regulations:** Adhere to safety regulations set forth by the government regarding the setup and operation of audio and video equipment to prevent accidents and ensure the well-being of attendees. (Delhi Outdoor Advertisement Policy 2017)
- **Accessibility:** It is the responsibility of event organizers to ensure that audio and video equipment setup is accessible to all attendees, including those with disabilities, in compliance with accessibility guidelines set by the government.
- **Environmental Regulations:** Comply with environmental regulations related to the use of audio and video equipment, including noise pollution limits and proper disposal of electronic waste, such as energy use for illuminated ads and potential effects on local wildlife or ecosystems.
- **Data Privacy and Security:** Proper measures will be implemented by organizer to safeguard the privacy and security of data collected or transmitted through audio and video equipment, in accordance with data protection laws and regulations.
- **Emergency Preparedness:** Organizer will have protocols in place for dealing with emergencies related to audio and video equipment failures, such as backup systems and evacuation procedures.
- **Training and Certification:** Organizer will ensure that staff responsible for operating audio and video equipment in the event are properly briefed and adequately trained with trial runs to handle the event safely and effectively.
- **Monitoring and Compliance:** Organizer will monitor audio and video operations to ensure compliance with government regulations and guidelines, and promptly address any non-compliance issues.
- **Documentation and Reporting:** Maintain records of audio and video equipment setup and operations, as well as any incidents or violations, and report them as required by government authorities.
- "We adhere to all norms mentioned in the Delhi Advertisement Policy and the Advertising Industry's Code of Ethics."

Pg 1.2

Consolidate Sheet of Video Display

(Pixel Resolution of all Video Displays Source including BTR display, Video wall, in CC & EH & Counting Media Façade also)

Convention Building

a) All BTR (Board to Read)- All Floor in CC

Sr	Display Description	Location	Pixel Resolution	Orientation	Dimension	Ratio
1	Samsung 55"	All Floor	1920*1080	Portrait	55 inches	9:16
2	Samsung 43"	All Floor	1920*1080	Landscape, Portrait	43 inches	16:9

b) Ground Floor ARVR LED WALL

Sr	Display Description	Location	Pixel Resolution	Dimension
1	ARVR LED	GF	5280*2160	13.2m*5.4m

c) Video Wall in CC

Sr	Display Description	Location	Pixel Resolution	Ratio	Dimension
1	Planar 4*2	B1 Floor	7680*2160	16*9	196.6 inches
2	Planar 3*2	1F Floor	5760*2160	16*9	154 inches
3	Planar 3*2	2F Floor	5760*2160	16*9	154 inches
4	Planar 3*2	3F Floor	5760*2160	16*9	154 inches
5	Planar 3*2	6F Floor (PFA Area)	5760*2160	16*9	154 inches

d) GBR LED WALL

Sr	Display Description	Location	Pixel Resolution	Ratio	Dimension
1	Video Wall (P4)	GBR 6 th Floor	2560*1584/Total 256*72/per tiles	4*3	10*6.25 meter W/L= 33.8*21 ft

Exhibition Hall 1&2

a) ALL BTR (Board to Read) -All Floors in EH and Foyer including Hall.

Sr	Display Description	Location	Pixel Resolution	Orientation	Dimension	Ratio
1	Samsung 55"	All Floor (Area)	1920*1080	Portrait	55 inches	9:16
2	Samsung 43"	All Floor (Area)	1920*1080	Portrait	43 inches	16:9

b) Video Wall in Foyer

Sr	Display Description	Area/Floor	Pixel Resolution	Dimension
1	EH1- Single Line Strip	F1/GF	2475*60	39.7*0.96m
2	EH1-Big one	F1/GF	2025*240	32.4*3.84m
3	EH2-Single Line Strip	F2/GF	2475*60	39.7*0.96m

Media Façade Specification

1. Media Façade has four Sides of Different Pixel Resolutions.

- a) East & West (Grand Stair & opposite)- 5992*816
- b) North & South (Toll Plaza & Opposite) – 4072*816

2. Media Façade File Format Support

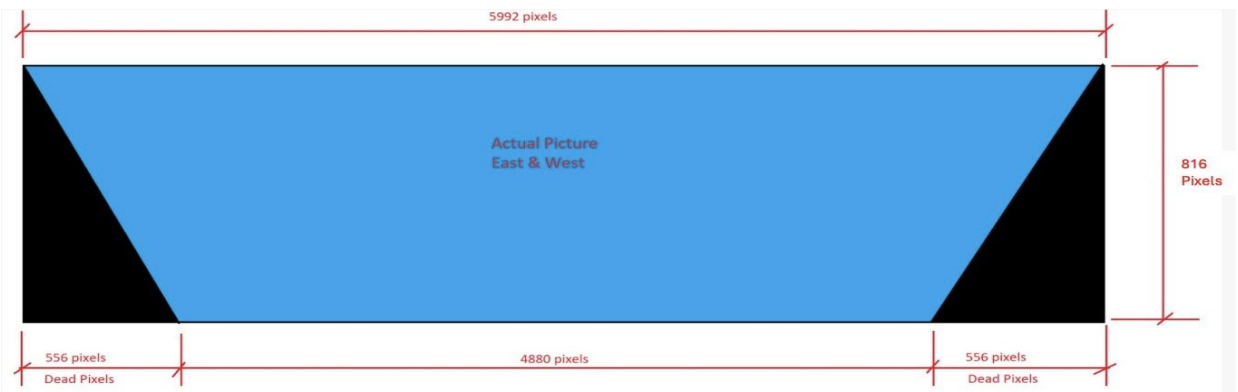
- a) Static File Format Support -JPG, JPEG, PNG
- b) Video File Format Support- MP4

3. Media Façade Sample Content

a) East & West



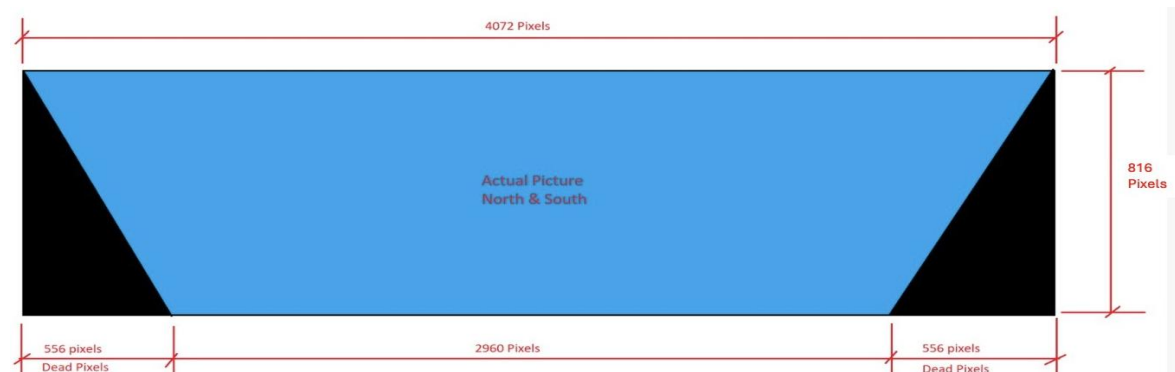
Don't Put (Insert) any Content in the Black Area on either Side.



b) North & South

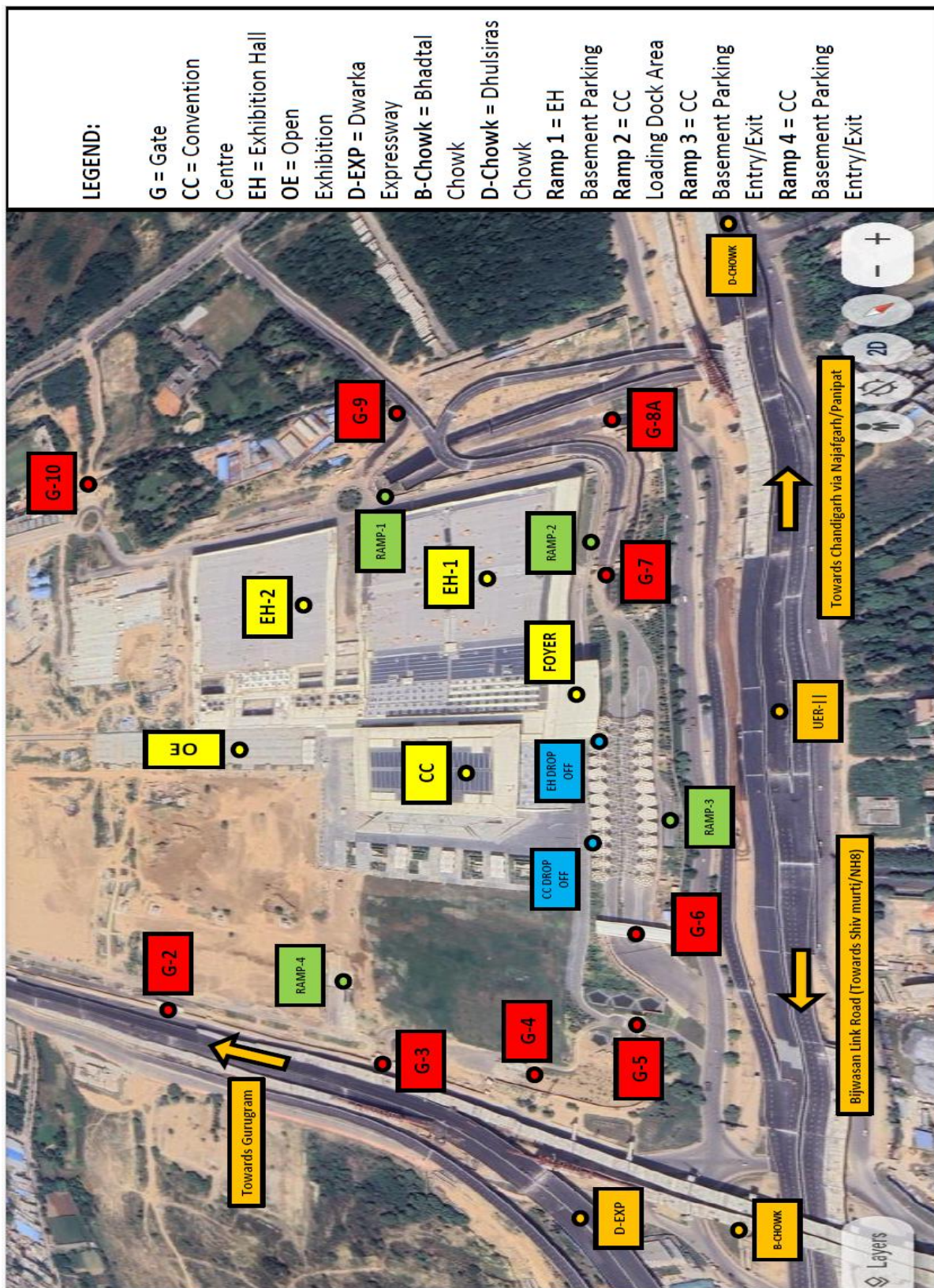


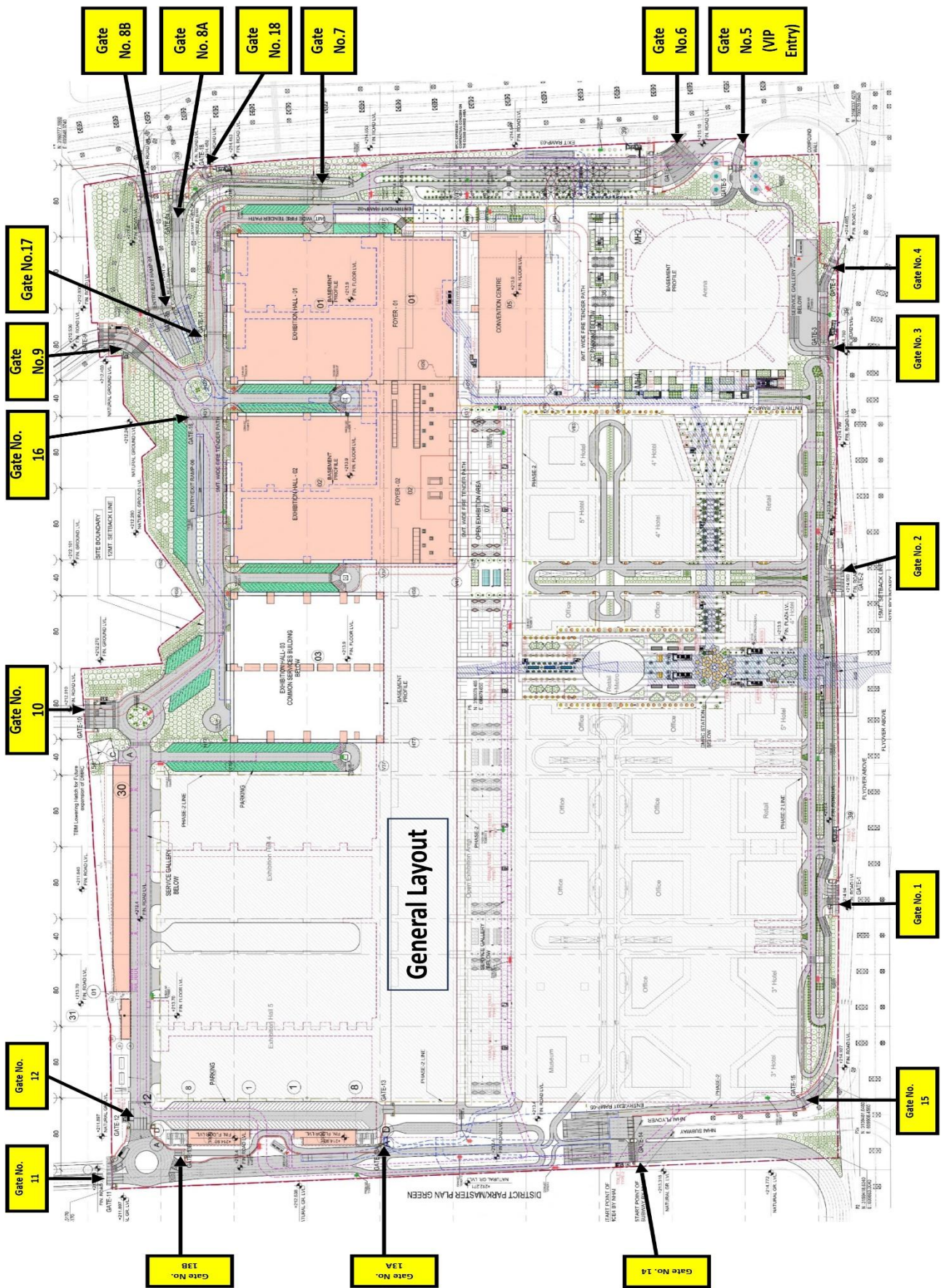
Don't Put (Insert) any Content in the Black Area on either Side.

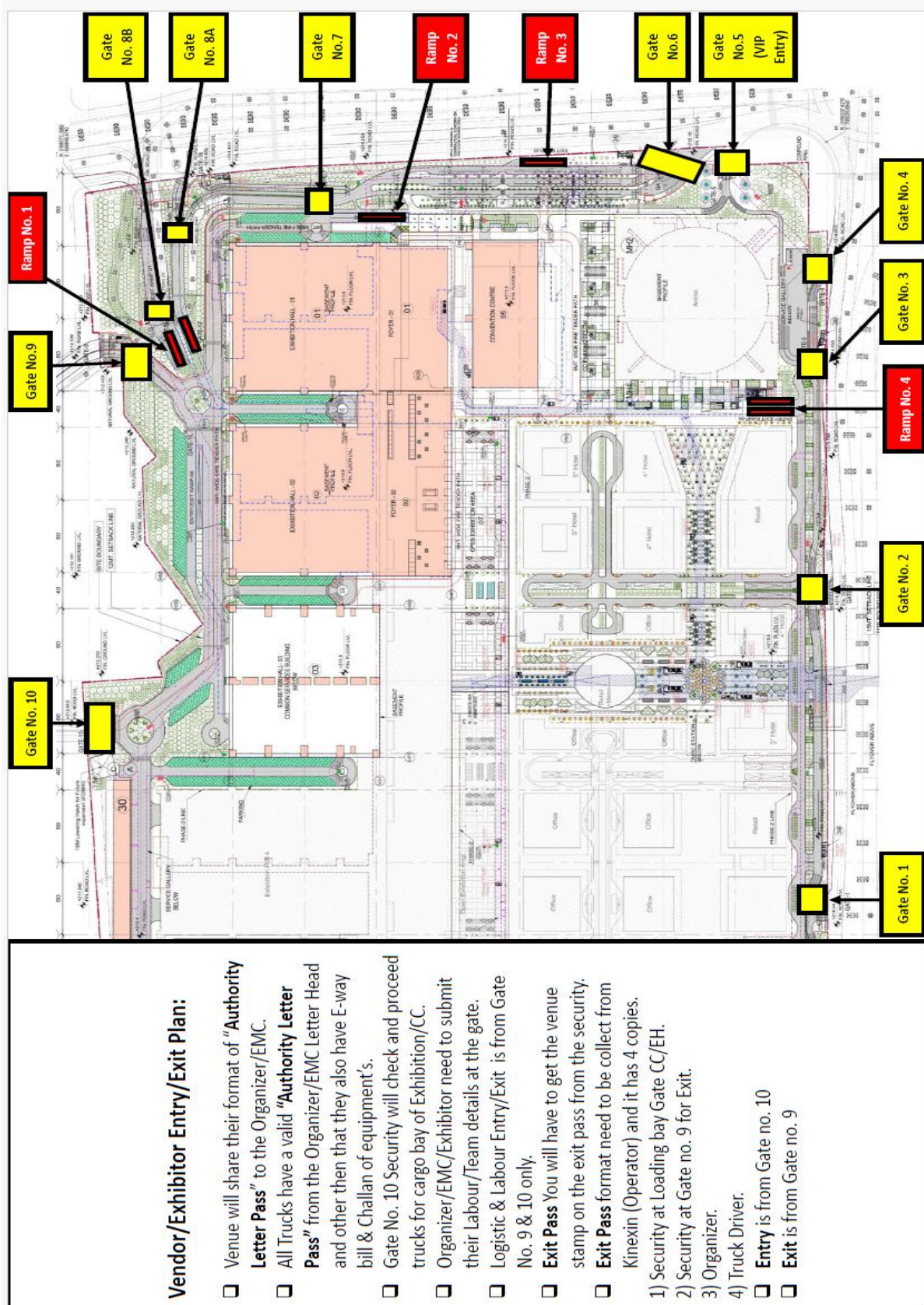


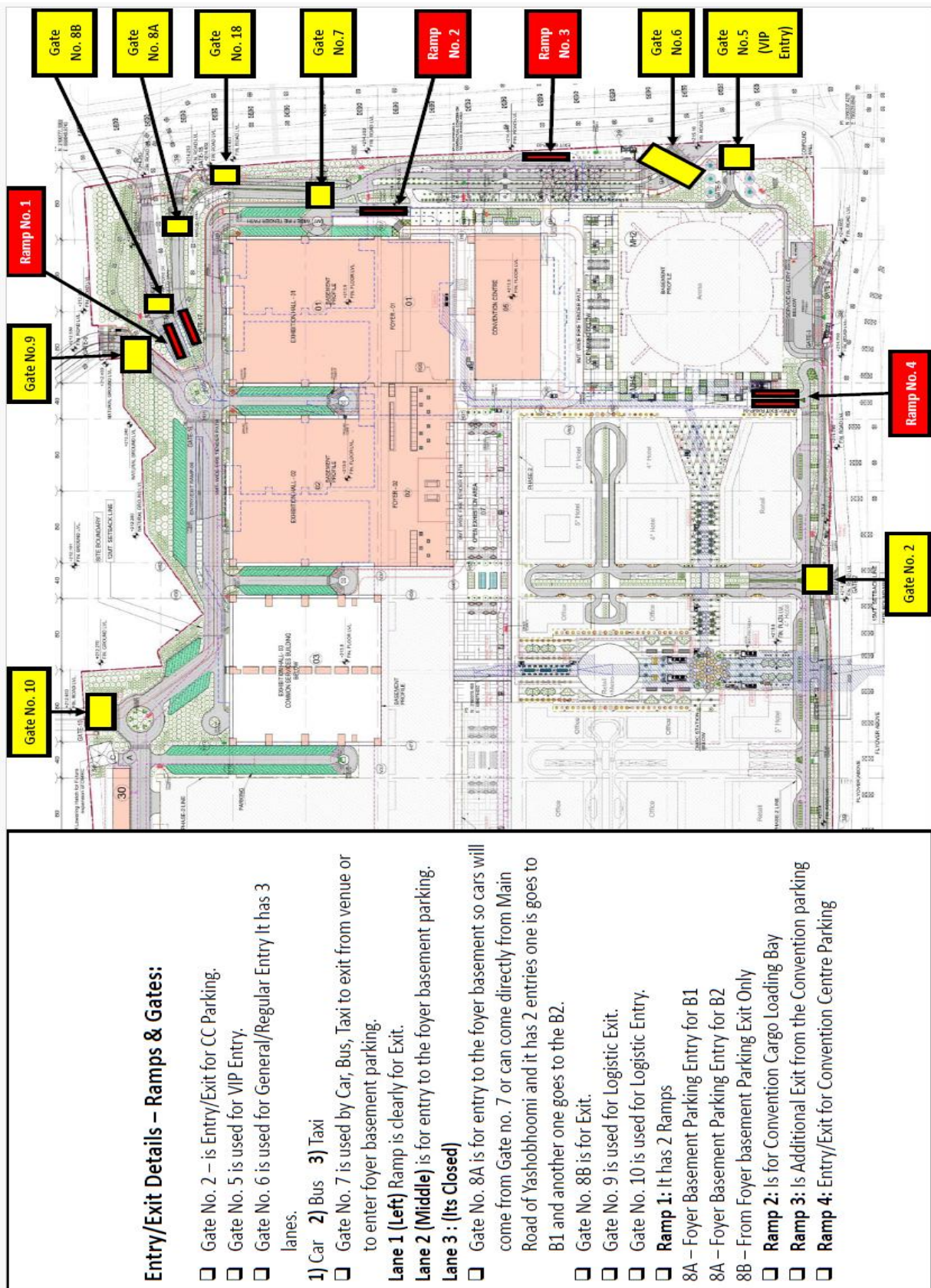
Accident Report - TEMPLATE

Event Name:	
Venue:	City:
Incident Date:	Incident Time:
Incident Location:	
Time into shift (number of hours since the start of the work shift):	
Description of the Incident: (Continue overleaf if you run out of space)	
Action Required:	
Further Remedial Action (if required):	
Any involvement from authorities? If so, which:	
Injured/Affected Person details:	Witness details:
Name:	Name:
Tel:	Tel:
Address:	Address:
Works for:	Works for:
Incident Class: Near Miss Minor – Incident/Injury (First Aid) Significant – Incident / Injury Major Incident / Injury / Fatality / Life-changing Injury Multiple Fatality / Life-changing Injury Other	
Who has been informed about the incident:	
Name of person completing the form:	
Tel No:	Email:
Date:	Signed:









ONSITE SAFETY PRECAUTIONS



Site Safety Information to maintain a good standard of health & safety at all events. From the beginning of build up to the end of breakdown, health and safety will be a key consideration in all that we do. We all have responsibility for ourselves and others who may be affected by what we do. Take care during the event.

Please consider these health and safety rules to be followed at all times:

- Every person must follow safe working practices at all times – if you are unsure about anything please ask your supervisor for more information.
- Every person must consider the safety of others during their work. If you see something unsafe please speak to your supervisor.
- No speeding within or outside the halls.
- All persons must have and wear the required personal protective equipment at all times.
- You must always use the right size ladder at all times.
- You must not work from the top 2 steps of a ladder.
- Ladders, scaffolding and elevated platforms must be used in a safe way at all times.
- NO live edge working is permitted without suitable protection in place.
- Always work in a tidy way and do not create trip hazards.
- Do not lift people on forks
- Do not move equipment while people are still on it.
- Hot work will be subject to a Hot Work Permit available from the Organisers Office onsite.
- No alcohol may be consumed while working.
- Smoking is not allowed inside the halls.
- All accidents and injuries must be reported to your supervisor & the organisers office at the earliest opportunity.
- In the event of an evacuation please leave the building immediately following the procedure you have been given.

Unsafe working will NOT be tolerated. Any contractors who demonstrate repeated unsafe behaviour may be asked to leave the site.

If you have any questions about these rules please ask your supervisor or report to the Main Office

साइट पर सुरक्षा एहतियात



साइट सुरक्षा सूचनाओं में स्वास्थ्य व संरक्षा के उत्तम मानकों का पालन करने के लिए प्रतिबद्ध है। खड़ा करने की शुरुआत से लेकर समाप्ति के अंतिम चरण तक के हमारे हर क्रियाकलाप में स्वास्थ्य व संरक्षा पर विशेष जोर रहेगा। हम स्वयं के प्रति तो जिम्मेदार तो हैं ही, साथ ही उन अन्य लोगों के प्रति भी जिम्मेदार हैं, जो हमारे क्रियाकलापों द्वारा प्रभावित हो सकते हैं। कार्यक्रम के दौरान सावधानी बरतें।

कृपया इन स्वास्थ्य व संरक्षा नियमों का हमेशा पालन करें:

- हर व्यक्ति को हमेशा सुरक्षित कार्य व्यवहारों का पालन करना चाहिए — यदि आपको किसी भी बात के संबंध में कुछ पूछना हो, तो कृपया अपने सुपरवाइजर से और अधिक जानकारी लें।
- काम करते समय हर व्यक्ति को दूसरे लोगों की संरक्षा का ध्यान रखना चाहिए। यदि आपको कोई भी बात संरक्षा के प्रतिकूल दिखे, तो कृपया अपने सुपरवाइजर को इसके बारे में बताएं।
- सभागार (हॉल) के भीतर या बाहर तेज गति से गाड़ी न चलाएँ।
- हर व्यक्ति को जरूरी व्यक्तिगत रक्षा उपकरण हमेशा अपने साथ रखना व पहनना चाहिए।
- हमेशा सही नाप की सीढ़ी (लैडर) का उपयोग करें।
- आपको सीढ़ी के सबसे ऊपरी 2 डंडों (पैड़ी) पर से काम नहीं करना चाहिए।
- सीढ़ियों, मचान (पाइंट) तथा उन्नत (एलिवेटेड) प्लेटफार्मों का हमेशा संरक्षित तरीके से उपयोग करें।
- उपयुक्त रक्षा उपाय किए बिना बिल्कुल किनारे (लाइव एज) पर खड़े होकर काम करने की अनुमति नहीं है।
- हमेशा सुव्यवस्थित तरीके से काम करें और लुढ़क जाने के जोखिम वाली स्थितियाँ न उत्पन्न करें।
- लोगों को ऊपर ले जाने के लिए फोर्क का उपयोग न करें।
- किसी भी उपकरण पर जब तक लोग मौजूद हों, तब तक उसे गतिमान न करें।
- स्थल पर स्थित व्यवस्थापक कार्यालय से तप्त (गरम) कार्य परमिट मिलने के बाद ही किसी तप्त कार्य को किया जा सकता है।
- काम करते समय शराब का सेवन नहीं किया जा सकता।
- किसी भी हॉल के भीतर बीड़ी-सिगरेट पीने की अनुमति नहीं है।
- कोई भी दुर्घटना होने तथा चोट लगने पर जितनी जल्दी हो सके, उतनी जल्दी अपने सुपरवाइजर तथा व्यवस्थापक कार्यालय को उसकी सूचना दें।
- स्थल को खाली करने की स्थिति में कृपया भवन से तत्काल बाहर निकल जाएँ। ऐसी स्थितियों के संबंध में आपको जो कार्यविधि बताई गई है, उसका पालन करें।

असंरक्षित कार्यप्रणाली को सहन नहीं किया जाएगा। जो संविदाकार बार-बार असंरक्षित व्यवहार करेंगे, उन्हें स्थल से बाहर निकलने के लिए कहा जा सकता है।

SAFE WORKING PRACTICES

सुरक्षित कार्य करने के नियम

DO'S ✓ क्या करें	DON'TS ✗ क्या न करें	DO'S ✓ क्या करें	DON'TS ✗ क्या न करें
 Use Sanding Machine हैंड्रिंग मशीन का उपयोग करें	 Do not use Disc abrasion wheel डिस्क घर्षण पहिए का उपयोग न करें	 Perform all hot works outdoors ताप वाले सभी कार्य बाहर करें	 Do not perform hot works indoors ताप वाले कार्य अंदर न करें
 Use edge protection above 2M 2M से ऊपर के एज सुरक्षा का उपयोग करें	 Do not use H Frame scaffolding एच फ्रेम वाले मदानों (एस्केलेटिंग) का उपयोग न करें	 Use Gloves दस्तानों का उपयोग करें	 Do not use power tools without the appropriate PPE उपयुक्त पीपीई (PPE) के बिना पावर उपकरणों का उपयोग न करें
 Use Industrial ladders only केवल औद्योगिक सीढ़ी का ही प्रयोग करें	 Do not use Bamboo/wooden ladders Only 1 person per ladder बांस / लकड़ी की सीढ़ी का उपयोग न करें (केवल 1 व्यक्ति प्रति सीढ़ी)	 Use a dust mask अदरत मारक का उपयोग करें	 Do not work without dust mask अदरत मारक के बिना काम न करें
 Use Flat trolley to transport plywood प्लायवुड को ले जाने के लिए फ्लैट ट्रॉली का उपयोग करें	 Minimise on Manual handling work मैन्युअल हैंडलिंग कार्य कम से कम करें	 Wear a helmet हेल्मेट जरूर पहनें	 Do not work without Helmet under live load लाइव लोड के अंदर हेल्मेट के बिना काम न करें
 Use industrial extension plugs only केवल इंडस्ट्रियल एक्सटेंशन प्लग का ही उपयोग करें	 Do not overload sockets or use bare wires सॉकेट पर अधिक भार न डालें या नंगे तारों का उपयोग न करें	 Place Air compressors outside एयर कंप्रेसर को बाहर रखें	 Do not use Air compressors indoors एयर कंप्रेसर का उपयोग अंदर न करें
 Always wear appropriate PPE हमेशा उपयुक्त पीपीई (PPE) पहनें	 No Entry with slippers चप्पल पहनकर प्रवेश न करें	 Always leave 30% free aisle space गलियारे में हमेशा 30% जगह छोड़ें	 Do not block the aisle गलियारे को अवरुद्ध न करें
 Heavy lifting at low levels only केवल निचले स्तरों पर ही भारी सामान उठाएं	 Do not work under live load लाइव लोड के नीचे काम न करें	 Use Eco friendly paint इको फ्रेंडली पेंट का इस्तेमाल करें	 Do not use Solvent and spray paint सॉल्वेंट और स्प्रे पेंट का उपयोग न करें
 Only Driver seat केवल ड्राइवर सीट	 Do not carry passenger on Fork lift फोर्क लिफ्ट पर ग्राही न ले जाएं	 Truck assembly ट्रकों को रास्ते पर रखें	 Do not assemble on Pedestrian or at freight entry पैदल यात्रियों या भारी वाली गलियों से प्रवेश स्थान पर गलियों न खड़ी करें।
 Use Mechanical Aid for heavy lifting भारी वजन उठाने के लिए मैकेनिकल सहायता का उपयोग करें	 Do not use ladders for manual lifting मैन्युअल लिफ्टिंग के लिए सीढ़ी का उपयोग न करें	 Handle glass safely कांच को सुरक्षित रूप से संभालें	 Unsafe glass handling कांच को अप्रसुरित तरीके से संभालना
 Ensure safety guards सुरक्षा गार्ड्स सुनिश्चित करें	 Do not use tools without safety guards सुरक्षा गार्ड्स के बिना उपकरणों का उपयोग न करें	 Use of Trolley लकड़ी को सुरक्षित रूप से चलाएं	 Unsafe wood & ply handling लकड़ी को अप्रसुरित तरीके से चलाटना

Documentations and Approvals:

- CPL and other applicable licenses required for events & exhibitions.
- Insurance – Public Liability and Comprehensive.
- Final floor plan for approval, to be re-checked & verified during HOTO.
- Branding plan with location for approval.
- Security, CCTV, Traffic and Cargo movement Plan.
- Electrical Plan with required Power Load.
- Placement for Fire tender, Equipment and Firemen for set up and show.
- Placement for Ambulance and Medical Staff for set up and show.
- List of appointed vendors with contact details.
- Structural stability certificate for LED Screen, Stage, Rigging, Mezzanine Booth and Structure more than 5 mt height & etc.
- Copy of Passes allotted to Labour, Support Staff, Exhibitor, Visitor, Organisers, VIP etc.
- Requirements for Internet, PA system, LED Display Wall, compress air, Water connection, Meeting Rooms should be informed 7 working days prior to venue.
- Media façade content must be submitted for approval 24 hours in advance. Only event-based content is allowed; commercial activities are not permitted.
- Compulsory Pre- Show meeting with venue along with vendors for smooth execution.

Floor Plan Building:

- Mandatory to keep a 3 mt clear passage for Emergency Exits, 4 mt clear passage for Cargo Gates 2 mt clear passage for Toilets & Fire hydrant.
- Mandatory to keep a 1 mt clear passage from the Exhibition Hall walls, Pillars, Collapsible Partitions and Glass cabins.
- The area below the fire curtain is designated as a no-construction zone.
- Building of any structure in Grand Foyer is not permitted.

Booth Building:

- Prohibited to use paint for marking. Marking shall be done with masking tape only.
- Compulsory to lay used Carpet before unloading the stand material and construction of stand. Venue floors need to protect while doing painting, fabrication, and other job.
- It is mandatory to get a prefabricated stand on site. Carpentry, cutting & sawing inside the exhibition halls is prohibited.
- Use of LPG, Welding and other Fuels, Spray Painting, Nitrate Paints, Lacquers, Grinding, Varnishing & Buffing is strictly prohibited.
- Nailing, Drilling & Grauting on the venue walls / floor is strictly prohibited further laying any material or taking support from the walls or pillar is strictly prohibited & will be penalized if found.
- Shoes are compulsory for all during the setup, show and dismantling, also it is mandatory to wear appropriate Personal Protective Equipment such as gloves, helmets etc.
- Laying of Carpet shall be done without any adhesive. No marks on floor should be left.
- All staff working at a Height of 3 meters or above ground level should wear a rated full body harness, the same should be anchored to an appropriate anchor point.
- No Open Joints will be allowed, all joints to terminate in a junction box or electrical panel, and the panel should have individual rated trip switches, ELCB and fuses.
- SMOKING, CHEWING GUM, CONSUMPTION of TOBACCO and ALCOHOL is strictly prohibited in the exhibition venue.
- Storage of Empty and Material within exhibition hall and behind perimeter booth are not allowed. All gates like freight gates, services doors, emergency exits, shall be clear from inside and outside of the occupied area no dumping will be allowed in that area.

Utilities:

- Only Empanelled & Approved vendors with venue are permitted to work within the premises of the venue. (categories like distribution of Power, Internet, Compress Air and Water connections, Logistics, Security, structure certificate, rigging, etc.)
- Organizers shall submit requirement and distribution plan along with vendor authorization letter 7 working days prior from the setup.
- The requirement for 24 HRS power back shall be submitted separately.

Branding:

- Branding spots will be distributed on pro rata basis depending on the number of concurrent events being organised at the venue.
- Lay carpet or protective pad for branding inside Grand Foyer.
- Only self-standing structure are allowed, no branding should take support from venue structure.
- Heavy base self-standing structure are suggested for outside area.
- Building of Arch gate outside grand foyer is not permitted.
- Rigging - maximum permissible load to be hung from each roof truss node is 250 kgs.
- Rigging must be executed through out empanelled & approved vendor only.

Security:

- Entry inside venue and frisking of visitors fall under venue security.
- Organizers bear sole responsibility for ensuring the security of the occupied area, exhibition halls, and display materials.
- Organisers shall keep all emergency exits open with manpower deployment during setup and show days.
- Organisers shall deploy manpower at cargo gates, traffic management and parking management.

Housekeeping:

- Housekeeping for foyer, common area and toilets fall under venue.
- Organizers bear sole responsibility for the housekeeping of occupied area and handover the area to venue in well condition.
- Waste to be disposal only in designated area.

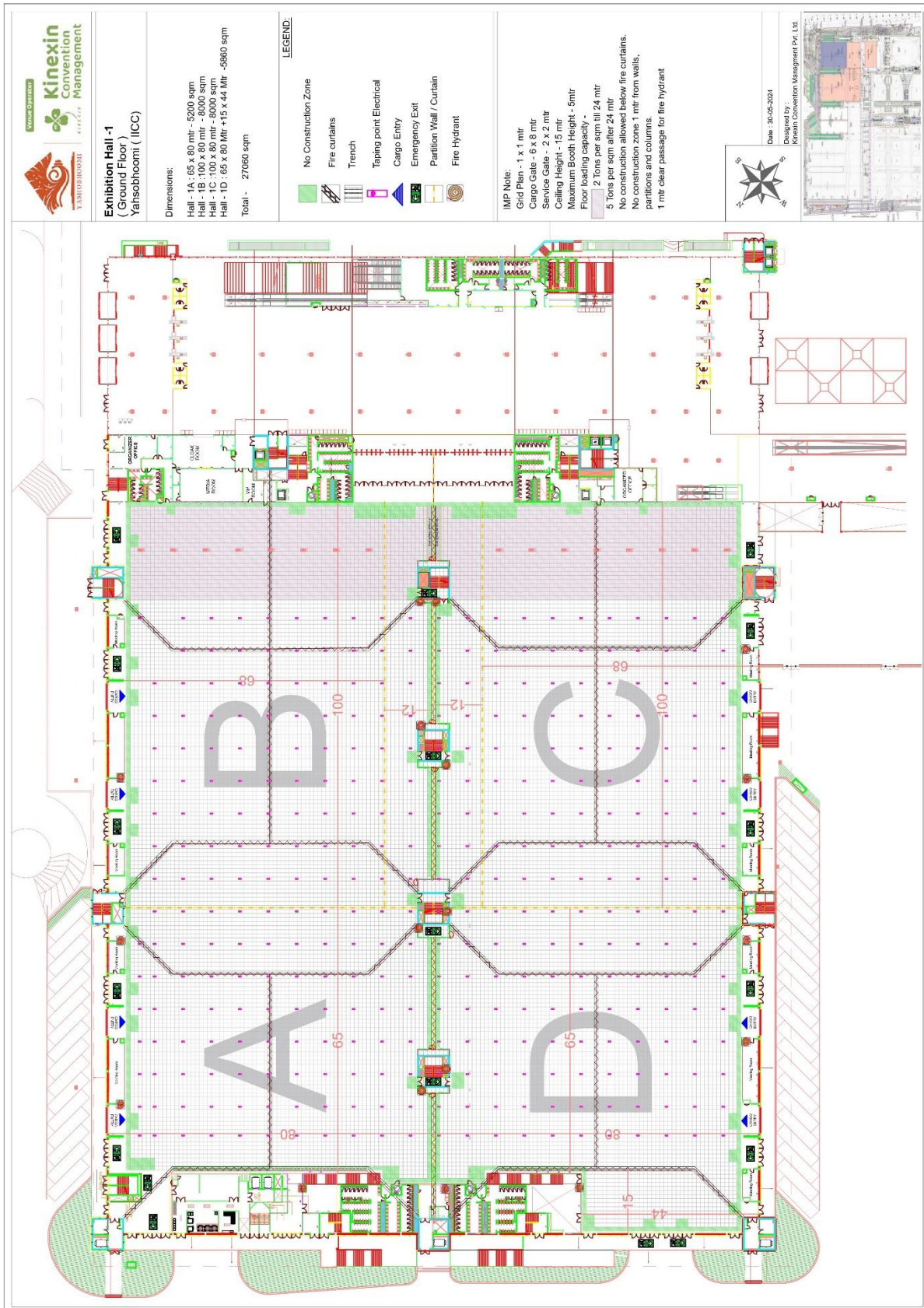
F&B Services:

- Only empanelled vendor FOOD LINK is permitted to provide F&B services inside venue.
- Outside food and beverage are strictly prohibited in the venue.

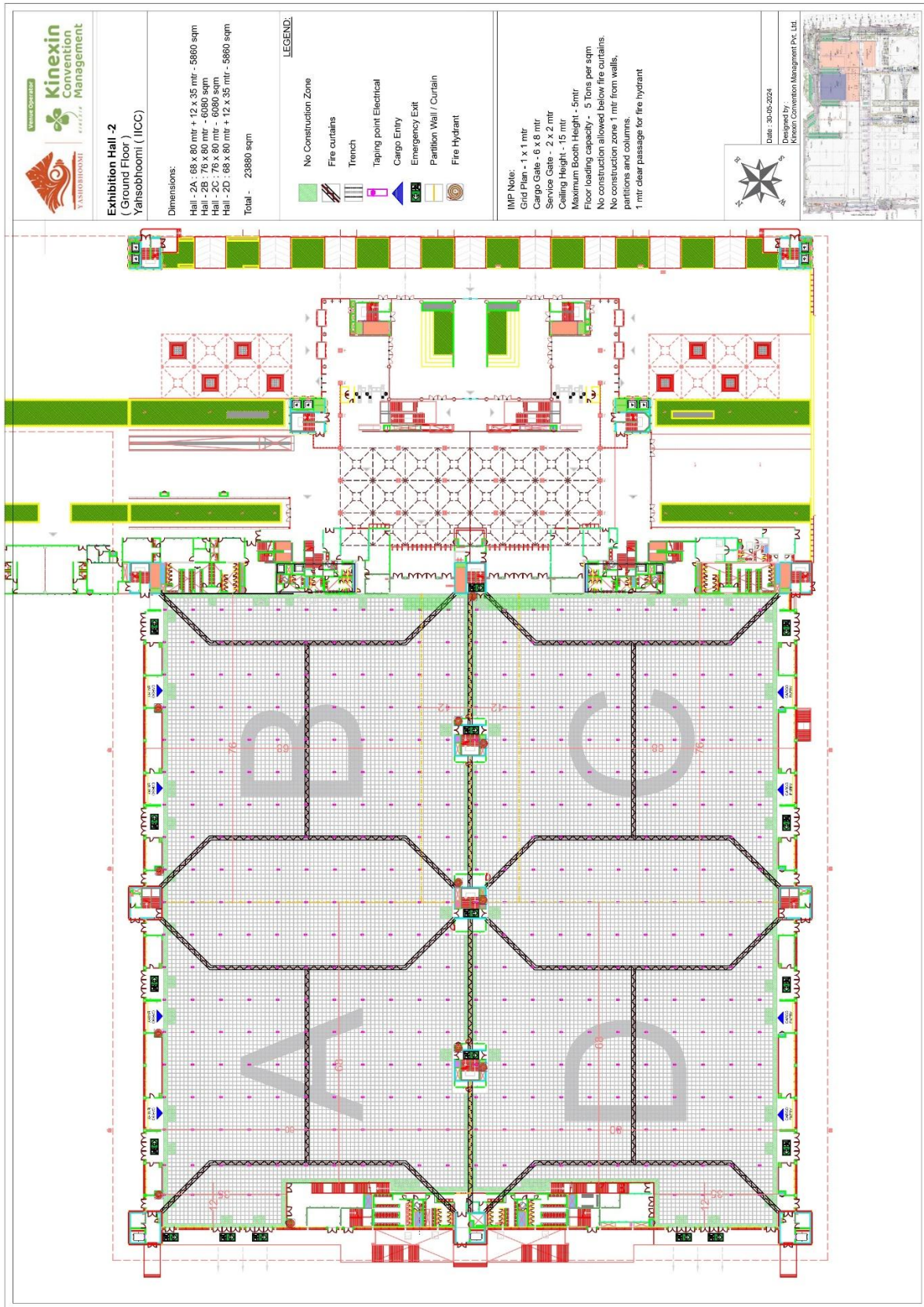
Visitor, Labour, Cabs, Passenger Vehicles & Commercial Vehicle Movement.

- Pick and drop, Pedestrian Taxi, Cabs and Chauffeur driven Vehicle enter from GATE NO – 06 only and exit form GATE NO- 07.
- Basement Parking for Events in Convention building from GATE NO – 02 else decided.
- Basement Parking for Events in Exhibition halls form GATE NO – 08 only.
- Surface parking for any vehicle is not permitted.
- Entry of Commercial Vehicle allowed through GATE NO -11 and exit from GATE NO – 09 with ENTRY / EXIT passes allotted/issued by organisers.
- Entry of labour inside venue permitted from GATE NO - 09 with service passes allotted by organisers.

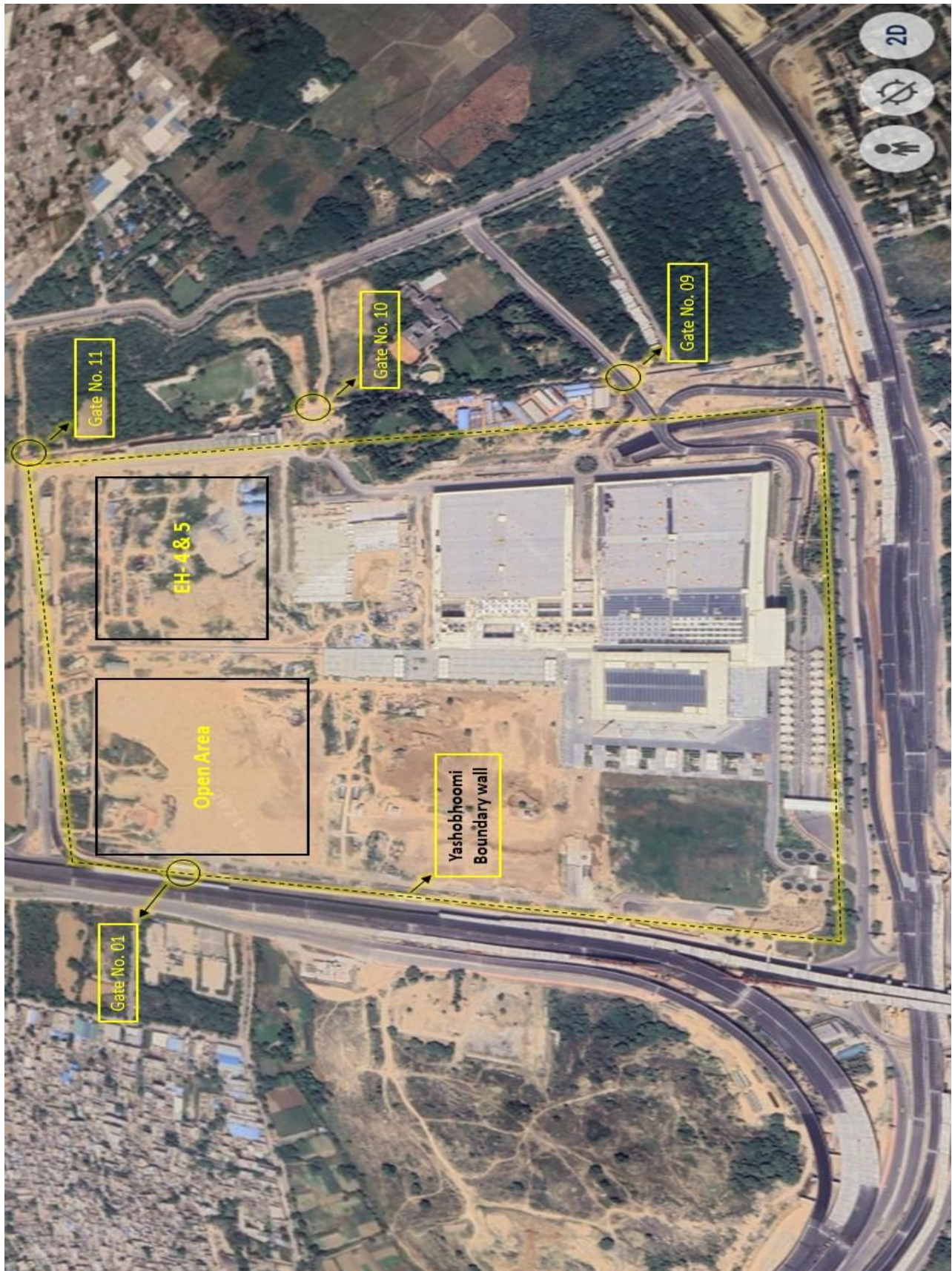
EH-1 LAYOUT



EH-2 LAYOUT



OUTDOOR OPEN AREA



Site Working Assessment

Hazard Identification at Yashobhoomi

Show Name:										
Company:					For Official Use					
Services Scope:					Audited By:					Remarks
Location:					Signature:					
Assessment Dt.:										
On-site Review Dt.:					Date:					
Sr. No.	Nature of Activity / Service	Hazard	Consequences	Entity at Risk	Measures / Precautions to Control / Minimize the risk (Proactively)	Additional Measured required to control risk	Entity by whom the Action need to be done	Timeline of action	PxS	R

Key

P - Probability or likelihood of an incident occurring X S - Severity of incident if it did happen

R - Risk (Rating from 1-5)

P, S, and R should be calculated when there are no controls in place and then after the controls have been put in place.

Calculation of P X S

Rating	=	Probability	X	Severity
L-Low,		1- Very Rare Chance		1- Very Minor
M-Medium,		2- Rare Chance		2- Minor
H-High		3- High Chance		3- Major
PxS - 1 to 3 = Low		PxS - 4 to 6 = Medium		PxS - 7 or more = High

On-site Contact Matrix:

Escalation Level	Position	Name	Contact Details
1	Site Supervisor		Mobile: Email:
2	Site Manager / General Manager		Mobile: Email:
3	Project Head		Mobile: Email:

Please refer to the working manual's pages 52–58 for its implementation and procedure.

Standard Operating Procedure (SOP) for Temporary Genset Installation for Events

This Standard Operating Procedure (SOP) outlines the requirements and guidelines for the temporary installation of Diesel Generator (DG) sets for events, ensuring compliance with all applicable environmental regulations of the Government of India, particularly those from the Ministry of Environment, Forest and Climate Change (MoEFCC), the Graded Response Action Plan (GRAP) issued by the National Green Tribunal (NGT) etc., and ensuring safe and efficient power supply for temporary event needs. It is the responsibility of the vendor to stay updated on the latest notifications, amendments, and directions from MoEFCC, NGT, and other regulatory bodies.

This will apply to all vendors empanelled under power distribution services and individuals/organizations temporarily installing DG sets for events or purposes (Temporary Installation for a specific period, with the intention of removal upon completion). This includes, but is not limited to, event organizers, production companies, and any other entity requiring temporary power.

1. Compliance with GOI Regulations and their Directives:

- i. The empanelled Agency shall supply DG sets with engines that comply with the latest emission limits and other requirements as specified by the MoEFCC, notifications including but not limited to No. GSR 804 (E) dated 03.11.2022, G.S.R. 771(E) and all its amendments, and any specific directions issued by the MoEFCC/NGT etc. The empanelled Agency must specify the power category of the DG set being supplied and provide evidence of compliance with the most recent emission standards and directives certificates.
- ii. The empanelled Agency shall provide valid Type Approval certificates for the DG set engines, issued by an agency authorized by the CPCB - Central Pollution Control Board (e.g. BS-VI diesel [ULSD] with 10ppm sulfur content). These certificates must be submitted 4 working days prior to the event via email to hro@kinexin.com; operations@kinexin.com and must cover the engine model being supplied. Certificates must be valid as per the latest regulations and directives.
- iii. The DG set engine must have a clearly engraved "Genset Engine" marking on the cylinder block, as per MoEFCC requirements and directives.
- iv. The DG set must be affixed with a durable and legible conformance label containing the following information, as per MoEFCC requirements and directives:
 - a) Name and address of the engine/product manufacturer.
 - b) Statement that the engine/product conforms to the Environment (Protection) Rules, 1986, and all relevant amendments and directives.
 - c) Type Approval certificate number.
 - d) Date of manufacture of the engine and the product.
- v. The empanelled Agency shall provide a written declaration of compliance with all applicable MoEFCC notifications, amendments, and directives, including those related to noise and air pollution from DG sets.
- vi. If the DG set is required to be retrofitted with Emission Control Devices (RECDs) like as per the latest MoEFCC guidelines and directives, The empanelled Agency is responsible for ensuring that the RECDs are certified by a CPCB-approved agency and meet the specified emission reduction targets. The empanelled Agency shall provide evidence of ECD certification and performance.
- vii. The empanelled Agency shall comply with the Graded Response Action Plan (GRAP) issued by the NGT, as applicable to the location and time of the event. This includes, but is not limited to, restrictions on DG set usage based on the Air Quality Index (AQI) and other environmental parameters. The empanelled Agency must provide a plan for DG set operation that aligns with the current GRAP stage.

2. Installation and Operation:

- i. The empanelled Agency is responsible for the safe and correct temporary installation of the DG set at the designated location within complex, as indicated by Authorized KINEXIN 's Personnel. The location will be selected to minimize noise and emissions impact and shall be in accordance with any siting guidelines issued by the MoEFCC, SPCB- State Pollution Control Board, the NGT, CPCB, the KINEXIN (Working Manual) & including any restrictions under GRAP. A site plan for temporary installation must be approved by KINEXIN prior to setup.
- ii. The agency should barricade genset installed location, to control access, ensures safety & proper operation. This might involve using barricades, fencing, or warning tape to delineate the area.
- iii. Installation must ensure it follow all instructions issued by KINIEXN in the form of their working manual, etc. like but not limited to adequate ventilation and exhaust gas dispersal, complying with local regulations, MoEFCC guidelines and directives, and minimizing nuisance to event attendees and surrounding areas. The empanelled Agency must provide a detailed plan for exhaust management, including the height and direction of the exhaust stack, and measures to prevent re-entrainment of exhaust gases. This plan must consider the temporary nature of the installation and any GRAP restrictions.
- iv. The empanelled Agency shall provide all necessary cables, connectors, and other accessories in good working condition and of appropriate specification and standards as per BIS, meeting all relevant safety standards. All connections must be temporary-rated and will be available for inspection by KINIEXN and their representatives.
- v. The empanelled Agency shall operate the DG set in a safe and efficient manner, adhering to the manufacturer's guidelines, all relevant safety regulations, this SOP, and all applicable MoEFCC guidelines and directives, including GRAP restrictions.
- vi. The empanelled Agency must provide trained and certified personnel for the operation and monitoring of the DG set for the duration of the event. Proof of certification/training, including any specific training related to emissions control, monitoring, and GRAP compliance, must be provided. These personnel must be present on-site at all times during DG set operation and must be knowledgeable about GRAP implementation and other regulations.
- vii. The empanelled Agency shall ensure that DG set operations do not exceed the noise levels as prescribed by the local authorities, the SPCB, CPCB, and KINEXIN guidelines. Noise levels must be measured and recorded at specified intervals (as determined by KINEXIN) and submitted as part of the post-event documentation. The empanelled Agency is responsible for providing and operating calibrated noise monitoring equipment.
- viii. The empanelled Agency shall provide and install acoustic enclosures that meet the noise standards as specified by MoEFCC and any other applicable regulations and directives, including any additional requirements under GRAP. The enclosures must be suitable for temporary installation and maintained in good condition to ensure effective noise reduction.
- ix. The empanelled Agency is responsible for obtaining any necessary approvals or permissions from local authorities, the SPCB, or other regulatory bodies related to DG set operation, including those related to noise and emissions, and any specific permissions required under GRAP, and shall provide copies of such approvals to KINEXIN prior to the event. This is particularly critical for temporary installations and events that coincide with GRAP implementation.

3. Fuel and Maintenance:

- i. The empanelled Agency is responsible for providing and managing the fuel supply for the DG set.
- ii. The fuel used must comply with the latest specifications for commercial High-Speed Diesel (HSD) as notified by the Government of India, including any limits on sulfur content or other fuel additives as specified by the MoEFCC. The empanelled Agency shall provide all relevant certificate from an authorized laboratory.

- iii. The empanelled Agency shall implement all necessary precautions to prevent fuel spills and leaks and shall have spill containment and cleanup materials readily available on-site, including but not limited to drip trays, absorbent materials, and containment booms. The empanelled Agency personnel must be trained in spill prevention and response procedures, and the empanelled Agency must provide a spill response plan to KINEXIN. This plan must address the specific challenges of temporary installations and compliance with environmental regulations.
- iv. The empanelled Agency shall conduct regular maintenance of the DG set to ensure its optimal performance and minimize emissions. A maintenance logbook must be maintained on-site, detailing all maintenance activities, including those related to the ECDs, and be available for inspection by Authorized Personnel. The maintenance schedule must adhere to manufacturer's recommendations, MoEFCC guidelines and directives, and any GRAP requirements.
- v. The empanelled Agency shall be responsible for the proper disposal of used oil, filters, and other waste materials, including those from RECDs, in accordance with all applicable environmental regulations. The empanelled Agency shall provide documentation of proper waste disposal, including manifests and receipts, to KINEXIN. Waste disposal shall only be conducted through authorized recyclers/disposal facilities.

4. Safety:

- i. The empanelled Agency is responsible for the safety of their personnel and equipment.
- ii. The empanelled Agency shall ensure that all personnel operating the DG set are trained, certified, and competent to perform their duties, including specific training on the safe operation of DG sets and ECDs, emergency procedures, and GRAP compliance.
- iii. The empanelled Agency shall provide and ensure the use of appropriate Personal Protective Equipment (PPE) for their personnel, including but not limited to: shoes, gloves, hearing protection, and arc flash protection, as necessary, and any additional PPE required for handling fuel or hazardous materials.
- iv. The empanelled Agency shall provide fire extinguishers of appropriate type and capacity, in sufficient numbers, at the DG set location, and ensure that the empanelled Agency personnel are trained in their use. The location of fire extinguishers must be clearly marked.
- v. The empanelled Agency shall implement lockout/tagout procedures during maintenance activities and ensure that these procedures are strictly followed.
- vi. The empanelled Agency must have a documented emergency response plan in case of accidents, spills, equipment failure, or fire. This plan must be comprehensive, covering all potential hazards, and must be shared with KINEXIN prior to the event. The empanelled Agency personnel must be trained on its implementation, and regular drills may be required. The plan must also address DG set shutdown procedures as per GRAP guidelines.
- vii. The empanelled Agency shall conduct a thorough risk assessment of the DG set operation at the venue, identifying potential hazards and implementing control measures. A copy of this risk assessment must be provided to KINEXIN prior to the event, and it must be reviewed and approved by KINEXIN's personnel. This assessment must specifically address the risks associated with temporary installations and GRAP compliance.
- viii. The empanelled Agency is responsible for securing the DG set and all associated equipment to prevent unauthorized access or movement, considering the temporary nature of the installation.

5. Documentation: The empanelled Agency shall provide KINEXIN with the following documents prior to the event:

- i. Copies of valid Type Approval certificates for the DG set engine along with but not limited to latest emission test report (Pollution Certificate as per MoEFCC notification but not limited to No. GSR 804 (E) dt. 03.11.2022), CPCB Form XII etc.

- ii. Manufacturer's specifications and operating manual for the DG set, including detailed information on the RECDs, if applicable.
- iii. Emergency contact information (24/7 availability) with escalation procedures. Emergency response plan, tailored to the event, temporary installation, and GRAP requirements.
- iv. Fuel Safety Data Sheet (SDS). A list of all chemicals and hazardous materials to be used on site, along with their SDS.
- v. Copies of any necessary permits or approvals from local authorities, the SPCB, or other regulatory bodies, including those specific to temporary DG set installations and GRAP compliance.
- vi. Risk assessment report, including risks related to temporary installations and GRAP compliance. Waste disposal plan, including contracts with authorized disposal facilities.
- vii. Proof of training/certification for DG set operators, including any specialized training related to emissions control, monitoring.
- viii. Noise level measurement plan and methodology. Noise compliance certificate (≤ 75 dB(A) at 1m)
- ix. A written declaration of compliance with all applicable MoEFCC notifications, amendments, and directives, including GRAP.
- x. A site plan showing the location of the DG set, and other relevant equipment, including details of temporary supports, earthing, and any noise mitigation measures.
- xi. A removal plan, detailing the safe and environmentally sound removal of the DG set and all associated equipment after the event, and site restoration procedures as per guidelines.
- xii. A logbook for recording DG set operating hours, fuel consumption, and emissions readings, as required by GRAP.
- xiii. Insurance papers of the DG.

6. Environmental Protection:

- i. The empanelled Agency shall take all necessary precautions to minimize environmental impact, including:
 - a) Proper disposal of waste materials, including used oil, filters, and other hazardous waste, in accordance with all applicable regulations. The empanelled Agency shall provide documentation of proper waste disposal, including manifests and receipts, to KINEXIN. Waste shall be segregated, stored, and transported as per regulations.
 - b) Minimizing noise and air pollution through the use of appropriate equipment and operating procedures, including regular monitoring of emissions and noise levels, and adherence to any restrictions.
 - c) Preventing soil contamination from fuel spills or leaks through the implementation of secondary containment measures and regular inspections. Special attention should be given to the prevention of spills during fuel delivery and removal, considering the temporary setup.
 - d) The empanelled Agency shall comply with all applicable regulations and shall implement risk mitigation measures.
 - e) The empanelled Agency shall ensure that the DG set is operated in a manner that minimizes smoke emissions and complies with any smoke emission limits specified in MoEFCC directives or GRAP.
 - f) The empanelled Agency shall be responsible for any environmental damage caused by their operations and shall be liable for any associated cleanup costs or penalties, including any penalties imposed under GRAP.
 - g) The empanelled Agency shall restore the site to its original condition upon removal of the DG set and associated equipment, as approved by KINEXIN, and in accordance with any site restoration requirements.
 - h) The empanelled Agency shall implement any additional environmental protection measures as specified by the MoEFCC, SPCB, or NGT, including those related to GRAP.

7. Non-Compliance: Failure to comply with this SOP may result in one or more of the following actions:

- ✓ Immediate suspension of the empanelled Agency's operations.
- ✓ Termination of the contract/agreement.
- ✓ Bank Guarantee Forfeit as per the contract/agreement.
- ✓ Blacklisting from future events at KINEXIN.
- ✓ Reporting of violations to the appropriate regulatory authorities (MoEFCC, CPCB, SPCB, etc.), and cooperating with any investigations.

Amendments - KINEXIN reserves the right to amend this SOP as necessary. Any new amendment, new directions, notice, publication about the changes in regulations issued by GOI or other authorised bodies like MoEFCC, GRAP guidelines by NGT, etc. will be applicable as and when it is issued.

Acknowledgement - By providing DG set services to KINEXIN, the empanelled Agency acknowledges that they have read, understood, and agree to comply with this SOP, and all applicable laws and regulations, including GRAP. A signed copy of this SOP, along with all required documentation, must be provided by the empanelled Agency to KINEXIN prior to the commencement of services. The empanelled Agency also agrees to indemnify and hold KINEXIN harmless from any claims, losses, or damages arising from the empanelled Agency's non-compliance with this SOP or any applicable laws and regulations, including GRAP.

Pre-Installation Requirements to be submitted to KINEXIN 4 Days Prior to installation

- I. A written declaration on company letter head of compliance with GOI norms, all applicable MoEFCC / NGT / CPCB / SPCB etc. notifications | amendments | directives, including GRAP compliance undertaking.
- II. Documents as per SOP point 5.
- III. Site Working Assessment as per the format.
- IV. Power distribution layout plan

Abstract:

GRAP Season Protocols (Oct-Mar)

GRAP Stage	Restrictions
Stage I	50% capacity reduction
Stage II	Complete ban (except hospitals)
Stage III+	Confiscation of non-compliant units

Approved Fixture of LP Signage



1. The above fixture is authorized; it may be installed on light poles (LP).
2. Spring mechanisms support the fastening to withstand wind pressure.
3. As seen in the photo, it will be put over the LP after a 10mm rubber pad is placed and fastened with an SS belt.
4. Approved Size 6 Ft height and 2 ft wide.

Grievance

Purpose: To provide a consistent, accessible process for receiving, assessing, resolving, escalating and analysing visitor grievances and feedback at Yashobhoomi. The procedure is intended to protect visitor experience, support timely service recovery and convert recurring issues into corrective and preventive action.

Scope: This SOP applies to grievances, complaints, compliments, suggestions and service requests received from visitors, delegates, exhibitors, invitees and their authorised representatives in all visitor-facing areas, including entrances, halls, meeting rooms, foyers, public concourses, parking and drop-off areas, washrooms, food and beverage outlets and other common facilities. Does not replace emergency, medical, fire, security, missing-person, safeguarding or statutory reporting procedures. Such matters must be activated immediately and then recorded in the grievance system as appropriate.

Priority and Target Response Standards

Priority	Typical triggers	Acknowledgement / mobilization	Target action / update	Target closure
P1 Critical	Immediate safety, security or medical risk; fire/crowd risk; missing child or vulnerable person; harassment/violence; suspected crime; major accessibility barrier creating immediate risk.	Immediate. Notify Control Room / Duty Manager at once; log as soon as practicable, target within 15 minutes.	Continuous incident updates under the relevant emergency or incident SOP.	After incident stabilisation, required reporting and management review.
P2 High	Significant service failure affecting multiple visitors; essential facility outage; denial of access; Loss & found, serious conduct concern; repeated issues with material impact.	Within 15 minutes onsite or 30 minutes through a monitored digital channel.	Owner assigned within 30 minutes; interim action or update within 2 hours / current event session.	Within 24 hours or 1 working day, unless investigation requires a documented extension.
P3 Standard	Individual service, cleanliness, queue, signage, parking, food and beverage, minor maintenance or communication issue.	Within 30 minutes onsite; same operating day for digital submissions.	Resolve during the event where practicable; otherwise update by agreed time.	Within 2 working days.
P4 Feedback	Suggestion, compliment or general observation with no immediate remedy required.	Same day or within 1 working day when contact details are available.	Route for review and record any improvement action.	Review within 5 working days; individual closure may not be possible for anonymous feedback.

Operating note: Targets apply during approved operating hours unless an event-specific service level has been authorised. Any extension must be recorded with the reason, revised target and visitor update.

End-to-End Workflow

RECEIVE	SCREEN	LOG	CLASSIFY	ASSIGN	ACT	UPDATE	CLOSE
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Control rule: The employee who first receives a grievance remains responsible for a respectful handover and confirmation that the case has been accepted by the designated owner. Visitors must not be sent from desk to desk.

Ownership Classification

Venue-controlled	Facilities, security, housekeeping, access, wayfinding, venue staff, common-area utilities and other services under Yashobhoomi control.
Organiser-controlled	Event Occupied area, Ticketing, programme content, event seating allocation, exhibitor terms or event-specific rules. Route through the Event Organiser Liaison while retaining the case record and visitor follow-up.
Vendor / concessionaire-controlled	Food and beverage, parking, temporary services or contracted operations. Assign through the relevant contract owner and monitor closure against agreed service levels.
Mixed responsibility	Nominate one lead case owner. Internal allocation must not delay action or create multiple, inconsistent responses to the visitor.

Escalation Matrix

Level	Trigger	Escalate to
Level 1	Routine handling within assigned target.	Case Owner / Shift Supervisor
Level 2	No owner accepted within target; visitor remains dissatisfied after first action; cross-functional coordination required; or case is likely to exceed target.	Department Manager and Venue Duty Manager
Level 3	P2 case unresolved by target; repeated or systemic issue; serious staff / contractor conduct; significant reputational, accessibility, commercial or event-impact concern.	Venue Operations / Guest Experience and relevant function head
Level 4	P1 incident, suspected criminal conduct, major injury, legal claim, sensitive media issue, serious safeguarding / harassment matter or senior-management decision required.	Operator HOO, Security / EHS lead and Legal / Communications as applicable

Automatic escalation: Any case that will miss its approved response or closure target must be escalated before the target expires. The record must show the reason, revised owner, revised deadline and the update given to the visitor.

ANNEXURE A

Visitor Grievance / Feedback Form

Online Website: <https://www.iiccnewdelhi.com/feedback>

book@iiccnewdelhi.com[Venue Flip Book](#)[f](#)[X](#)[in](#)[ig](#)[Feedback](#)[Enquire Now](#)

[Event Calendar](#)[Facilities](#)[Accessibility & What's Nearby](#)[Notifications](#)[Photo Gallery](#)[About Venue](#)

[Feedback Now](#)[Home > Feedback Now](#)

Contact Person

Designation

Company Name

Phone

Email

Event Name

Rating

★ ★ ★ ★ ★

Comment

SUBMIT

Contact Information

Phone: +91 11 48570001

Email: hro@kinexin.com / operations@kinexin.com

Operating Hours: 0900 – 1800 hrs. (Mon – Fri working days)

Physical: Please complete the fields you are comfortable sharing. Anonymous feedback is accepted; however, contact details help us provide updates and clarify information.

Reference no.	[For office use]	Date received	___ / ___ / ___
Time received	_____	Channel	☐ In person ☐ QR / web ☐ Email ☐ Phone ☐ Other
Event / function	_____	Hall / location	_____
Incident date	___ / ___ / ___	Incident time	_____ ☐ Approximate

Visitor name	_____	Organisation (optional)	_____
Mobile number	_____	Email	_____
Preferred contact	☐ Call ☐ Email ☐ Message	Language / communication assistance	_____

Nature of submission (tick all that apply)

- | | |
|---|--|
| ☐ Feedback / suggestion | ☐ Compliment |
| ☐ Service request | ☐ Facilities / maintenance |
| ☐ Housekeeping / washroom | ☐ Security / safety |
| ☐ Accessibility | ☐ Parking / traffic |
| ☐ Food and beverage | ☐ Ticketing / organiser service |
| ☐ Staff / contractor conduct | ☐ Lost property |
| ☐ Privacy / digital service | ☐ Other: _____ |

Please describe what happened, including the exact location and people / services involved (if known):

What outcome or assistance are you seeking?

Was immediate assistance provided? ☐ No ☐ Yes - please describe:

Supporting documents / photographs attached: ☐ No ☐ Yes - details:

Visitor declaration and contact preference

I confirm that the information provided is accurate to the best of my knowledge. I understand that relevant information may be shared on a need-to-know basis with Yashobhoomi departments, the event organiser or contracted service provider for assessment and resolution. ☐ I wish to receive updates. ☐ I prefer no direct follow-up.

Signature / mark	_____	Date	___ / ___ / ___
Assistance provided by	_____	Staff ID / department	_____

ANNEXURE A - INTERNAL PROCESSING

Case Assessment, Action and Closure Record

Reference no.	_____	Priority	☐ P1 ☐ P2 ☐ P3 ☐ P4
Case type	☐ Feedback ☐ Request ☐ Grievance ☐ Incident-linked	Ownership	☐ Venue ☐ Organiser ☐ Vendor ☐ Mixed
Primary category	_____	Sub-category	_____
Assigned department	_____	Case owner	_____
Acknowledged at	Date ____ Time ____	Target closure	Date ____ Time ____

Immediate Risk Screen

Any immediate safety, medical, fire, crowd, security, missing-person, harassment / violence, accessibility-risk or evidence-preservation concern?

☐ No ☐ Yes - incident SOP activated at: _____ Control Room / Duty Manager notified at: _____
Related incident / report no.: _____ Lead responder: _____

Action and Communication Log

Date / time	Action, finding or communication	Person / department	Next step / due

Closure Assessment

Outcome status	☐ Resolved ☐ Partially resolved ☐ Referred ☐ Not substantiated ☐ Duplicate ☐ Withdrawn ☐ Unable to contact		
Resolution / final response	_____		
Visitor informed	Date ____ Time ____ Channel _____	Satisfaction	☐ Satisfied ☐ Partly ☐ Not satisfied ☐ Not obtained
Root cause	_____		
Corrective / preventive action	_____		
Closed by	_____	Approved / reviewed by	_____

Closure checklist

☐ Action completed and verified ☐ Visitor informed ☐ Evidence attached / referenced ☐ Escalation closed ☐ Root cause recorded ☐ Corrective action owner and due date recorded ☐ Sensitive records access restricted

Prohibited & Restricted Items Policy

YASHOBHOOMI

India International Convention & Expo Centre

GLOBAL EVENTS. A BRIGHTER TOMORROW.

PEOPLE
PARTNERSHIPS
PROGRESS

PROHIBITED & RESTRICTED ITEMS POLICY

For all Organisers, Clients, Exhibitors, Vendors, Contractors, Suppliers, Service Providers, Delegates, Visitors, Guests and International Visitors

YOUR SAFETY OUR PRIORITY

SAFE VENUE | SECURE EVENTS
SUCCESSFUL EXPERIENCES



PROHIBITED ITEMS

The following items are **NOT** allowed inside the venue under any circumstances (except lawful exceptions mentioned).



Weapons, ammunition and offensive articles



Explosives, fireworks & pyrotechnics



Illegal drugs and contraband



Electronic cigarettes and vaping products



Damaged/unsafe batteries



Signal jammers and security-interference equipment



Stolen, counterfeit or unlawful goods



Banned plastic items (as per applicable law)



RESTRICTED ITEMS

Prior written approval from the Operator is required before delivery, storage, display or use.



Tools & sharp instruments



Gas cylinders, fuels & combustible liquids



Welding, cutting & hot-work equipment



Cooking & open-flame equipment



Special-effects & laser equipment



Electrical equipment, generators & large batteries



Machinery, vehicles & handling equipment



Structures, rigging & decorative materials



Drones & remotely operated devices



Satellite phones & specialised communications



Alcoholic beverages



Commercial food & catering supplies



Hazardous scientific or industrial materials



Replica weapons, props, animals & live exhibits



Other items as assessed by the Operator



PERSONAL BELONGINGS & EVENT-SPECIFIC RESTRICTIONS

These items may be restricted depending on the event. Please follow the event advisory.



Large bags, suitcases & parcels



Glass bottles, cans & outside food/beverages



Lighters, matches & flammable aerosols



Professional cameras, tripods & recording equipment



Banners, flags, promotional material & noise-making devices



Pets & recreational scooters, skateboards (Exceptions for assistance animals)

Mobile phones, laptops, tablets and serviceable power banks are generally allowed after screening, unless specifically restricted for security reasons.



ESSENTIAL EXCEPTIONS & ACCOMMODATIONS

The following are permitted, subject to screening and reasonable verification.



Personal medicines & medical supplies (e.g. insulin, syringes, inhalers)



Mobility aids (wheelchairs, walking aids, prostheses)



Infant care supplies



Religious articles (e.g. Kirpan) – handled as per legal provisions



Official security equipment (police & authorised personnel)

Declare such items at security if required. Emergency medical assistance will not be delayed.



RESPONSIBILITIES OF STAKEHOLDERS

Organisers & Clients

- Communicate this policy
- Obtain required approvals
- Ensure compliance by all associated parties

Vendors, Contractors & Exhibitors

- Declare restricted items
- Submit documents
- Use authorised gates
- Secure tools, chemicals & equipment

Visitors, Delegates & Guests

- Review event advisory
- Cooperate with screening
- Comply with security instructions

International Visitors

- Check Indian laws and import regulations (e.g. vapes, satellite phones)
- A product's legality abroad does not mean it is allowed here



SCREENING & ENFORCEMENT

- All persons, baggage, vehicles and goods are subject to security screening.
- The Operator may refuse entry, require removal, stop unsafe work or suspend approvals.
- Suspicious items must be reported immediately to security.
- Any seizure, disposal or handover to authorities will follow applicable law.
- Do not leave belongings unattended.



IMPORTANT

This list is **NOT** exhaustive.

The Operator reserves the right to amend, supplement, extend or otherwise revise this list as and when required, including by introducing additional temporary, event-specific or permanent restrictions, for safety, security, public health, operational requirements or compliance with applicable law or directions of competent authorities.



PLEASE FOLLOW
THE LATEST EVENT ADVISORY
AND INSTRUCTIONS FROM
AUTHORISED PERSONNEL.



SAFE PEOPLE



SUCCESSFUL EVENTS



SUSTAINABLE TOMORROW

Together at Yashobhoomi
for a Safer, Smarter and More Inclusive Future

This policy shall apply to all organisers, clients, exhibitors, vendors, contractors, subcontractors, suppliers, service providers, employees, delegates, visitors, guests, international visitors, media personnel and other persons entering the Venue. It shall apply throughout the premises, including exhibition halls, convention and meeting spaces, foyers, lounges, loading docks, service areas, outdoor area etc., during delivery, installation, event operations, live event, dismantling and removal.

Entry of an item does not automatically authorise its use, demonstration, sale, distribution or storage.

The following items shall not be brought into, stored, supplied, displayed or used within the Venue, subject only to the specific lawful exceptions stated in this policy.

Category	Prohibited items and proposed conditions
Weapons, ammunition and offensive articles	Firearms, ammunition, airguns, pellet guns, stun devices, knuckle-dusters, batons, swords, daggers, weapon-type knives and incapacitating sprays. A private arms licence, invitation or VIP credential shall not itself constitute permission to bring a weapon into the Venue. Official security arrangements and religious accommodations are addressed separately below.
Explosives and fireworks	Explosives, firecrackers, fireworks, flares, smoke bombs and similar explosive or pyrotechnic articles. Sky lanterns and balloons filled with flammable gas shall also be prohibited under the proposed venue policy.
Illegal drugs and contraband	Illicit narcotics, unlawfully possessed controlled substances, smuggled goods and other contraband. This restriction shall not be used to exclude lawful personal medicines.
Electronic cigarettes and vaping products	Electronic cigarettes, disposable vapes, e-hookahs, heat-not-burn devices and associated vaping cartridges, refills and components. Entry, use, sampling, distribution, sale and promotion shall be prohibited under the venue policy. Lawful medical inhalers are not vaping devices.
Unsafe or defective equipment and containers	Damaged, swollen or leaking batteries; exposed live electrical parts; defective appliances; leaking cylinders; and unidentified or improperly contained hazardous substances. Such items shall not be admitted merely because their general equipment category was previously approved.
Unauthorised security-interference equipment	Signal jammers, interception equipment or devices intended to disable, interfere with or bypass venue communications, access controls, surveillance or other security systems. Any official deployment must follow lawful, separately approved arrangements.
Unlawful goods and materials	Stolen or counterfeit goods, forged passes or credentials, and materials whose possession, sale, display or distribution would violate applicable law. This includes products prohibited under applicable environmental notifications—not every plastic product indiscriminately.

Legal distinction concerning vapes: India's 2019 electronic-cigarette legislation prohibits specified activities, including import, transport, sale, distribution and advertising, and addresses storage of stock. The proposed venue entry-and-use prohibition is an additional operating rule; it should not be described as a statutory prohibition on every instance of personal possession. The Act also excludes products licensed under the Drugs and Cosmetics Act from its electronic-cigarette definition.

The following shall be prohibited unless expressly approved in writing by the Operator before delivery or use. Approval shall identify permitted quantities, locations, operating conditions and any required permits. [An organisers or client's permission alone shall not substitute for the Operator's approval.]

Restricted category	Examples and approval conditions
Tools and sharp working instruments	Cutters, scissors, saws, drills, hammers, blades, catering knives and similar tools. Permitted only for authorised personnel, approved work and designated areas. Tools must be secured when unattended and removed or safely stored before public access.
Gas cylinders, fuels and combustible liquids	LPG, industrial gases, fuel containers, solvents, thinners, paints and bulk flammable aerosols. Require approval of the substance, quantity, storage, handling and intended use. Medical oxygen shall follow the medical-access procedure below.
Welding, cutting and other hot-work equipment	Welding sets, gas-cutting equipment, grinders and equipment generating heat or sparks. Require an approved work method and the applicable hot-work permit, with specified fire precautions.
Cooking and open-flame equipment	Gas burners, charcoal appliances, portable stoves, candles, oil lamps, incense and other flame-producing devices. Permitted only where expressly approved; approval for a catering service does not automatically approve every appliance or fuel.
Special-effects and laser equipment	Fog and haze machines, dry-ice effects, CO ₂ effects, lasers, confetti cannons and spark-effect machines. Require assessment of fire alarms, visibility, ventilation, crowd exposure and clean-up. A product marketed as “cold spark” shall not be presumed exempt from fire-safety review.
Electrical and energy-storage equipment	Generators, temporary distribution boards, high-load appliances, large battery packs, battery charging stations and exhibition energy-storage systems. Require technical approval and an approved connection and charging arrangement. Ordinary personal electronics are addressed separately below.
Machinery, vehicles and handling equipment	Display vehicles, powered machinery, forklifts, lifting equipment, robots and moving exhibits. Require approved access routes, loading arrangements, operating areas and safeguards. Display approval does not automatically permit live operation.
Structures, rigging and decorative materials	Suspended displays, trusses, temporary structures, heavy objects, combustible decorations, foam/thermocol displays and materials attached to venue surfaces. Require the relevant structural, fire-performance and installation approvals.
Drones and remotely operated flying devices	Entry, demonstration and operation require venue approval. Flights must separately comply with applicable aviation requirements and airspace restrictions. Venue permission alone does not authorise a flight; the Drone Rules require pre-flight verification of applicable zonal restrictions.
Satellite phones and specialised communications equipment	Satellite phones, regulated radio transmitters, repeaters, broadcast uplinks and temporary wireless infrastructure require relevant technical/security approval and government permissions where applicable. India’s official advisory requires prior permission/licensing for satellite phones and Customs declaration when brought in as passenger baggage.
Alcoholic beverages	Delivery, storage, sampling, service, sale or consumption require written operator approval and applicable Delhi excise permissions and conditions. Personal or duty-free alcohol shall not automatically be permitted. Delhi’s Excise Department regulates liquor possession, transport, sale and consumption and publishes licensing and dry-day requirements.
Commercial food, beverages and catering supplies	Outside catering, food sampling, bulk beverages and cooking supplies require approved catering arrangements and applicable food-safety compliance. Personal medical, dietary and infant-care needs shall be handled separately.
Hazardous scientific or industrial exhibits	Chemicals, biological specimens, radiation sources and other regulated demonstration materials require specialist assessment, lawful authorisations, safety documentation and approved containment. Operator approval cannot waive a legal prohibition.
Replica weapons, props, animals and live exhibits	Replica weapons, realistic weapon-shaped props, live animals and other potentially alarming exhibits require specific approval and lawful arrangements. Assistance animals and official service dogs shall be handled separately from pets or entertainment exhibits.
Banned Booth Decor	Confetti, glitter, loose sand, helium balloons, or artificial snow (due to air ducts/HVAC blockage and clean-up penalties)
Unauthorized High-Load Gear	Machinery exceeding the floor weight limit (measured in kN/m ² or tonnes/sqm) without a structural engineer’s clearance
Non-Permitted Wireless Tech	High-powered RF jammers, uncoordinated private Wi-Fi routers/access points operating on conflicting frequencies
Disruptive Marketing ("Suitcasing")	Distributing flyers, human directional arrows, or conducting pop-up surveys outside designated booth boundaries

Personal belongings and event-specific restrictions: These items should not all be treated as permanently prohibited across every exhibition or conference. Instead, publish clear event-specific conditions.

Item	Recommended policy treatment
Large bags, suitcases, trunks and parcels	Restrict entry into event halls according to baggage rules (Oversized luggage or large backpacks). Vendor cargo must use designated delivery channels. Do not assume that a cloakroom or luggage-storage facility is available.
Glass bottles, cans and outside food or beverages	Apply the published event and catering policy, with arrangements for drinking water, medical needs, infant feeding and necessary dietary accommodations. A bottle restriction should not become a denial of access to water.
Lighters, matches and flammable personal aerosols	May be prohibited under the event's security/fire-safety conditions. Essential medical inhalers shall not be treated as ordinary aerosols.
Professional cameras, tripods, selfie sticks and recording equipment	Restrict where necessary for security, circulation, privacy, intellectual-property protection or event requirements. Approved media and production teams may operate within their authorisation.
Banners, flags, poles, promotional material and noise-making devices	Unapproved distribution, installation or use may be restricted. Approved exhibitor branding and event materials remain subject to the relevant permissions.
Pets, recreational scooters, skateboards and similar articles	Prohibit general admission unless specifically approved. Mobility aids and assistance arrangements shall not be treated as recreational equipment.

Mobile phones, laptops, tablets and serviceable personal power banks should ordinarily be allowed after screening, unless a specific, communicated security requirement restricts them. The proposed conduct rules should separately prohibit vaping, spitting, littering and unauthorised tobacco use. Smoking shall be prohibited in non-smoking areas. India's National Tobacco Control Programme confirms the prohibition on smoking in public places. (Owner will be responsible for their personal belongings)

Essential exceptions and accommodations

Medical and accessibility needs: Permit lawful personal medicines, necessary syringes and insulin supplies, inhalers, hearing aids, wheelchairs, walking aids, prostheses, mobility-device batteries, infant-care supplies and other essential items, subject to proportionate screening. Prescription or supporting documentation may be requested where applicable, rather than for every ordinary medicine.

Personal oxygen and specialised medical equipment should be coordinated with the venue medical/security team where practicable. **Emergency medical assistance must not be delayed solely because advance approval was not obtained.** Screening should preserve dignity and avoid unnecessary disclosure of medical information.

Religious articles: Religious items, including kirpans, must be addressed through a respectful, legally compliant security procedure rather than automatically classified as ordinary prohibited weapons. Article 25 expressly recognises wearing and carrying kirpans as part of the profession of the Sikh religion, within the Article's qualifications.

International Visitors & Overseas Exhibitors

- Uncleared Exhibition Freight: Display goods imported under Temporary Importation / ATA Carnet that are sold locally without customs clearance.
- Biological & Agricultural Samples: Unprocessed food products, plants, seeds, or animal products without phytosanitary or quarantine permits.
- Restricted Communication Hardware: Satellite phones, unapproved walkie-talkies/radios, or military-grade encryption hardware without local telecom permits.
- Duty-Free Samples for Sale: Commercial merchandise marked as "Exhibition Only" being sold directly on the floor without local tax/VAT/GST any other registration.

Official security: Equipment carried by police, emergency responders or authorised protection personnel shall follow applicable law and the approved event-security arrangements.

Responsibilities of each stakeholder

Stakeholder	Required responsibility
Organisers and clients	Include the policy in booking terms, exhibitor manuals, working manual, registration communications and delegate advisories. Communicate updates promptly. Obtain required approvals and ensure their contractors do not interpret organiser consent as venue consent.
Vendors, contractors, suppliers and exhibitors	Declare restricted items before dispatch; submit inventories and supporting documentation; use authorised gates and delivery schedules; keep approvals available for inspection; and secure tools, chemicals and equipment. Subcontractors must receive the same instructions.
Visitors, delegates and guests	Review the event advisory, cooperate with screening, declare relevant restricted items and comply with authorised security directions. Do not leave baggage unattended or bring packages on behalf of unknown persons.
International visitors and overseas exhibitors	Review the advisory before travelling or shipping goods. Separately check Indian import, Customs and other regulatory requirements. A product's legality in the country of origin does not establish permission to bring it into India or into the Venue.
Operator and authorised security personnel	Apply the policy consistently, maintain a clear approval/escalation process, communicate event-specific restrictions and handle medical, accessibility and religious accommodations appropriately.

International advisories should particularly highlight electronic cigarettes and satellite phones before travel: Indian restrictions may differ from those in visitors' home countries.

Approval procedure: Applications for restricted items shall be submitted by the deadline communicated for the event and before dispatch or mobilisation. The application should identify the item, purpose, quantity, intended location, delivery/removal dates and responsible person, together with relevant photographs, technical specifications, Safety Data Sheets, risk assessments, certificates and statutory permissions. Approval shall be specific to the approved event, item and use. Previous admission, silence, an exhibitor registration or an approval for another event shall not constitute continuing permission.

Screening and enforcement: Entry shall be subject to lawful and proportionate screening of persons, baggage, vehicles, consignments and equipment. A person declining required screening may be refused entry, subject to applicable law and necessary accommodations. The Operator may refuse an item's admission, require safe removal, stop unsafe work, restrict access or suspend an approval where justified. Suspected illegal items or conduct may be referred to the competent authorities.

Suspicious packages or suspected explosive devices must not be handled or moved by the person discovering them; security must be alerted immediately. Any temporary custody, seizure, disposal or police handover must follow an appropriate lawful, documented procedure. The policy should not claim an unrestricted right to confiscate or destroy personal belongings. Charges, damage recovery and other contractual consequences shall follow applicable law and the agreed contract.

No item, whether approved or otherwise, may obstruct exits, evacuation routes, fire equipment, accessible routes or emergency access.

Crucial Rule for Temporary Construction: Children under 18 or individuals without Personal Protective Equipment (PPE—hard hats, high-vis vests, steel-toe boots) are strictly prohibited on the exhibition floor during heavy setup (move-in) and dismantling (move-out) phases.

The prohibited and restricted items identified in this Policy are illustrative and non-exhaustive. **The Operator reserves the right to amend, supplement, extend or otherwise revise this list as and when required**, including by introducing additional temporary, event-specific or permanent restrictions, where reasonably necessary for safety, security, public health, protection of property, operational requirements or compliance with applicable law or directions of competent authorities. The absence of an item from this list shall not create an automatic entitlement to bring, store or use it at the Venue. These powers shall be exercised subject to applicable law, contractual obligations and necessary medical, accessibility and religious accommodations.



Food & Beverages

1. Outside Food and Beverages, Package / Mineral Water is strictly prohibited.
2. There will be an in-house cafeteria and restaurants accessible by visitors.
3. Only Food and Beverages items provided by the Operator or Empaneled caterer can be consumed inside the premise.
4. Leftover food and beverages to be taken outside from the Operator's premises (if required) shall be allowed only with written consent of User and approvals from the Operator.
5. Distribution of Samples for immediate consumption on the spot and the likewise sales of food and drink must conform to the applicable legal provisions and must be done with the approval of the Operator and competent authorities.
6. Consumption of Food & Beverages by labour/fabricators are strictly not allowed within the halls / on the stands during set- up / dismantle / event days. They should dine at the designated areas (lounge) within the Venue as advised by the Operator.
7. In case User does not finalize the menus and minimum guarantee within the stipulated timeline, the Operator or empaneled agency will not be held responsible for the food quality and arrangement during the event.
8. Any temporary structure set-up or erected in the vicinity of the event for food and beverage or catering services must have all safety precautions in place and the consent/NOC of the venue operator and relevant authorities, such as FSSAI, DFS, MCD etc. is mandatory.

REGISTRATION AREA – It is located at Foyer Ground level for Exhibition Hall, and Basement 1 for the Convention Center. Registration area to be managed in planned way to avoid overcrowding Security to be deployed if required. No person will be allowed to enter the venue without a valid badge

REGULATIONS FOR GUEST ENTRY (DURING SHOW DAYS - Guest (Exhibitor, Visitor, Delegate, Speaker, & Organizer) below 18 years of age will be accompanied by an adult above 18 years of age. User will have to construct a dedicated holding area manned by a childcare specialist appointed by the User for individuals below 12 years of age. This will be taken care of completely by the User and Operator shall not be liable in any-way.

FIRST AID - User shall deploy adequate preventive measures to prevent disasters and accidents at the Venue and for mitigating the adverse consequences. However, there shall be a medical emergency room on the premises, equipped and manned by professionally certified and skilled team for rapid response in case of an emergency.

GENERAL HEALTH & SAFETY - DO'S & DON'TS

Electrical Fire Safety: Understanding the common causes, warning signs and appropriate safety measures can help to prevent an electrical fire. The most common causes for electrical fires are:

- Incorrectly installed wiring
- Overloaded circuits and extension cords.
- Defective or improper plugs, switches and outlets.
- Misuse and poor maintenance of lighting.
- Here are some Dos and Don'ts for carrying out temporary electrical installation for the purpose of fire safe execution of function.

Do's:

- Ensure any electrical cables and equipment meet existing updated codes.
- Use all electrical parts / Equipment bearing ISI mark.
- Electrical work is to be done by a qualified / certified electrician from an empaneled vendor under the supervision of a qualified electrical engineer.
- Replace outdated or malfunctioning fuses and circuit breakers.
- Purchase lamps and fixtures certified by ISI / CE / Underwriter's laboratories (UL)
- Use the right light bulb wattage for all lamps and fixtures.
- Position lamps / Bulb / Other illuminated objects away from where strong breezes may blow draperies onto hot light bulbs.
- Prevent combustible materials from direct contact with a hot surface like bulb / halogen lights.
- Electrical cords shall be of Fire-resistant material.
- Make sure fusing and loadings are proper.
- Extension cords are not overloaded.
- Check to see that the entertainment / computer equipment is in good condition and working properly.
- Remember to unplug all portable power tools when not in use.
- Any type of oven fueled by wood, gas, coal or electric—should be properly barred and have fire extinguishers placed next to it.

Don'ts:

- Don't use halogen lamps near curtains or other combustibles
- Don't use faulty wiring and malfunctioning electrical equipment
- Do not use nonstandard material
- Don't overload of any electrical equipment against design intent
- Don't use damaged and loose electrical cord
- Don't use joint cables. Cable joints will not be allowed
- Do not plug in high-wattage appliances into outlets, and avoid overloading them.
- Do not go over the manufacturer's recommended wattage level as this can cause an electrical fire hazard
- Do not clean or repair any appliance or electrical item before unplugging it
- Do not pull on a cord to unplug it
- Don't use an electrical device or appliance that has any damage to a cord or sends a spark when connected to electricity
- Don't use old cables
- Do not mix low voltage and line voltage lines when running parallel wires. This can create interference in communication and electronics. Run the lines at least six inches apart and avoid using the same box. Either run them into separate boxes or into one that has an appropriate divider.
- Don't force a plug into an outlet if it doesn't fit

Decorative Material:

Do's:

- Material-Artificial and dried foliage / trees / displays etc., are made from inherently flame-retardant materials, or have been suitably treated with a flame-retardant application before being brought into the venue.
- The location-Ensure the items provided do not compromise the means of escape from a Department or property i.e. they are not sited adjacent to fire exit doors, potential ignition sources, areas containing high fire loading (combustible materials), or in a "dead end" corridor (escape in one direction only)
- Ease of access by the public - Avoid accumulations of combustible materials in areas where members of the public have unrestricted access, e.g. the main lift lobby, or areas not under the direct control of staff.
- Decorations- Foliage / displays / trees / decorative lights etc. should be kept to a minimum.

- Use flame-retardant materials for displays or artwork in public places whenever possible.
- Keep decorations and paper away from electrical outlets and never cover light switches, outlets or electrical panels.
- Soft portions like Cloths, Card boards, Plywood must be of fire resistant material or to be treated of fire resistant chemical before being brought into the venue.

Don'ts:

- Decorations must not be fastened to, or in close proximity to, light fittings or any other potential ignition source.
- Metal strip type decorations must not be fastened to or in close proximity to, any electrical fitting as they may conduct electricity.
- Cotton wool, crepe paper, polystyrene or similar materials must not be used for decorations under any circumstances.
- Do not cover windows with paper and always keep decorations and paper well away from exit signs, fire extinguishers, fire alarms, and fire alarm pull stations. These items need to be highly visible in the event of an emergency.
- Don't place fire igniter near decorating area.
- Don't do work like welding, cutting etc. in decorative area.
- Don't use halogen lamps near curtains or other combustibles.
- Do not tamper with smoke detectors, fire alarms or sprinkler system.

Other General Guidelines:

- Event Organiser has to take "No Objection Certificate" from local fire department (if required) & has to submit to JWC Fire department.
- Event Organiser has to fulfil the Fire Safety requirements as per Fire Department NOC.
- Fire exits & entrance should not be blocked under any circumstances
- Adequate measures to be taken in terms of placing additional fire extinguishers on the strategic locations within the reach of setup area.
- A copy of FINAL LAYOUT PLAN should be provided to Delhi Fire Services / another competent authorities like Fire Command & Directional Centre for necessary approvals & signed + stamped at least 48 hours prior to the event
- All the extra material behind the stage need to be removed and the same space cannot be used for any kind of storage.
- Compressed Gas cylinder including LPG and all flammable or combustible liquids are prohibited inside the Venue
- Only trained and licensed individuals may operate elevated work platforms (EWPs). It is their responsibilities to carry out an inspection of the vehicle and complete the logbook before and after use. When using an EWP in the raised position, a spotter is to be stationed at ground level to ensure that the space under the working area is kept clear, and to lower the platform in an emergency.
- The Work Health Safety (WHS) legislation and regulations require that all hazards in a workplace be identified, assessed, controlled and monitored. Event organisers are responsible for undertaking a risk assessment specific to the event if it is requested by the IICC fire department

Food Sampling Policy in Exhibitions

In accordance with the applicable provisions of the **Food Safety and Standards Act, 2006**, and other relevant laws (likes **Consumer Protection Act 2019, Indian Contract Act, 1872, etc.**) and regulations of the Government of India, the following norms shall apply to all organizers and exhibitors participating in food product exhibitions and distributing free food sample in the event held at Yashobhoomi:

Responsibility of the Organizer:

1. The organizer shall bear full responsibility for ensuring that all food sampling activities conducted by exhibitors are compliant with applicable food safety, hygiene, and licensing regulations issued by FSSAI and local authorities like MCD, etc.
2. Enter into detailed agreements with all exhibitors participating in food sampling. These agreements should clearly outline the exhibitors' responsibilities and obligations regarding food safety, hygiene, and compliance with FSSAI regulations.
3. The organizer shall ensure that all exhibitors distributing food or beverages under free sampling or trial:
 - i. Possess valid FSSAI licenses (if applicable).
 - ii. Adhere to hygiene and safety protocols, including temperature control, protective packaging, and contamination prevention.
 - iii. Do not distribute any prohibited, unapproved, or adulterated food items.
4. **Guidelines Manual:** Provide exhibitors with a comprehensive manual outlining all the rules, regulations, and guidelines related to food sampling at the event.
5. **Briefing Sessions:** Conduct mandatory briefing sessions for exhibitors to educate them about food safety requirements and best practices.
6. **On-site Monitoring:** Appoint staff to monitor food sampling activities and ensure compliance with the guidelines.
7. **Waste Management:** Implement a proper waste management system to handle food waste generated during the sampling activities.
8. **Emergency Plan:** Have a plan in place to handle any food poisoning incidents or other emergencies.

Responsibility of the Exhibitor:

1. **Licensing and Registration:** Ensure all exhibitors involved in food sampling have the necessary licenses or registrations, depending on the nature and scale of their food business. The organizer should verify these documents.
2. **Hygiene and Safety:** Exhibitors must maintain strict hygiene and sanitation standards at their booths during sampling. This includes:
 - i. Proper handling and storage of food samples in proper temperature.
 - i. Use of clean and sanitized utensils and serving equipment.
 - ii. Availability of handwashing facilities or sanitizers.
 - iii. Waste disposal management.
3. **Labeling:** All food samples distributed must be properly labeled, providing essential information to consumers/visitors, as per FSSAI labelling regulations. This may include:
 - i. Name of the food product. Name and address of the manufacturer/distributor.
 - ii. Date of manufacturing and expiry.
 - iii. Ingredients list (especially important for allergen information).
 - iv. Nutritional information (if applicable).

4. **Food Standards:** Samples must comply with the quality and safety standards prescribed for that particular food category under the FSSAI Act and regulations.
5. **Prohibited Foods:** The organizer must clearly communicate and enforce the prohibition of sampling any food products that are banned or restricted under Indian law.

Indemnity Clause: The Organizer agrees to indemnify, defend, and hold harmless the Venue Operator M/s. KINEXIN Convention Management Pvt. Ltd. and any affiliated entities or stakeholders (including SPV, Government authorities, etc.) from and against any and all claims, liabilities, damages, fines, penalties, losses, injuries, or expenses (including legal fees) arising out of or in connection with:

1. The distribution, sampling, or consumption of any food or beverage by exhibitors during the event.
2. Any foodborne illness, allergic reaction, contamination, or legal violation caused by the samples offered.
3. Non-compliance with food safety laws, including the Food Safety and Standards Act (2006), FSSAI guidelines, and any applicable municipal [MCD-HTL (Heath Trade License)] or public health codes. These include but not limited to:
 - i. Food Safety and Standards
 - a) Licensing and Registration of Food Businesses Regulations, 2011
 - b) Packaging and Labelling Regulations, 2011
 - c) Food Product Standards and Food Additives Regulations, 2011
 - d) Prohibition and Restriction on Sales Regulations, 2011
4. The exhibitor's failure to comply with food safety laws and regulations.
5. The distribution of unsafe, adulterated, or non-permitted food samples.
6. Any food poisoning incidents or adverse reactions caused by the samples.
7. Any misrepresentation or false information provided about the food samples. Organizer is solely responsible for Police/FSSAI raids due to violations & Consumer complaints (under Consumer Protection Act 2019). Venues/operator/its stakeholders name shall not be implicated in exhibitor's promotional materials without consent.

Documentation and Audit: The organizer must submit a declaration (*format given below*) in writing confirming that all food-related activities will comply with Indian regulations and that responsibility for any resulting legal or medical issue lies solely with the organizer and/or exhibitor. Venue management reserves the right to inspect and verify compliance or demand removal of any non-compliant stall or sampling activity without prior notice. Organizer will maintain thorough records of all exhibitor agreements, licenses, insurance policies, and any other relevant documents at site during show.

Insurance: The organizer is encouraged to ensure that exhibitors offering food samples carry third-party liability insurance covering health and safety risks associated with food distribution during the event / event liability insurance covering food-borne illnesses/injuries. The organizer should verify the validity of these insurance policies.

Disclaimer: Display clear and visible disclaimers at the venue in occupied area, informing visitors that the food samples are being provided by individual exhibitors, and the venue is not responsible for the quality or safety of those samples (while ensuring this disclaimer doesn't absolve the organizer of their basic duties under the law).

On Company Letter Head

Undertaking

This Undertaking is made by M/s. _____ ("Organizer") concerning the food product show scheduled to be held at Yashobhoomi from _____ to _____ [Date]. In consideration of being permitted to use the Venue for the Event (_____), the Organizer hereby undertakes the following:

1. **Compliance with Food Safety Laws:** The Organizer shall ensure that all exhibitors participating in the Event and involved in the distribution of food samples comply with all applicable Indian food safety laws, including but not limited to the Food Safety and Standards Act, 2006 (FSSAI Act), and the regulations framed thereunder. This includes, but is not limited to, ensuring that:
 - a) **Licensing and Registration:** All exhibitors involved in food sampling have the necessary FSSAI licenses, HTL from MCD or registrations, depending on the nature and scale of their food business, and the Organizer has verified these documents.
 - b) **Hygiene and Safety:** Exhibitors maintain strict hygiene and sanitation standards at their booths during sampling. This includes:
 - i. Proper handling and storage of food samples.
 - ii. Use of clean and sanitized utensils and serving equipment.
 - iii. Availability of handwashing facilities or sanitizers.
 - iv. Proper waste disposal management.
 - c) **Food Standards:** All samples comply with the quality and safety standards prescribed for the relevant food category under the FSSAI Act and regulations.
 - d) **Prohibited Foods:** No exhibitor distributes any food products that are banned or restricted under Indian law.
2. **Indemnification:** The Organizer hereby agrees to indemnify, defend, and hold harmless the Venue, The operator (Kinexin convention Management Pvt. Ltd.), the affiliated stakeholder (SPV), its officers, directors, employees, agents, and affiliates from and against any and all claims, losses, damages, liabilities, and expenses (including reasonable attorneys' fees) arising out of or relating to:
 - a) The Organizer's or any exhibitor's failure to comply with any applicable food safety laws and regulations, including the FSSAI Act and regulations, any other local authority (MCD, etc.), state & central govt. law, etc.
 - b) The distribution of any unsafe, adulterated, or non-permitted food samples at the Event.
 - c) Any food poisoning incidents, adverse reactions, or other health-related issues arising from the consumption of food samples distributed at the Event.
 - d) Any misrepresentation or false information provided about the food samples distributed at the Event.
3. **Insurance:** The Organizer shall maintain, at its own expense, adequate insurance coverage, including but not limited to public liability insurance, to cover its obligations under this Undertaking. The Organizer shall provide the Venue with certificates of such insurance upon request.
4. **Right to Stop Sampling:** The Organizer acknowledges that the KINEXIN shall have the right to direct the Organizer to immediately cease, or to direct the Organizer to require any exhibitor to immediately cease, the distribution of any food samples that the KINEXIN reasonably believes to be in violation of any applicable law, regulation, or the terms of this Undertaking.
5. **Term:** This Undertaking shall be effective from the date of event execution/tenancy and shall continue until the complete conclusion of the Event and the departure of all exhibitors, organiser and their belongings from the Venue.
6. **Governing Law:** This Undertaking shall be governed by and construed in accordance with the laws of India.

IN WITNESS WHEREOF, the Organizer has executed this Undertaking as of the date set forth below.

[Organizer Name]

Name of Authorised Signatory/Representative: _____

Title: _____

Date: _____ | Place: _____

Comprehensive Detailed Summary

Confidential operating manual for Catering & food-and-beverage services at Yashobhoomi/IICC. It combines food-safety rules, HACCP plans, kitchen-production procedures, sales and contracting, exhibition billing, food-court operations, banquet service, procurement, human resources, grooming, performance management, operational checklists and kitchen stewarding. The manual states that it was prepared and implemented under the guidance of the venue operator, **Kinexin Convention Management Pvt. Ltd.**

It is best understood as an integrated control system rather than simply a collection of kitchen instructions. Its complete operating cycle is:

Kinexin/client introduction → requirement discovery → menu and commercial approval → contract and advance → BEO and event planning → procurement and manpower readiness → receiving and storage → controlled production → packing and transport → venue setup and opening clearance → live service and billing → closing and asset reconciliation → final invoicing and event P&L → feedback, audit, CAPA and SOP improvement.

1. Overall purpose and management philosophy

It presents as an integrated F&B organization operating across luxury event catering, convention and banquet venues, restaurants and cloud kitchens, and integrated F&B services. The stated business advantage is built around four areas:

- **Culinary excellence:** customized menus, global and regional cuisine, dietary solutions and innovative concepts.
- **Operational excellence:** high-volume production, central kitchens, on-site management and time-bound execution.
- **Guest experience:** white-glove service, elevated presentation and personalized hospitality.
- **Quality assurance:** international food-safety standards, stringent hygiene, approved sourcing and continuous monitoring.

The manual's operating philosophy has seven recurring principles:

1. **No uncontrolled commitment:** menus, prices, purchases, vendors, staffing, equipment and event changes should be approved before execution.
2. **Prevent rather than detect** supplier approval, zoning, segregation, hygiene, temperature control and staff screening are designed to prevent failure.
3. **Measure critical processes:** temperatures, quantities, plate counts, stock, revenue, attendance, audit scores and corrective actions must be recorded.
4. **Separate incompatible activities:** raw and cooked food, vegetarian and non-vegetarian food, allergens, billing and cash handling, issuing and reconciliation, and maker/checker duties are separated.
5. **Reject, hold or stop non-compliant work:** unsafe food, unverified vendors, defective equipment or incomplete opening checks should prevent release.
6. **Maintain evidence:** approvals, logs, checklists, photographs, signatures, invoices, GRNs, audit records and corrective-action proof are central to control.
7. **Close the loop:** each event ends with reconciliation, feedback, audit, corrective action, lessons learned and, where required, SOP revision.

2. Principal critical limits and mandatory timelines: The manual contains many operational limits. The most important are summarized below.

Control area	Main requirement in the manual	Typical evidence
Chilled receiving	Chilled goods generally accepted at 0–4°C	Receiving temperature log and GRN
Frozen receiving/storage	–18°C or below	Freezer log
Dry storage	Approximately 10–21°C	Store-temperature log
Chilled storage	Generally 0–4°C ; some HACCP plans use 0–5°C or 5°C	Chiller log
Blast freezing	HACCP plans specify approximately –30°C	Blast-freezer log
Hot holding	Maintain food above 60°C	Buffet/hot-holding log
Cold display	Maintain food below 5°C	Display-temperature log
Danger-zone exposure	Food in 5–60°C for more than two hours must be discarded	Service and disposal record
Cooling before refrigeration	Cool cooked food below 21°C within 90 minutes before refrigeration	Cooling log
Poultry cooking	Minimum core temperature 75°C	Cooking-temperature log
Ground meat	Minimum core temperature 70°C	Cooking-temperature log
Whole red-meat cuts	63°C , with a three-minute rest	Cooking-temperature log
Fish and eggs	Approximately 63°C	Cooking-temperature log
Reheating	75°C ; reheat only once	Reheating log
Refrigerator thawing	1–4°C for 24–48 hours	Thawing log
Running-water thawing	Water below 21°C , maximum two hours	Thawing log
Thawed-meat use	Use within approximately 24 hours ; do not refreeze	Label and thawing log

Control area	Main requirement in the manual	Typical evidence
HACCP equipment monitoring	Chillers, freezers and blast freezers generally checked every four hours ; records reviewed daily	Temperature records and FSTL verification
Food-court hygiene rounds	Approximately every two to four hours during service	Walkthrough checklist
Menu freeze	Sales asks for a freeze approximately 15 days before the event ; kitchen production locks the final operational menu 72 hours before the event	Approved menu and change log
Final BEO	Generally released seven days before the event	Approved BEO
Final operational numbers	Certain banquet procedures require confirmation at least 48 hours before the event	Final BEO/function prospectus
Inquiry/proposal cycle	Contact, proposal, contract and PI stages commonly carry 24-hour turnaround expectations	CRM/email/document timestamps
Credit/exhibitor invoice	Generally within three working days after the event	Tax invoice
Event closure P&L	Within ten working days after event completion	Event Closure Report
Security-deposit refund	Target of seven working days after event closure	Refund tracker
SOP review	Annually or after a significant incident or operational change	Revision and training record

The presence of several different menu and event freeze dates is not necessarily contradictory—they represent commercial, kitchen and operational freeze points—but they should be consolidated into one formally approved event milestone calendar.

3. Chapter-by-chapter summary: Chapters 1 and 3 — Food Safety, Hygiene and Quality (*Pages 5–45*)

The manual begins by establishing a Food Safety Management System covering procurement, food preparation, cooking, packaging, labelling, storage, transport, service, sanitation and staff competence. Management commits to legal compliance, hazard control, safe ingredients, hygiene, training, traceability, communication and continual improvement.

Chapter 3 introduces additional quality oversight through **Food Consultants**, which provides an independent hygiene manager and experienced food-safety auditors. Testing is coordinated through NABL-accredited laboratories. This third-party structure is intended to add independence, technical competence and transparent verification.

Supplier and procurement controls

Only vendors with appropriate documentation—such as a valid FSSAI licence, GST registration and hygiene or quality credentials—may be onboarded. New items are sample-tested and approved by the Executive Chef. The Approved Vendor List must be maintained, and licences and hygiene performance are to be reviewed at least twice each year.

Contaminated, expired or incorrectly labelled supplies can lead to immediate suspension or blacklisting. Emergency requirements are not an excuse to purchase from an unverified source.

Procurement is driven by kitchen/store requisitions, consumption trends and par stock. Market surveys compare price, availability and quality on weekly, monthly or seasonal cycles. A purchase order should only be issued against an approved requisition, and urgent or high-value purchasing requires management sign-off.

Receiving controls

The receiving area, scale and thermometer must be clean and calibrated before delivery. The receiving team checks:

- Vehicle hygiene and transport conditions.
- Quantity against PO and invoice.
- Freshness, colour, odour and packaging.
- Manufacturing, expiry and use-by dates.
- Chilled and frozen temperatures.
- Food licence and quality markings where relevant.

Accepted material is entered through the GRN process and moved immediately into the appropriate store. Failed items are rejected and entered in the rejection record. The manual repeatedly emphasizes that goods must never be accepted “on trust.”

Storage and stock rotation

Food is stored off the floor and away from walls. FIFO applies to non-expiry-driven stock, while FEFO applies to items with expiry or use-by dates.

Raw, cooked, vegetarian, non-vegetarian and allergenic materials must be segregated. Containers must be food-grade, covered and labelled with product, date, time and use-by information. Hot food should not be placed directly into refrigerators because it can raise the surrounding temperature and compromise other products.

Thawing, butchery and protein processing

Approved thawing methods are controlled refrigeration, running cold water or microwave defrosting immediately before cooking. Room-temperature thawing and standing-water thawing are prohibited.

Butchery is restricted to a designated, temperature-controlled area. Staff wear full PPE and use dedicated red boards and knives. Meat is checked for colour, texture, odour and spoilage, portioned to recipe specification, labelled and returned promptly to cold storage.

Seafood receives additional freshness and traceability checks, including smell, firm texture, eye clarity, gill colour and shell condition. Seafood is kept on ice or at 0–4°C and processed quickly using dedicated equipment.

Personal hygiene

Food handlers must wash hands for at least 20 seconds before work, after breaks, after washroom use, after handling waste and when moving from raw to ready-to-eat activity.

Core rules include:

- Clean uniform and protective clothing.
- Hair and beard covering where required.
- Short, clean nails and no nail polish for food handlers.
- No loose jewellery.
- Medical fitness before employment and annual renewal.
- Immediate reporting of fever, vomiting, diarrhoea, infected wounds or other communicable conditions.
- Exclusion of visibly unwell staff from food handling until cleared.

Gloves are not a substitute for handwashing. They must be changed between tasks, after raw food or waste handling, when damaged and periodically during continuous use.

Cleaning and sanitation

The manual establishes colour-coded tools:

- Red for toilets and drains.
- Blue for general areas.
- Green for food-contact surfaces.
- Yellow for washroom areas.

The standard sequence is removal of debris, detergent wash, potable-water rinse, sanitization at the correct concentration and air drying. Chemicals must be labelled, stored away from food and supported by MSDS information. Chemicals must never be mixed.

Work surfaces are cleaned between tasks; floors, bins and drains are cleaned daily; refrigeration receives scheduled cleaning; and exhaust systems are deep-cleaned periodically. Verification is through visual inspection and/or ATP testing.

Cooking, holding and service

The manual prescribes minimum core temperatures by food category and requires calibrated probe thermometers. Thermometers are checked weekly through ice-point or boiling-water calibration.

Buffet and hot-holding food must remain above 60°C. Fresh food must not be mixed into an older, partially depleted tray. Food that remains in the danger zone for more than two hours is discarded.

At the kitchen pick-up point, food must be covered, correctly garnished and portioned. Access is controlled, and KOTs are reconciled against bills at shift end.

Allergen management: Major allergens such as nuts, dairy, gluten, shellfish, soy and egg are to be identified on menus or buffet cards. Dietary information is collected in advance, special dishes are prepared with dedicated tools and surfaces, and service staff are briefed before each event or shift. Where allergen content is uncertain, staff must state that it is uncertain rather than guess. Any suspected exposure is immediately reported and logged.

Waste, pest control and food-court inspections

Waste is segregated into wet, dry and recyclable streams. Bins are emptied and sanitized after shifts. A licensed pest-control supplier undertakes scheduled treatment and emergency response. Any sighting requires immediate reporting.

Food-court outlets undergo pre-opening, during-service and closing inspections. Checks cover licences, health certificates, grooming, food temperatures, handwashing, waste, pest signs, segregation and equipment condition. Repeated non-compliance may lead to outlet suspension.

Food-safety governance and evidence

The chapter requires temperature logs, calibration records, cleaning schedules, illness records, grooming checklists, vendor records, GRNs, rejection logs, pest reports, audit reports, corrective-action logs and post-event review reports.

Any deviation at a CCP requires the affected product to be placed on hold until the deviation is resolved.

Chapter 2 — HACCP: Pages 46–91

This chapter formalizes hazard analysis and critical control using a cross-functional Food Safety Management Team. The team includes QA, production, supply chain, central kitchen, HR and maintenance representatives, making food safety a shared operational responsibility rather than a kitchen-only function.

Process flows

The meat and poultry flow is broadly:

Receiving → chilled storage → cutting/deboning → vacuum packing → blast freezing → frozen storage → dispatch.

The vegetable flow is:

Receiving → washing and sanitation → cutting → boiling/grinding/seasoning → cooking above 75°C → blast chilling → chilled holding → packing and labelling → blast freezing → frozen storage → dispatch.

The non-vegetarian gravy flow follows a similar sequence, with cooking, cooling, freezing and frozen storage identified as key control stages.

Hazard analysis: The chapter evaluates biological, chemical and physical hazards across receiving, storage, preparation, washing, cooking, cooling, packing, freezing, holding and dispatch. Risk is assessed using severity and likelihood, after which the step may be classified as a normal control point, an operational prerequisite programme or a CCP.

Typical hazards include:

- Microbial contamination or growth.
- Chemical residues or incorrect chemical use.
- Foreign objects.
- Pest contamination.
- Poor personal hygiene.
- Temperature abuse.
- Cross-contamination.
- Contaminated packaging.
- Vehicle and dispatch conditions.

CCP and OPRP plans

Important controls include:

- Chilled storage at approximately 5°C.
- Frozen storage at -18°C.
- Blast freezing at -30°C.
- Vegetable and gravy cooking at or above 75°C.
- Chilled holding or cooling at 0-5°C.

Chiller, freezer and blast-freezer readings are generally taken every four hours. The Production In-Charge performs monitoring; FSTL reviews and verifies records daily. Corrective action includes increased monitoring, equipment calibration, repair and holding of affected food.

The chapter is strong in identifying measurable limits and records, although several HACCP tables have blank “where” or “who” fields that should be completed before controlled issue.

Chapter 4 — GoAudits Internal Audit System

Pages 92-99

GoAudits is designated as the central platform for planning, performing, evidencing and closing internal audits at IICC operations.

The workflow is:

Create or update checklist → schedule and assign audit → conduct inspection and capture evidence → generate and review report → assign CAPA → owner completes action and uploads evidence → QA/Internal Audit verifies closure → management reviews trends and escalations.

Roles

- **Corporate QA/Internal Audit:** controls templates, schedules audits, reviews results and governs the system.
- **Auditors/Inspectors:** complete inspections, record findings and attach evidence.
- **Location Managers:** resolve findings and upload closure evidence.
- **Senior Management:** monitors scores, repeat findings, overdue actions and trends.

Audit scope

Audits may cover food safety, hygiene, kitchens, outlets, receiving, warehouses, stores, grooming, facility safety, supplier compliance and corrective-action follow-up. Location-specific areas include the Convention Centre building, exhibition halls, kitchens and named outlets.

KPIs

The system monitors:

- Audit score.
- CAPA closure rate.
- Overdue actions.
- Repeat findings.
- Compliance trend.

Governance

Only approved users may access the system. Templates and checklist changes are controlled. Audit records cannot be deleted without authorization. Overdue or repeated findings must be escalated.

The manual clearly states that GoAudits does not replace ERP, POS, payroll, inventory, accounting or statutory-compliance systems. It is the evidence and internal assurance platform.

Chapter 5 — Kitchen Production: Luxury Catering

Pages 100–133

This chapter contains 30 detailed production SOPs and is one of the manual's most operationally complete sections. It covers the full production journey from the signed event brief to dispatch and on-site quality release.

A. Pre-production planning

The kitchen must work from one approved source of truth. Sales provides the signed event brief, tasting notes, guest profile, service style and final menu.

The menu is converted into a Menu Production Sheet and reviewed line by line with Indian, Chinese, bakery, cold kitchen, tandoor and other section heads. Specialty-ingredient availability is checked before the menu is locked. The kitchen lock is set 72 hours before the event, and any later change requires written Executive Chef approval.

Dietary and allergen information is entered into a standardized sheet. Each category receives a plate or label code, substitute dishes are confirmed, station chefs sign their understanding and the information is posted at relevant workstations.

The final guaranteed guest count is confirmed in writing and checked against the contract. A contingency buffer of approximately 3–5% may be applied as permitted by contract. Covers are broken down by course, section and dietary type and converted to recipe multipliers.

Each dish is tied to a controlled recipe card containing ingredient quantities, yield, trim loss, cooking loss, portion tool, cost and version number. Recipes above target food cost are escalated.

A master production timeline is created by working backward from dispatch or service time. Long-lead work starts first, equipment conflicts are resolved and time is reserved for final quality checks and contingencies.

Staffing is based on event complexity and a skills matrix. Station heads and backups are identified. Attendance is confirmed approximately 48 hours in advance.

Equipment requirements are derived from the menu and timeline. Equipment is checked against inventory, rentals are arranged, and all units are tested approximately 24 hours before use. Critical single-point equipment should have a backup.

B. Mise en place and preparation

Each station receives a daily prep list showing task, quantity, responsible person and completion time. Progress is monitored through the shift.

Butchery follows exact cut and weight specifications. Random portion checks are conducted, approved off-cuts are labelled for secondary use, and total yield is compared with expected yield.

Stocks, sauces and bases follow standardized recipes, controlled simmering and straining. Finished batches are rapidly cooled, labelled, stored by FIFO and released only after Sous Chef approval.

Portions must be produced using specified ladles, scoops, moulds or scales rather than visual estimation. Deviations trigger immediate correction and, where repeated, retraining.

Prepped food is stored in covered, labelled containers with item name, preparation date/time and station. End-of-shift stock is counted and formally handed over.

C. Specialized kitchens

The tandoor section monitors oven temperature, cooking time and internal doneness. Marinated products remain chilled until firing.

The cold kitchen operates under controlled temperature, with strict raw/ready-to-eat segregation and reference photographs for visual consistency.

The Indian kitchen uses standardized masalas and exact cooking sequences. Gravies are signed off for seasoning, held correctly and finished with garnishes immediately before dispatch.

The Chinese kitchen prepares complete mise en place in advance, cooks in small batches matched to wok capacity and does not hold finished wok dishes.

The bakery and pastry section requires gram-level weighing, scale verification, controlled proofing, exact baking and proper cooling before finishing.

Live counters and specialty sections follow the same principles: standard recipe, correct equipment setting, small-batch or cook-to-order production, immediate service and continuous replenishment.

D. On-site setup and handover

The on-site kitchen is inspected for water, power, gas, access, waste flow and station layout. All transported goods are reconciled against the dispatch manifest. Site deficiencies are reported before production continues.

Equipment is assembled and tested for power, gas, temperature calibration and safe positioning. Trip hazards and congestion must be removed. Readiness is formally signed off.

Before food leaves kitchen control, the approving chef checks taste, service temperature, presentation and portion consistency. Non-conforming plates are held, corrected and rechecked.

E. Receiving, storage and premium ingredients

FIFO, FEFO and label standards are reinforced. Near-expiry stock receives priority labels and daily review.

GI-tagged ingredients require approved suppliers, GI certification, batch traceability, segregated storage, authentic use and no substitution without management approval.

F. Packing and logistics

Containers must be clean, undamaged, correctly sized, sealed and labelled with dish, batch quantity and destination.

Hot boxes are preheated and cold containers pre-chilled. Food is packed only after it has reached the correct temperature. Pack-out temperature and time are recorded.

Vehicles are inspected for cleanliness and temperature-control performance. Loading follows reverse order of use: last-needed items go in first and first-needed items remain accessible. The manifest is checked and signed before departure.

Routes are planned backward from arrival time, with a buffer that must not exceed the food's safe holding window.

For Prime Minister or President visits, the route, driver, vehicle and personnel require security clearance; progress is monitored through live communication; delays are escalated to Operations and Security; and the manual calls for FSSAI sampling before the visit.

Chapter 7 — Sales SOP

Pages 134–153

The Sales SOP aims to deliver a superior client experience while achieving financially sustainable, high-revenue and cost-controlled events.

The sales process is defined as:

Prospecting → qualification → preparation → relationship development → presentation → objection handling → closing → nurturing.

The manual describes an effective sales process as documented, customer-centric, flexible, measurable, scalable, efficient and easy to update.

Customer journey

The customer journey begins with personal relationship manager, conducts requirement discovery, presents customized culinary concepts, finalizes menu and commercials, completes documentation, transfers the event to operations, provides on-ground servicing, reconciles payment and obtains post-event feedback.

Inquiry and proposal management

A client should be contacted within 24 hours of inquiry. Sales collects date, time, venue, guest count, dietary needs, audience profile, VIP/VVIP movement, theme, furniture, linen and operational requirements.

A proposal, including menu, price and terms, is expected within 24 hours after complete information is available. Following approval, Sales issues the menu, contract and proforma invoice on defined 24-hour cycles.

Menu and event planning

The event theme, attendee profile and service expectations are shared with production. Tasting may be arranged for up to five persons. The client is asked to freeze the menu and meal timings approximately 15 days before the event.

Post-deadline changes cannot be promised until production confirms feasibility.

The physical setup covers guest seating, buffet count, food courts, VIP lounge, bar, service entry and exit, back-of-house access, stages and special zones. Sales conducts a venue walkthrough with the organizer.

Exhibitor orders

Sales obtains the exhibitor contact list or requests that the organizer distribute the order form. Received orders are converted into BEOs. Finance issues the PI, advance payment is collected, and the BEO is released to operations and kitchen only after payment.

Sales and operations inspect stall locations, coordinate execution and share the final tax invoice within three days after the event.

Documentation flow

The commercial process uses:

- Event proposal.
- Service agreement/contract.
- Proforma invoice.
- Event Information Sheet.
- BEO.
- Additional PI for out-of-scope consumption.
- Plate-count support.
- Final payment.
- Tax invoice.
- Ledger, thank-you note and feedback request.

The BEO is generally released seven days before the event. Additional consumption should be approved before the event closes. The operations team is expected to collect final payment before the client departs, subject to contract.

The sales chapter states that the tax invoice should be generated within four hours after client confirmation of the final amount.

Cancellation and refund wording

The manual states that cancellation approximately 24 hours before the event may permit a refund of up to 10% of base billing, cancellation between 24 and 72 hours may permit up to 20%, and postponement seven days prior generally receives no refund but may be carried forward for one year. This wording is commercially and legally ambiguous and should be reconciled with the signed contract and approved cancellation policy.

Refundable security deposits are targeted for processing within seven working days after event closure.

Projection and revenue trackers are updated every Monday, Wednesday and Friday. Service execution includes team briefings, a live communication group, client contact during each meal period and professional complaint handling.

Chapter 8 — “Digital System Sales & Billing”

Pages 154–162

Although the chapter title refers to digital sales and billing, the actual content largely repeats the GoAudits internal-audit process from Chapter 4:

- Audit planning.
- Checklist assignment.

- Evidence capture.
- CAPA.
- KPI monitoring.
- Access control.
- Record retention.
- System limitations.

It does not provide a complete digital sales, CRM, quotation, contract, billing, collection or invoice workflow. The chapter should either be retitled as a continuation of GoAudits or replaced with an actual digital sales and billing SOP.

Chapter 9 — Exhibition and Convention Billing

Pages 163–166

This chapter establishes finance controls for catering at exhibitions and convention events.

Finance roles

- Finance Manager/Unit Accountant oversees P&L, MIS and reconciliation.
- Accounts Receivable registers clients, invoices and collections.
- Accounts Payable manages vendor KYC, invoice processing, payments and TDS.
- Event Cashier/Site Finance handles POS, coupons, counter reconciliation and banking.

Master data and event setup

Separate ledgers are maintained for counter sales, coupons, banquet orders, organizer-billed catering, costs, assets and liabilities.

Vendors require GST, PAN, bank and MSME information where applicable. Clients require GST and invoice particulars, approved payment terms and credit limits.

Each event must be backed by a BEO or function sheet containing menu, price, guaranteed covers, timing and payment terms. Finance prepares expected event profitability. Pricing below the minimum margin requires CFO approval.

The normal advance described is 50% on confirmation, increasing to 100% before the function for private or banquet clients unless approved credit applies.

Purchase-to-pay

The required sequence is:

Purchase Requisition → Purchase Order → Goods Receipt → Invoice Booking → Payment.

Invoices must be supported and coded to the correct event or cost centre.

Event sales and collection

Every counter sale must pass through POS, and every sale must produce a bill/KOT. Unbilled sales are prohibited.

Coupons are prenumbered, issued against acknowledgement and reconciled as coupons sold, coupons redeemed, money collected and coupons returned.

Cash is jointly counted with a supervisor and recorded in the Daily Sales and Collection Report. POS totals are reconciled to cash, card, UPI and bank settlement. Payment-gateway charges are booked to the relevant event.

Inventory and post-event control

Main-store issues to counters are recorded through internal transfer notes. High-value and fast-moving items are physically verified daily. Production, sales, closing stock and wastage are reconciled.

Credit invoices are raised within three working days. Unused stock and equipment are returned with documentation. Vendor invoices are paid after PO-GRN-invoice matching.

An Event Closure Report compares actual and budgeted P&L, food-cost percentage, wastage and variances within ten working days.

Compliance and internal control

The chapter covers GST, TDS, PF, ESI, Professional Tax, FSSAI and local licences; fixed-asset tags; accruals; provisions; monthly MIS; weekly receivable ageing; and escalation of balances outstanding beyond 30 days.

Maker-checker controls, segregation of duties, surprise cash/stock counts and an eight-year document-retention requirement are specified. Suspected fraud or shortage must be reported to the Finance Head within 24 hours. Deviations need prior Finance Head or CFO approval.

Chapter 10 — Exhibition Food-Court Operations

Pages 167–188

This chapter covers permanent and temporary food courts at Yashobhoomi from planning through client sign-off.

Selected vendor is identified as the direct food-court operator, responsible for operational expenses, revenue collection, infrastructure coordination, partner brands, food quality, hygiene and guest service.

Infrastructure and brands

Permanent food courts are to be continually maintained and enhanced. Temporary food courts require attractive counters, LED menus, digital payments, safe equipment, trained staff, dustbins, adequate back-counter space, clear walkways and queue-management areas.

Brands are selected according to event theme, audience, footfall and cuisine mix. New concepts are continuously evaluated.

Organizer coordination

Pre-event discussions cover:

- Layout and infrastructure.
- Utilities and operating schedule.
- Guest profile and expected footfall.
- Menu and preferences.

- VIP/VVIP arrangements.
- Coupon, cashless and POS methods.
- Lounges, cafés and grab-and-go counters.
- Staff, setup, loading and unloading.
- Event-time changes.

Vendors require licences, fire equipment, a waste plan and trained staff. Temporary setup is expected to be completed one day before opening.

Opening controls

A pre-opening hygiene audit checks counters, kitchens, tools, food storage, temperature, grooming, PPE, housekeeping, waste and licences. Surprise audits continue during operating hours.

Electrical, gas, refrigeration, cooking and fire-safety equipment must be tested. Defective equipment is repaired or replaced before service.

Before gates open, stalls must be clean, stocked and temperature-compliant; handwashing and sanitation facilities must work; staff must be present and briefed; and POS, QR, EDC and LED systems must be functional. Operational clearance is given only when the checklist is complete.

Live operation

The operating focus is queue flow, clear pricing, continuous digital-payment availability, fast assistance, professional complaint handling and ongoing service monitoring.

Emergency arrangements include trained first-aid and fire personnel, accessible equipment, staff evacuation briefing and coordination with the venue emergency team.

Organization and communication

The chapter defines roles for the F&B Head, Operations Manager, Food Court Manager, Assistant Manager, Brand Coordinator, Cashier Supervisor, Hygiene Auditor, Housekeeping Supervisor and Engineering Team.

Communication uses a daily pre-opening meeting, an official live communication group, continuous contact among operations, engineering, housekeeping, security and brands, and an end-of-day review.

Financial management

Only approved POS and cashier points may process sales. Transactions are monitored in real time. Cash is restricted to authorized personnel. Sales and settlement data are backed up daily and reconciled at day end.

Closing and reporting

After the event, counters, kitchens and dining areas are cleaned and sanitized, waste is segregated, equipment is stored, and a final inspection is completed.

Feedback is obtained from guests, exhibitors, brands and the organizer. Complaints, incidents and corrective actions are recorded. A post-event operational report assesses service, hygiene, vendor performance and improvement opportunities.

The comprehensive operations checklist covers exhibition details, VIP movement, organizer requirements, retail layout, brand placement, counters, cashiers, service access, banqueting, IT, POS inventory, finance, audits and logistics. The plan is then signed by both client/organizer and selected vendor.

Chapter 11 — F&B Catering Operations Manual

Pages 189–245

This is the broadest service chapter, containing 54 policies organized into ten operating families.

1. Pre-event planning and vendor management

The Pre-Event Detailing Sheet records the event, client, menu, dietary requirements, timeline, VIP arrangements, contacts, emergency information and additional services.

The Function Prospectus/BEO communicates confirmed requirements to kitchen, service, bar, housekeeping, security and vendors. It must be updated and reissued whenever the event changes.

Vendor requirements are normally submitted at least 48 hours before the event. This covers tenting, linen, furniture, dry catering equipment, VIP serviceware, water tankers, printing, casual manpower, bar items, uniforms, electrical loads, coffee machines, housekeeping, transport, fire extinguishers, walkie-talkies and waste arrangements.

Vendor empanelment is controlled through licences, pricing, quality, reliability, SLAs, quarterly review and site audits.

Entry and exit are controlled through gate passes, vehicle details, identity documents and security signatures. ODC and support staff undergo grooming checks, attendance logging, frisking and briefing. For ministerial or VVIP events, government-issued passes override company passes.

2. Staff standards, briefing and training

Every event begins with a briefing covering event purpose, sequence, service responsibilities, dietary information, VIP instructions, emergency routes, grooming and communication.

Daily briefings also cover previous-day issues, upcoming functions, menu changes, performance and duty allocation.

New and replacement staff must complete role-specific training before work. Training records and surprise checks are used to verify effectiveness.

Each employee should know their KRA, while managers monitor service indicators, coordination, system pricing, breakage and management reporting.

3. Banquet and catering service

The banquet SOP covers consultation, timeline, internal coordination, inventory, setup, service, cleanup and feedback. Protective carpeting is required before furniture or equipment is placed on terrazzo floors.

Buffet setup includes counters, chafing dishes, labels, ladles, fuel, plate stations, waste points and continuous tidying. The manual provides a scaling matrix from table service for very small functions to approximately 16–18 main-course buffets for 2,500–5,000 guests.

Passed snacks use separate vegetarian and non-vegetarian trays and markings. Cocktail and dinner readiness covers crockery, glassware, linen, furniture, flowers, signage, HVAC, stores and staffing.

VIP silver service emphasizes advance preference capture, personalized greeting, escort and anticipatory service.

Plate counts are recorded sequentially, totalled, signed by the guest and verified by the supervisor. These sheets form part of billing and cost control.

Service-style rules distinguish buffet, plated and family-style service. Portion sizes are tied to recipe cards and defined tools, with event-level food-cost variance analysis.

4. Bar and beverage operations

The bar must be clean, stocked and arranged before service. Glassware, tools, bottles, garnishes, ice, chilled stock, POS and current menus are checked.

Where alcohol is supplied, the client must provide the required licence at least 24 hours before the event. Opening stock is jointly counted and signed. Consumption and closing stock are recorded, and unused alcohol is returned to the client with signed handover.

5. VIP, protocol and special services

For Prime Minister, President or equivalent visits, the manual requires formal passes, threat assessment, route planning, reconnaissance, advance coordination, escort, secure communications and post-movement debrief.

Green rooms must be private, secure, clean and supplied with requested refreshments. Company leadership services add preference records, dedicated staff and controlled access.

Conference amenities include water, tea/coffee, snacks, stationery, signage and replenishment.

6. Facilities, equipment and utilities

Water counters are inspected for cleanliness, supply, filtration, nozzles, cups and expiry dates.

Pantry equipment is counted daily/weekly, with supervisor sign-off and periodic reports.

Chafing fuel is locked, counted, issued by an authorized person, lit with a fuel lighter and monitored during service. Fire extinguishers must be nearby. Unused fuel is returned and used tins are accounted for.

Service elevators—not guest lifts—are used for food and operational movement.

Maintenance issues are recorded, and electrical or fire-safety defects receive immediate priority.

7. Venue cleaning and upkeep

Cleaning covers service counters, dining areas, receiving points, trolleys, bins, racks, equipment, floors, walls, windows, restrooms, carpets and high-touch surfaces.

Approved chemicals are used according to manufacturer instructions. Mixing chemicals is prohibited.

Event closing includes garbage clearance, leftover fuel and food checks, equipment stacking, plate-count handover, security of doors and access points, deep cleaning and reopening inspection.

8. Safety, security and emergency procedures

The manual covers alarms, extinguishers, evacuation, surveillance, access controls, medical emergencies, building safety and emergency contacts.

Monthly fire training is specified. Staff must use stairs and fire exits rather than lifts during fire. Fire classes and appropriate extinguishing principles are explained.

Yashobhoomi is a non-smoking venue. A smoking zone for an exhibition can only be established with organizer request and **Kinexin's approval as venue authority**.

9. Quality, feedback and post-event management

Guest complaints are handled immediately and entered in the log. Feedback is collected after meals and events through direct forms, QR codes and dashboards.

The Post-Function Report includes objectives, outcomes, operational challenges, financial summary, feedback, vendor documents and improvement actions.

Records such as BEOs, plate counts, inventories and training documents are stored in controlled physical or digital folders.

SOPs are reviewed annually or after a major event/incident. Changes require approval, version control, communication and retraining.

10. Business and commercial standards

Menus are developed from client, theme, dietary and seasonal requirements and costed from standardized recipes.

Manpower is forecast from event type, covers and service style. Attendance and hours are recorded for vendor billing and payroll.

Invoices reconcile the BEO with plate counts, bar sheets, add-ons and vendor invoices.

Contracts must document scope, price, cancellation, payment and changes. Each client has one point of contact and a history file.

Sustainability includes reusable products, recycling, packaging reduction and event-level waste tracking.

POS and ordering systems must have current menus and prices, trained operators, live technical support and post-event reconciliation against manual evidence.

Chapter 12 — Operational Checklist and Forms Pack

Pages 245–275

This chapter is mainly an image-based set of operational templates rather than narrative procedures. The forms include:

- Yashobhoomi opening checklists by building, floor and operational area.
- Closing checklists by area.
- Event-wise fuel-tin consumption.
- Event details and in-charge sign-off.
- Punch-point and pantry checks.

- Grooming checks.
- Food-tasting and approval forms.
- Training attendance sheets.
- Bar-consumption sheets.
- Buffet checklists.
- VIP-room readiness forms.
- Receiving checklists and event-wise receiving records.
- Bar-management checklists.
- Outside-vendor and operational readiness forms.
- Grease-trap checks.
- Fire-safety checks.
- Equipment/facility monitoring forms.
- Refrigerator or cold-unit checklists.

The forms are intended to turn the narrative SOPs into daily evidence. They require dates, area names, observations, signatures and manager verification.

Because many of the forms are scanned images rather than native digital forms, they should ideally be assigned document numbers, revision dates, owners, retention periods and controlled electronic versions.

Chapter 13 — Receiving Process

Pages 276–278

The Supply Chain receiving SOP reinforces the principle that no material moves directly to kitchen or store without receiving control.

Every delivery must be checked for quality, quantity, timing and documentation. Invoice or challan details are entered in the security register. Receiving staff stamp and sign only what is physically present and verified in the vendor's presence.

Quantity should not exceed the order unless authorized. Perishables must arrive in clean baskets, and vendor personnel hygiene is checked.

Butchery and dairy temperatures are measured immediately. Packaged goods are checked for approved brand, pack size, expiry, quality marks and remaining shelf life. The manual requires at least approximately two-thirds of the original shelf life to remain at receipt.

Different receiving teams apply by location:

- Commissary: chef, SCM and controls as applicable.
- Store/warehouse: SCM and controls.
- Outlets: chef and storekeeper.

The goal is improved accountability, material accuracy and a reliable link between invoice, receiving register and GRN.

Chapter 14 — Supply Chain Management

Pages 279–287

This chapter defines material master data, procurement, stores, inventory, issue, scrap and finance interfaces.

Master data

Material codes must include proper specifications and creation rights are restricted. Materials are organized into stores, groups and subgroups, including food, beverage, non-food and crockery/cutlery/glassware categories.

FOH and BOH cost centres and user departments are defined in the ERP.

Requisition timing

The stated planning windows include:

- Daily-market perishables: generally one day in advance, before 5:00 p.m.
- Processed/imported items: approximately three days in advance, before 4:00 p.m.
- Stockable items: generally by 4:00 p.m.

Purchasing

Purchase checks departmental requirements, clarifies missing specifications and obtains vendor quotations. A proper request should contain product name, brand, model, specification and image where relevant.

Non-contracted quotations are compared and approved by the SCM Head. A PO is raised and shared with the vendor and store. Ordered goods are expected within the approved timeline, commonly three working days.

Market surveys are used to identify suppliers, improve availability and reduce cost.

Store receiving and GRN

Stores check quantity, quality, price and specifications against the PO. A chef must participate in perishable-quality approval. Unsatisfactory items are replaced or rejected.

Bills and challans are entered daily. Signed invoices and GRNs are sent to Finance, generally within two working days.

Cash purchase, storage and issue

Cash purchases are discouraged. Emergency purchases require Purchase approval and system entry.

FIFO, cleanliness, par stock and near-expiry reporting are mandatory.

Materials may not be issued without a system requisition. During system failure, the Unit Head may authorize issue by email and security gate pass, but the transaction must be entered once the system returns.

Inventory and scrap

Store inventory occurs twice monthly, with reconciliation of shortages and excesses.

Scrap requires acknowledgement by Unit Head, Finance and Controller. Sale takes place in their presence, movement is recorded through a signed gate pass, and proceeds are deposited into Accounts.

Finance must book approved bills promptly and monitor ageing so vendor-payment delays do not disrupt operations.

Chapter 15 — Human Resources, Manpower and Learning

Pages 288–302

The HR chapter covers recruitment strategy, event manpower deployment, onboarding and learning.

Recruitment

Sources include hotel-management colleges, Skill India, social platforms, referrals, consultants, internal recruitment, job portals and external agencies. The policy promotes merit, fairness, cultural diversity and local-community participation.

Hiring begins with an approved manpower requisition. Management positions generally require 10–12 weeks of lead time, while non-management recruitment requires approximately six to eight weeks.

Internal candidates are considered before external recruitment. External selection includes HR interviews, assessment documentation, compensation approval and an offer or letter of intent.

Culinary recruitment requires Executive Chef involvement and trade testing except for specified senior bands. Purchase, Finance, HR and Sales roles require a corporate subject-matter review.

Background verification, reference checks and identity/education/employment validation are mandatory. New employees require a Police Clearance Certificate, proof that they are at least 18, a child-labour declaration and a pre-employment medical examination.

Manpower deployment

Events are classified as ministry, government, semi-government, corporate, product launch, annual meeting, convention or exhibition.

Manpower is planned across pre-set, event-day and wind-up stages.

Illustrative standards include:

- Six persons per wall-buffet line.
- Twelve per island buffet.
- Two kitchen pick-up staff per buffet.
- One food-picking person per buffet line.
- Two staff per VIP or green room as a baseline.
- Five butlers for a VVIP table up to ten persons.
- Ten butlers for 11–20 VVIP guests.

The volume matrix provides approximately:

- Up to 500 guests: 15–20 clearers and 30–50 service associates.
- 501–1,000: 40–50 clearers and 70–100 associates.
- 1,001–2,000: 60–70 clearers and 100–120 associates.
- 3,000–5,000: 150–180 clearers and 200–250 associates.

Premium silver service is described using a 2:1 guest-to-staff notation; formal sit-down service uses 2:1.5; exhibitions use a baseline 10:1 ratio. These notations should be rewritten clearly as “guests per employee” or “employees per guest” to prevent misinterpretation.

Events of approximately 200–300 guests are expected to use internal teams where possible, with external manpower limited mainly to loaders and clearance support.

Onboarding and development

New employees receive orientation to IICC, team values, POSH and basic HACCP.

The L&D model includes:

- Corporate induction on Day 1.
- Functional/site orientation during Week 1.
- Structured 30-, 60- and 180-day milestones.
- HR empathy and sentiment check-ins.
- Progression from foundation to integration and independence.

Mandatory programmes cover POSH, data security, health and safety and role-specific SOPs. A monthly training calendar is issued on the 25th of the preceding month and is based on audit findings, department requests and performance gaps.

Chapter 16 — Grooming and Hygiene

Pages 303–312

This chapter consolidates appearance and hygiene standards for kitchen employees, F&B staff and butlers, and the Sales team.

Kitchen staff

Kitchen staff must wear clean chef whites, hair covering, mask where required, beard covering, apron and closed non-slip footwear. Jewellery, nail polish, artificial nails and strong fragrance are prohibited.

Hands and workstations are cleaned throughout service. Illness, wounds, pests and equipment defects are reported immediately.

F&B team and butlers

Guest-facing staff require neat hair, a clean shave or defined beard, clean nails, mild fragrance, minimal jewellery, pressed uniform, visible name badge and polished formal shoes.

Butlers are subject to additional white-glove and pre-shift inspection requirements.

Sales team

Client meetings require business-formal clothing. Smart-casual clothing is permitted in appropriate non-client situations. Clothing must be clean and fitted, hair and nails maintained, jewellery restrained and footwear professional.

Medical and illness control

Food handlers require pre-employment and annual medical fitness. Fever, vomiting, diarrhoea, jaundice, persistent cough, skin infection and infected wounds must be reported before duty.

Cuts are covered with a waterproof dressing and gloves where appropriate. Supervisors conduct daily checks and HR maintains medical and training records.

Chapter 17 — Performance Management System

Pages 313–318

Performance management is presented as a continuous conversation rather than an annual form.

The yearly cycle includes:

- Year-end review in March.
- Goal and budget planning in March–April.
- Daily briefings.
- Pre- and post-event reviews.
- Monthly department reviews.
- Annual performance and development review.

Employees must normally have at least six months' service and confirmed status to participate in the formal review.

Performance plans cover business goals, individual development and career discussion. Talent is considered using both performance and future potential.

Rating model

The overall rating is weighted as follows:

- Quality and volume of work: **40%**.
- Process and standards compliance: **20%**.
- Conduct and teamwork: **20%**.
- Ownership and initiative: **20%**.

The rating categories are:

- Significantly Above Target.
- Above Target.
- On Target.
- Below Target.
- Significantly Below Target.

Senior leaders in Bands B1 and B2 also use a balanced scorecard based on People, Profit, Sales and Process. Weighting varies by function; for an Operations Head, Process generally carries the greatest weight.

Chapter 6 — Kitchen Stewarding Department

Pages 319–360; positioned at the end of the manual

The stewarding chapter treats stewarding as a complete operational support department rather than only dishwashing. It supplies clean operating equipment, manages hygiene, inventory, waste, breakage, dishwashing, polishing, garbage and back-of-house readiness.

Vision, structure and responsibilities

The vision is cost-effective, consistent stewarding comparable to restaurant standards. The organization chart is:

Stewarding Manager → Team Leader → Steward.

The Manager controls manuals, meetings, customer complaints, inventory, par levels, cleaning contractors, schedules, training and coordination with culinary and F&B.

The Team Leader supervises daily cleanliness, dishwashing, garbage, stock, breakage and training.

Stewards operate dishwashing and pot-wash areas, clean equipment and floors, segregate waste, polish silver and move supplies.

Cleaning schedules

Detailed cleaning schedules are defined for:

- Convention Centre kitchens.
- Juhi kitchen.
- Dishwashing and pot-wash areas.
- Exhibition Hall kitchens.
- Garde manger.
- Service bars.
- Coffee stations.
- Walk-ins.
- Drains, ceilings, ducts and lighting.

High-use surfaces are generally daily; shelves, ducts, ceilings, filters and similar items are weekly or scheduled at night. Managers and team leaders complete morning, evening and night checklists.

Waste management

Recyclable and non-recyclable waste is separated. Recycling streams include glass, aluminium, steel, paper, plastic, cardboard, used oil and broken operating equipment.

Used oil is stored in designated containers for collection. Cardboard is flattened. Vendor-returnable crates and boxes are segregated.

Chemical and hazardous-substance registers are maintained.

Stewarding “no-nos”

The manual prohibits or discourages poor presentation and service practices such as:

- Aluminium foil on buffets.
- Dirty bowls.
- Dented hollowware.
- Chipped crockery or glasses.
- Spotted silver.
- Streaked glassware.
- Running out of equipment.
- Greasy wiping cloths.
- Hot food on cold plates.
- Management absence during peak periods.

Breakage control

Breakage should remain below 1% of F&B revenue. Breakage is recorded daily and reviewed during inventory. Broken items are placed in a designated breakage box and entered in the Breakage and Loss Control Sheet.

The chapter states that breakage above the 1% threshold may be deducted from the outlet’s tip pool. This provision should be legally and HR reviewed before application.

Decoy and dishwashing system

The “Decoy System” uses example plates and category-specific racks to show service staff how to sort items, reducing breakage and contamination.

The dishwashing sequence is:

Server delivers soiled items → silverware into pre-soak → glasses into racks → plates scraped into wet-waste bin → plates stacked by type → full rack pre-rinsed → machine cycle → clean items unloaded and stored separately.

Clean and dirty items must never be stacked together. Heavily soiled pots should not be washed with glassware.

Garbage procedure

Waste is screened for hotel property and breakage. Wet waste is stored in a garbage chiller. Bins are brushed, sanitized and air-dried before bags are replaced.

Dry-waste disposal times are stated as approximately:

- 07:00–07:30.
- 18:30–19:00.

Garbage-room access and keys are controlled through the housekeeping and stewarding team leaders.

Sanitation and chemical use

The chapter lists intended chemical use for dishwashing liquid, rinse aid, floor cleaner, silver and steel polish, sanitizer, degreaser, utensil cleaner, copper polish, drain cleaner and hand soap.

No chemical may be used for another purpose or mixed with another chemical.

Inventory

Operating-equipment inventory is conducted monthly, with Outlet Manager and Accounts present. Quarterly inventory determines physical stock, breakage and missing-equipment cost.

Recommended count preparation includes plates in stacks of 20, bowls in stacks of ten and silverware in standardized counted groups.

Personal safety

The chapter includes safe handling of glass, dishwashers, water, knives and heavy equipment.

Machines must be switched off and unplugged before panels are opened. Wet floors are cleaned immediately and signed. A falling knife should never be caught, and knives must not be left in sinks.

Emergency closedown

On evacuation:

- Do not panic.
- Shut the LPG main valve.
- Switch off dishwashers, burnishing equipment and electrical installations.
- Seal solid fuel.

- Proceed to the assembly point and report.

The stewarding office shuts down computers, secures papers and cabinets, takes only identified essential files and records any removed document at the assembly point.

Grooming

The final section covers bathing, oral hygiene, deodorant, clean uniforms, approved shoes, stockings/socks, conservative grooming, jewellery limits and hand hygiene.

Kitchen, engineering and stewarding staff require oil-resistant, hard-soled safety footwear. Food handlers must wash hands frequently, cover hair, avoid nail polish and report infection.

4. Kinexin's role in the operating model

The manual establishes an important distinction between **operational responsibility** and **Kinexin's venue-operator governance**.

Explicitly stated Kinexin responsibilities

The document expressly states that:

- The SOP manual was prepared and implemented under Kinexin's guidance.
- A smoking zone at an exhibition requires Kinexin approval as venue authority.

Operational areas where Kinexin oversight is implied

Although not assigned to Kinexin in every SOP approval block, venue-operator involvement is logically required at interfaces involving:

- Venue infrastructure and utilities.
- Loading gates, access routes and security.
- Emergency coordination.
- VVIP protocol.
- Venue protection and restoration.
- Client/organizer coordination.
- Smoking or other venue exceptions.
- Final venue readiness and closure.
- Escalation of repeated or serious compliance breaches.

This is an inference from the operational interfaces, not a universal authority explicitly written in every procedure.

Crew Responsibilities

They remains the direct operator for kitchens, production, staff, vendors, food safety, food courts, service, POS, billing evidence, inventory and most corrective actions. Most SOPs name the General Manager, Executive Chef, Operations, QA, Finance, HR or department heads as approvers or owners.

For stronger governance, the manual would benefit from a formal RACI identifying, for every critical gate:

Kinexin reviewer/approver → evidence required → escalation authority → release decision.

5. Principal strengths of the manual

The manual has several strong features:

1. **Genuine end-to-end coverage.** It links sales, contracts, production, transport, service, finance and learning rather than treating departments separately.
2. **Numerical controls.** Food temperatures, time limits, staffing ratios, invoice timelines, audit frequencies and inventory requirements are measurable.
3. **Strong evidence culture.** Most procedures end in a log, checklist, signature, report or reconciliation.
4. **Clear rejection and hold principles.** Unsafe food, unapproved vendors, defective equipment and unresolved CCP deviations should not be released.
5. **Layered assurance.** Department checks, QA review, third-party hygiene oversight, GoAudits and management review operate together.
6. **Detailed event scalability.** The manual addresses small meetings, large exhibitions, government events and VVIP functions.
7. **Closed-loop improvement.** Feedback, post-event debriefs, CAPA, training and SOP revision are repeatedly connected.

6. Main document-control and implementation issues

Several matters should be corrected before the manual is treated as one fully controlled master document.

Chapter structure and duplication

- Chapter 3 appears before Chapter 2.
- Chapter 6 is placed after Chapter 17.
- Chapter 8 is titled digital sales and billing but duplicates GoAudits.
- Some policy numbering has gaps or inconsistent numbering.

Approval and effective-date control

Many effective-date fields are blank, and many procedures simply state “Approved by General Manager.” A controlled document should identify the specific legal entity, role, issue date, revision number and next review date.

Timeline reconciliation

The manual contains several event milestones:

- Menu freeze at 15 days.
- Kitchen lock at 72 hours.
- BEO at seven days.
- Final numbers at 48 hours.
- Vendor requirements at 48 hours.

These should be integrated into one event critical-path calendar specifying which date is commercial, culinary or operational.

Temperature terminology

General SOPs use chilled limits of 0–4°C, while some HACCP plans use 0–5°C or 5°C. One harmonized standard should be approved, with equipment alarm limits and corrective-action tolerances.

HACCP completeness

Some plans leave “who,” “where” or other monitoring fields blank. Each CCP/OPRP should include:

- Hazard.
- Critical/action limit.
- Monitoring method.
- Frequency.
- Responsible person.
- Location.
- Corrective action.
- Product disposition.
- Verification.
- Record.
- Escalation.

Retention periods

Finance requires records for eight years, while parts of Operations refer to 12 months or company policy. A unified retention matrix is needed by record type and legal requirement.

Commercial and HR wording

The force-majeure refund rules, breakage deduction from tip pools and certain manpower ratios need legal, HR and Finance confirmation.

Checklist control

Chapter 12 forms should be converted into controlled digital templates with document ID, revision, owner, mandatory fields, evidence attachment, escalation rule and retention period.

7. Overall conclusion

The manual is a **comprehensive operating architecture for large-scale F&B delivery at Yashobhoomi**. Its central promise is that no event should depend on informal coordination alone. Each commitment is meant to be translated into a contract or BEO; each product into an approved recipe and controlled production plan; each safety risk into a measurable checkpoint; each service activity into a checklist; each sale into a reconciled transaction; and each failure into a documented corrective action.

Its strongest operational concept is the repeated use of release gates:

Approved source → accepted receipt → compliant storage → verified production → controlled dispatch → safe site setup → opening clearance → monitored service → signed closure → financial reconciliation → audit/CAPA closure.

With document numbering, approval authority, Kinexin RACI, milestone dates, temperature conventions and digital forms standardized, it can function as a robust venue-wide governance manual rather than a collection of departmental SOPs.

HOLISTIC SOP FLOWCHARTS

Editable process atlas + presentation-ready governance model

Executive summary

The manual is reorganised into one lifecycle, 17 chapter flows and 231 task-level control flows.

ONE END-TO-END LIFECYCLE

Client introduction to post-event audit and continuous improvement

231 TASK FLOWCHARTS

Every SOP/section shown as input, action, critical check, evidence and release/CAPA

KINEXIN CONTROL LAYER

Approval, monitoring, supervision, control and escalation shown at each critical gate

TRACEABLE EVIDENCE

Logs, checklists, reports, signatures and dashboards linked to process release

How to read the flowcharts

Crew remains the process executor; the Kinexin band makes venue-operator checkpoints explicit.

INPUT

Approved brief, order, resource or trigger

CORE ACTIONS

Crew operational execution

CRITICAL CHECK

Gate that must pass before release

EVIDENCE

Log, checklist, report, sign-off or system record

RELEASE / CAPA

Release to next stage or hold, correct and escalate

KINEXIN OVERSIGHT LAYER

A = Approve M = Monitor S = Supervise
C = Control E = Escalate

SOLID GREEN = MANUAL-STATED

Explicit Kinexin or venue-authority interface in the source.

DASHED PURPLE = GOVERNANCE OVERLAY

Added to meet the requested venue-operator control model; validate against the final contract/RACI.

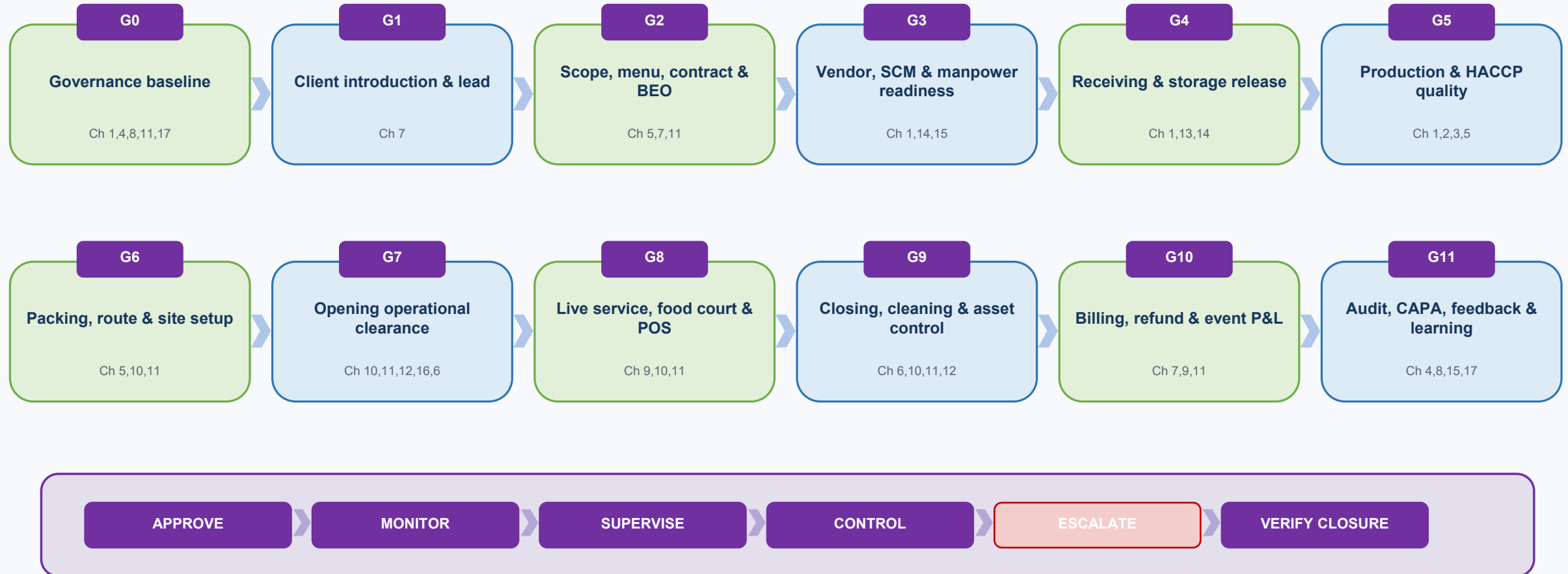
Operating governance: four-lane model

Execution, venue control, independent assurance and client approval remain distinct but connected.



Holistic end-to-end SOP flow

All chapters converge into one event and food-service lifecycle with Kinexin release gates.



KINEXIN CONTROL LOOP - evidence-based release at each gate; failed checks move to hold, correction, verification and controlled reopen.

Kinexin venue-operator control tower across core functions

A single oversight layer consolidates evidence, exceptions and operating release decisions.



Kinexin release gates and minimum evidence

A gate is passed only when required evidence is complete, current and verified.

G0	SOP / RACI baseline	Approved document, users, standards	G6	Logistics / site	Pack temp, manifest, utilities
G1	Client / event acceptance	Brief, venue fit, SPOC	G7	Opening clearance	Hygiene, equipment, staff, POS
G2	Commercial commitment	Contract, PI/advance, BEO	G8	Live service control	Walk-through, temps, incidents
G3	Resource readiness	Vendor licences, PO, roster	G9	Close-down	Cleaning, inventory, fuel, security
G4	Receiving release	GRN, quality, temperature	G10	Financial closure	Invoice, cash/digital reconcile, P&L
G5	Production quality	CCP logs, chef / QA release	G11	Improvement closure	CAPA, feedback, training, SOP update

FAILED GATE = HOLD AFFECTED PRODUCT / AREA / TRANSACTION -> CORRECT -> VERIFY -> CONTROLLED REOPEN

Critical food-safety checkpoints

Key limits and release rules recurring across receiving, storage, cooking, holding and transport.

RECEIVING

Chilled 0-4 C
Frozen -18 C or below

Reject / log out-of-range

CHILLED STORAGE

0-4 C (or defined HACCP 0-5 C)

Monitor and segregate

FROZEN STORAGE

-18 C or below

No refreezing thawed meat

COOKING

Poultry / reheated 75 C
Ground meat 70 C

Continue cooking and recheck

HOT / COLD HOLDING

Hot above 60 C
Cold below 5 C

Discard danger-zone >2 h

BLAST FREEZE / COOL

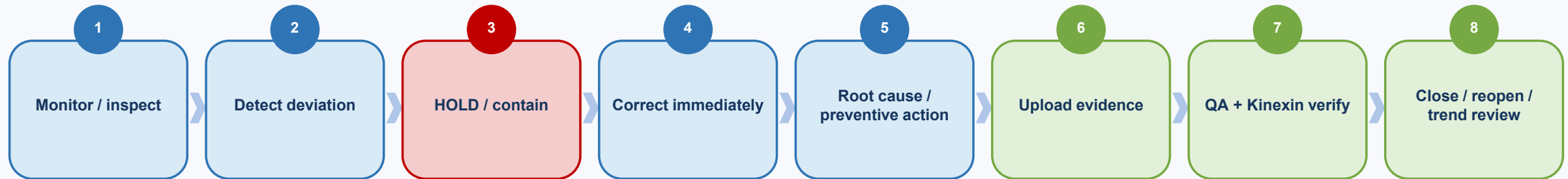
Blast freeze -30 C
Controlled cooling to 5 C

Record each batch and verify

Use the limit stated in the applicable task/CCP plan; the source contains some 0-4 C vs 0-5 C variations that require master-limit validation.

Audit, deviation and CAPA control loop

The same evidence-based loop applies to food safety, operations, finance, people and facilities.



IMMEDIATE CONTROLS

- Stop affected product / area / transaction
- Protect guests and evidence
- Notify owner and Kinexin escalation point

VERIFICATION

- Objective evidence uploaded
- Reinspection / recalibration if needed
- No closure without verifier approval

MANAGEMENT REVIEW

- Overdue / repeat trends
- KPI and risk review
- Training / SOP / resource changes

Chapter map and task count

The atlas follows numerical chapter order even though the source document sequence is irregular.



Document validation flags for Kinexin approval

These do not invalidate the flowcharts, but should be resolved in the controlled SOP master.

CHAPTER ORDER

Chapter 3 precedes Chapter 2 and Chapter 6 appears after Chapter 17.

ACTION: Reissue a controlled numeric TOC.

CHAPTER 8 CONTENT

Title says digital sales & billing; pages 155-162 repeat GoAudits/internal audit.

ACTION: Confirm intended system workflow and replace duplicate content.

NUMBERING GAPS

Chapter 1 policy numbering jumps and labels are inconsistent.

ACTION: Renumber SOPs and keep a master register.

HACCP FIELDS / LIMITS

Some owner/location fields are blank and chiller limits vary between 0-4 and 0-5 C.

ACTION: Approve a single validated critical-limit master.

KINEXIN RACI

Most source tasks name Crew roles but not explicit venue-operator decision rights.

ACTION: Approve the overlay and incorporate it into contract/RACI and forms.

Chapter 1 - Food Safety & Hygiene

Control food safety from approved sourcing through food court service and post-service review. | Source pages 5-45



CRITICAL CHECKPOINTS

- Vendor licences and approved PO
- Receiving quality and cold-chain limits
- Segregation, hygiene and sanitation
- Cooking / holding temperatures
- Allergen and food-court compliance

RECORDS / KPI EVIDENCE

- Approved vendor and PO files
- GRN / temperature / rejection logs
- Cleaning, hygiene and calibration records
- Cooking / buffet / allergen logs
- Audit reports and post-service actions

KINEXIN VENUE-OPERATOR CONTROLS

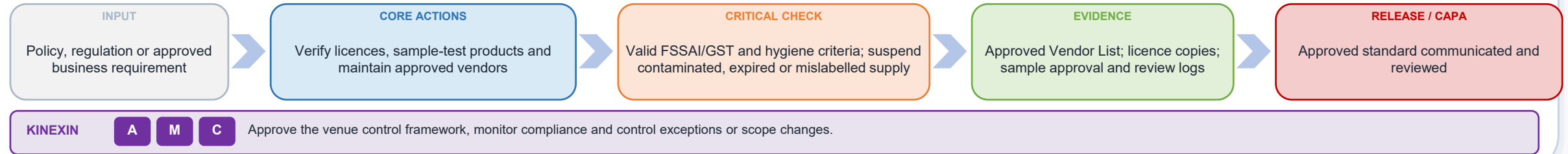
- Approve venue-facing supplier and exception controls
- Monitor food-safety records and audit trends
- Supervise opening / live-service / closing checks
- Control product release and escalate critical deviations

Chapter 1 - Food Safety & Hygiene | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

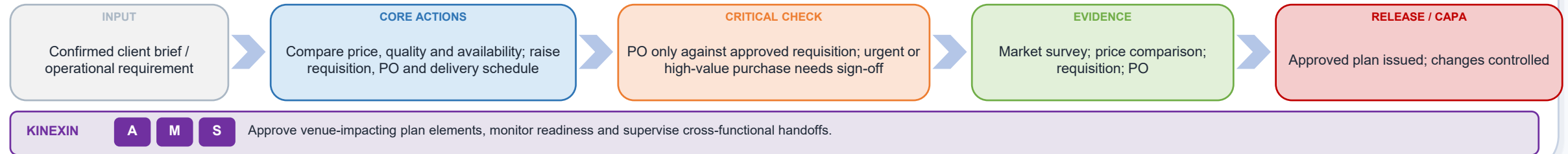
1 Vendor & Ingredient Sourcing

Owner: Purchase Manager / Executive Chef / Store | p.15



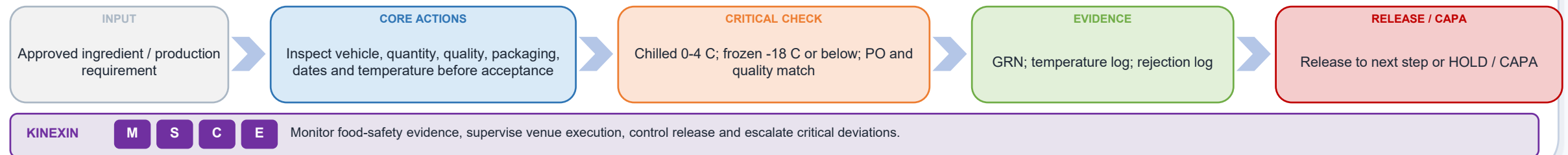
2 Market Survey & Procurement

Owner: Purchase Manager / Executive Chef / Accounts | p.17



3 Food Receiving & Inspection

Owner: Store / Receiving / Chef / Hygiene | p.18

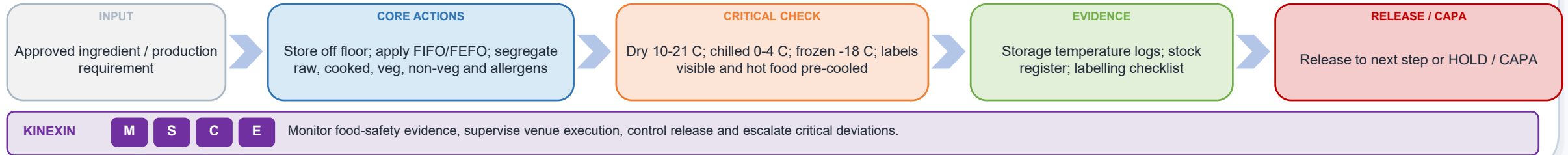


Chapter 1 - Food Safety & Hygiene | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

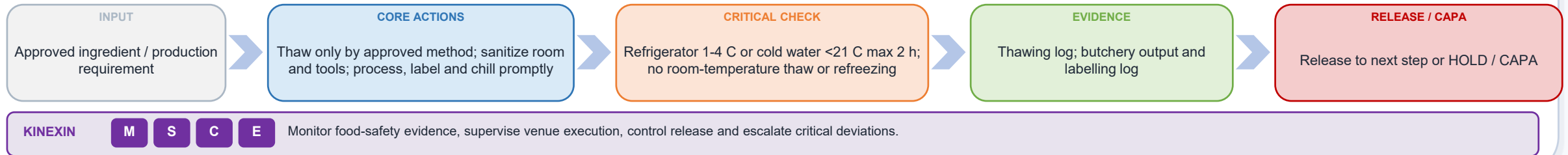
4 Storage - Raw & Cooked

Owner: Store / Kitchen / Hygiene | p.20



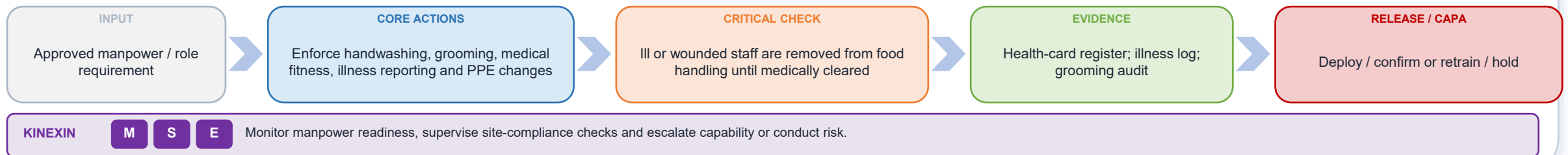
5 Thawing & Butchery

Owner: Butchery Chef / Hygiene / Store | p.22



6 Personal Hygiene of Staff

Owner: Hygiene Executive / HR / Department Heads | p.23

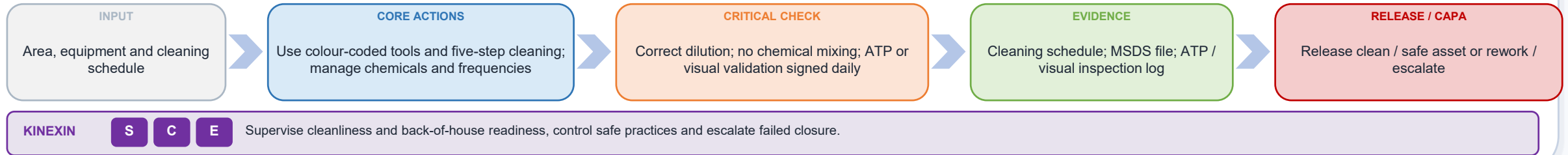


Chapter 1 - Food Safety & Hygiene | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

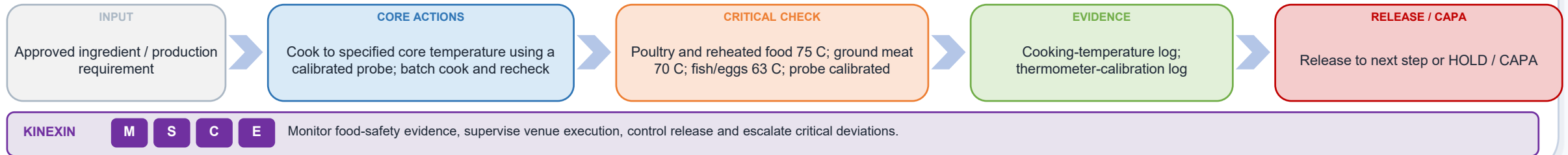
7 Cleaning & Sanitization

Owner: Hygiene / Stewarding / Kitchen | p.24



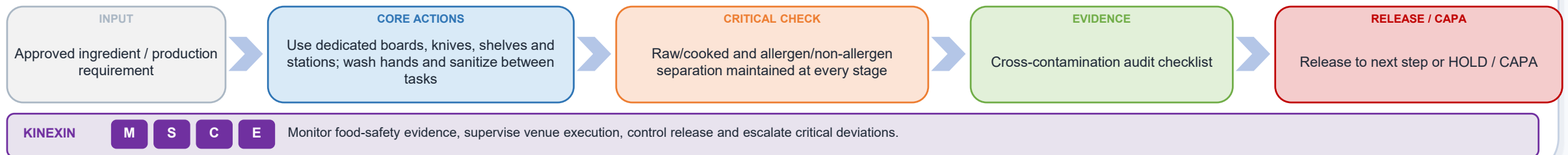
8 Cooking & Temperature Control

Owner: Executive Chef / Line Cooks / Hygiene | p.26



9 Cross-Contamination Prevention

Owner: Kitchen & Service Staff / Hygiene | p.27

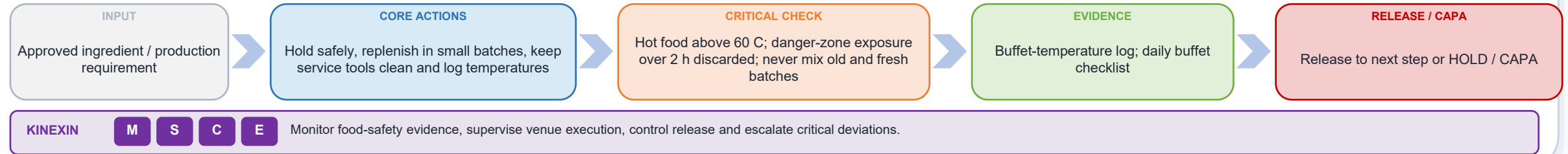


Chapter 1 - Food Safety & Hygiene | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

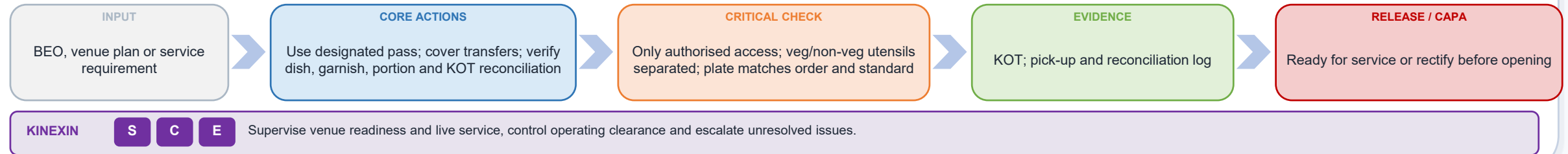
10 Hot-Holding & Buffet Service

Owner: Kitchen / Stewards / Chef on Duty | p.28



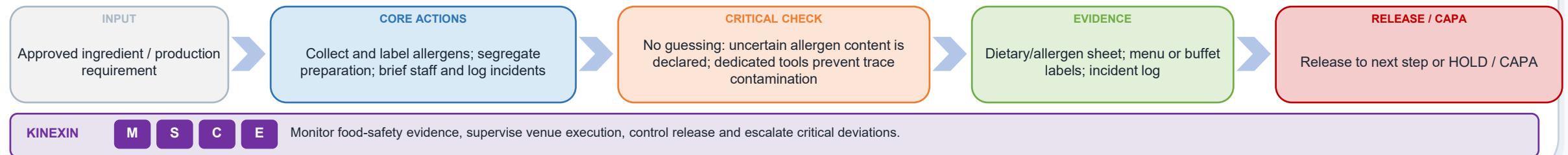
11 Food Pick-Up & Plating

Owner: Kitchen / Service / Chef on Duty | p.29



12 Allergen Management

Owner: Executive Chef / Event Coordinator / Service | p.30

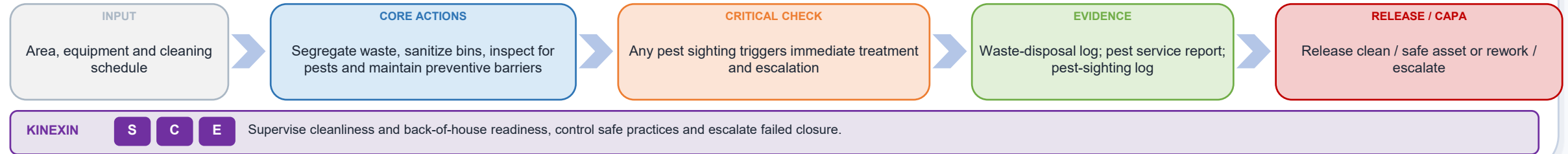


Chapter 1 - Food Safety & Hygiene | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

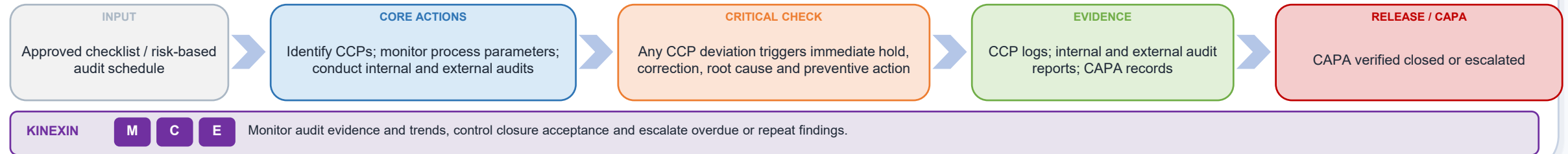
13 Waste Management & Pest Control

Owner: Hygiene / Stewarding / Pest Vendor | p.31



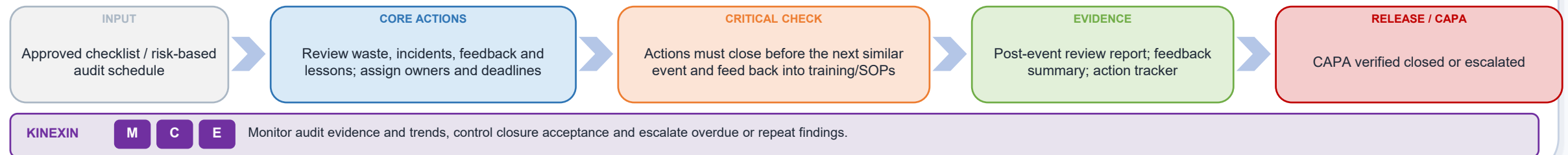
14 Monitoring, Audits & HACCP Compliance

Owner: Hygiene Officer / Quality / Department Heads | p.32



15 Post-Service Review

Owner: Operations Manager / Executive Chef / Hygiene | p.33

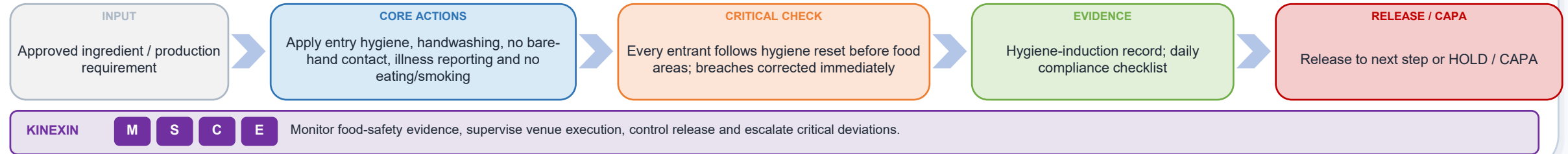


Chapter 1 - Food Safety & Hygiene | Task flows 16-18

Each task shows execution, critical release evidence and Kinexin oversight.

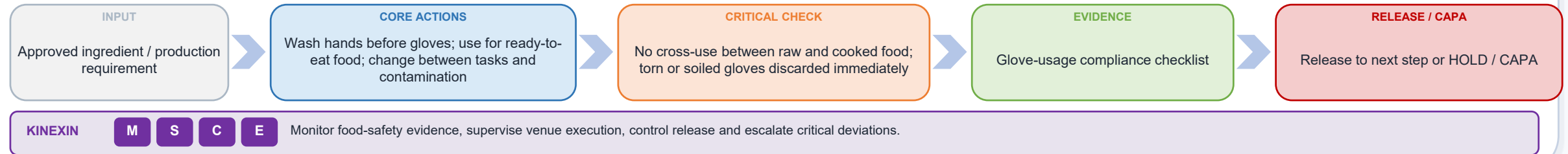
16 Good Hygiene Policy - GHP

Owner: Hygiene Officer / Department Heads / All Staff | p.34



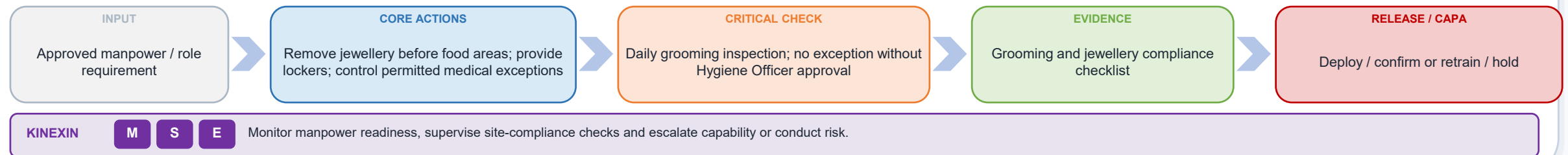
17 Gloves Policy

Owner: Kitchen / Service / Hygiene | p.35



18 Jewellery Policy

Owner: HR / Hygiene / Department Heads | p.36

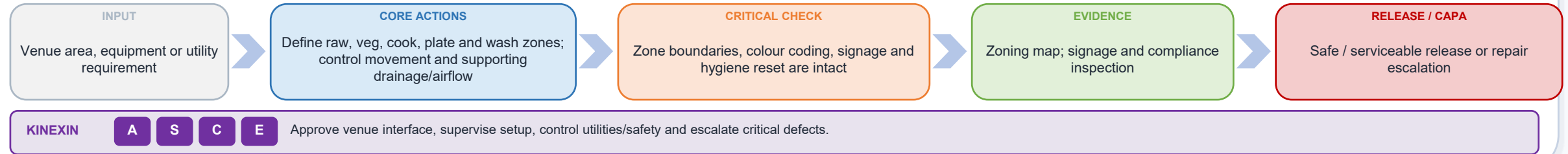


Chapter 1 - Food Safety & Hygiene | Task flows 19-21

Each task shows execution, critical release evidence and Kinexin oversight.

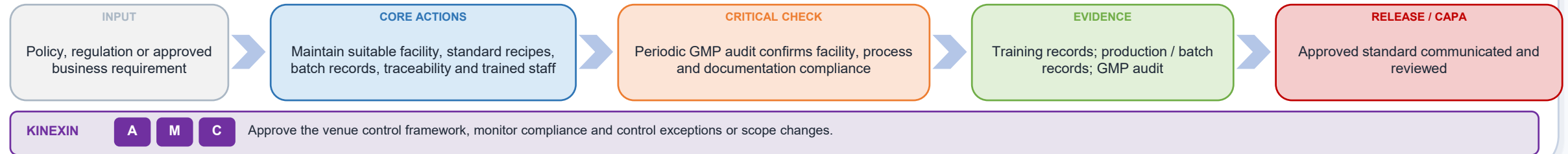
19 Kitchen Zoning Policy

Owner: Executive Chef / Hygiene / Engineering | p.37



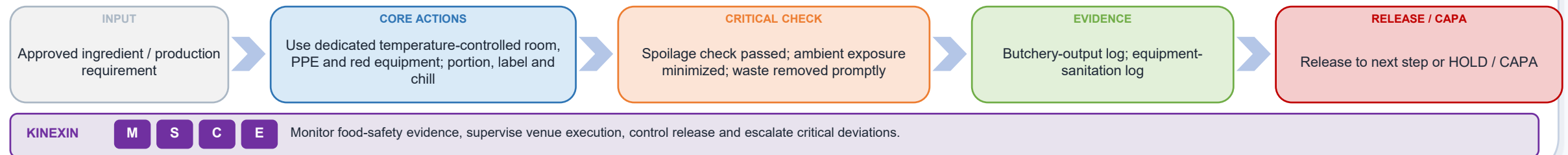
20 Good Manufacturing Practice - GMP

Owner: Executive Chef / Quality / Hygiene | p.38



21 Butchery

Owner: Butchery Chef / Hygiene / Store | p.39

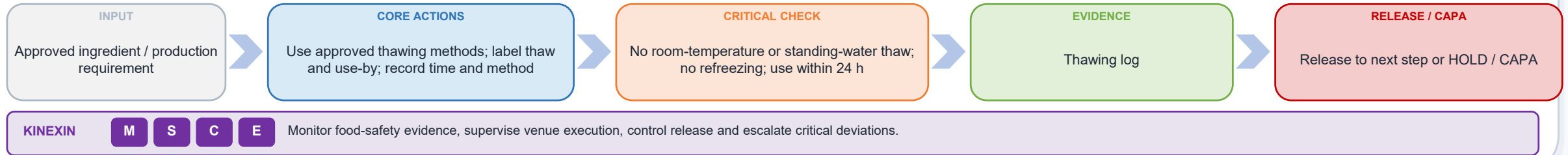


Chapter 1 - Food Safety & Hygiene | Task flows 22-24

Each task shows execution, critical release evidence and Kinexin oversight.

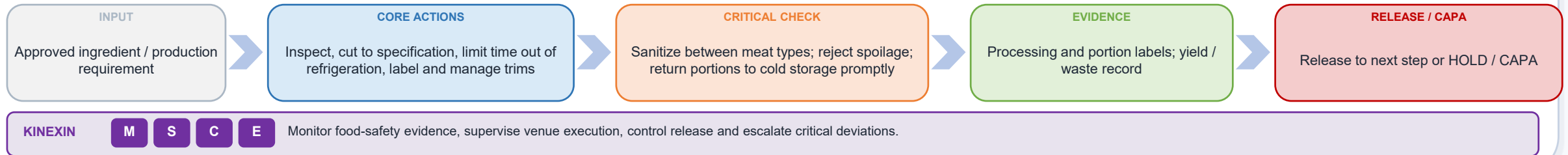
22 Meat Thawing

Owner: Kitchen / Store / Hygiene | p.40



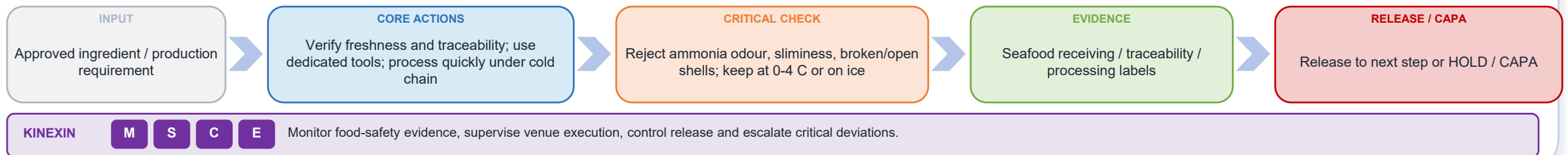
23 Meat Processing

Owner: Butchery Chef / Commis / Hygiene | p.41



24 Seafood Processing

Owner: Seafood Chef / Hygiene / Store | p.42

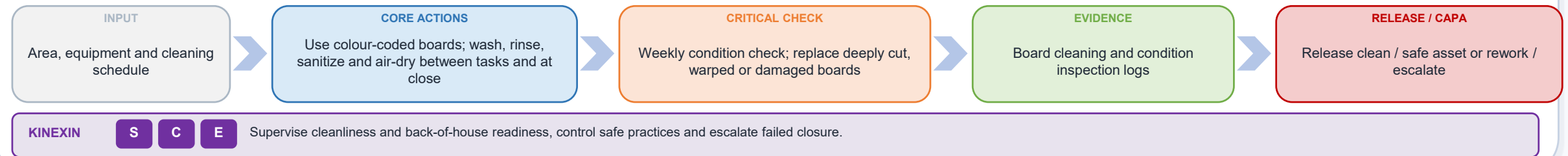


Chapter 1 - Food Safety & Hygiene | Task flows 25-26

Each task shows execution, critical release evidence and Kinexin oversight.

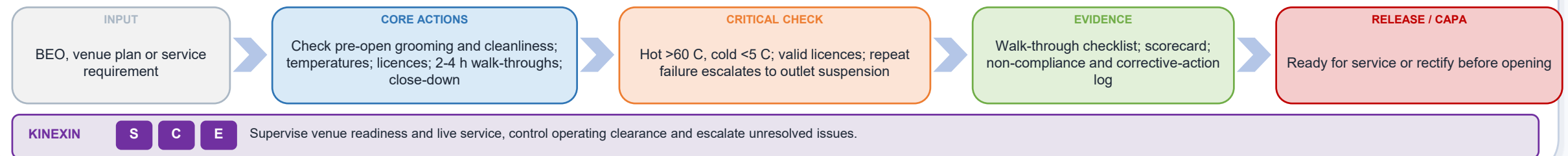
25 Chopping Board Cleaning

Owner: Kitchen / Stewarding / Hygiene | p.43



26 Food Court Check

Owner: Food Court Supervisor / Hygiene / Outlet Operators | p.44



Chapter 2 - HACCP

Identify hazards, classify CCP/OPRP controls and verify critical limits for meat, vegetables and non-veg gravy. | Source pages 46-91



CRITICAL CHECKPOINTS

- Competent FSTL/FSTM team
- Validated process flow
- Severity / likelihood decision
- Defined critical limits and frequency
- Calibrated instruments and records

RECORDS / KPI EVIDENCE

- Team verification sheet
- Process-flow diagrams
- Hazard-analysis worksheets
- CCP / OPRP plans
- Temperature and calibration records

KINEXIN VENUE-OPERATOR CONTROLS

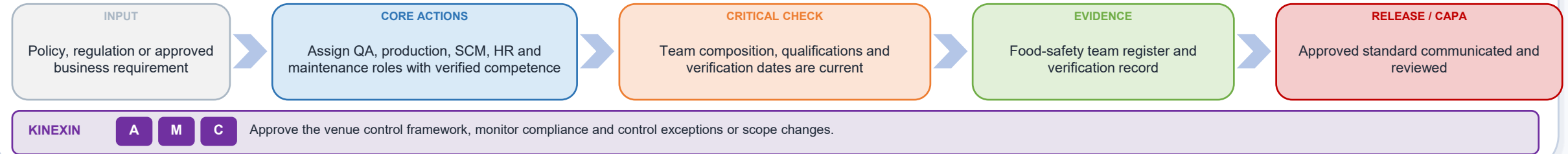
- Monitor HACCP governance and review critical-limit evidence
- Control escalation when a CCP or OPRP fails
- Require independent verification and trend reporting
- Approve reopening after effective corrective action

Chapter 2 - HACCP | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

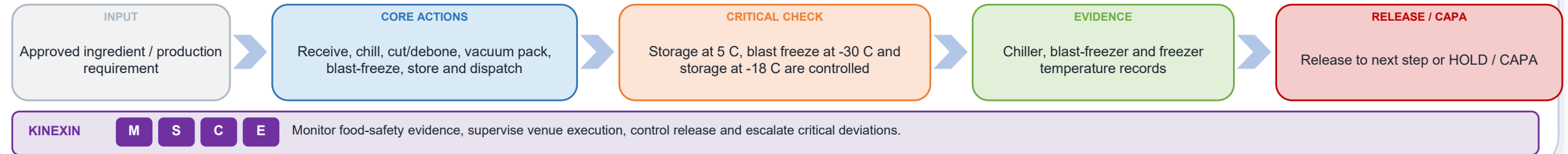
2.1 Food Safety Management Team

Owner: FSTL / FSTM members | p.47



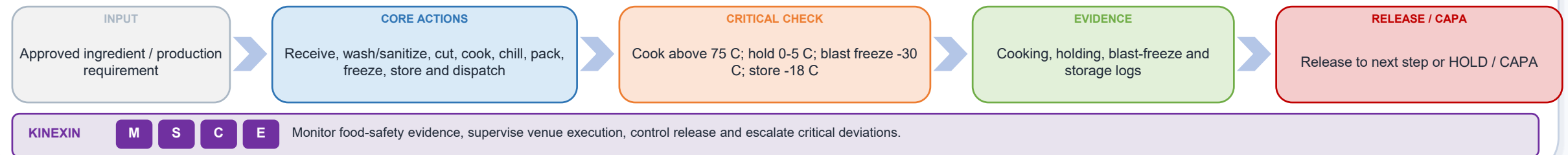
2.2 Meat / Poultry Process Flow

Owner: Production / QA | p.48



2.3 Vegetable Preparation Flow

Owner: Production / QA | p.49

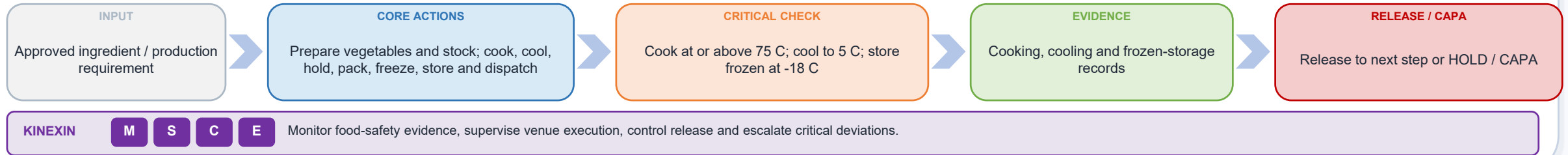


Chapter 2 - HACCP | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

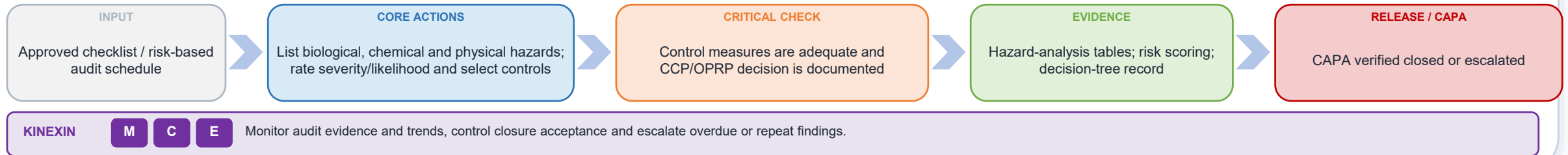
2.4 Non-Veg Gravy Preparation Flow

Owner: Production / QA | p.50



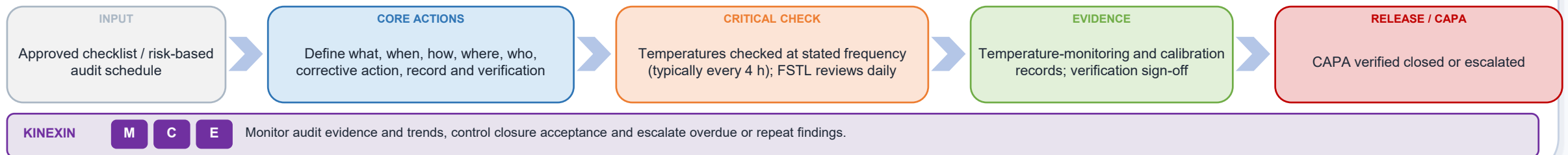
2.5 Hazard Analysis & Risk Assessment

Owner: Food-safety team | p.52



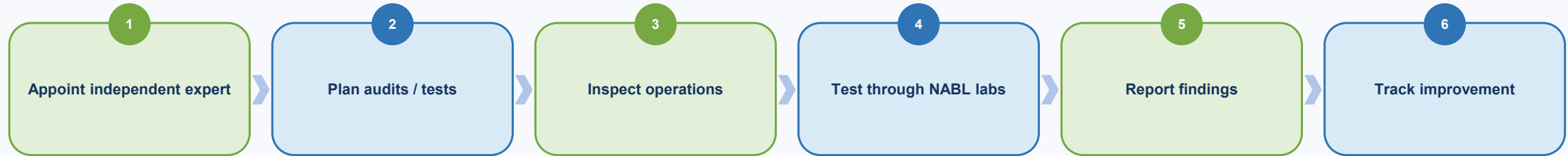
2.6 CCP & OPRP Monitoring Plans

Owner: Production In-Charge / FSTL | p.87



Chapter 3 - Food Safety & Quality

Add independent hygiene management, external audit expertise and accredited laboratory testing. | Source pages 13-14



CRITICAL CHECKPOINTS

- Independence and competence
- Risk-based sampling
- Transparent evidence
- Accredited analytical testing
- Corrective action closure

RECORDS / KPI EVIDENCE

- Audit reports
- Laboratory certificates / results
- Corrective-action records
- Management review outputs

KINEXIN VENUE-OPERATOR CONTROLS

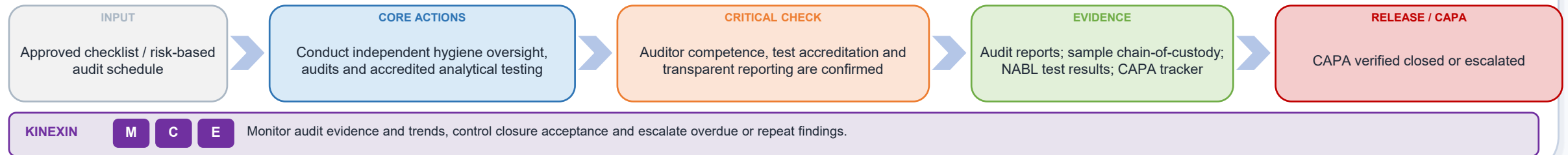
- Commission or recognise independent assurance
- Review reports and critical findings
- Escalate repeated or high-risk non-compliance
- Use results in venue management review

Chapter 3 - Food Safety & Quality | Task flows 1-1

Each task shows execution, critical release evidence and Kinexin oversight.

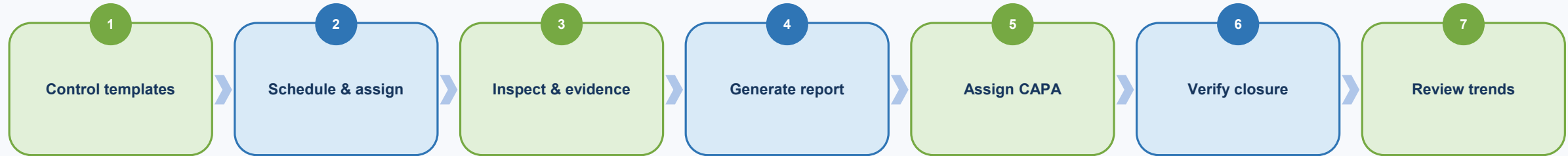
3.1 Independent Hygiene & Laboratory Oversight

Owner: QTech Hygiene Manager / NABL Laboratory | p.14



Chapter 4 - GoAudits Internal Audit System

Plan, conduct, evidence, report, correct and close internal audits consistently across IICC operations. | Source pages 92-99



CRITICAL CHECKPOINTS

- Approved checklist version
- Risk-based frequency
- Complete photos / comments / signatures
- Owner and due date
- Closure evidence verified

RECORDS / KPI EVIDENCE

- Audit checklists and reports
- Photos / timestamps / signatures
- CAPA evidence and closure comments
- Dashboards and KPI trends

KINEXIN VENUE-OPERATOR CONTROLS

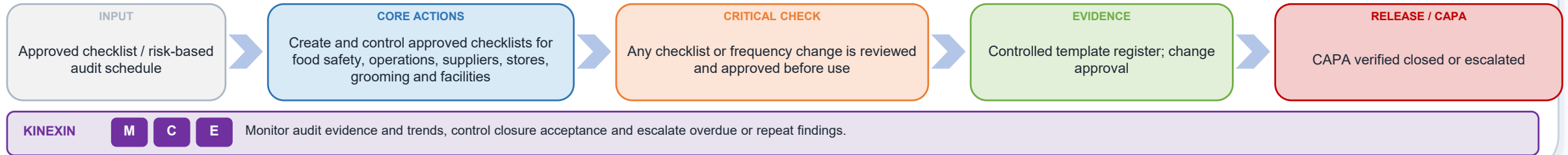
- Govern venue audit scope and access
- Monitor scores, overdue actions and repeat findings
- Control closure acceptance for venue-impacting issues
- Escalate trends through management review

Chapter 4 - GoAudits Internal Audit System | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

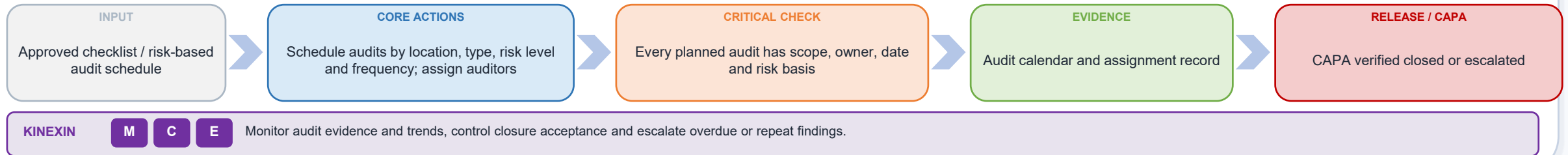
4.1 Audit Template Governance

Owner: Corporate QA / Internal Audit | p.93



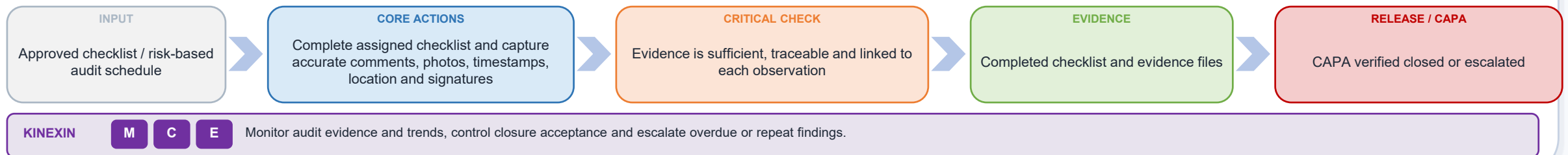
4.2 Audit Planning & Scheduling

Owner: Corporate QA / Internal Audit | p.93



4.3 Inspection & Evidence Capture

Owner: Auditor / Inspector | p.93

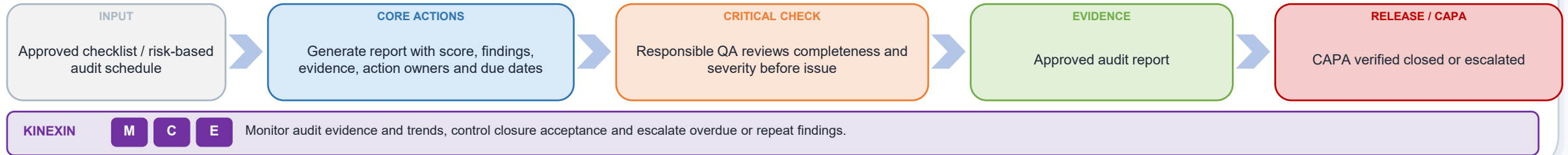


Chapter 4 - GoAudits Internal Audit System | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

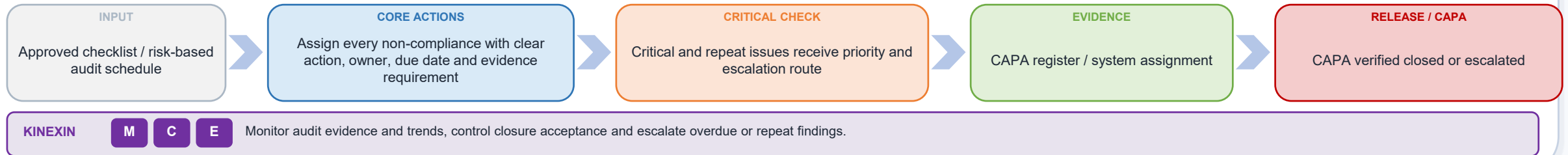
4.4 Audit Report Generation & Review

Owner: QA / Internal Audit Owner | p.94



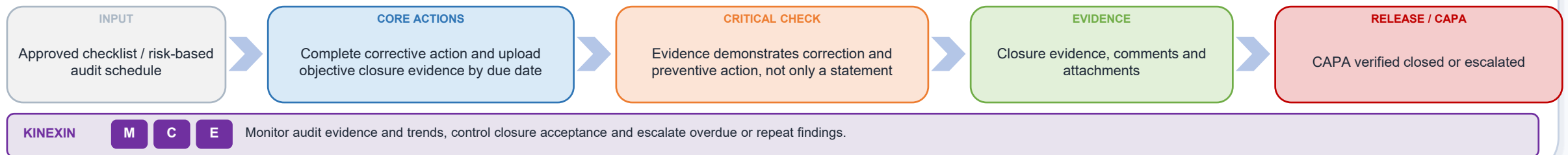
4.5 CAPA Assignment

Owner: QA / Location Manager | p.94



4.6 Action Completion & Evidence Upload

Owner: Action Owner / Location Manager | p.94

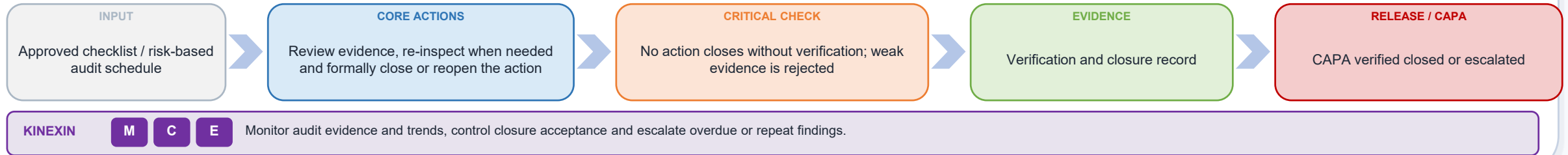


Chapter 4 - GoAudits Internal Audit System | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

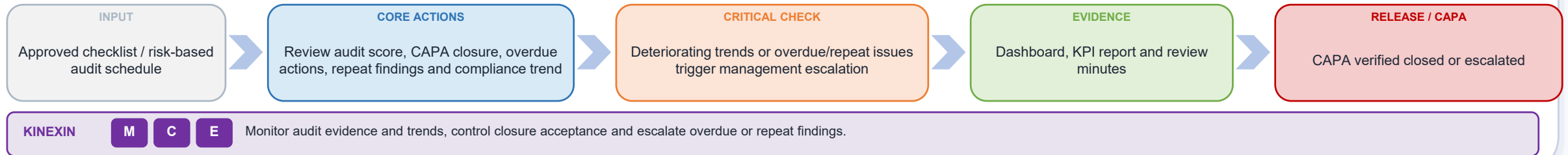
4.7 QA Verification & Closure

Owner: QA / Internal Audit | p.94



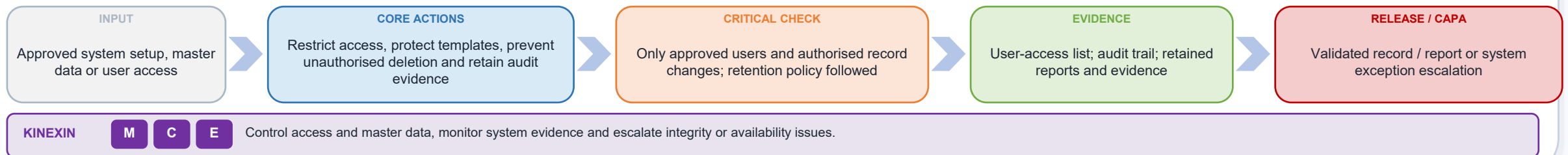
4.8 Management Dashboard & KPIs

Owner: Senior Management | p.99



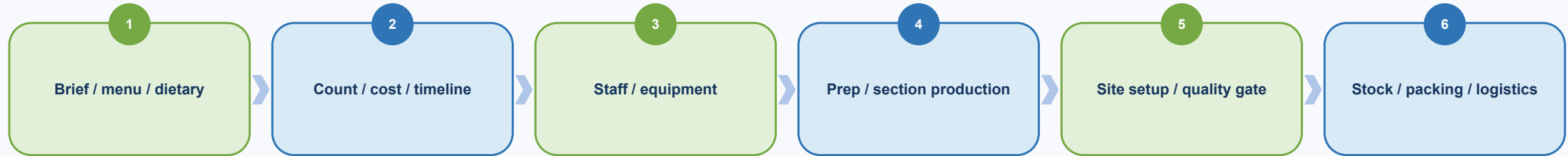
4.9 System Access, Records & Retention

Owner: Corporate QA / Authorised Users | p.99



Chapter 5 - Kitchen Production - Luxury Catering

Convert the confirmed event brief into controlled production, on-site finishing and safe logistics. | Source pages 100-132



CRITICAL CHECKPOINTS

- Menu lock and written change control
- Guaranteed count and recipe yield
- Staff skills and equipment readiness
- Section temperatures / quality standards
- On-site sign-off before handover

RECORDS / KPI EVIDENCE

- Menu and dietary sheets
- Portion / costing / timeline / staffing records
- Prep, production and temperature logs
- Site quality log
- Packing, vehicle and route records

KINEXIN VENUE-OPERATOR CONTROLS

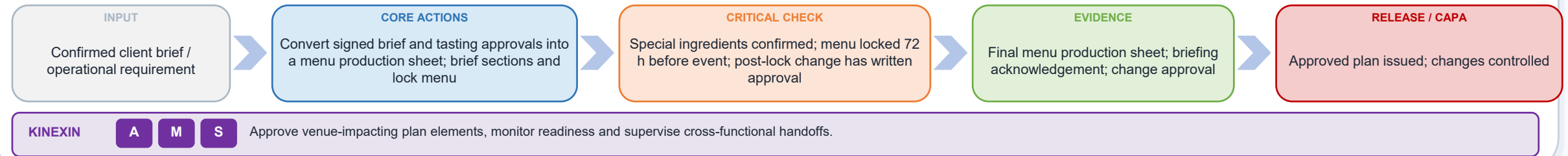
- Approve venue, security and event-interface requirements
- Monitor change control, readiness and critical food-safety evidence
- Supervise site setup and final handover gate
- Control delays, route/security exceptions and escalation

Chapter 5 - Kitchen Production - Luxury Catering | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

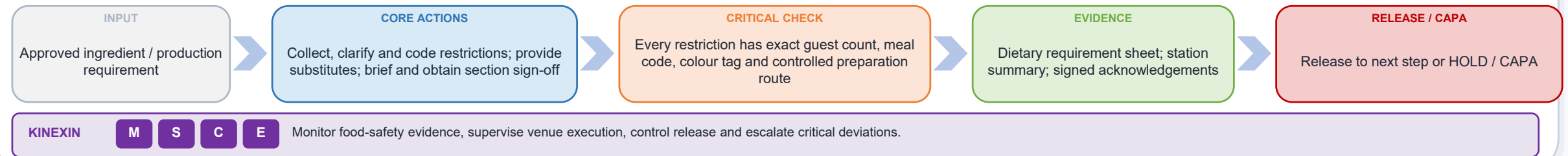
SOP 1.1 Event Briefing & Menu Finalization

Owner: Executive Chef / Banquet Chef / Sales | p.102



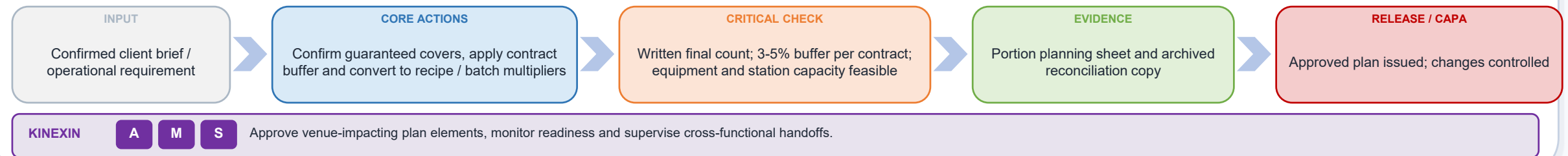
SOP 1.2 Client Dietary / Allergy Requirements

Owner: Banquet Coordinator / Sous Chef | p.103



SOP 1.3 Guest Count & Portion Planning

Owner: Operations Manager / Executive Chef | p.104

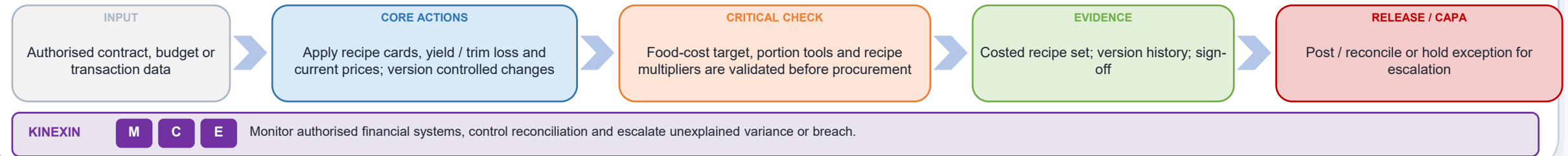


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

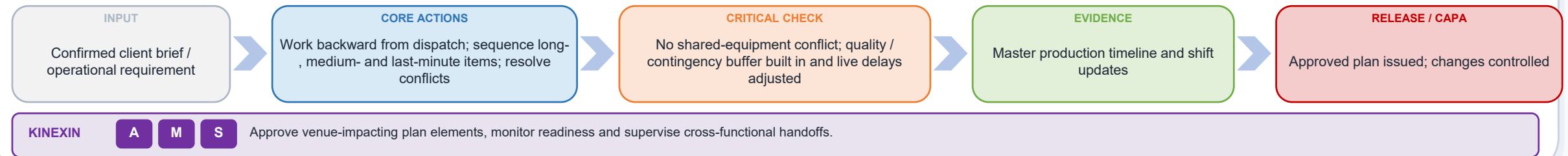
SOP 1.4 Recipe Costing & Yield Standardization

Owner: Executive Chef / Cost Controller | p.105



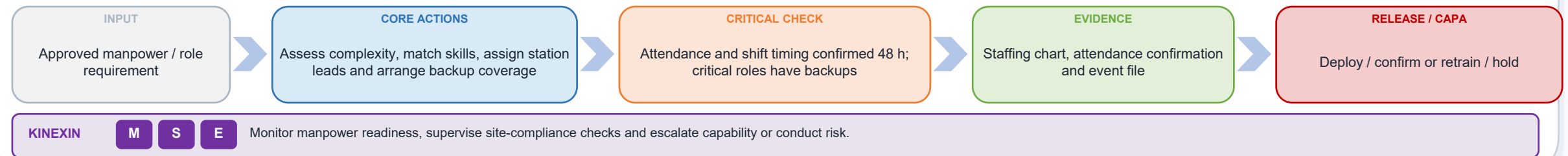
SOP 1.5 Production Schedule & Timeline

Owner: Executive Chef / Sous Chef | p.106



SOP 1.6 Staffing Allocation

Owner: Executive Chef / HR Coordinator | p.107

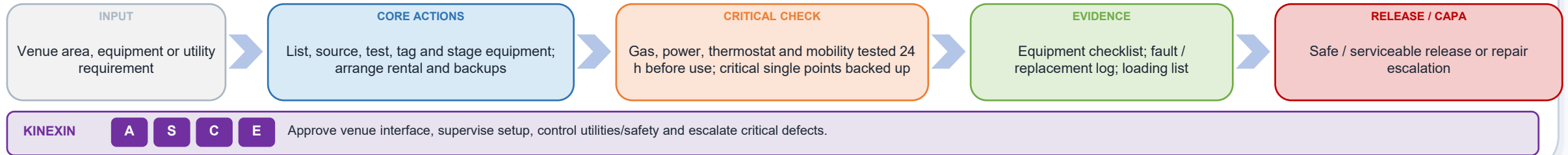


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

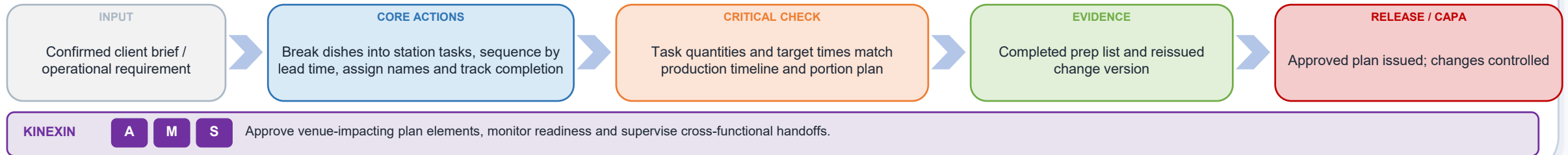
SOP 1.7 Equipment Requirements Checklist

Owner: Kitchen Steward / Chef | p.108



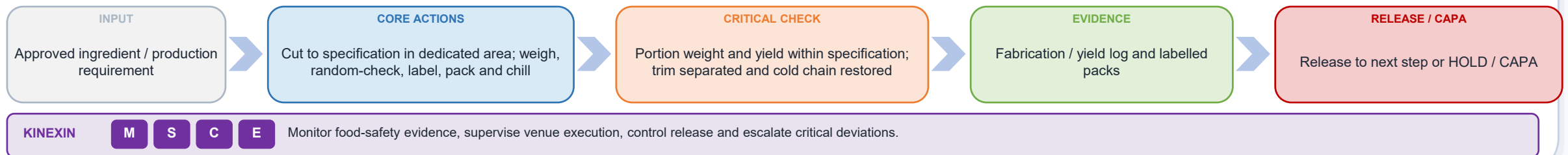
SOP 2.1 Daily Prep List by Station

Owner: Sous Chef / Chef de Partie | p.109



SOP 2.2 Butchery & Fabrication Standards

Owner: Butchery Chef de Partie | p.110

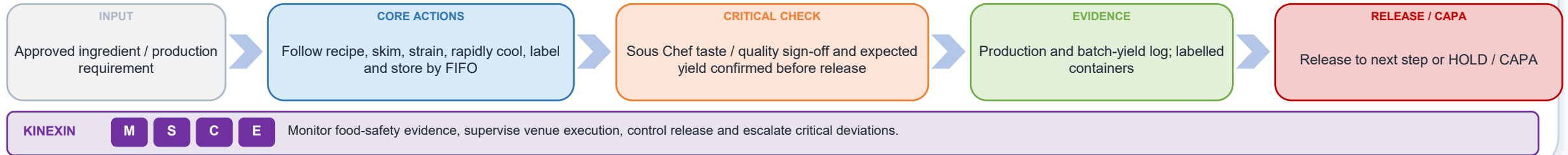


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

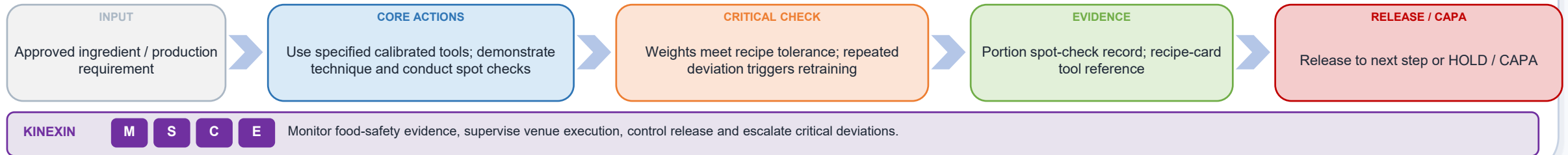
SOP 2.3 Sauce, Stock & Base Preparation

Owner: Sauce / Larder Chef de Partie | p.111



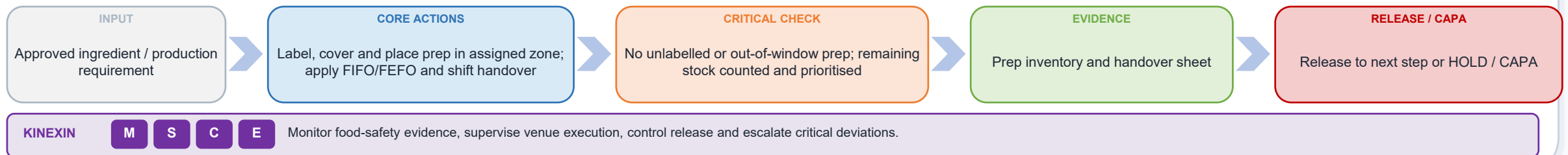
SOP 2.4 Portion Control Standards

Owner: Sous Chef / Chef de Partie | p.112



SOP 2.5 Prep Storage & Labelling

Owner: Chef de Partie / Commis | p.113

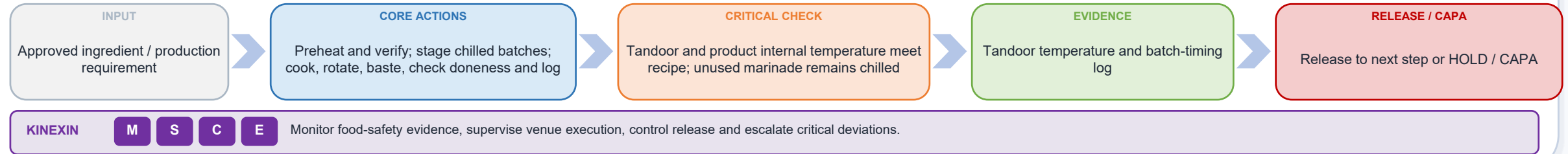


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

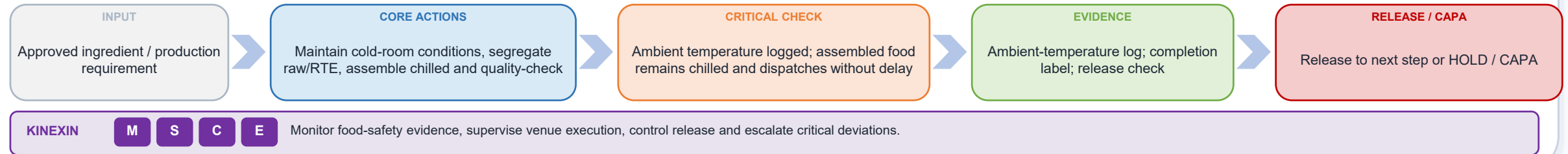
SOP 3.1 Tandoori Section

Owner: Tandoor Chef de Partie | p.114



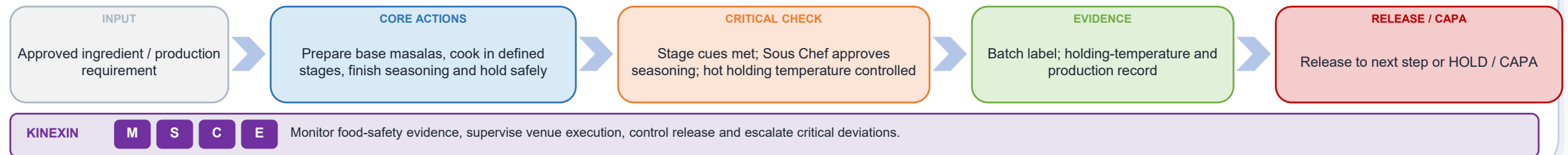
SOP 3.2 Cold Kitchen - Garde Manger

Owner: Cold Kitchen Chef de Partie | p.115



SOP 3.3 Indian Kitchen

Owner: Indian Kitchen Chef de Partie | p.116

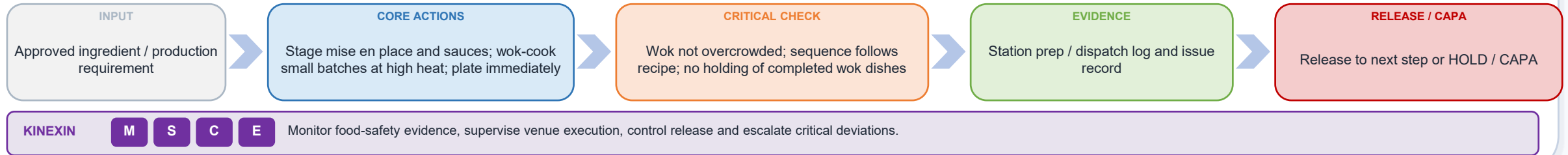


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 16-18

Each task shows execution, critical release evidence and Kinexin oversight.

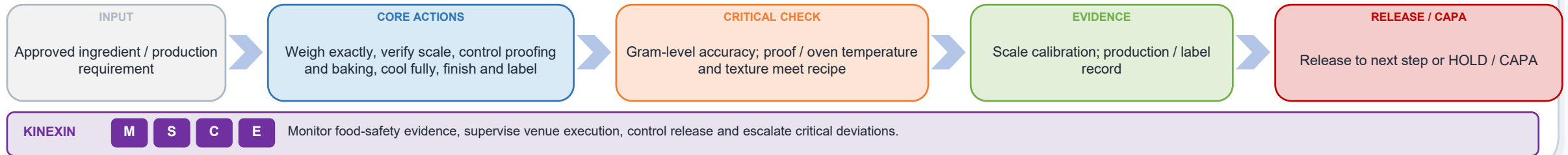
SOP 3.4 Chinese Kitchen

Owner: Chinese Kitchen Chef de Partie | p.117



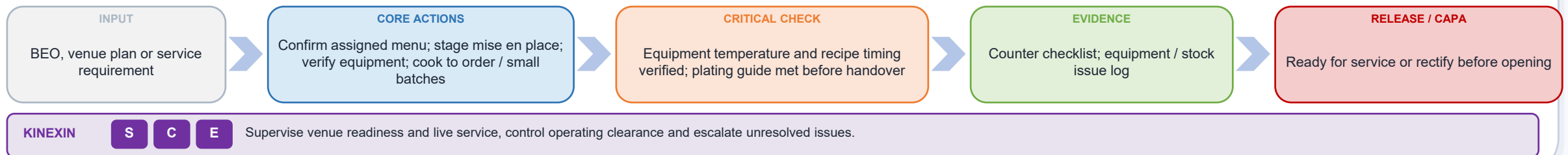
SOP 3.5 Bakery & Pastry

Owner: Pastry Chef de Partie | p.118



SOP 3.6 Specialty Sections / Live Counters

Owner: Section Chef de Partie | p.119

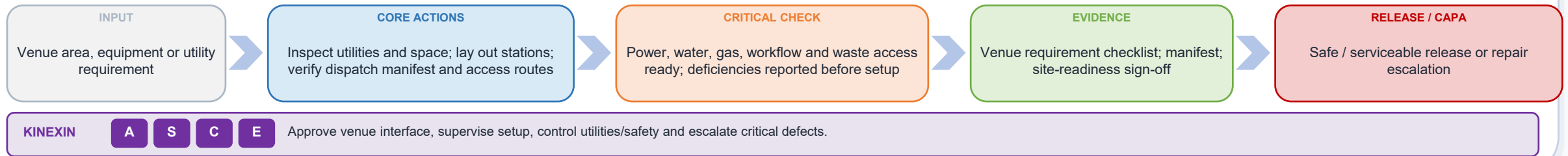


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 19-21

Each task shows execution, critical release evidence and Kinexin oversight.

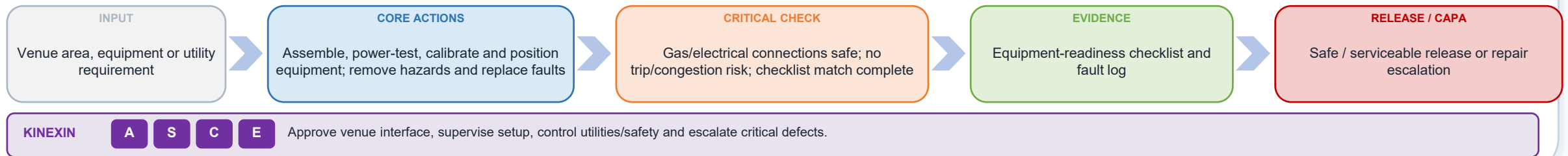
SOP 4.1 Site Inspection & Kitchen Setup

Owner: Sous Chef / On-Site Kitchen Lead | p.120



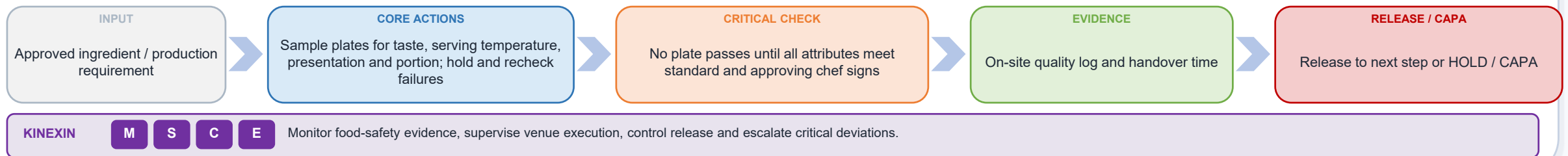
SOP 4.2 Equipment Assembly & Safety Checks

Owner: Kitchen Steward / Sous Chef | p.121



SOP 4.3 Final Quality Check Before Handover

Owner: Sous Chef / Executive Chef | p.122

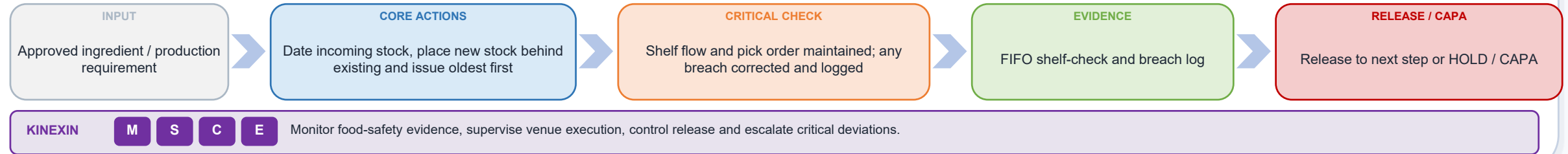


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 22-24

Each task shows execution, critical release evidence and Kinexin oversight.

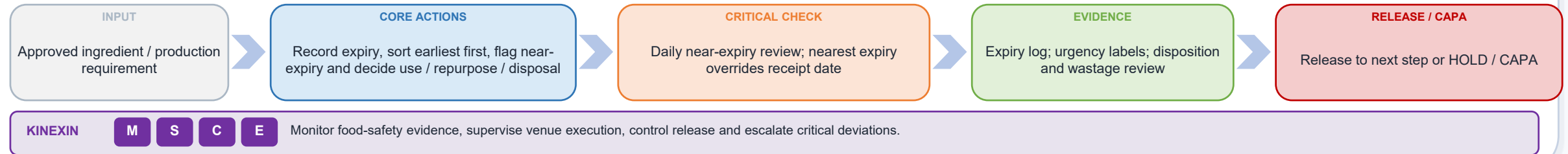
SOP 5.1 FIFO Stock Rotation

Owner: Kitchen Storekeeper | p.122



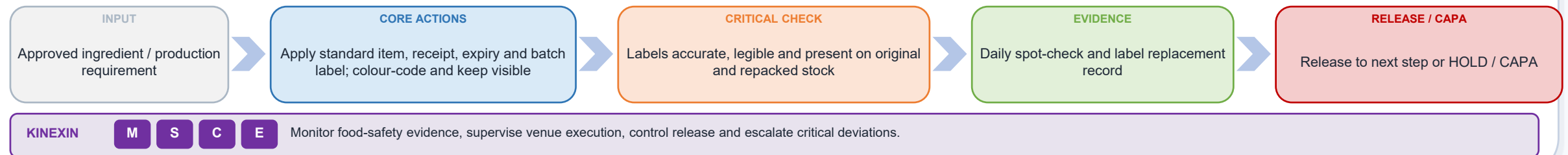
SOP 5.2 FEFO Stock Rotation

Owner: Kitchen Storekeeper | p.124



SOP 5.3 Labelling, Dating & Shelf Tagging

Owner: Storekeeper / Store Assistant | p.125

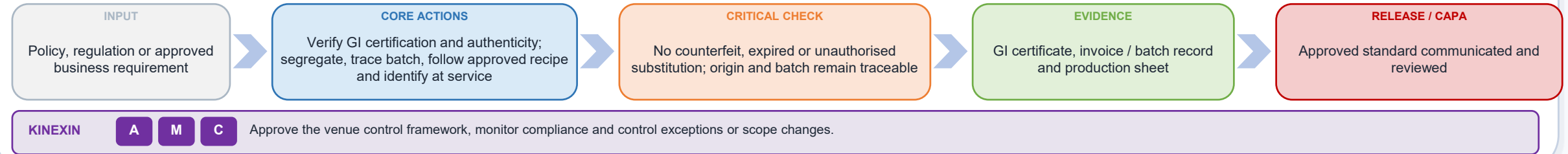


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 25-27

Each task shows execution, critical release evidence and Kinexin oversight.

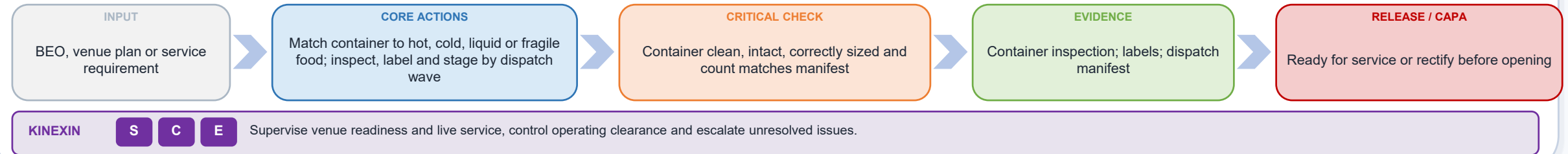
SOP 5.4 GI Tagged Ingredients

Owner: Chef / Purchasing / QA / Stores | p.126



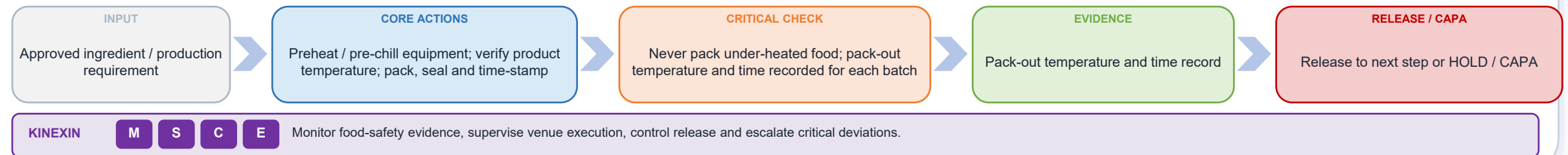
SOP 6.1 Transport Containers & Equipment

Owner: Kitchen Steward / Logistics | p.127



SOP 6.2 Temperature-Controlled Packing

Owner: Kitchen Steward | p.129

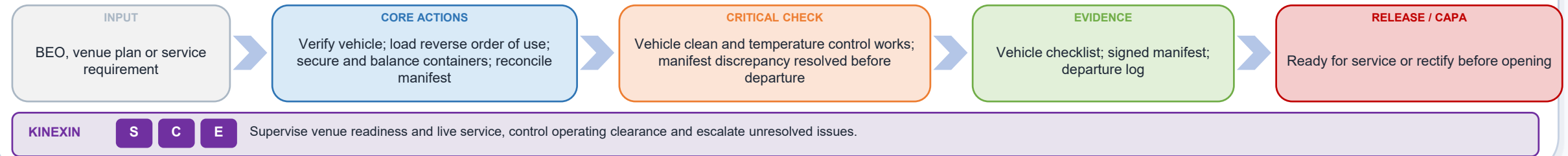


Chapter 5 - Kitchen Production - Luxury Catering | Task flows 28-30

Each task shows execution, critical release evidence and Kinexin oversight.

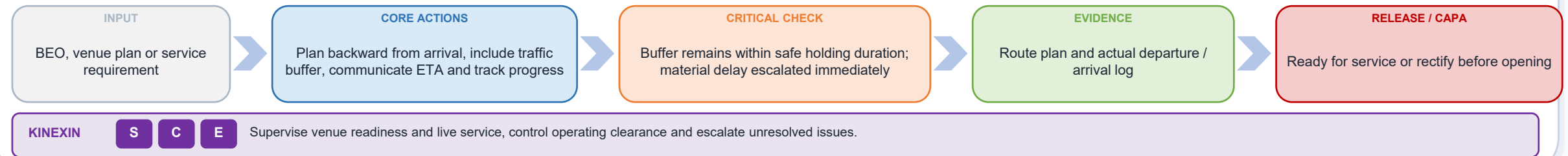
SOP 6.3 Loading Sequence & Vehicle Check

Owner: Logistics Coordinator | p.130



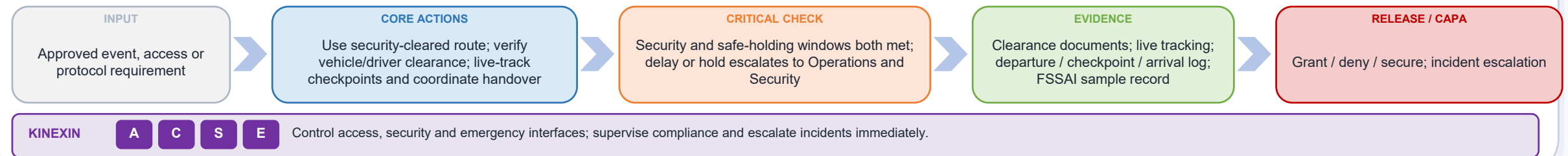
SOP 6.4 Route & Delivery Timing

Owner: Logistics Coordinator | p.131



SOP 6.5 PM / President Visit Route, Food Safety & Timing

Owner: Food Safety Manager / Chef / GM / Logistics / Security Liaison | p.131



Chapter 6 - Kitchen Stewarding Department

Keep all F&B areas supplied with clean equipment while controlling sanitation, waste, inventory, safety and closedown. | Source pages 319-360



CRITICAL CHECKPOINTS

- Shift and area ownership
- Machine temperatures and clean/dry output
- Wet/dry/breakage segregation
- Approved chemical use
- Par stock and monthly inventory

RECORDS / KPI EVIDENCE

- Cleaning schedules and shift checklists
- Breakage / garbage registers
- Chemical inventory and sanitation records
- Monthly / quarterly inventory
- Closedown and grooming records

KINEXIN VENUE-OPERATOR CONTROLS

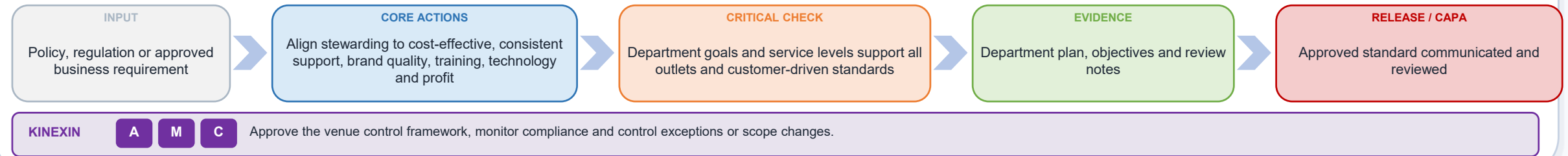
- Supervise venue cleanliness and back-of-house readiness
- Control safe chemical, waste and fire practices
- Monitor inventory, breakage and service continuity
- Verify closedown / evacuation and reopen only after safe condition

Chapter 6 - Kitchen Stewarding Department | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

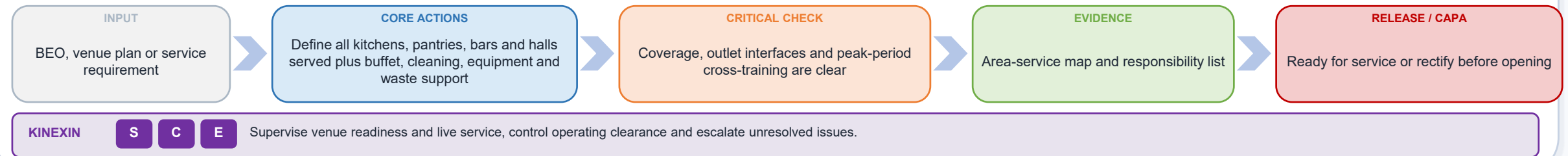
6.1 Vision, Mission & Goals

Owner: Stewarding Manager / F&B Leadership | p.321



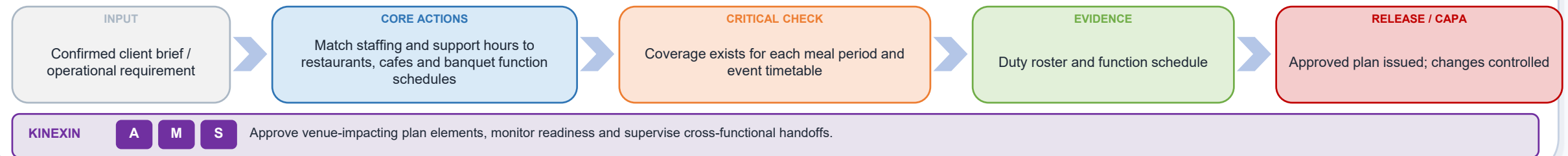
6.2 Concept & Areas Served

Owner: Stewarding Department | p.323



6.3 Hours of Operation

Owner: Stewarding Manager / Team Leaders | p.325

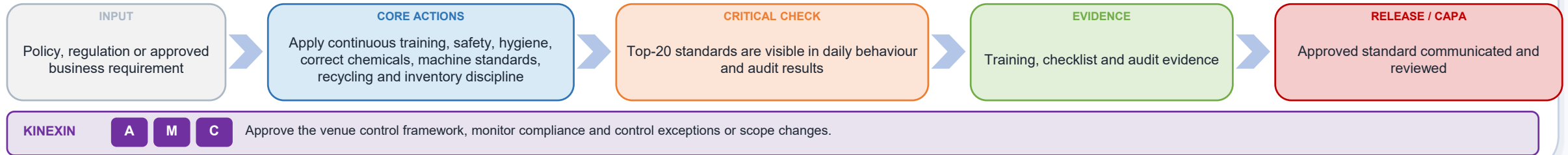


Chapter 6 - Kitchen Stewarding Department | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

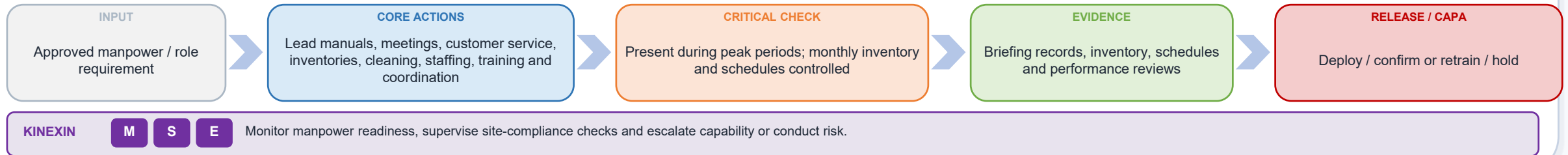
6.4 Stewarding Top Twenty

Owner: All Stewarding Staff | p.326



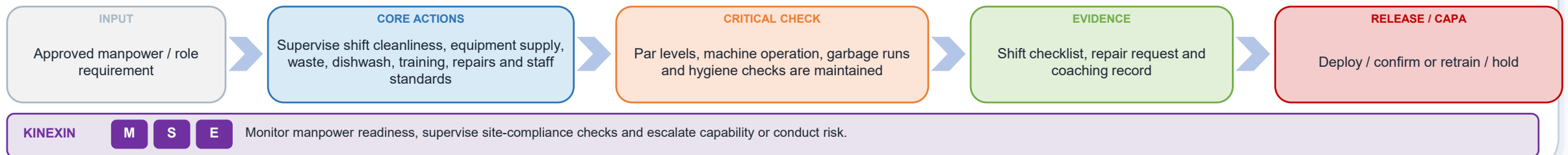
6.5 Manager - Stewarding Role

Owner: Manager - Stewarding | p.327



6.6 Team Leader - Stewarding Role

Owner: Team Leader - Stewarding | p.329

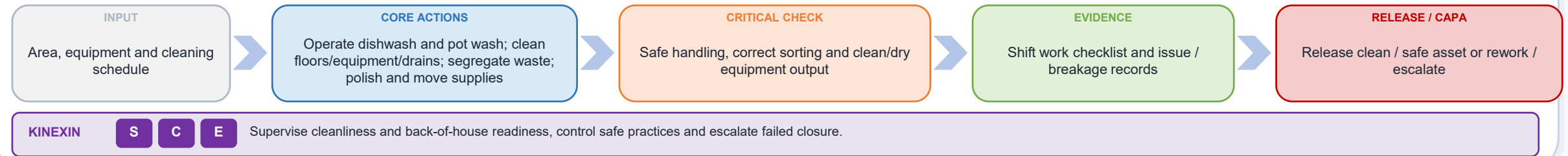


Chapter 6 - Kitchen Stewarding Department | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

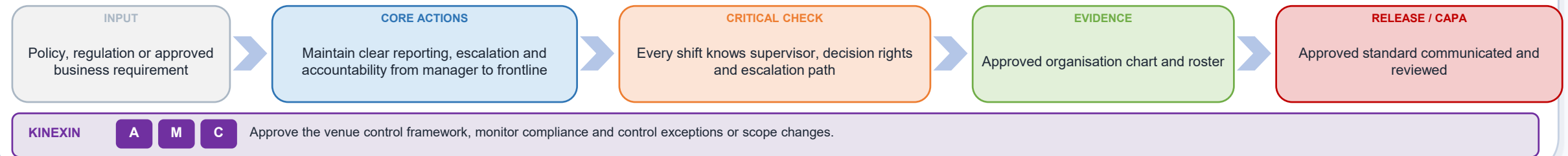
6.7 Steward Role

Owner: Steward | p.330



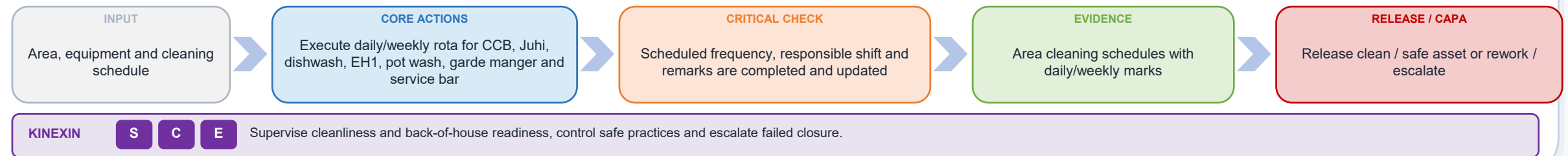
6.8 Department Organisation Chart

Owner: Manager -> Team Leader -> Steward | p.332



6.9 Cleaning Schedules by Area

Owner: Stewarding Manager / Team Leaders | p.333

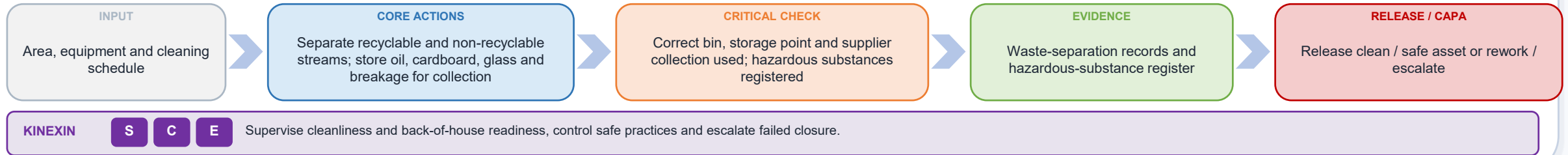


Chapter 6 - Kitchen Stewarding Department | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

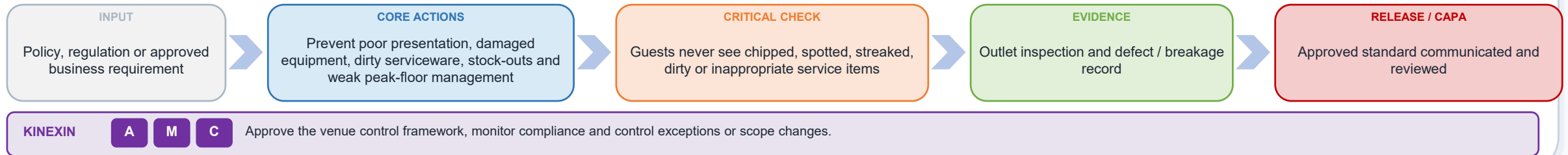
6.10 Waste Management

Owner: Stewarding / Outlet Teams | p.338



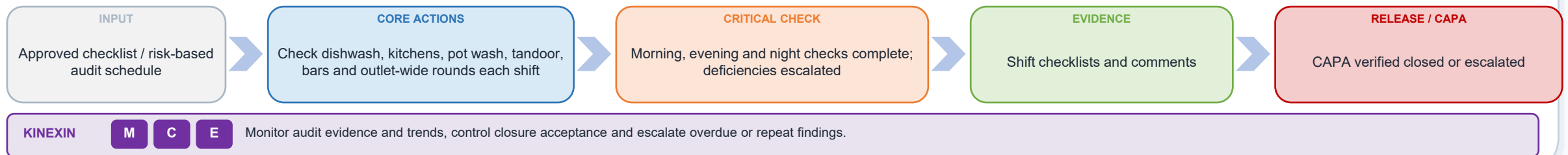
6.11 Stewarding No-Nos

Owner: Stewarding / F&B Management | p.340



6.12 Manager & Team Leader Checklists

Owner: Stewarding Manager / Team Leader | p.342

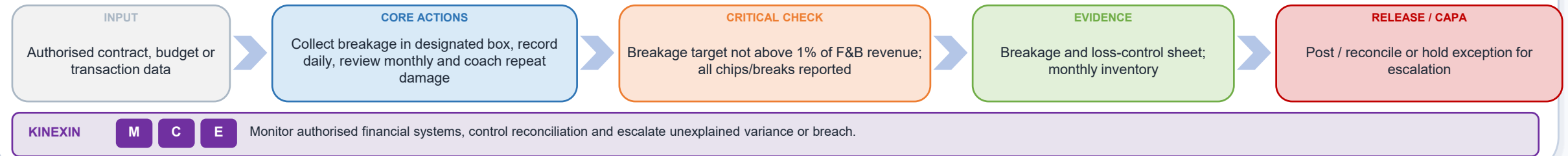


Chapter 6 - Kitchen Stewarding Department | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

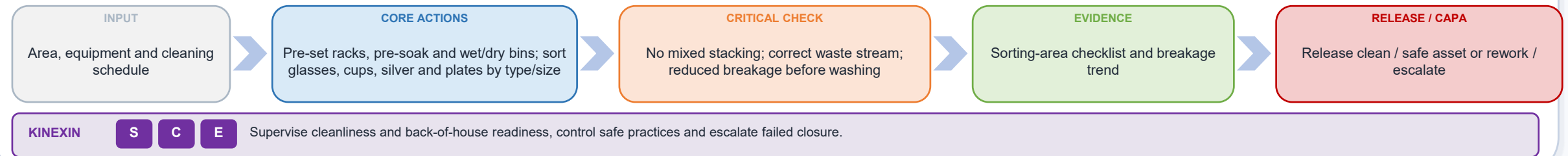
6.13 Breakage Control

Owner: Stewarding / Outlet Manager / Accounts | p.346



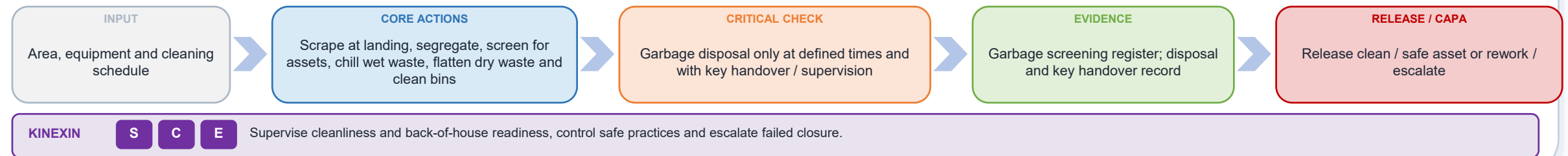
6.14 Decoy Sorting System

Owner: Service Staff / Stewards | p.347



6.15 Garbage Procedures

Owner: Stewarding / Housekeeping Team Leader | p.348

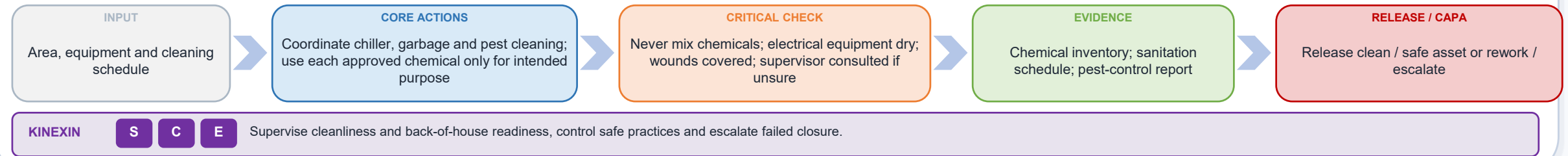


Chapter 6 - Kitchen Stewarding Department | Task flows 16-18

Each task shows execution, critical release evidence and Kinexin oversight.

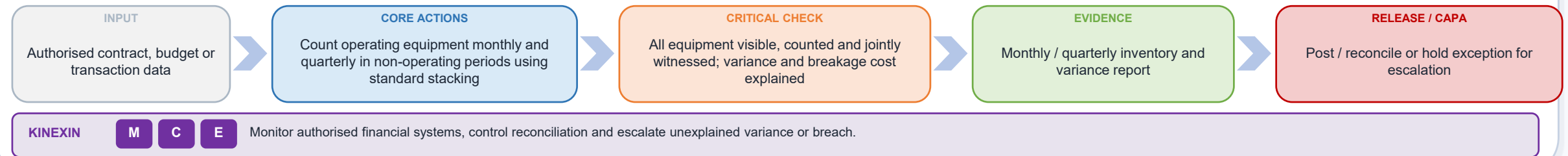
6.16 Sanitation & Chemical Usage

Owner: Stewarding Manager / Chefs / Restaurant Managers | p.349



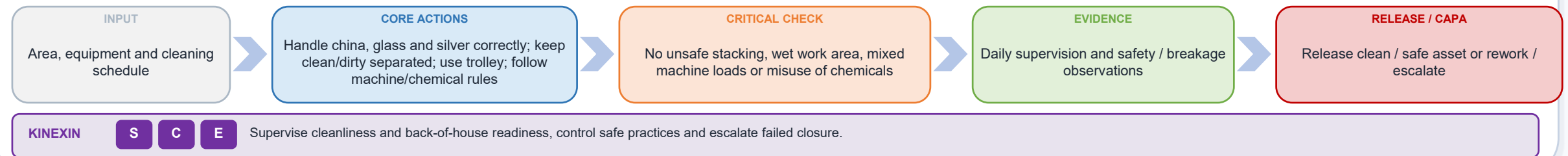
6.17 Inventory Procedure

Owner: Executive Steward / Outlet Manager / Accounts | p.351



6.18 Basic Rules of Stewarding

Owner: All F&B / Stewarding Staff | p.352

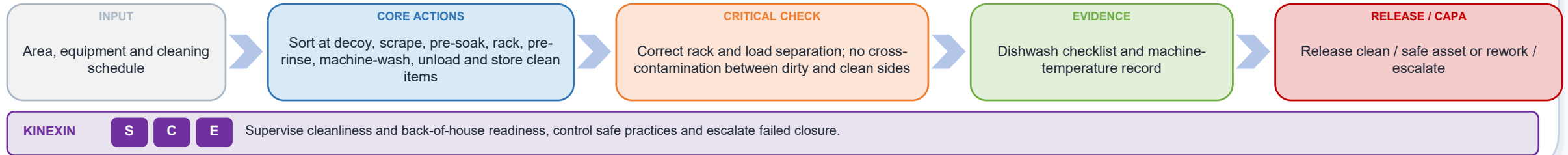


Chapter 6 - Kitchen Stewarding Department | Task flows 19-21

Each task shows execution, critical release evidence and Kinexin oversight.

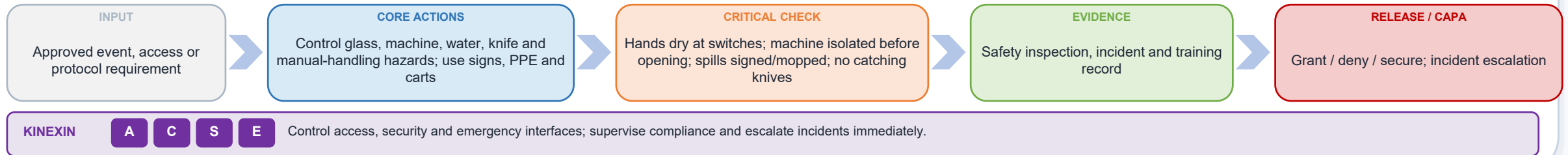
6.19 Dish Washing Area Sequence

Owner: Service Staff / Dishwash Operators | p.353



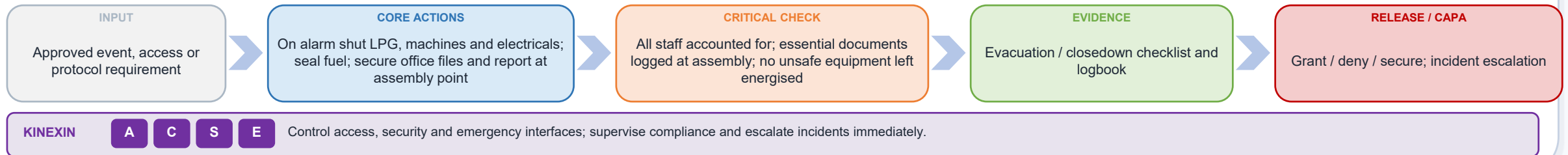
6.20 Personal Safety

Owner: All Stewarding Staff / Supervisor | p.354



6.21 Closedown & Evacuation

Owner: Stewarding Manager / Team Leaders | p.356

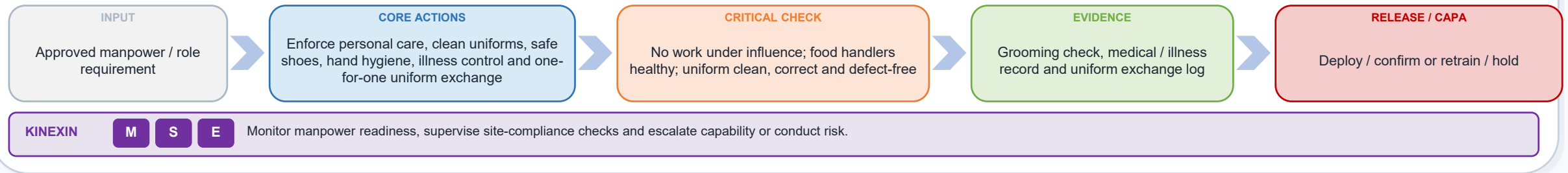


Chapter 6 - Kitchen Stewarding Department | Task flows 22-22

Each task shows execution, critical release evidence and Kinexin oversight.

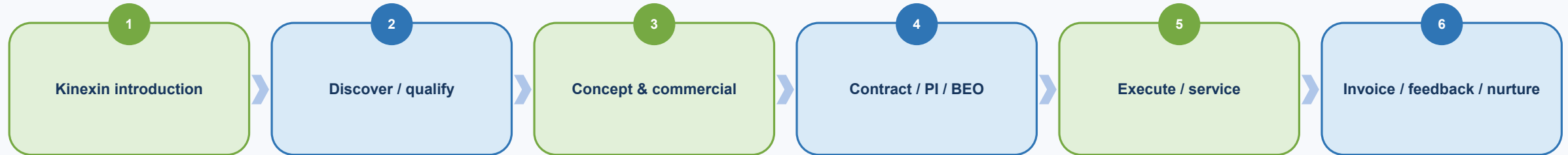
6.22 Grooming, Hygiene & Uniform Care

Owner: Stewarding Staff / Supervisors / HR | p.357



Chapter 7 - Sales SOP

Convert client opportunities into confirmed, deliverable, profitable events and sustained relationships. | Source pages 134-153



CRITICAL CHECKPOINTS

- Response and proposal TAT
- Complete event and dietary details
- Menu / commercial approval
- Signed contract and advance
- Client interaction during service

RECORDS / KPI EVIDENCE

- Projection and revenue trackers
- Event information and menu files
- Proposal, contract, PI and BEO
- Plate/additional service approvals
- Final invoice, ledger and feedback

KINEXIN VENUE-OPERATOR CONTROLS

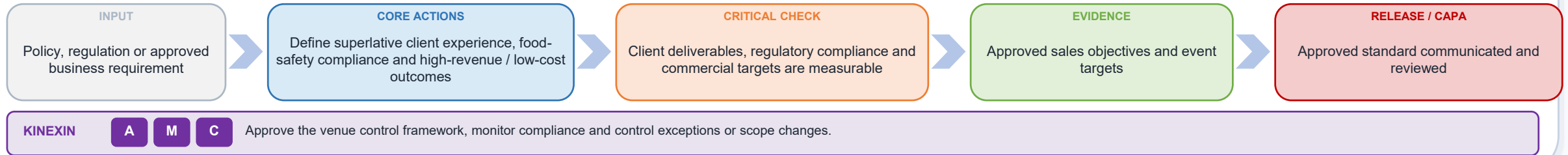
- Introduce and align venue-client interface
- Monitor commercial promises against venue capability
- Approve venue-impacting scope and layout changes
- Supervise client experience and escalate cross-functional issues

Chapter 7 - Sales SOP | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

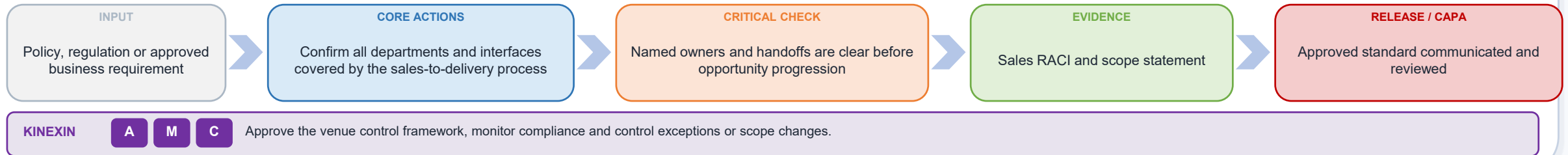
7.1 Sales Objective

Owner: VP Business Development / Sales Leadership | p.136



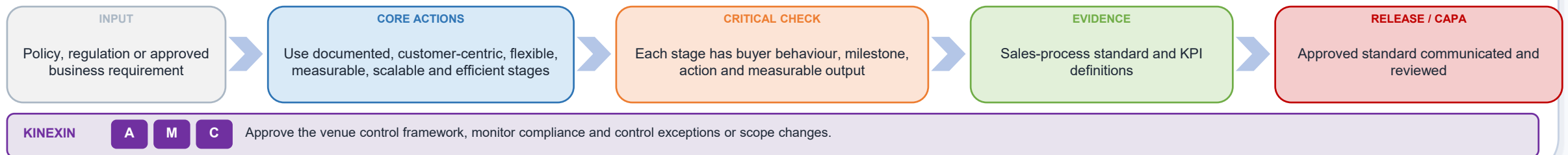
7.2 Sales Scope

Owner: Sales / F&B Service / Production / Finance | p.137



7.3 Characteristics of an Effective Sales Process

Owner: Sales Leadership / Account Managers | p.138

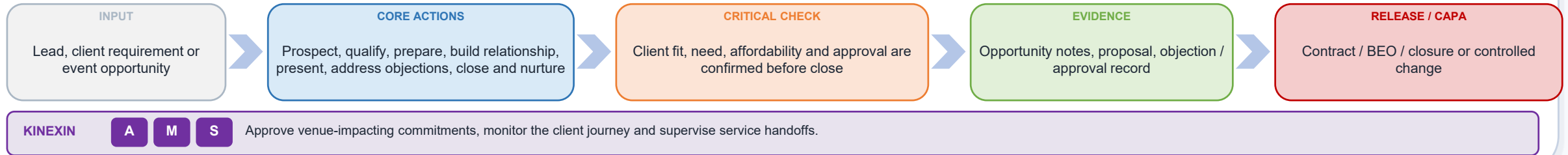


Chapter 7 - Sales SOP | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

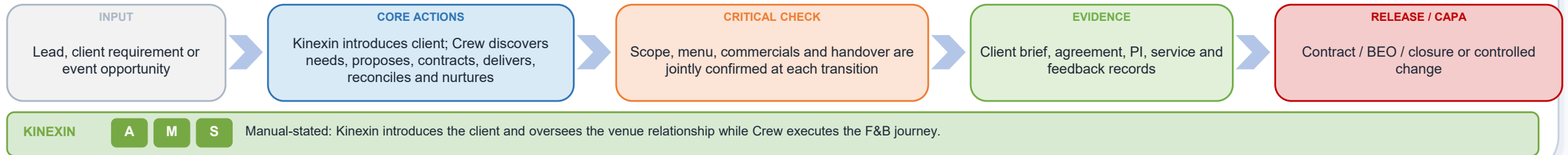
7.4 Sales Process Stages

Owner: Sales Team | p.139



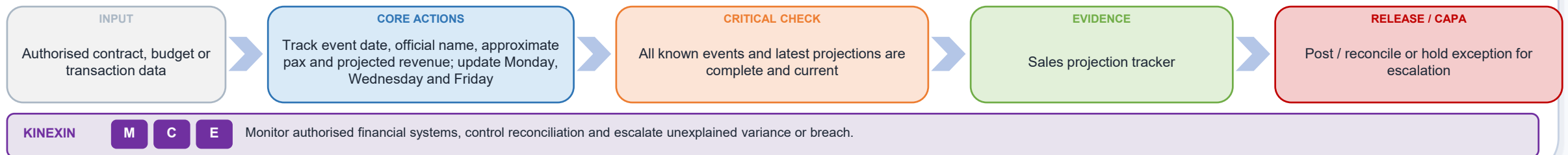
7.5 Customer Journey

Owner: Kinexin / Crew Relationship Manager / Operations | p.140



7.6 Projection Sheet

Owner: Sales Team | p.142

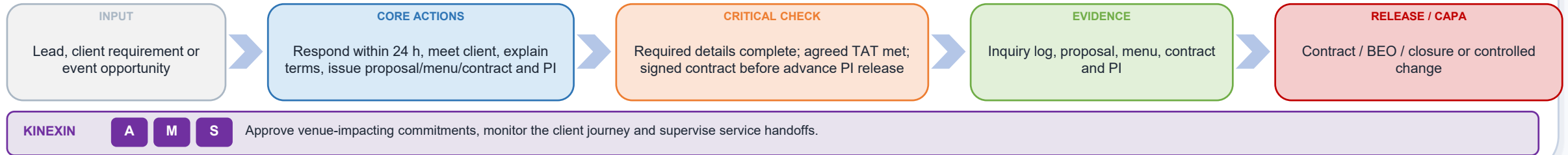


Chapter 7 - Sales SOP | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

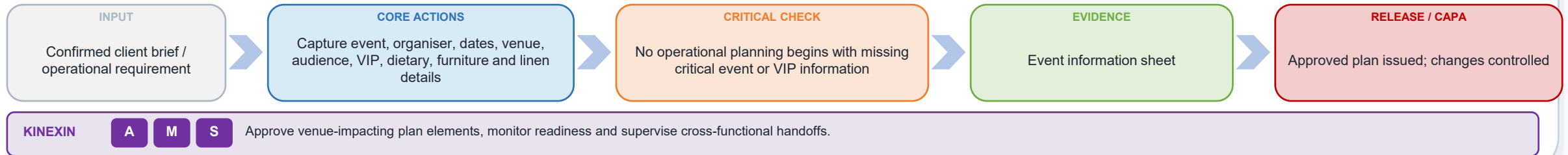
7.7 Client Booking & Event Planning

Owner: Account Manager - Sales | p.143



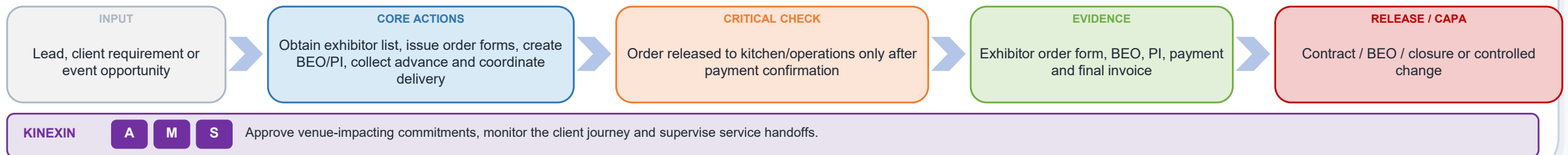
7.8 Event Overview / Information

Owner: Account Manager - Sales | p.144



7.9 Exhibitor Orders

Owner: Sales Executive / Finance / Operations | p.145

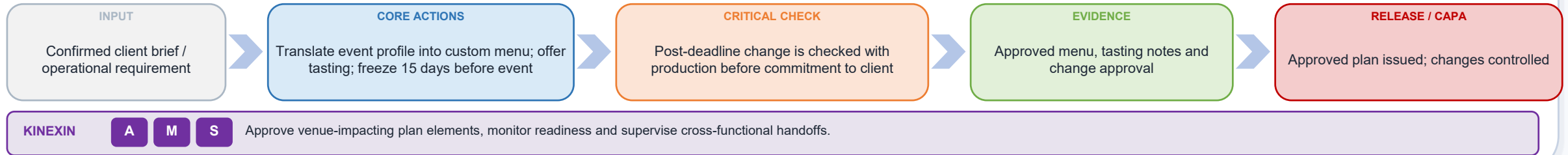


Chapter 7 - Sales SOP | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

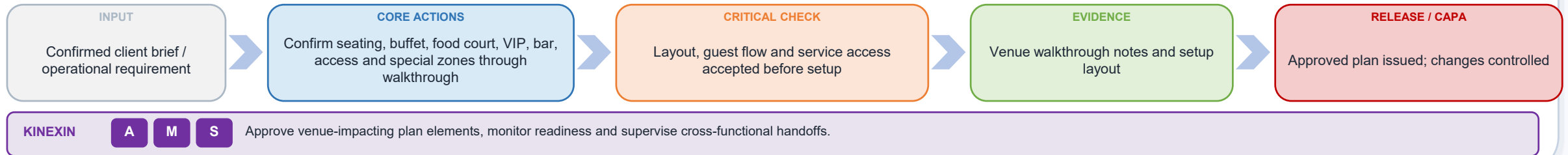
7.10 Menu Finalization

Owner: Sales / Kitchen | p.146



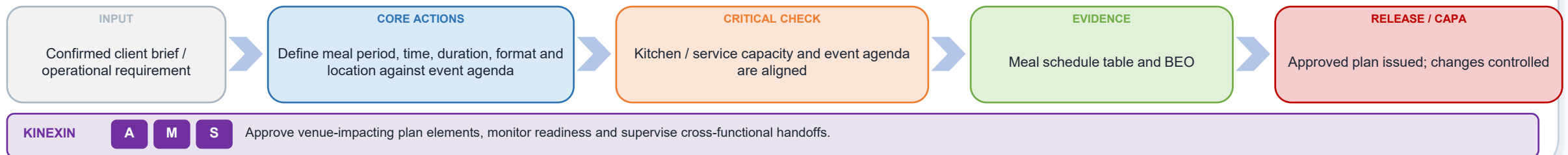
7.11 Event Setup Details

Owner: Account Manager - Sales / Operations | p.147



7.12 Meal Schedule & Type

Owner: Account Manager - Sales | p.148

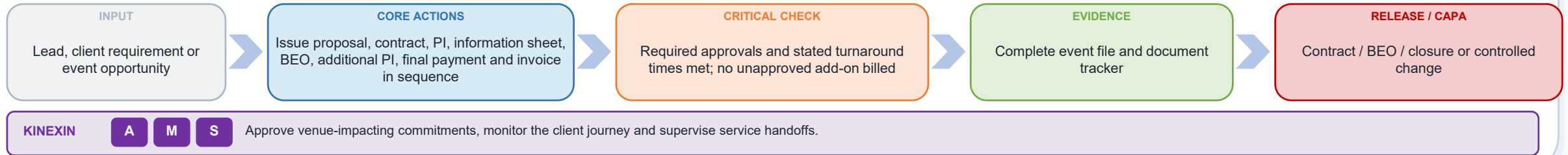


Chapter 7 - Sales SOP | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

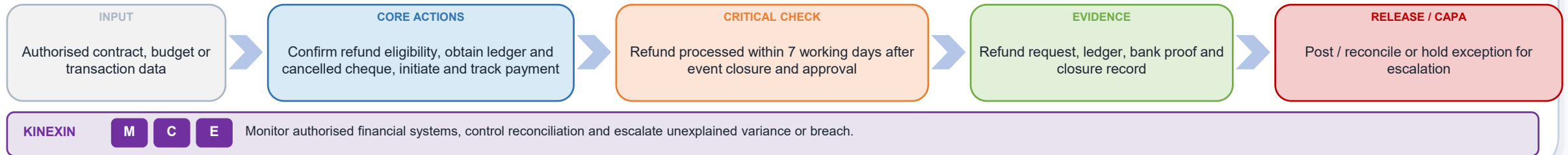
7.13 Event Documentation Flow

Owner: Sales / Finance / Operations | p.149



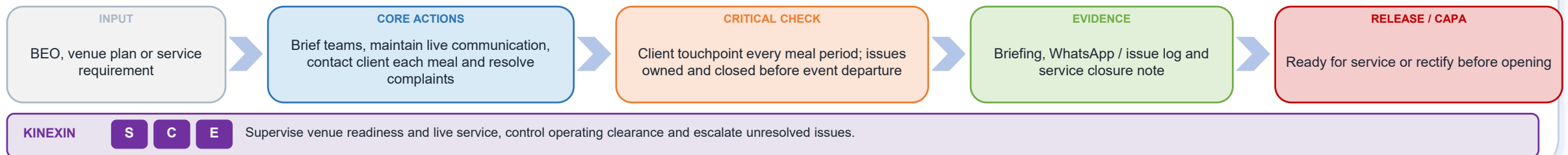
7.14 Refunds

Owner: Sales / Finance | p.151



7.15 Service Execution

Owner: Operations Manager / Kitchen AM / Sales AM | p.152

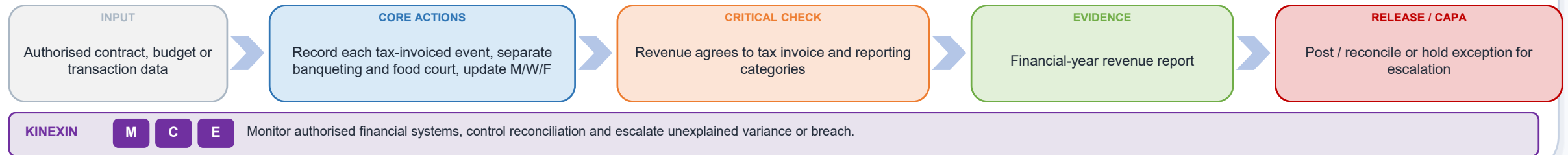


Chapter 7 - Sales SOP | Task flows 16-16

Each task shows execution, critical release evidence and Kinexin oversight.

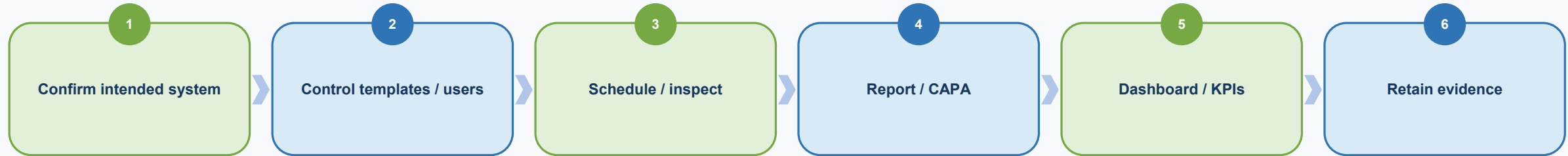
7.16 Revenue Report

Owner: Sales Team / Account Manager | p.153



Chapter 8 - Digital System - Sales & Billing

The chapter title references digital sales and billing, but the source content repeats the GoAudits internal-audit workflow. | Source pages 154-162



CRITICAL CHECKPOINTS

- Resolve title-content mismatch
- Approved access and checklist
- Complete evidence
- Verified CAPA closure
- Audit score / overdue trend

RECORDS / KPI EVIDENCE

- System purpose confirmation
- Controlled templates and assignments
- Audit reports and CAPA evidence
- Dashboard and retention logs

KINEXIN VENUE-OPERATOR CONTROLS

- Approve the corrected chapter scope
- Control venue system access and master data
- Monitor audit / transaction evidence and KPI trends
- Escalate content or control gaps for document correction

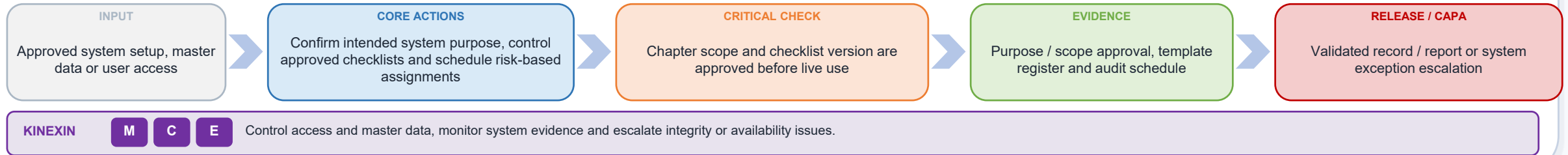
VALIDATION NOTE: Validation flag: Chapter 8 is labelled as digital sales & billing, while pages 155-162 reproduce GoAudits/internal-audit content.

Chapter 8 - Digital System - Sales & Billing | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

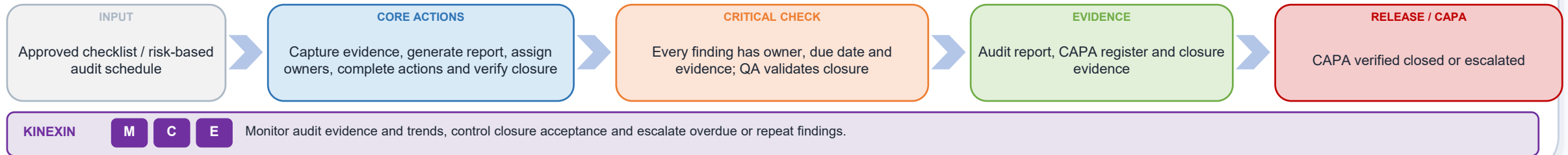
8.1 System Scope, Templates & Scheduling

Owner: Corporate QA / Internal Audit / System Owner | p.155



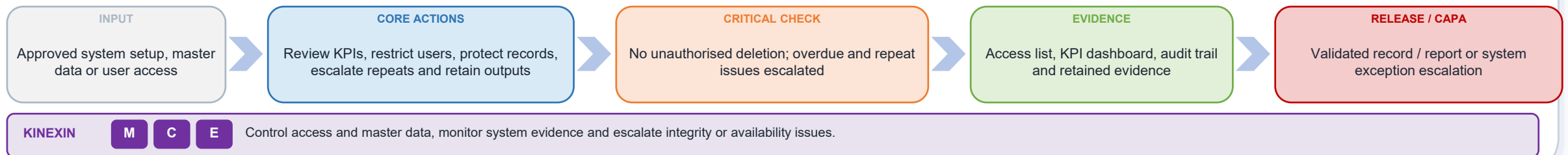
8.2 Inspection, Reporting & CAPA

Owner: Auditor / Location Manager / QA | p.155



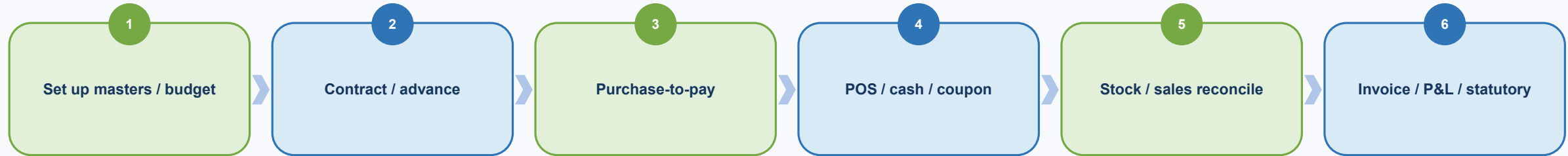
8.3 Dashboards, Governance & Retention

Owner: Senior Management / System Administrator | p.160



Chapter 9 - Exhibitions & Billing

Control accounting, collections, inventory, statutory compliance and event profitability for exhibitions and conventions. | Source pages 163-166



CRITICAL CHECKPOINTS

- Vendor and customer KYC
- Margin and advance approval
- PR-PO-GRN-invoice match
- No unbilled sale and daily DSCR match
- Physical stock and wastage variance

RECORDS / KPI EVIDENCE

- Contracts, BEOs and cost sheets
- KYC and master records
- PO / GRN / vendor invoice
- POS Z-report, DSCR and bank credits
- Inventory / wastage logs

KINEXIN VENUE-OPERATOR CONTROLS

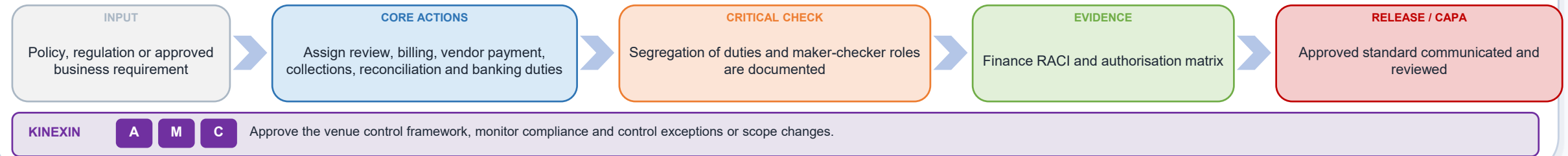
- Monitor venue-commercial obligations and revenue settlement
- Control authorised POS / cash / coupon processes
- Supervise surprise cash and stock counts
- Review event P&L, ageing, statutory and fraud escalations

Chapter 9 - Exhibitions & Billing | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

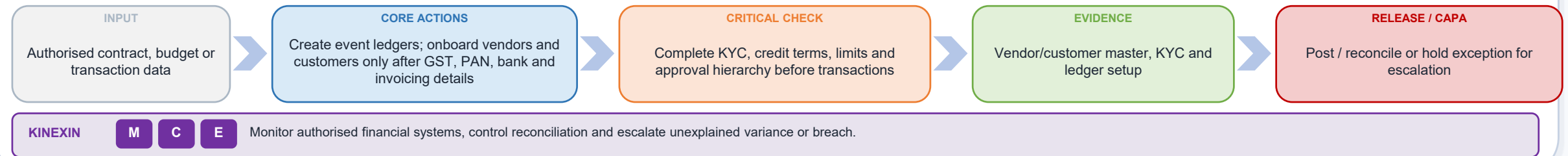
9.1 Finance Roles & Responsibilities

Owner: Finance Manager / AR / AP / Event Cashier | p.164



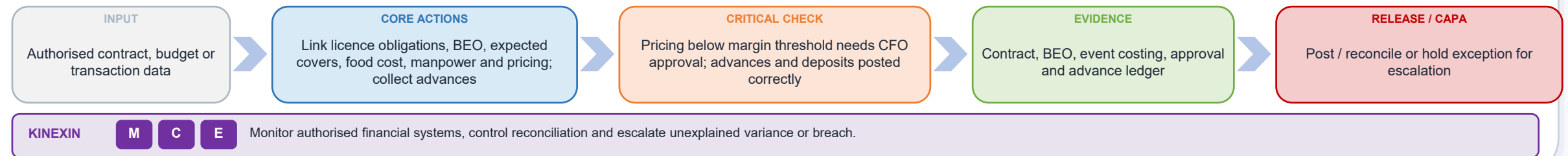
9.2 Accounting Setup, Ledgers & KYC

Owner: Finance / Master-Data Owners | p.164



9.3 Contract, Costing, Budget & Advances

Owner: Finance Manager / Sales / Operations | p.164

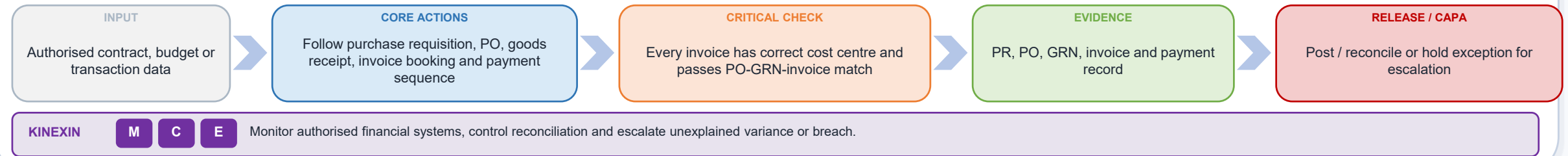


Chapter 9 - Exhibitions & Billing | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

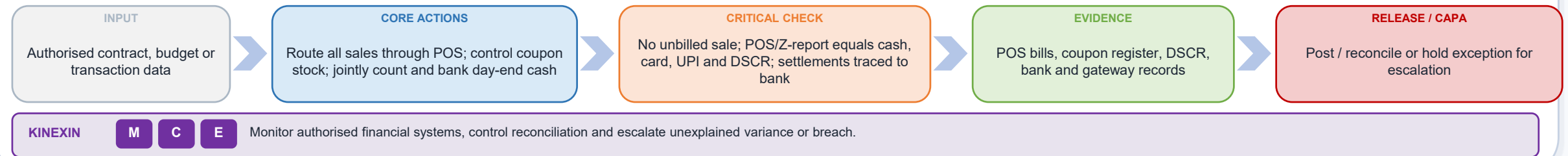
9.4 Purchase-to-Pay

Owner: Purchase / Store / AP | p.165



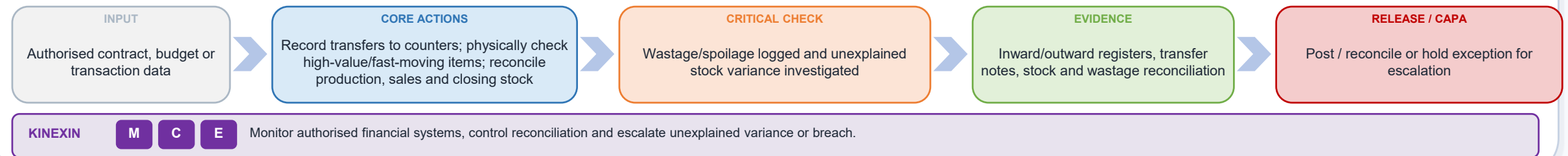
9.5 POS, Cash & Coupon Sales

Owner: Event Cashier / Site Finance / Supervisor | p.165



9.6 Inventory & Kitchen Controls

Owner: Store / Kitchen / Site Finance | p.165

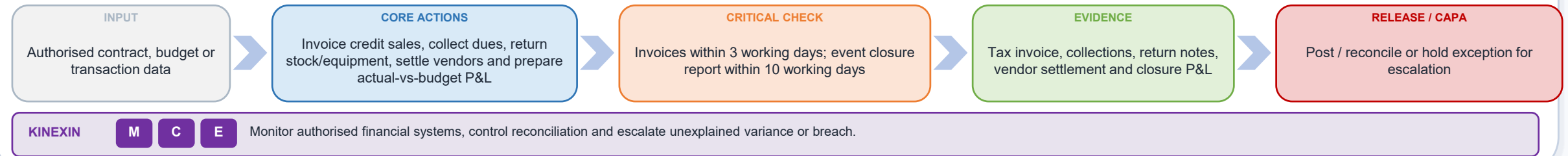


Chapter 9 - Exhibitions & Billing | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

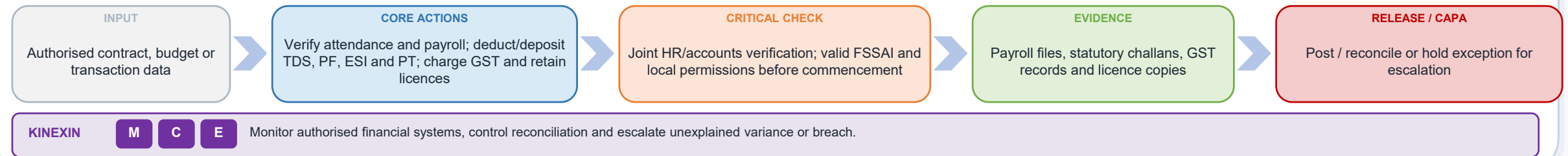
9.7 Post-Event Invoicing, Collections & Closure

Owner: AR / AP / Finance Manager | p.165



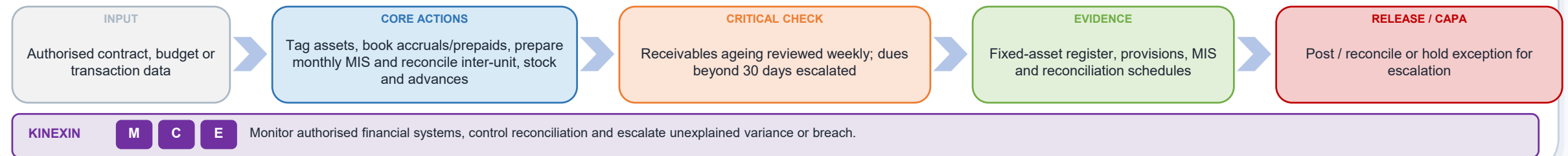
9.8 Payroll, GST & Statutory Compliance

Owner: HR / Accounts / Compliance | p.166



9.9 Assets, Accruals, MIS & Reconciliations

Owner: Finance Manager / Asset Custodian | p.166

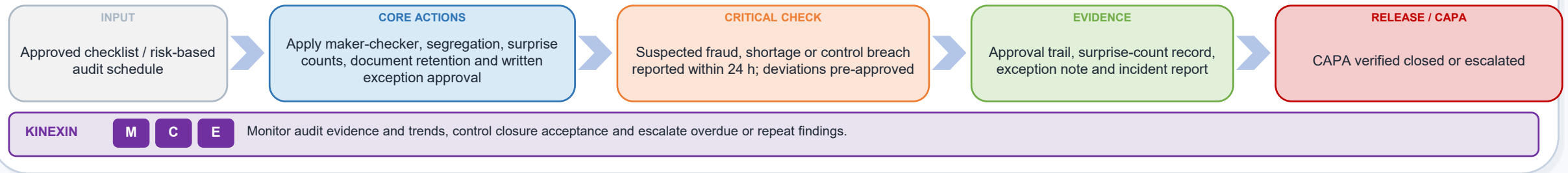


Chapter 9 - Exhibitions & Billing | Task flows 10-10

Each task shows execution, critical release evidence and Kinexin oversight.

9.10 Internal Controls, Exceptions & Fraud Escalation

Owner: Finance Head / CFO / All Finance Roles | p.166



Chapter 10 - Exhibition Operations - Food Court

Plan, set up, operate, monitor and close permanent and temporary food courts at Yashobhoomi. | Source pages 168-188



CRITICAL CHECKPOINTS

- Event profile and commercial model
- Vendor FSSAI / fire / waste compliance
- Utilities, layout and access readiness
- Daily hygiene, equipment and opening clearance
- Queue, temperature, service and billing control

RECORDS / KPI EVIDENCE

- Client meeting and layout records
- Vendor / licence file
- Pre-open audits and equipment tests
- Opening / live-operation checklists
- Sales and incident records

KINEXIN VENUE-OPERATOR CONTROLS

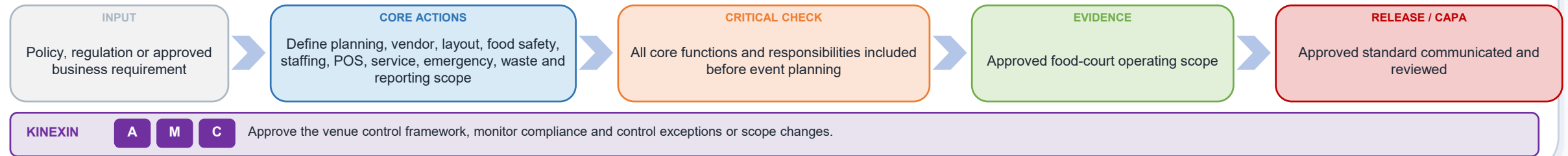
- Approve venue layout, infrastructure and operating windows
- Control access, utilities, security and emergency interfaces
- Monitor food court readiness, guest flow and compliance
- Review financial, incident and post-event performance

Chapter 10 - Exhibition Operations - Food Court | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

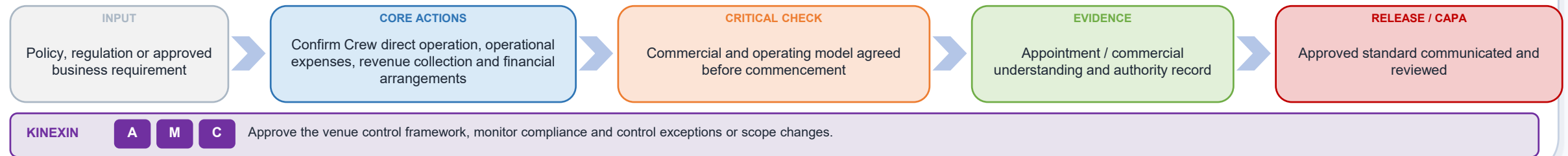
10.1 Introduction & Operating Scope

Owner: F&B Head / Operations | p.170



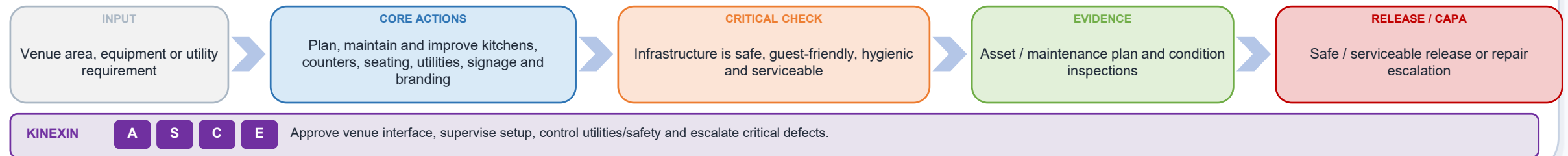
10.2 Crew Appointment & Business Structure

Owner: Management | p.170



10.3 Permanent Food Court Infrastructure

Owner: Engineering / Venue Interface | p.171

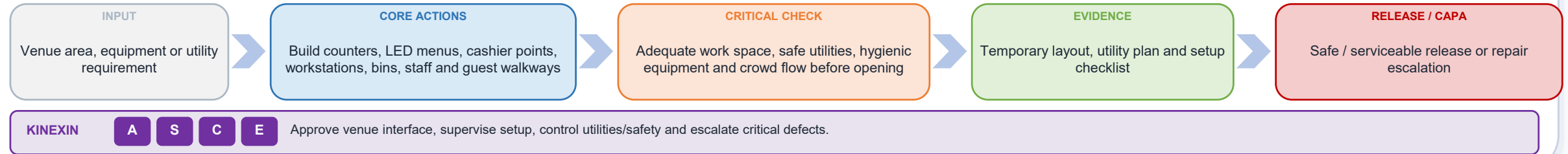


Chapter 10 - Exhibition Operations - Food Court | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

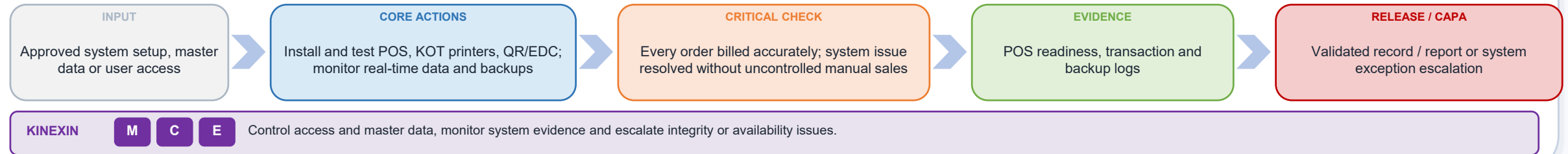
10.4 Temporary Food Court Setup

Owner: Operations / Engineering / Vendors | p.171



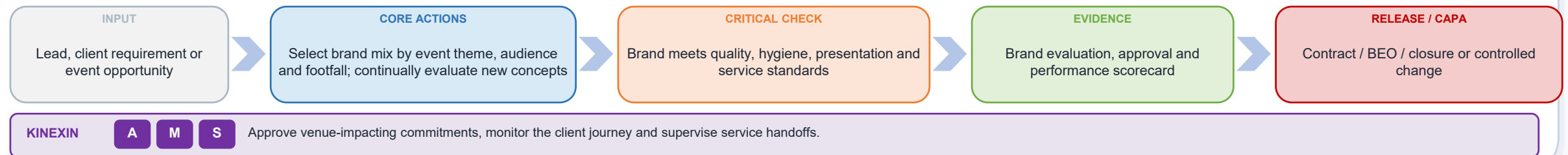
10.5 POS System & Financial Investment

Owner: Cashier Supervisor / IT / Finance | p.172



10.6 Brand Engagement

Owner: Vendor & Brand Coordinator / F&B Head | p.172

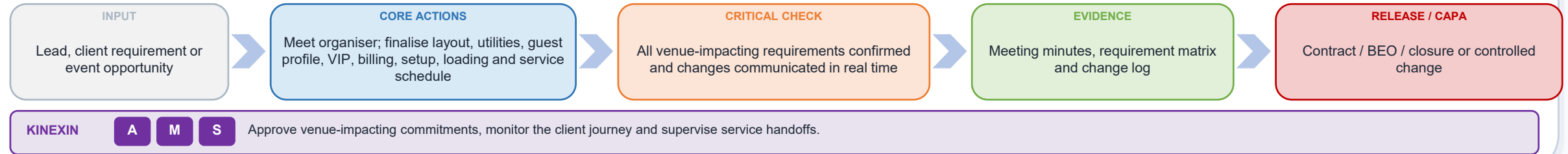


Chapter 10 - Exhibition Operations - Food Court | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

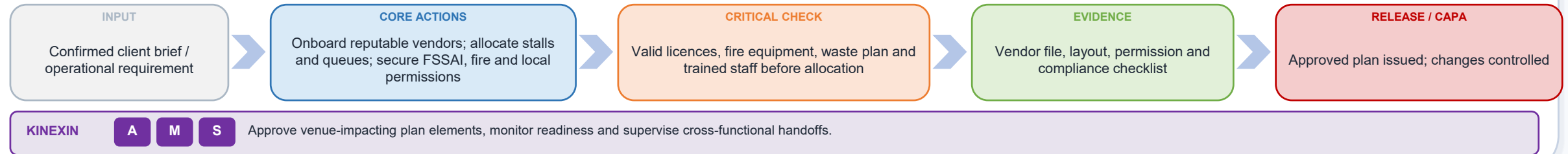
10.7 Client Communication

Owner: F&B Head / Event Coordinator | p.173



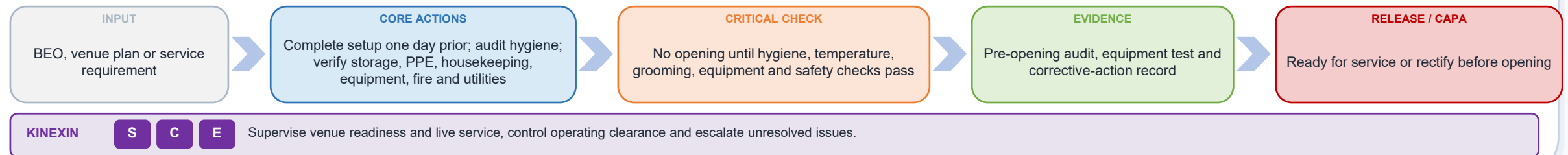
10.8 Pre-Event Planning, Vendor & Licensing

Owner: Operations / Vendor Coordinator / Compliance | p.174



10.9 Setup & Pre-Opening Checks

Owner: Operations / QA / Engineering | p.175

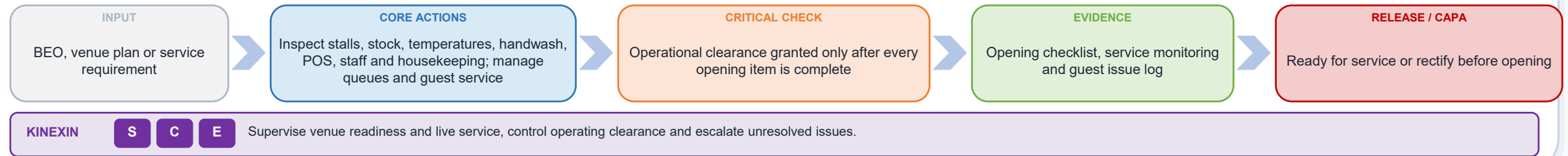


Chapter 10 - Exhibition Operations - Food Court | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

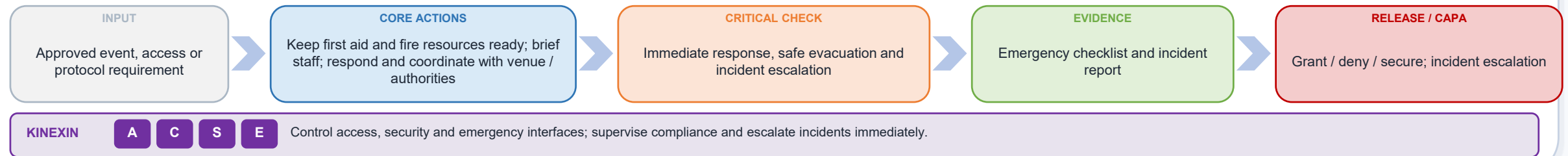
10.10 Daily Operations & Opening Clearance

Owner: Food Court Manager / Assistant Managers | p.176



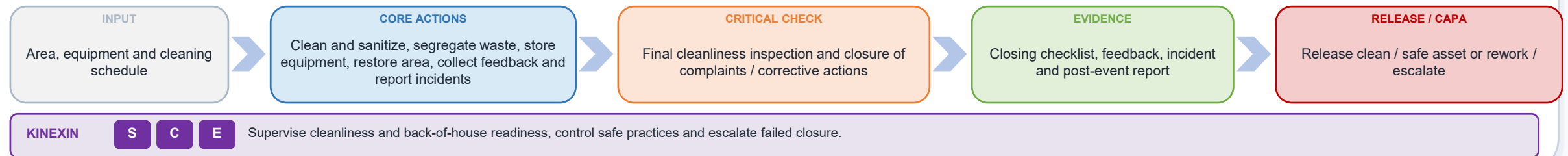
10.11 Emergency & Incident Handling

Owner: Operations / Trained First-Aid & Fire Staff / Venue Emergency Team | p.177



10.12 Cleanup, Feedback & Reporting

Owner: Operations / Housekeeping / Vendor Teams | p.178

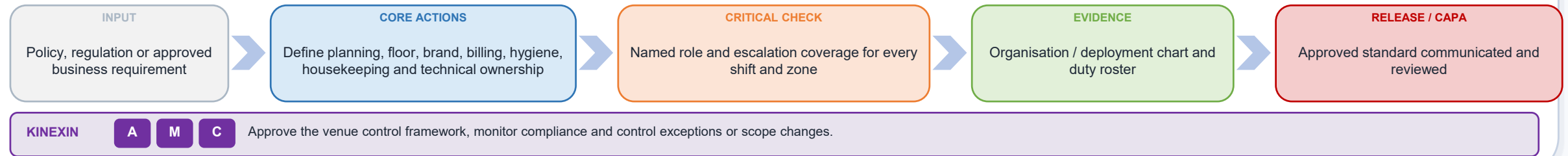


Chapter 10 - Exhibition Operations - Food Court | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

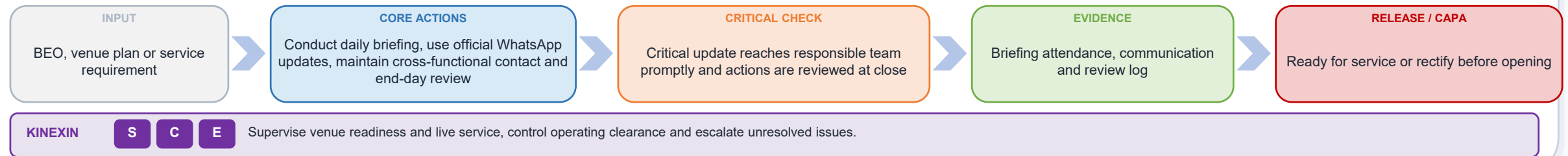
10.13 Staff Roles & Responsibilities

Owner: F&B Head / Operations / QA / Engineering / Finance | p.179



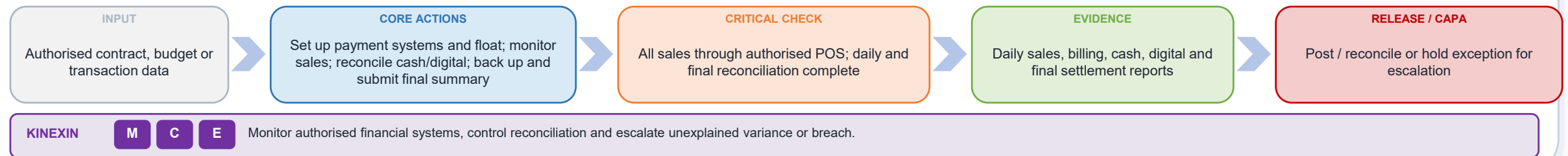
10.14 Communication Protocol

Owner: Managers / Supervisors / Vendors | p.180



10.15 Financials

Owner: Finance / Cashier Supervisor / Operations | p.181

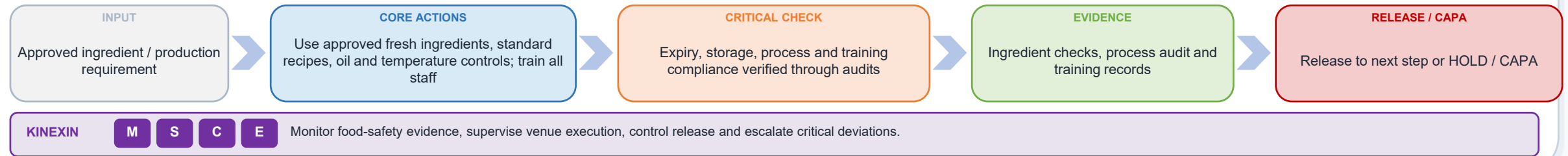


Chapter 10 - Exhibition Operations - Food Court | Task flows 16-18

Each task shows execution, critical release evidence and Kinexin oversight.

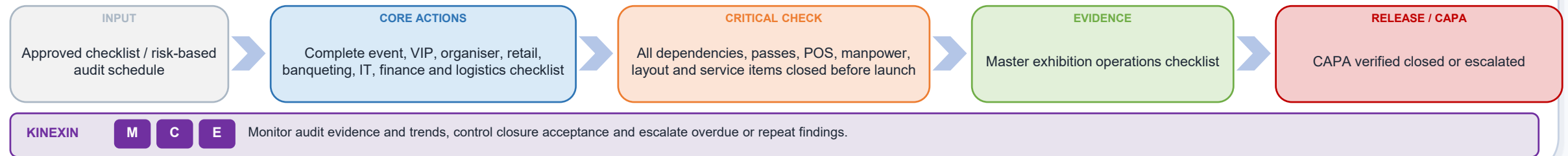
10.16 Ingredients, Process & Staff Training

Owner: QA / Kitchen / Operations / HR | p.183



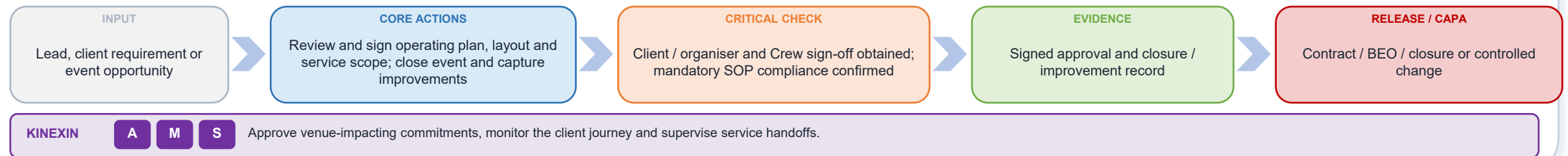
10.17 Exhibition Operations Checklist

Owner: Cross-Functional Event Team | p.184



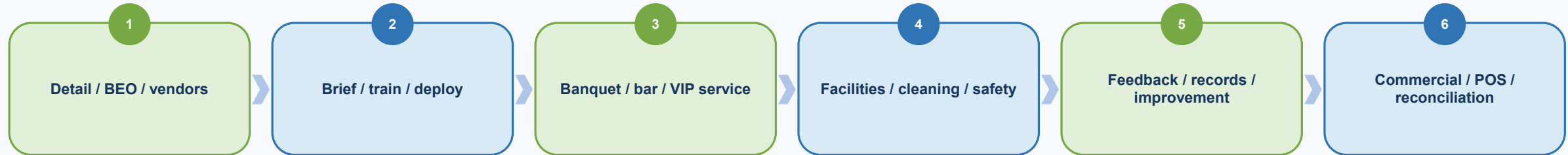
10.18 Client Sign-Off & Closing Note

Owner: Client / Organiser / Crew | p.188



Chapter 11 - F&B Standard Operations Manual

Provide end-to-end operating standards for pre-event planning, service, bar, VIP, facilities, cleaning, safety, feedback and commercial controls. | Source pages 189-245



CRITICAL CHECKPOINTS

- Client-confirmed BEO and vendor readiness
- Grooming, training and role assignment
- Service style, plate / bar counts and VIP protocol
- Utilities, fuel, lifts, maintenance and fire safety
- Post-event report and document retention

RECORDS / KPI EVIDENCE

- Detailing sheet, BEO and vendor records
- Briefing / training / roster
- Opening / closing / plate / alcohol sheets
- Maintenance, cleaning and safety checklists
- Feedback, debrief and archive

KINEXIN VENUE-OPERATOR CONTROLS

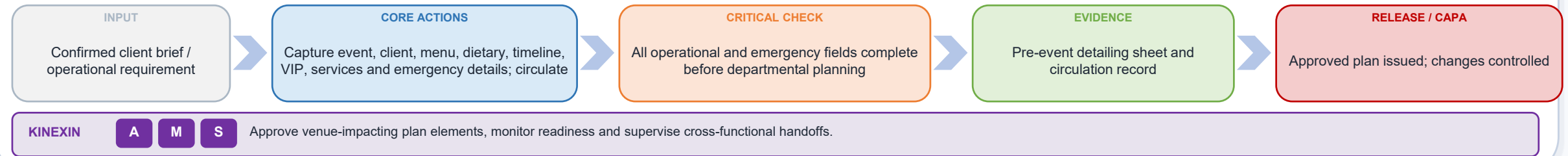
- Approve venue-impacting layouts, access and safety exceptions
- Supervise opening, peak service, VIP and close-down
- Control security, utilities, fire, lift and smoking interfaces
- Monitor billing, records, feedback and continuous improvement

Chapter 11 - F&B Standard Operations Manual | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

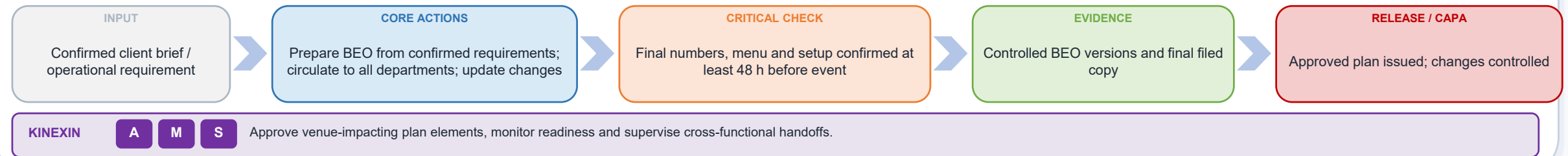
1.1 Pre-Event Detailing Sheet - Banquet

Owner: Event Coordinator / Banquet Manager | p.192



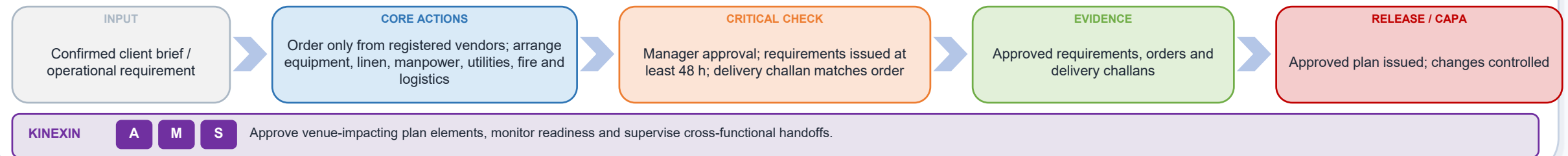
1.2 Function Prospectus / BEO Management

Owner: Event Manager / Sales-Banquet Coordination | p.193



1.3 Pre-Event Ordering with Vendors

Owner: Purchase / Shift In-Charge / Vendors | p.194

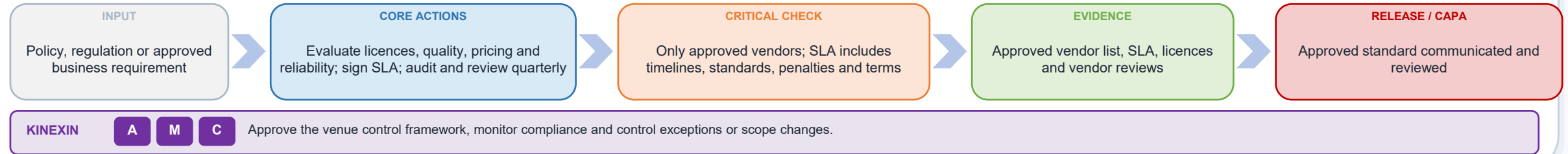


Chapter 11 - F&B Standard Operations Manual | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

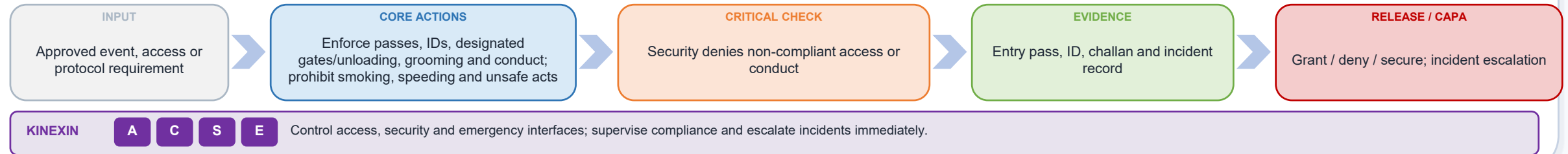
1.4 Vendor Empanelment & SLA

Owner: Procurement / F&B Operations | p.196



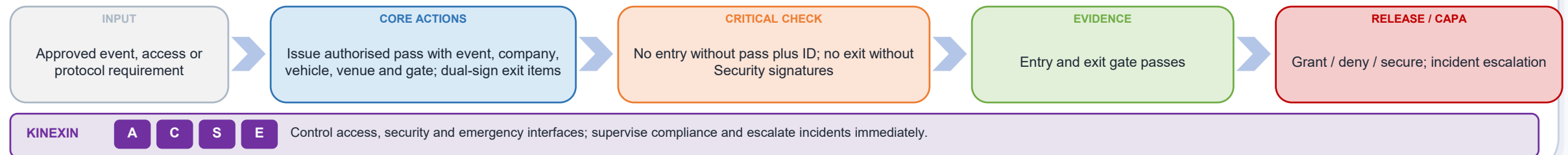
1.5 Vendor Do's and Don'ts

Owner: Security / Shift Manager / Vendor Supervisor | p.197



1.6 Entry & Exit Gate Pass

Owner: Admin / Security | p.198

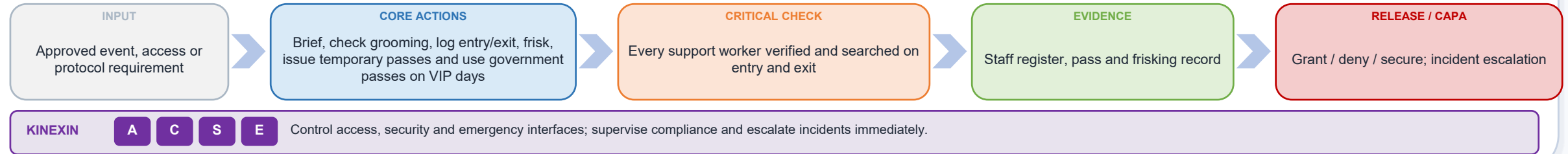


Chapter 11 - F&B Standard Operations Manual | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

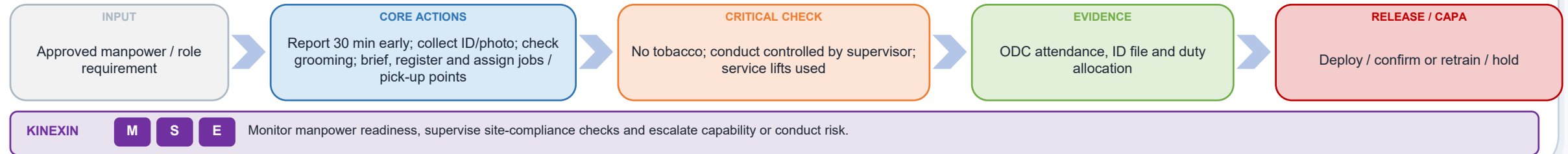
1.7 Support Staff Passes & Frisking

Owner: Manager / Supervisor / Security | p.199



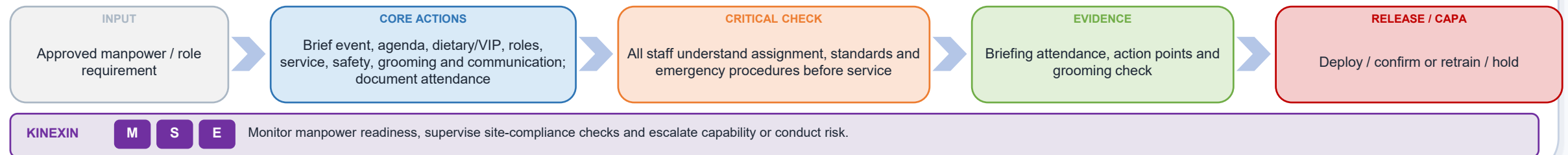
1.8 ODC Staff Entry & Deployment

Owner: ODC Supervisor / Manager | p.200



2.1 Event & Staff Briefing

Owner: Operations Manager / Floor In-Charge | p.201

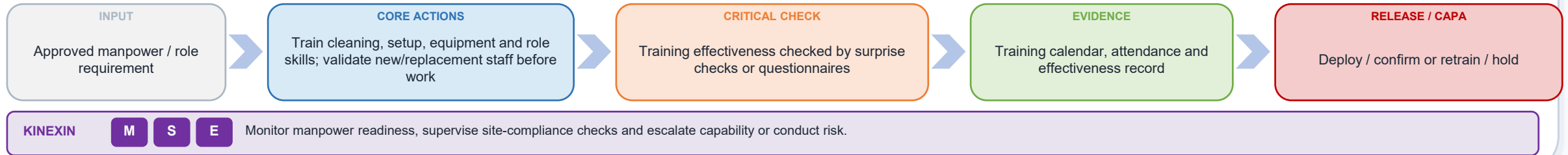


Chapter 11 - F&B Standard Operations Manual | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

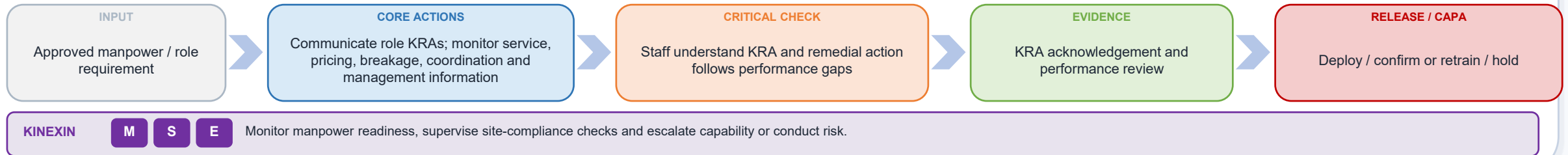
2.2 Operational Training

Owner: F&B Manager / SPOC | p.202



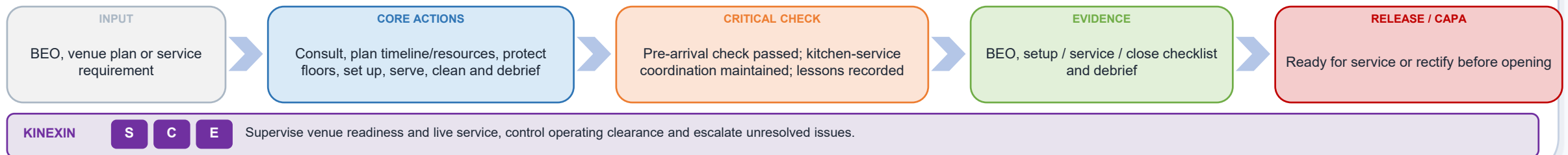
2.3 KRA & Performance Standards

Owner: Manager / Supervisor | p.203



3.1 Banquet Services

Owner: Event Manager / Banquet Staff / Catering | p.204

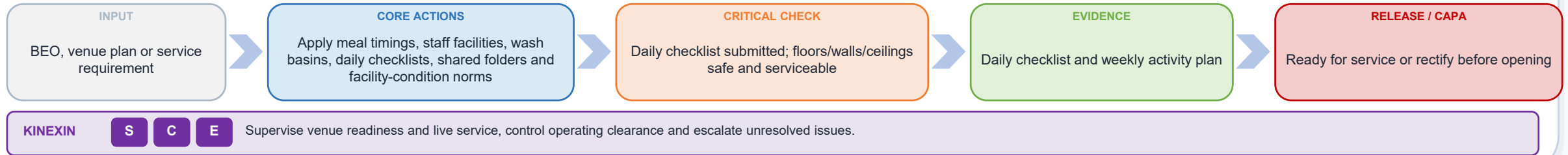


Chapter 11 - F&B Standard Operations Manual | Task flows 13-15

Each task shows execution, critical release evidence and Kinexin oversight.

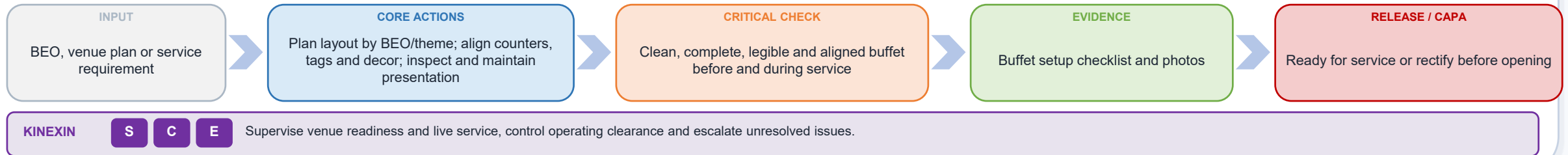
3.2 Operation Guidelines

Owner: F&B Operations | p.205



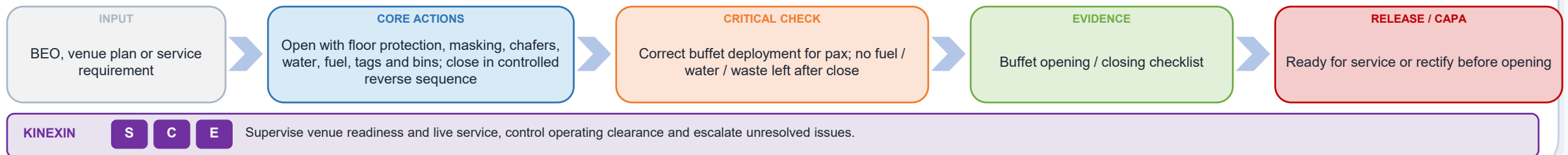
3.3 Buffet Decor & Presentation

Owner: Banquet Supervisor / Buffet In-Charge | p.206



3.4 Buffet Opening & Closing

Owner: Buffet In-Charge | p.207

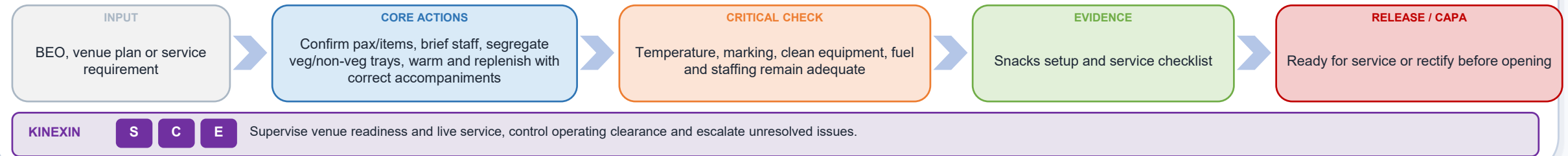


Chapter 11 - F&B Standard Operations Manual | Task flows 16-18

Each task shows execution, critical release evidence and Kinexin oversight.

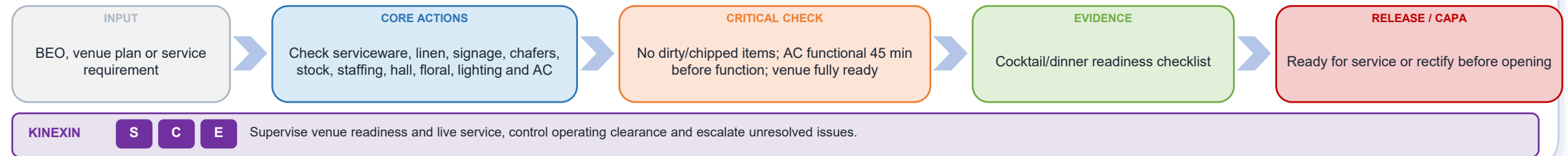
3.5 Starters Tray & Snacks Service

Owner: Service Staff / Floor Supervisor | p.209



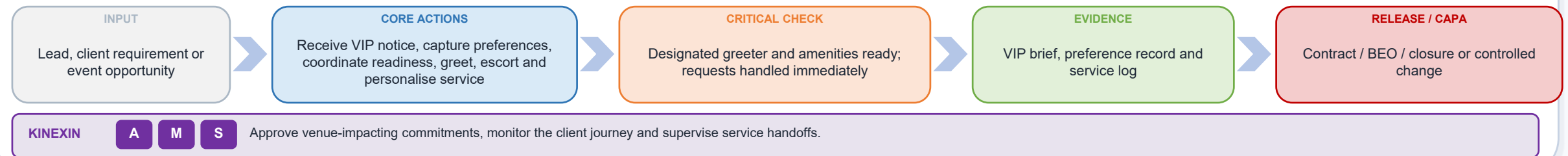
3.6 Cocktail & Dinner Readiness

Owner: Manager / Supervisor | p.210



3.7 VIP Silver Service

Owner: Management / Frontline / Support Staff | p.211

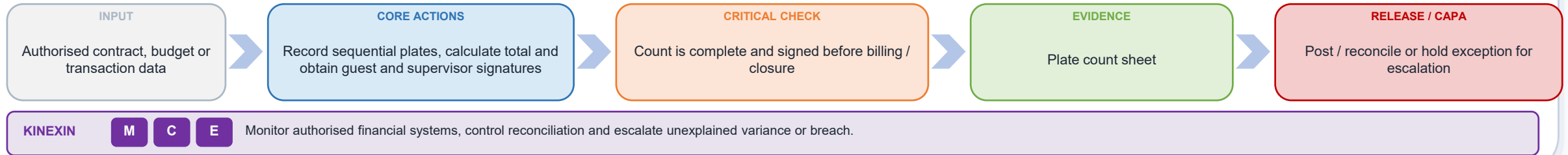


Chapter 11 - F&B Standard Operations Manual | Task flows 19-21

Each task shows execution, critical release evidence and Kinexin oversight.

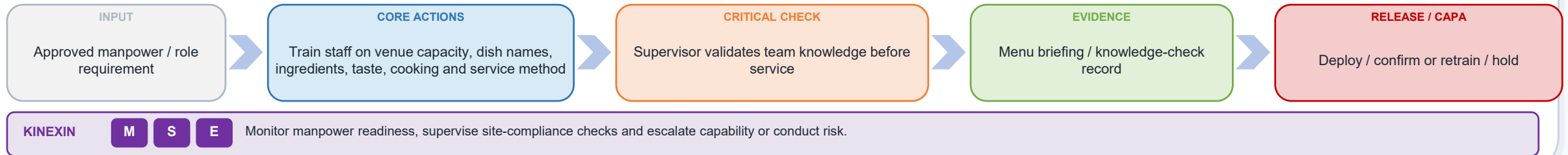
3.8 Plate Count Sheet & Control

Owner: Venue In-Charge / Supervisor / Guest | p.212



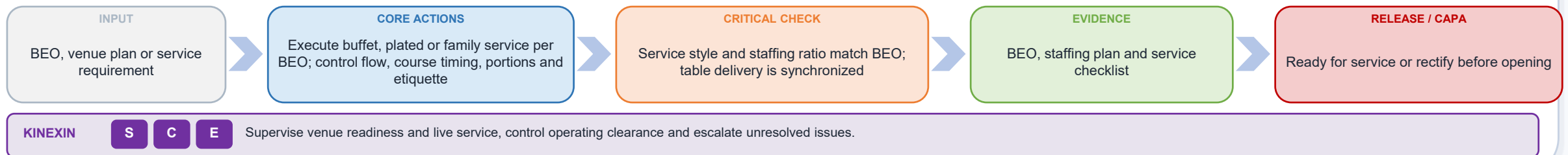
3.9 Menu & Product Knowledge

Owner: Manager / Supervisor | p.213



3.10 Service-Style Standards

Owner: Banquet Manager / Service Staff | p.214

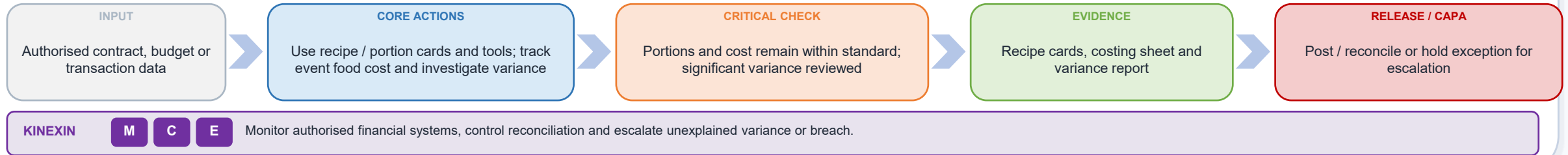


Chapter 11 - F&B Standard Operations Manual | Task flows 22-24

Each task shows execution, critical release evidence and Kinexin oversight.

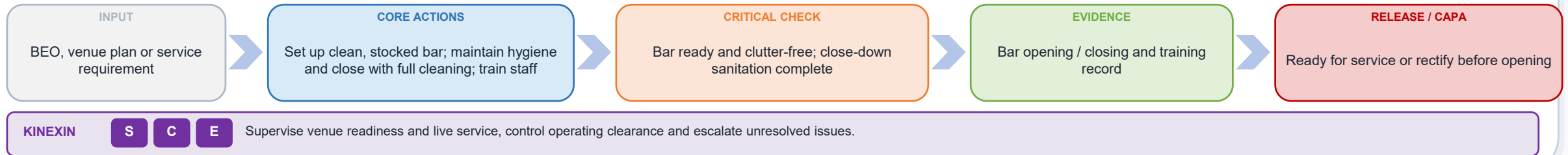
3.11 Portion Control & Costing

Owner: Executive Chef / Kitchen / F&B Manager | p.215



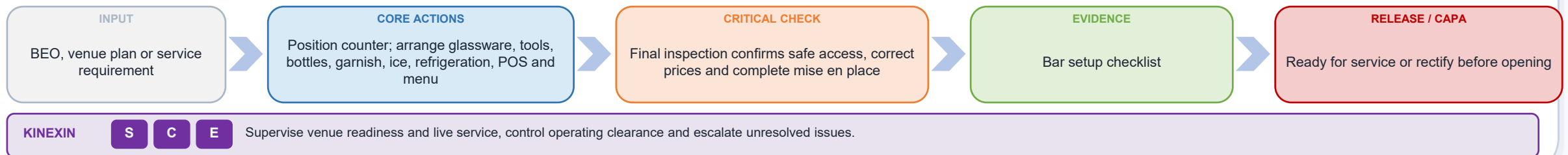
4.1 Bar Handling Service

Owner: Bar Staff / Bartenders | p.216



4.2 Bar Counter Setup

Owner: Bar Manager / Bartenders | p.217

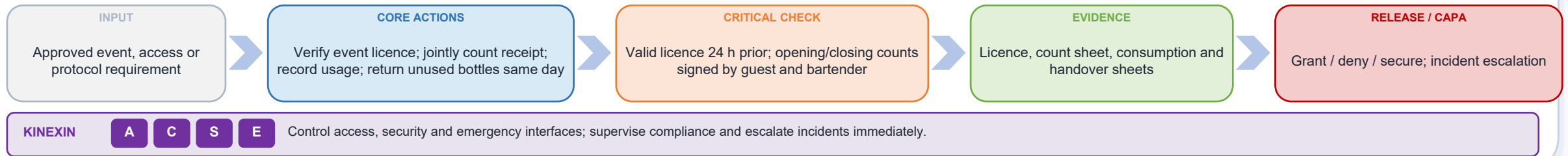


Chapter 11 - F&B Standard Operations Manual | Task flows 25-27

Each task shows execution, critical release evidence and Kinexin oversight.

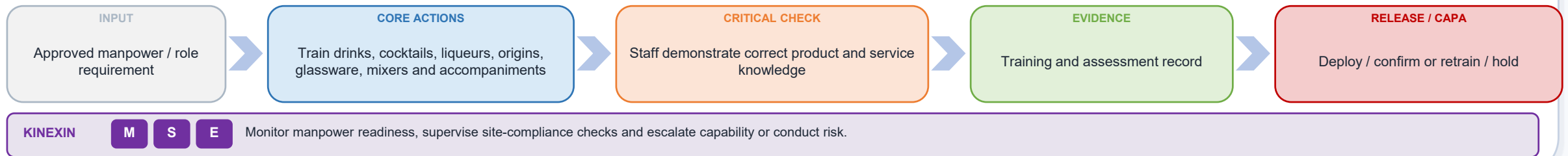
4.3 Alcohol Receiving & Count

Owner: Bar In-Charge / Bartender / Client | p.218



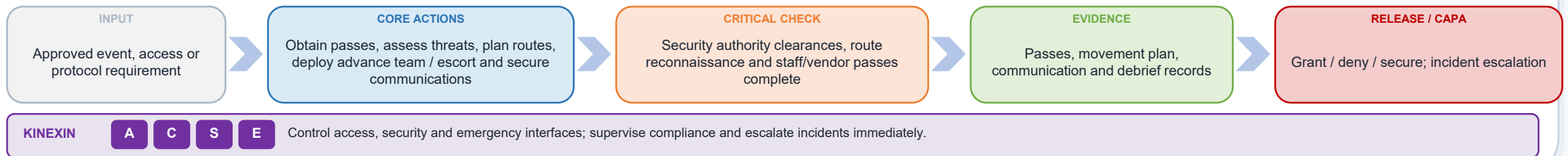
4.4 Beverage Knowledge

Owner: Bar Manager | p.219



5.1 VIP Movement & Protocol

Owner: Security / F&B Operations Manager | p.220

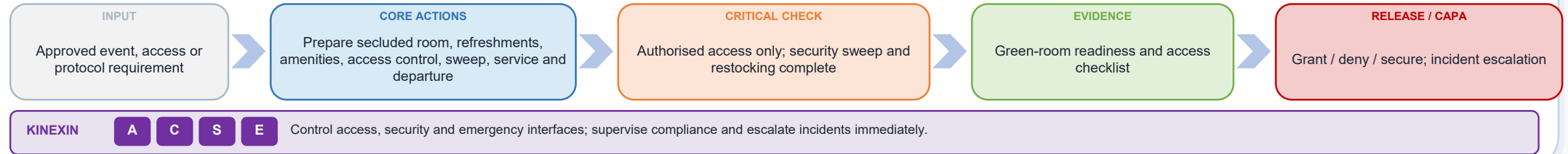


Chapter 11 - F&B Standard Operations Manual | Task flows 28-30

Each task shows execution, critical release evidence and Kinexin oversight.

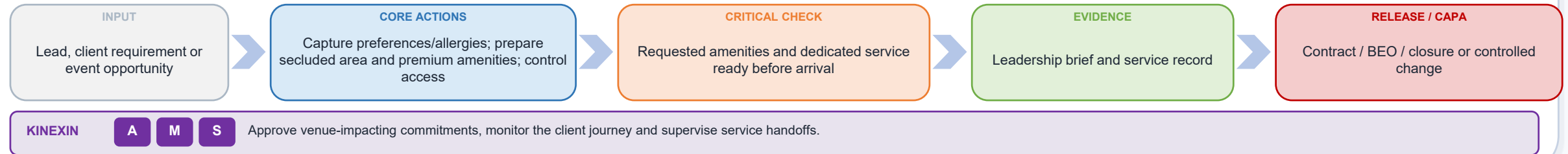
5.2 VIP Green Room

Owner: Green Room Staff / Security | p.221



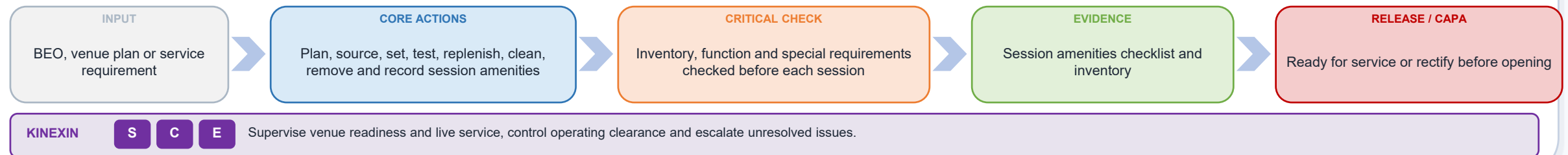
5.3 CEO / Leadership Service

Owner: Designated Hospitality Staff | p.222



5.4 Conference Amenities

Owner: Conference Coordinator / Event Staff | p.223

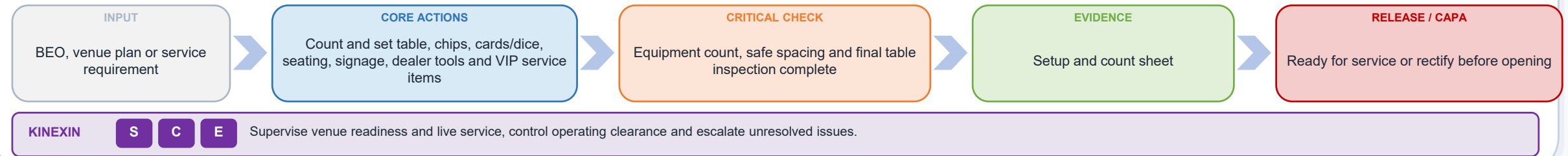


Chapter 11 - F&B Standard Operations Manual | Task flows 31-33

Each task shows execution, critical release evidence and Kinexin oversight.

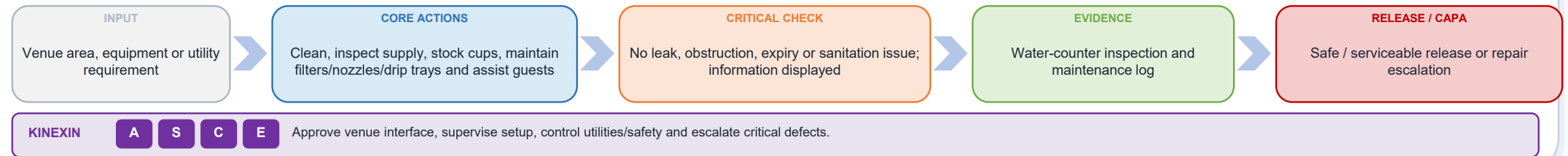
5.5 Head / Dice Table Setup

Owner: Table Supervisor / Dealers | p.224



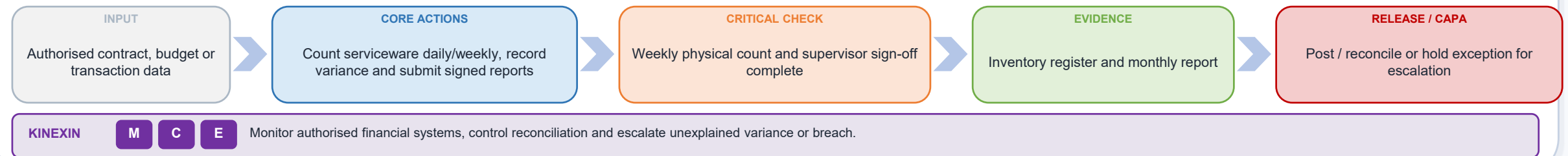
6.1 Water Counter & Dispenser

Owner: Assigned Floor Staff | p.225



6.2 Pantry Inventory

Owner: Inventory Staff / Supervisor / F&B Office | p.226

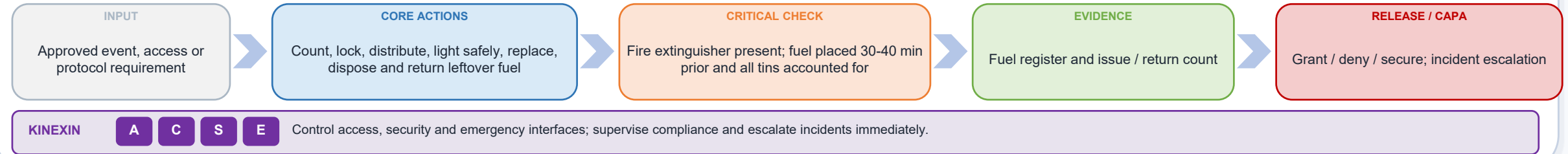


Chapter 11 - F&B Standard Operations Manual | Task flows 34-36

Each task shows execution, critical release evidence and Kinexin oversight.

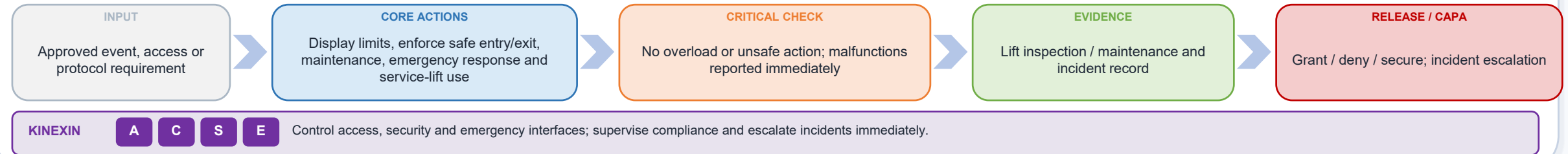
6.3 Fuel Tin Handling

Owner: Fuel In-Charge / Floor Supervisor | p.227



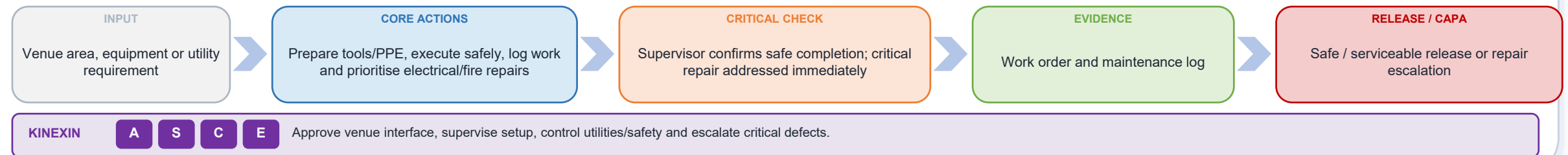
6.4 Lift Handling

Owner: Facility Management / Users | p.228



6.5 Repair & Maintenance

Owner: Maintenance Staff / Supervisor | p.229

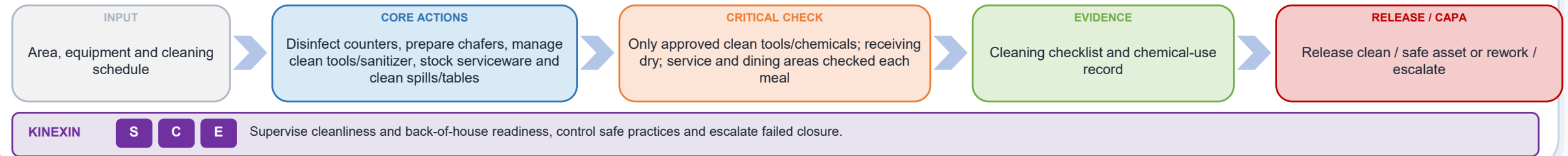


Chapter 11 - F&B Standard Operations Manual | Task flows 37-39

Each task shows execution, critical release evidence and Kinexin oversight.

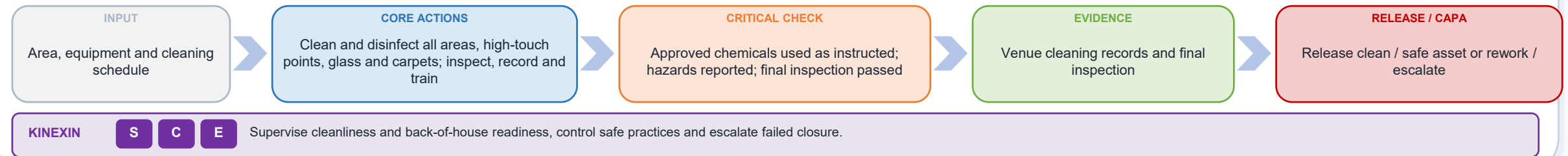
7.1 Cleaning - Service & Buffet Areas

Owner: Service / Housekeeping | p.230



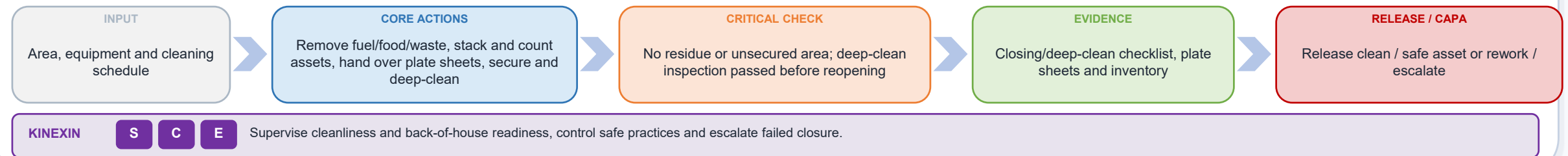
7.2 Cleaning of Venue

Owner: Housekeeping / Registered Vendor / Supervisor | p.231



7.3 Event Closing & Deep Cleaning

Owner: Manager / Supervisor / Housekeeping | p.232

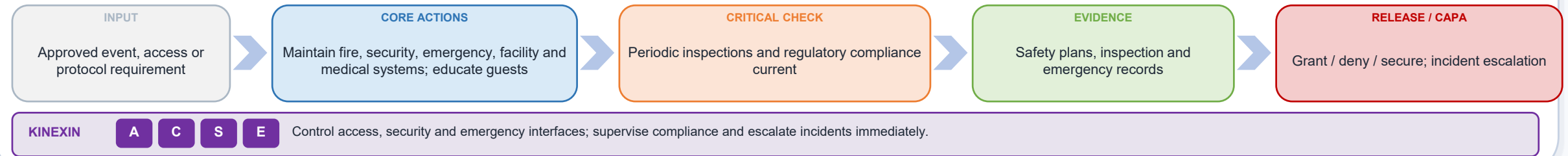


Chapter 11 - F&B Standard Operations Manual | Task flows 40-42

Each task shows execution, critical release evidence and Kinexin oversight.

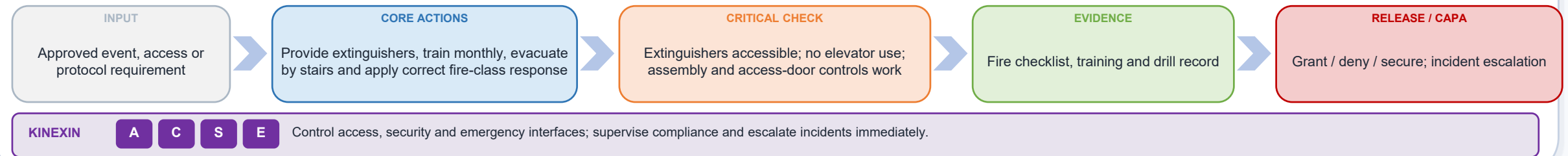
8.1 General Safety

Owner: Management / Security / All Staff | p.233



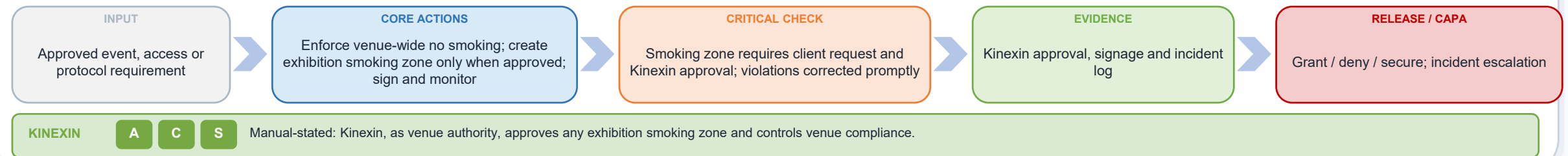
8.2 Fire Safety

Owner: All Staff / Security / Maintenance | p.234



8.3 Smoking Policy

Owner: Security / Event Staff | p.235

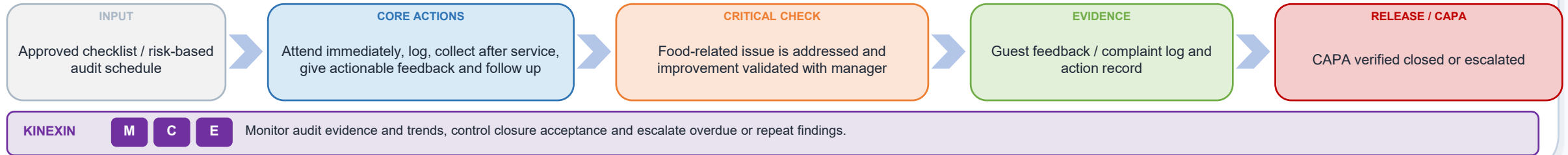


Chapter 11 - F&B Standard Operations Manual | Task flows 43-45

Each task shows execution, critical release evidence and Kinexin oversight.

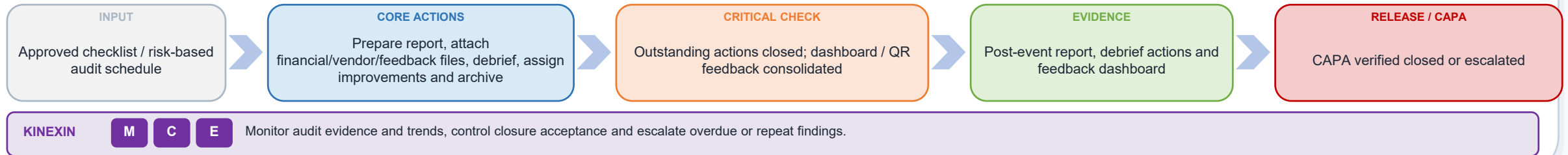
9.1 Feedback Mechanism

Owner: Manager / F&B Team | p.236



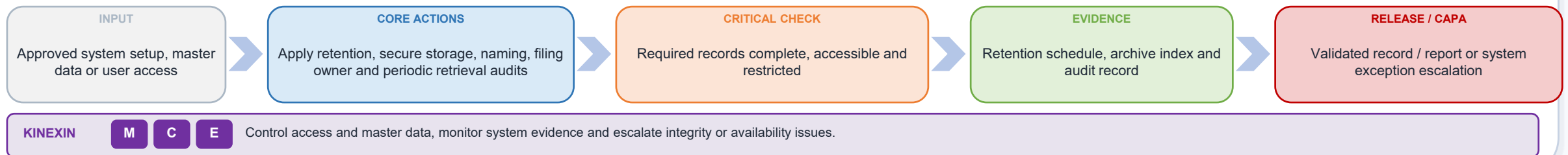
9.2 Post-Function Report & Debrief

Owner: Event Manager / Event Team | p.237



9.3 Documentation & Record-Keeping

Owner: F&B Office / Admin | p.238

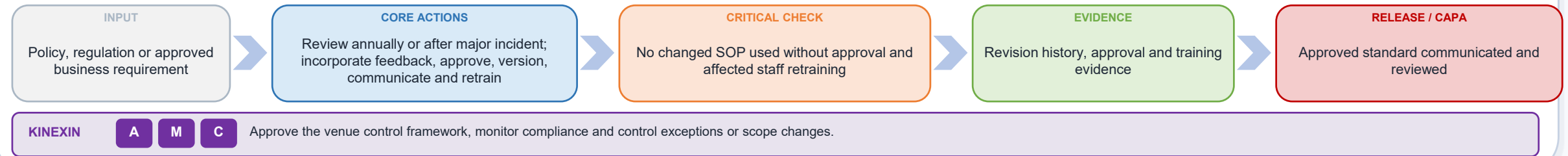


Chapter 11 - F&B Standard Operations Manual | Task flows 46-48

Each task shows execution, critical release evidence and Kinexin oversight.

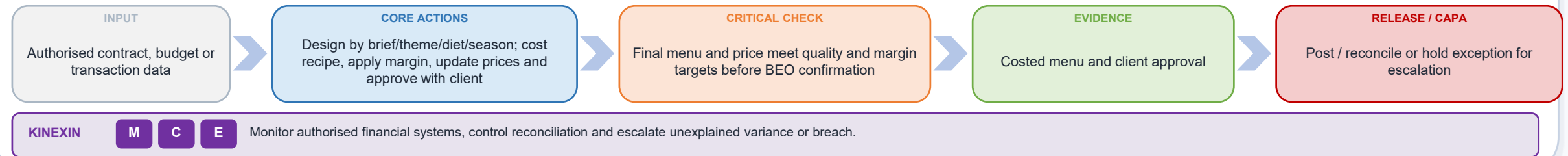
9.4 SOP Review & Continuous Improvement

Owner: Document Owner / F&B Management | p.239



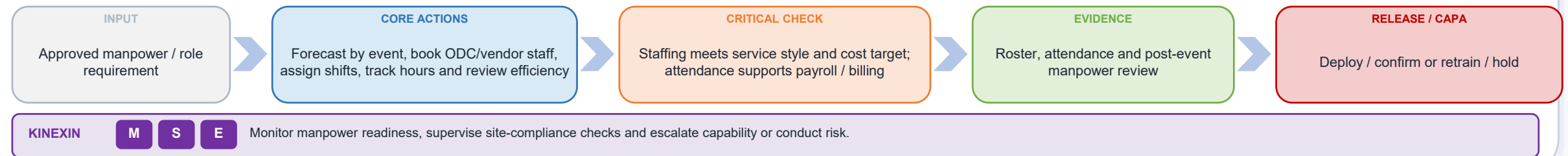
10.1 Menu Planning & Costing

Owner: Executive Chef / F&B Manager / Finance | p.240



10.2 Manpower Planning & Casual Scheduling

Owner: F&B Manager / Manpower Coordinator | p.241

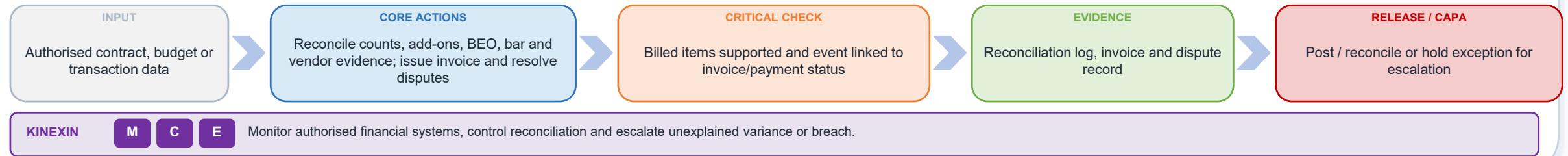


Chapter 11 - F&B Standard Operations Manual | Task flows 49-51

Each task shows execution, critical release evidence and Kinexin oversight.

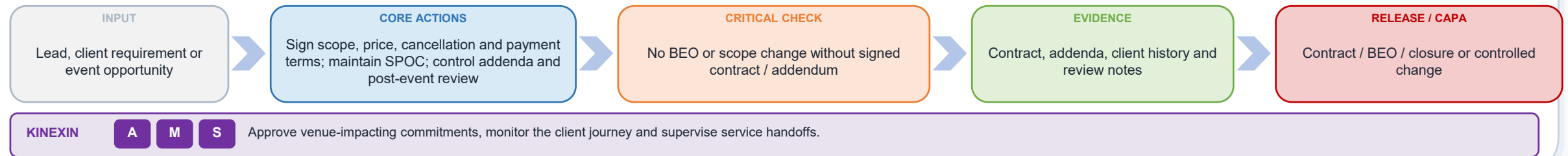
10.3 Billing, Invoicing & Revenue Reconciliation

Owner: F&B Manager / Finance | p.242



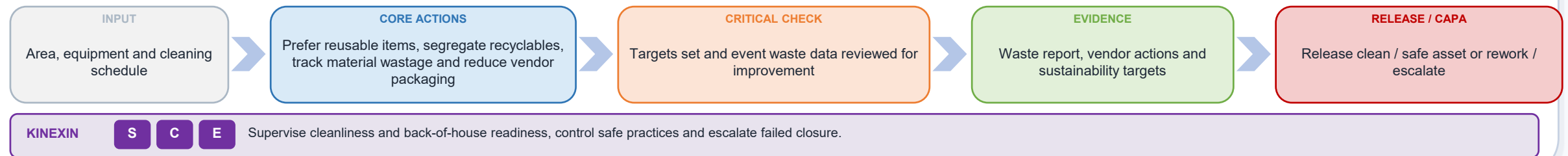
10.4 Client & Contract Management

Owner: Sales / Event Manager / F&B Operations | p.243



10.5 Sustainability & Waste Reduction

Owner: F&B Manager / Housekeeping | p.244

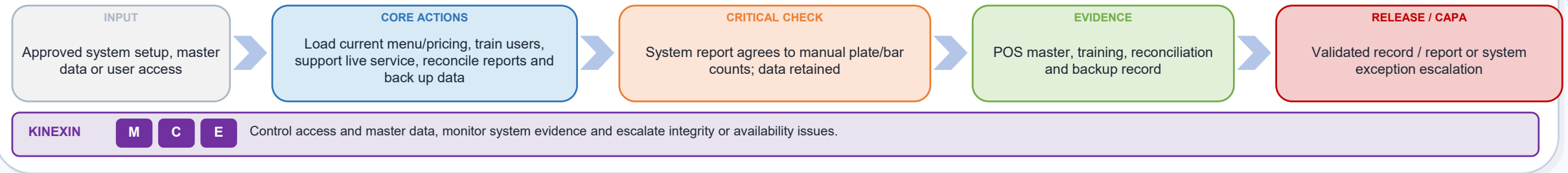


Chapter 11 - F&B Standard Operations Manual | Task flows 52-52

Each task shows execution, critical release evidence and Kinexin oversight.

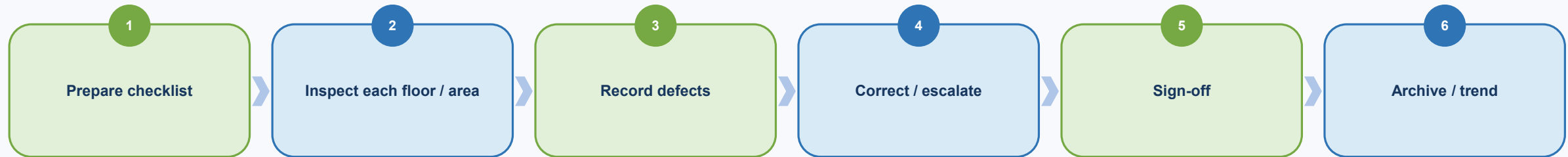
10.6 Technology, POS & Ordering

Owner: F&B Manager / IT / Vendor Support | p.245



Chapter 12 - Operational Checklists

Provide repeatable opening, closing, area and fuel controls with manager sign-off. | Source pages 245-275



CRITICAL CHECKPOINTS

- All listed areas physically checked
- Opening / closing status and remarks complete
- Fuel and asset quantities reconciled
- Manager signature and date
- Unresolved defect carried to action tracker

RECORDS / KPI EVIDENCE

- Opening checklist
- Closing checklist
- Fuel inventory / consumption sheet
- Remarks and manager signatures

KINEXIN VENUE-OPERATOR CONTROLS

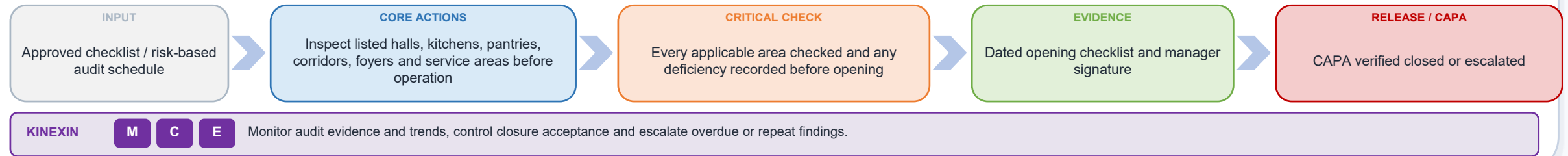
- Define venue areas and readiness criteria
- Monitor completion and unresolved defects
- Supervise pre-open and post-close inspections
- Control operating clearance where checklist fails

Chapter 12 - Operational Checklists | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

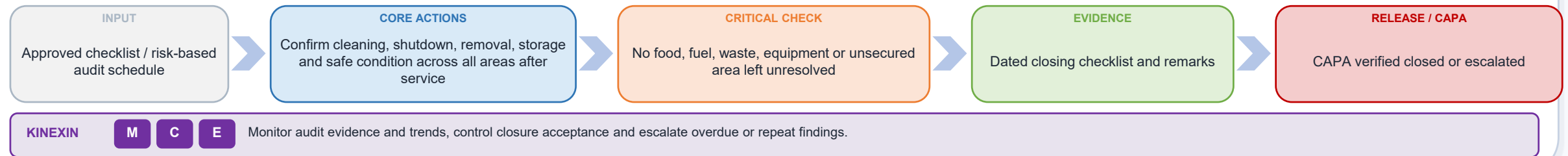
12.1 Opening Checklist - Yashobhoomi

Owner: Area Managers / Supervisors | p.246



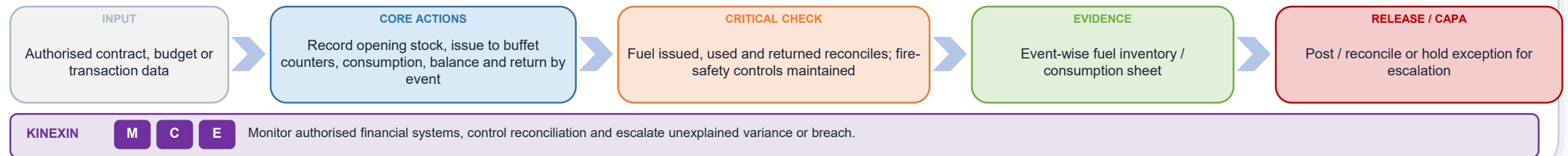
12.2 Closing Checklist - Yashobhoomi

Owner: Area Managers / Supervisors | p.248



12.3 Fuel Inventory & Consumption

Owner: Fuel In-Charge / Manager | p.250

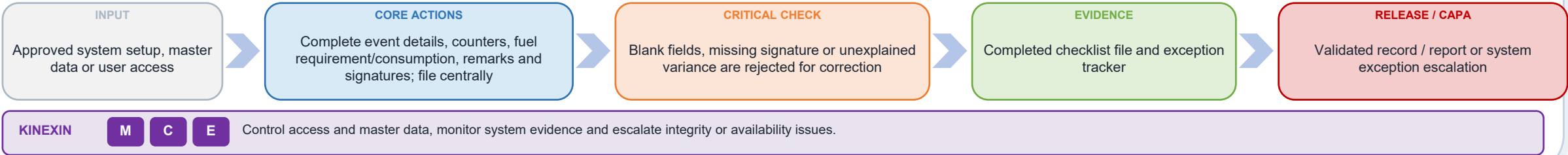


Chapter 12 - Operational Checklists | Task flows 4-4

Each task shows execution, critical release evidence and Kinexin oversight.

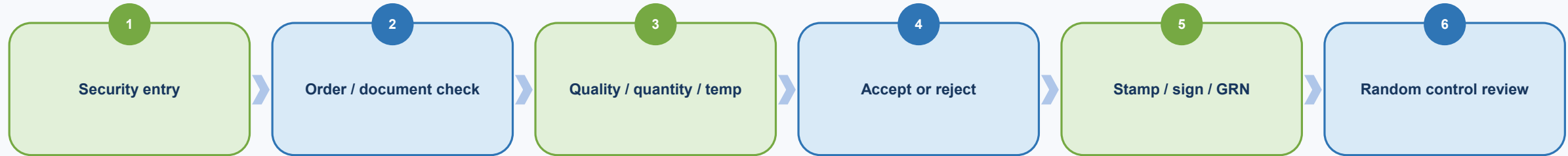
12.4 Checklist Sign-Off & Record Control

Owner: In-Charge / Manager | p.251



Chapter 13 - Receiving Process

Streamline and account for all materials entering commissary, stores and outlets. | Source pages 276-278



CRITICAL CHECKPOINTS

- Agreed delivery time and invoice/challan
- Physical quantity not above order without approval
- Perishable quality and temperature
- Brand, shelf life, marks and pack size
- Joint receiving team sign-off

RECORDS / KPI EVIDENCE

- Security receiving register
- Stamped invoice / challan
- Temperature and rejection records
- GRN and receiving signatures

KINEXIN VENUE-OPERATOR CONTROLS

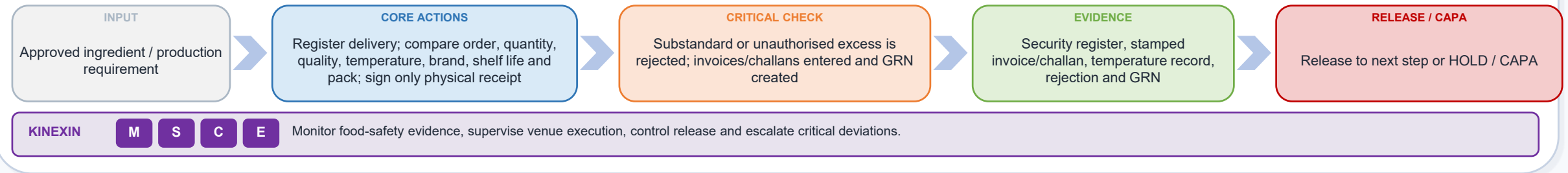
- Control venue receiving access and timings
- Monitor random invoice-to-GRN checks
- Supervise critical perishable receiving
- Escalate undocumented or substandard delivery

Chapter 13 - Receiving Process | Task flows 1-1

Each task shows execution, critical release evidence and Kinexin oversight.

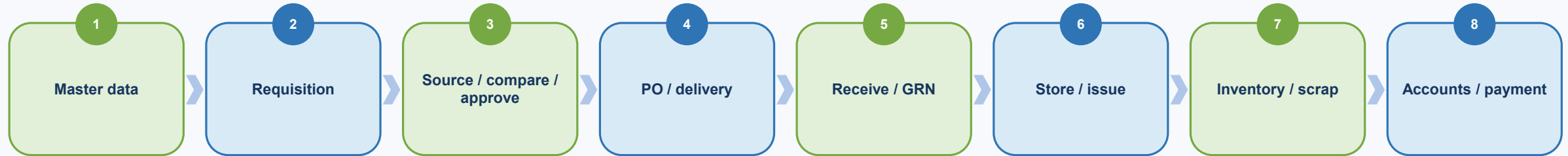
13.1 End-to-End Receiving Process

Owner: SCM / Chef on Duty / Store / Security / Controls | p.277



Chapter 14 - Supply Chain Management

Control material masters, requisitions, purchasing, receiving, storage, issues, inventory, scrap and vendor payment. | Source pages 279-287



CRITICAL CHECKPOINTS

- Restricted master creation
- Requisition cut-off and specification
- Competitive comparison and SCM approval
- PO terms and delivery timing
- Quality / quantity / temperature match

RECORDS / KPI EVIDENCE

- Material and cost-centre masters
- Requisitions and comparisons
- PO / delivery / GRN
- Stock and issue records
- Inventory / scrap reports

KINEXIN VENUE-OPERATOR CONTROLS

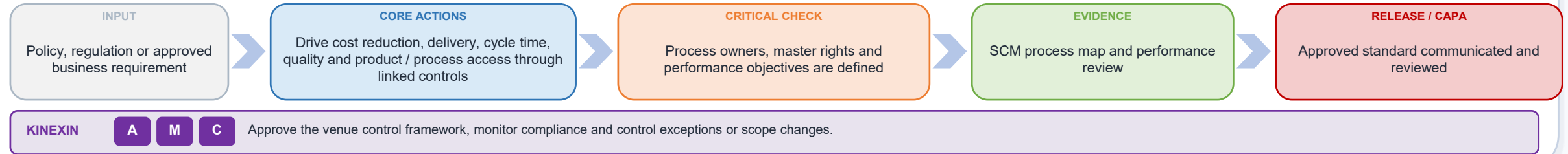
- Monitor venue demand and material availability risk
- Approve venue-impacting exceptions / cash purchases
- Control receiving, storage and gate-pass interfaces
- Review stock, scrap and vendor-payment exceptions

Chapter 14 - Supply Chain Management | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

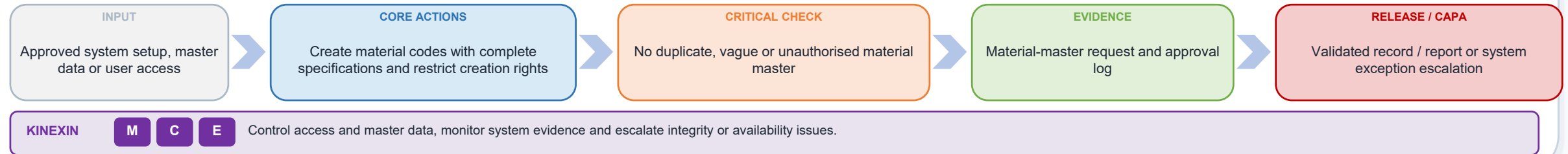
14.1 SCM Objectives & Governance

Owner: AVP - SCM | p.280



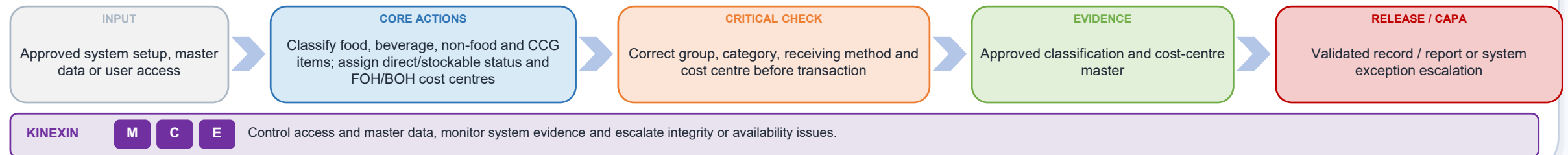
14.2 Raw Material Master Creation

Owner: Authorised SCM User | p.280



14.3 Stores, Groups, Categories & Cost Centres

Owner: SCM / ERP Administrator | p.280

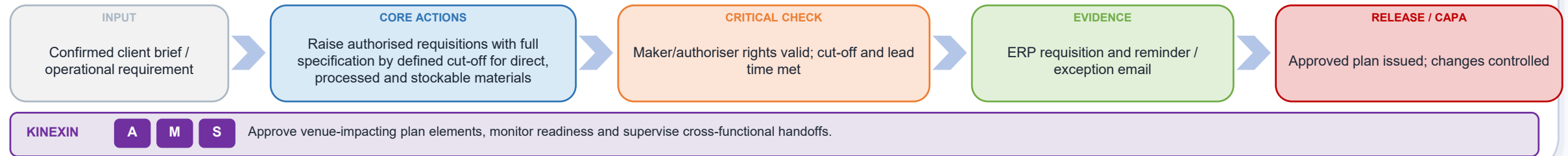


Chapter 14 - Supply Chain Management | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

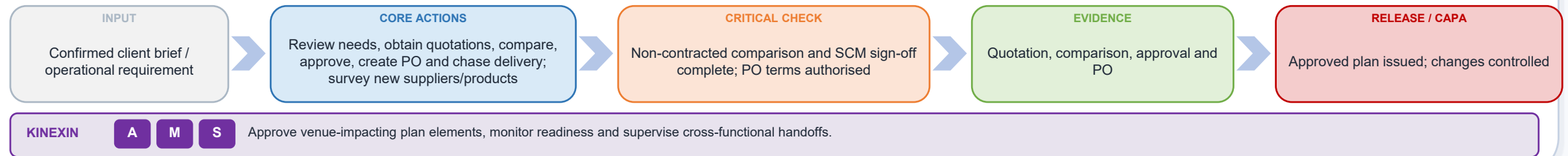
14.4 User Requisition & Timelines

Owner: FOH / BOH User Departments | p.282



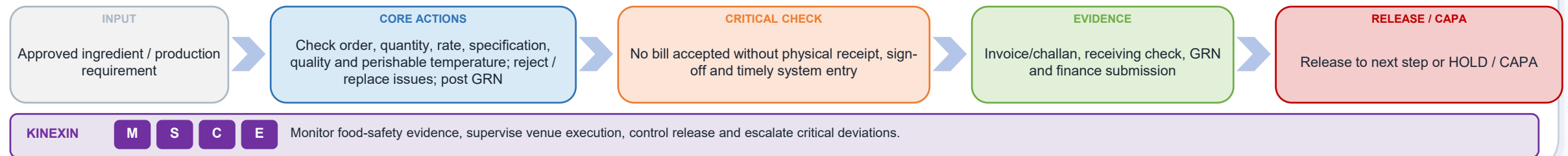
14.5 Purchase, Market Survey & PO

Owner: Purchase Department / SCM Head | p.284



14.6 Store Receiving & GRN

Owner: Store / Chef / Purchase | p.284

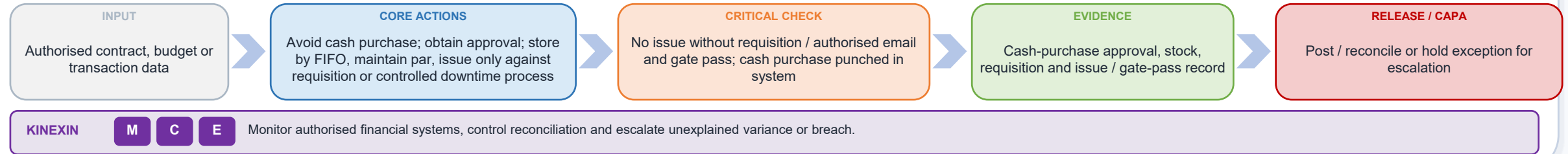


Chapter 14 - Supply Chain Management | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

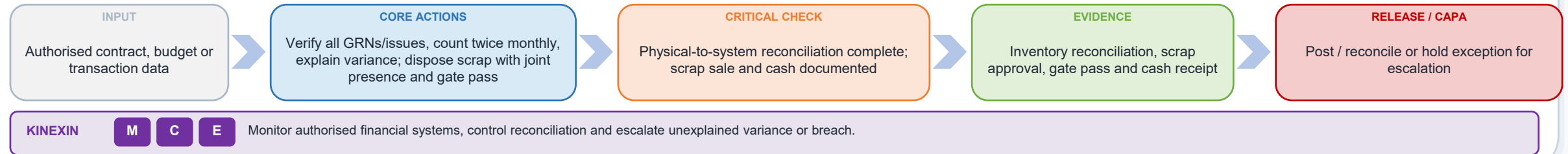
14.7 Storage, Cash Purchase & Material Issue

Owner: Store In-Charge / Unit Head | p.286



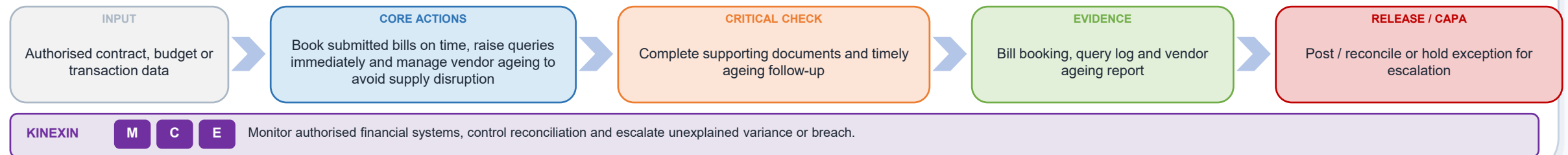
14.8 Inventory & Scrap Control

Owner: Store / Operations / Finance / Controller | p.286



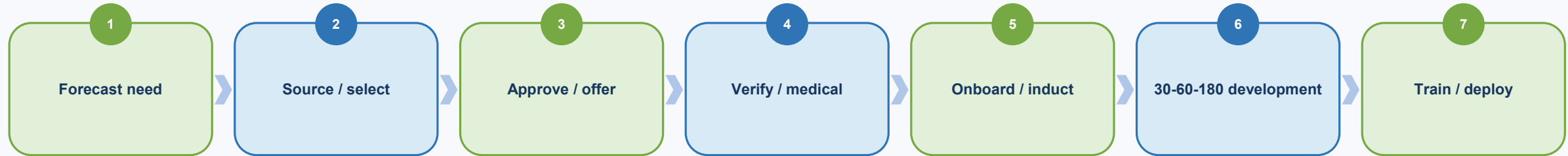
14.9 Accounts Booking & Vendor Ageing

Owner: Accounts Department | p.287



Chapter 15 - Human Resources

Plan manpower, recruit fairly, verify eligibility, onboard, develop and deploy staff for event operations. | Source pages 288-302



CRITICAL CHECKPOINTS

- Budgeted and justified requisition
- Correct panel / trade test / SME
- Compensation approval
- BGV, PCC, age 18+, medical fitness
- Induction and role readiness

RECORDS / KPI EVIDENCE

- Manpower / recruitment requisition
- Interview and trade-test forms
- Offer / appointment / BGV / PCC / medical
- Induction and PLP records
- Training calendar and attendance

KINEXIN VENUE-OPERATOR CONTROLS

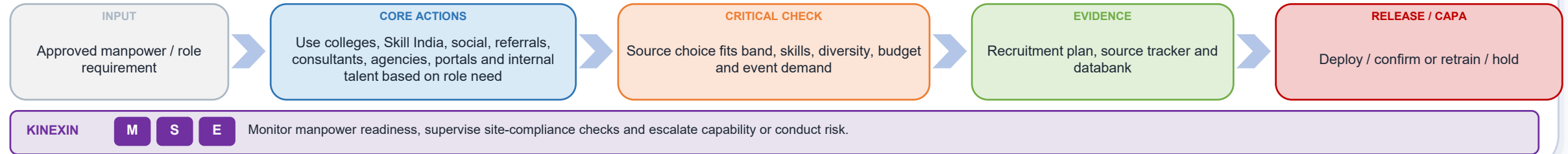
- Monitor venue manpower readiness and vendor compliance
- Supervise deployment ratios for event risk / VIP profile
- Control access to site until checks and training complete
- Review staffing performance and recurrent gaps

Chapter 15 - Human Resources | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

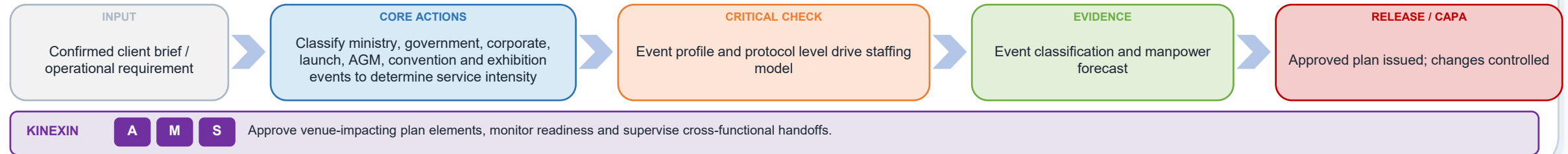
15.1 Recruitment Strategy, Sources & Modes

Owner: HR / Operations Leadership | p.289



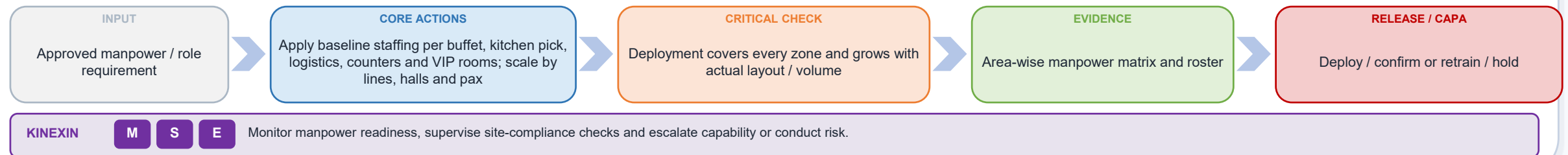
15.2 Event Classification & Manpower Need

Owner: Operations / HR | p.290



15.3 Area Allocation & Scale Formulas

Owner: Operations Manager / Manpower Coordinator | p.291

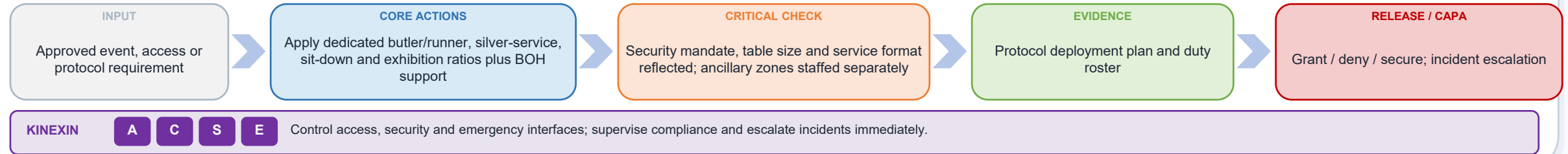


Chapter 15 - Human Resources | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

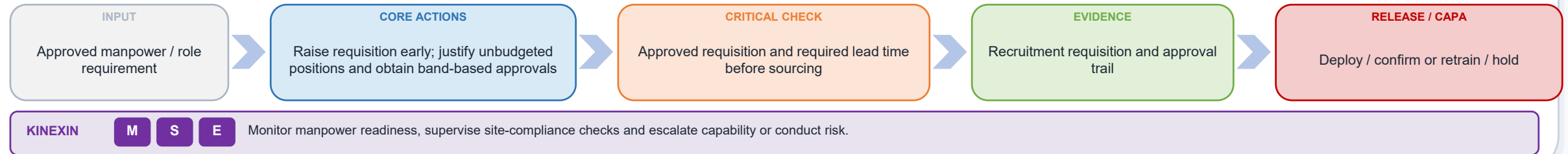
15.4 VVIP, Service Ratios & BOH Alignment

Owner: Operations / Protocol / HR | p.291



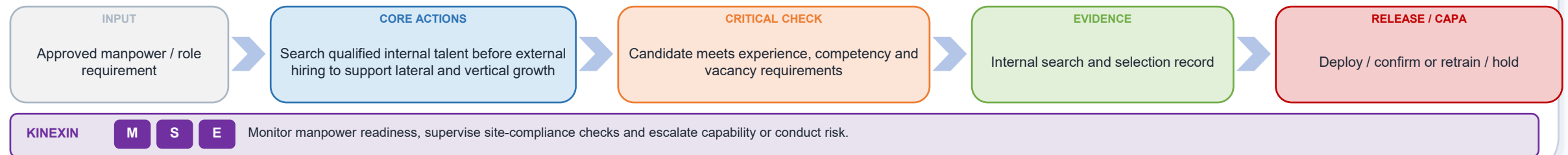
15.5 Recruitment Requisition & Approvals

Owner: Operations Director / HRBP / CFO / CHRO | p.293



15.6 Internal Recruitment

Owner: GM / Unit Manager / HR / Operations | p.293

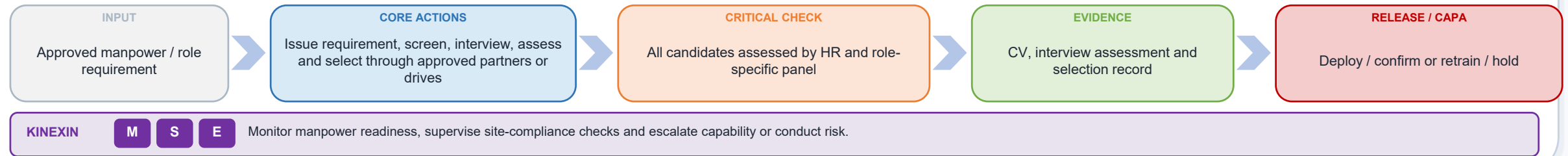


Chapter 15 - Human Resources | Task flows 7-9

Each task shows execution, critical release evidence and Kinexin oversight.

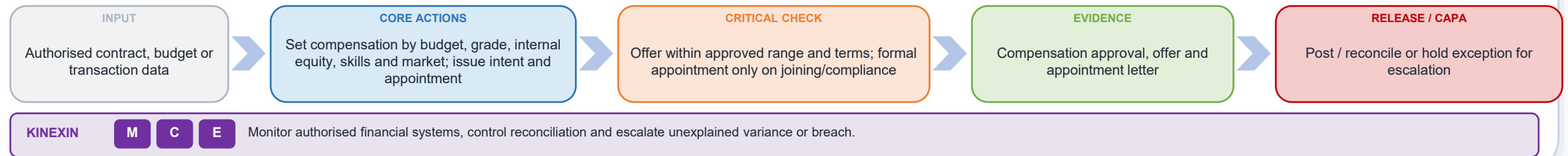
15.7 External Selection Process

Owner: HR / Recruitment Partners / Hiring Panel | p.294



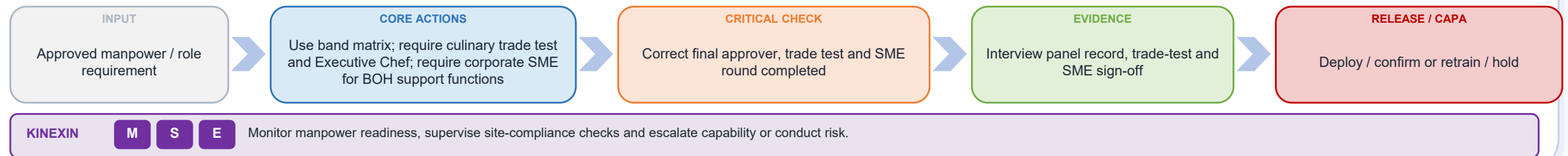
15.8 Compensation & Offer

Owner: GM - HR / Approvers | p.294



15.9 Interview Panel, Trade Tests & SME

Owner: HRBP / GM-IICC / GM-HR / Executive Chef / Corporate SME | p.295

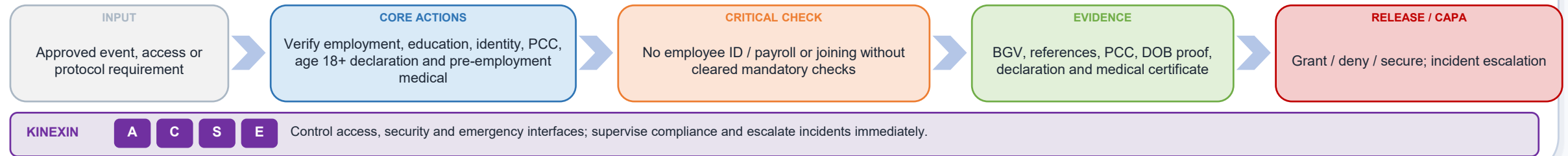


Chapter 15 - Human Resources | Task flows 10-12

Each task shows execution, critical release evidence and Kinexin oversight.

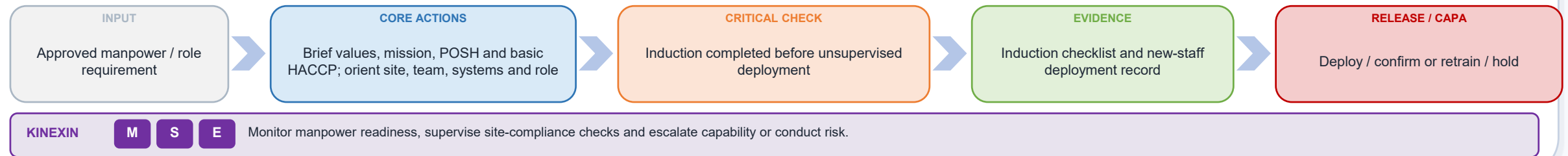
15.10 BGV, PCC, Minimum Age & Medical

Owner: HR / OnGrid / Candidate / Medical Provider | p.295



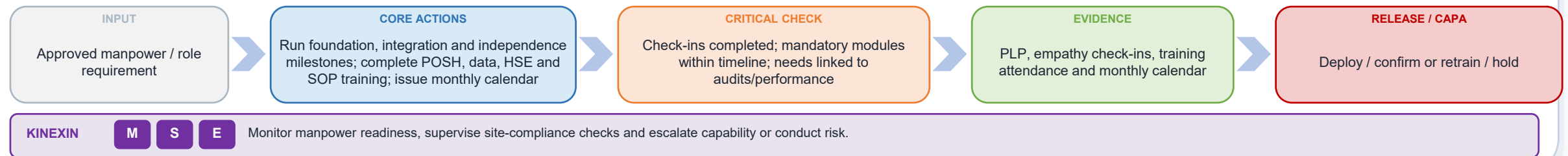
15.11 Onboarding & New Staff Deployment

Owner: HR / Department Heads | p.298



15.12 PLP 30-60-180, Mandatory Training & Calendar

Owner: HR / L&D / Department Heads | p.300



Chapter 16 - Grooming & Hygiene Guidelines

Protect food safety and brand image through team-specific appearance, hygiene, medical and conduct standards. | Source pages 303-312



CRITICAL CHECKPOINTS

- Clean uniform and correct PPE
- Hair, nails, jewellery, footwear and fragrance
- Guest-facing presentation
- Illness / wounds / medical fitness
- Supervisor action on non-compliance

RECORDS / KPI EVIDENCE

- Daily grooming checklist
- Medical fitness and illness logs
- Training / coaching records
- Disciplinary / return-to-work clearance

KINEXIN VENUE-OPERATOR CONTROLS

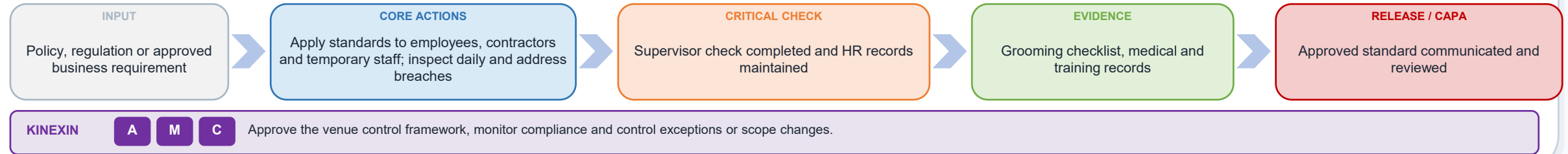
- Monitor venue-wide presentation and hygiene compliance
- Supervise daily opening line-ups
- Control food-area access for non-compliant / unfit staff
- Escalate repeat non-compliance through management

Chapter 16 - Grooming & Hygiene Guidelines | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

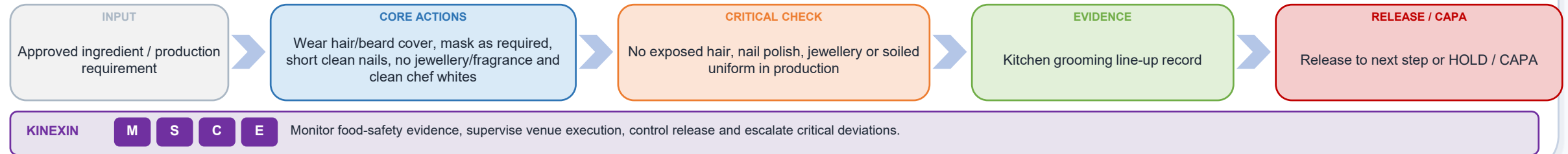
16.1 Governance, Scope & Daily Compliance

Owner: Employees / Supervisors / HR | p.304



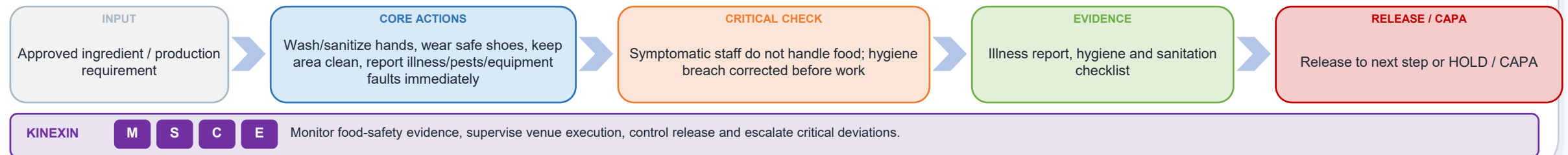
16.2 Kitchen Staff Personal Grooming

Owner: Kitchen Staff / Chef / Hygiene | p.305



16.3 Kitchen Team Hygiene & Illness

Owner: Kitchen Staff / Supervisors | p.306

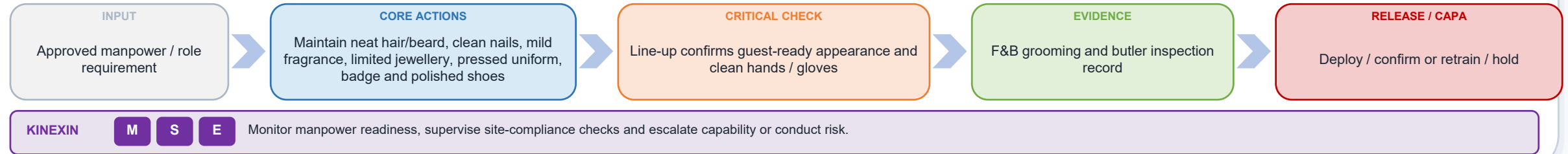


Chapter 16 - Grooming & Hygiene Guidelines | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

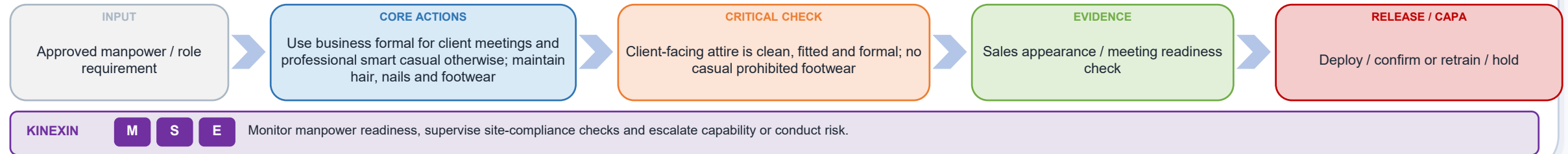
16.4 F&B Team & Butlers Grooming

Owner: F&B / Butlers / Floor Supervisors | p.307



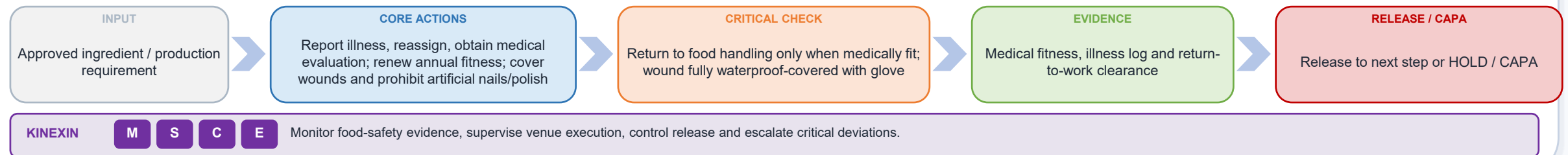
16.5 Sales Team Dress & Client Meetings

Owner: Sales Team / Sales Manager | p.310



16.6 Medical Fitness & Additional FSSAI Controls

Owner: HR / Supervisors / Food Handlers | p.312



Chapter 17 - Performance Management System

Maintain a continuous, transparent cycle of goals, coaching, ratings, talent review and development. | Source pages 313-318



CRITICAL CHECKPOINTS

- Goals linked to business and role
- Documented coaching
- Eligibility and evidence
- Consistent rating weights
- Performance + potential review

RECORDS / KPI EVIDENCE

- Goal plans and check-in notes
- Annual review and ratings
- Talent / potential grid
- Individual development plan
- Balanced scorecard

KINEXIN VENUE-OPERATOR CONTROLS

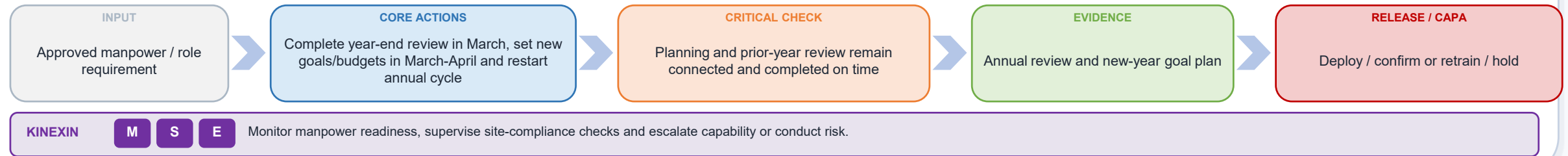
- Monitor venue leadership and operational KPI alignment
- Review performance gaps affecting venue service
- Supervise development actions for critical roles
- Escalate persistent underperformance or capability risk

Chapter 17 - Performance Management System | Task flows 1-3

Each task shows execution, critical release evidence and Kinexin oversight.

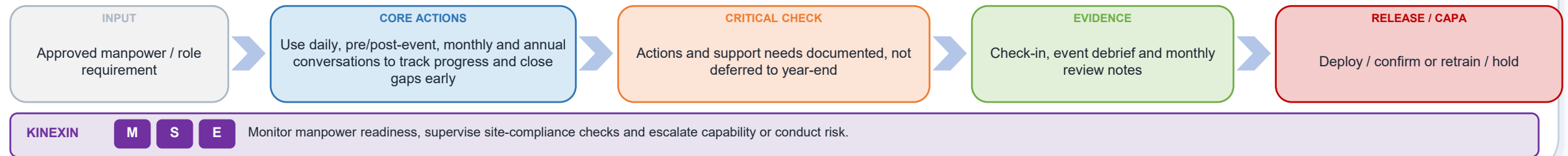
17.1 Annual Performance Cycle

Owner: Managers / Employees / HR | p.315



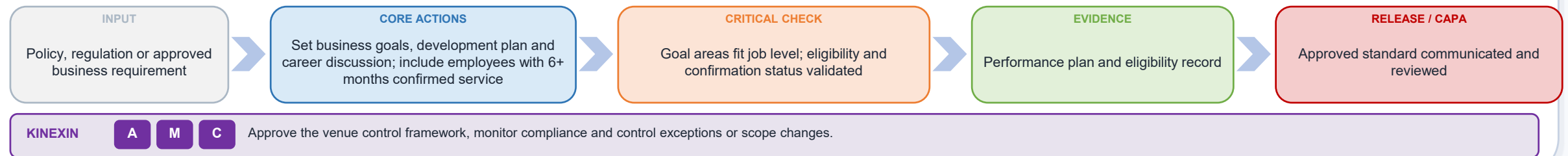
17.2 Regular Check-Ins

Owner: Managers / Department Heads | p.315



17.3 Goal Areas & Eligibility

Owner: Managers / HR | p.315

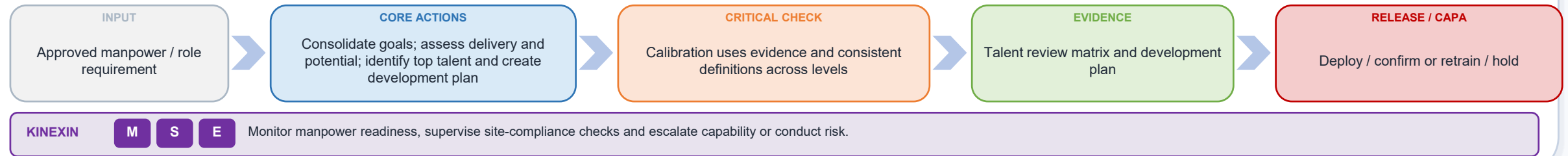


Chapter 17 - Performance Management System | Task flows 4-6

Each task shows execution, critical release evidence and Kinexin oversight.

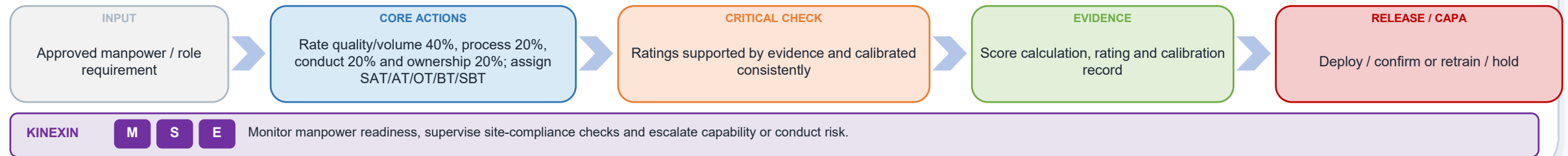
17.4 Performance & Potential / Talent Review

Owner: Managers / Leadership / HR | p.316



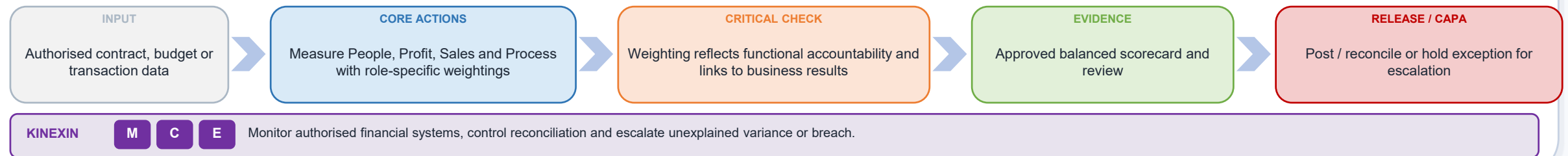
17.5 Rating Model

Owner: Manager / Reviewer | p.316



17.6 Balanced Scorecard for Senior Leaders

Owner: Bands B1-B2 / Leadership | p.316



Kinexin monitoring cadence

Suggested minimum review rhythm based on the manual's recurring checks, audits and reports.

EVERY SHIFT / DAILY

- Opening and grooming clearance
- Receiving / storage / cooking / holding temperatures
- Food court walk-through and guest issues
- POS / cash / coupon / stock reconciliation
- Closing, cleaning, fuel and security checks

EACH EVENT

- Client / BEO / menu / layout sign-off
- Site and equipment readiness
- VIP / security / emergency briefing
- Plate / alcohol / add-on approvals
- Post-event report, invoice and feedback

WEEKLY / MONTHLY

- Audit dashboard and overdue CAPA
- Revenue projection / report and ageing
- Near-expiry / waste / inventory trends
- Training calendar and manpower efficiency
- MIS, P&L and repeated-finding review

QUARTERLY / ANNUAL

- Vendor SLA and licence review
- Quarterly operating-equipment inventory
- PMS and talent review
- SOP / HACCP validation and management review
- Statutory / certification and RACI refresh

Suggested Kinexin dashboard KPIs

A consolidated venue view can pull evidence from GoAudits, POS, finance, food-safety and HR records.

FOOD SAFETY

CCP compliance; out-of-range receipts;
allergen incidents; pest sightings

AUDIT

Audit score; CAPA closure rate;
overdue actions; repeat findings

OPERATIONS

Opening pass rate; service delays;
guest complaints; incident closure

COMMERCIAL

Proposal TAT; conversion; menu freeze
compliance; change requests

FINANCE

POS reconciliation; cash variance;
invoice TAT; event margin / food cost

SUPPLY CHAIN

On-time delivery; rejection rate; stock
variance; near-expiry / wastage

PEOPLE

Attendance / fill rate; grooming pass;
training completion; medical validity

FACILITIES

Equipment readiness; downtime;
cleaning pass; breakage / asset
variance

Final decisions required to operationalise the atlas

The flowcharts are ready for use after the governance points below are formally approved.

1

Approve Kinexin-RACI

Name the approver, monitor, supervisor, controller and escalation owner for every gate.

2

Approve single master limits

Resolve temperature, timing, role and document inconsistencies.

3

Embed gate fields in forms / systems

Add Kinexin review, hold, release and closure fields to BEOs, checklists and GoAudits.

4

Define dashboard and review cadence

Assign data source, owner, threshold and escalation for each KPI.

5

Issue controlled version and train

Publish versioned SOP atlas, train all affected roles and audit adoption.

RESULT: one controlled operating model from client inquiry to verified post-event closure.

DISASTER

New Helpline Numbers



DISASTER

NATURAL		MAN MADE	
FLOOD / HEAVY RAIN		MEDICAL EMS	DAM BLAST
EARTH QUACK		BUILDING COLLAPS	BRIZE COLLAPS
LAND SLIDE		CHEMICAL BRUST	RDD BLAST
TSUNAMI		BIOLOGICAL EMS	SHIP ACCIDENT
PENDIMIC		RADATION EMS	TEMPLE BLAST
CLOUD BRUST		NUCLER EMS	ANIMAL EMS
AVALONCHE		TRAIN ACCIDENT	ELECTRICT EMS
FIRES STORM		FLIGHT CRASH	FOOD EMS
VOLCANIC		BUS ACCIDENT	WAR FARE
		CROWD BLAST	RIOTS /CIVIL DISORDER



NATURAL DISASTER



NATURAL DISASTER

MAN MADE DISASTER

SPECTRUM MUMBAI MAN-MADE DISASTERS - 1 CHART NO. 494 All Images are Protected by © Copyright Act www.spectrumchart.com



TRAIN ACCIDENT/DERAIL



AVIATION INCIDENT (Plane crash)



SHIPWRECK (Accident)



TRAFFIC COLLISION (Road accidents)



STRUCTURAL COLLAPSE (Building collapse)



BRIDGE COLLAPSE



WILDFIRES - Human negligence like discarded cigarettes.



SPACE ACCIDENT



ARSON-The criminal setting a fire with intent to cause damage

SPECTRUM MUMBAI MAN-MADE DISASTERS - 2 CHART NO. 495 All Images are Protected by © Copyright Act www.spectrumchart.com



TERRORIST ATTACK



WAR



RADIATION EMERGENCIES



PANDEMICS & DISEASES



HUMAN STAMPEDES



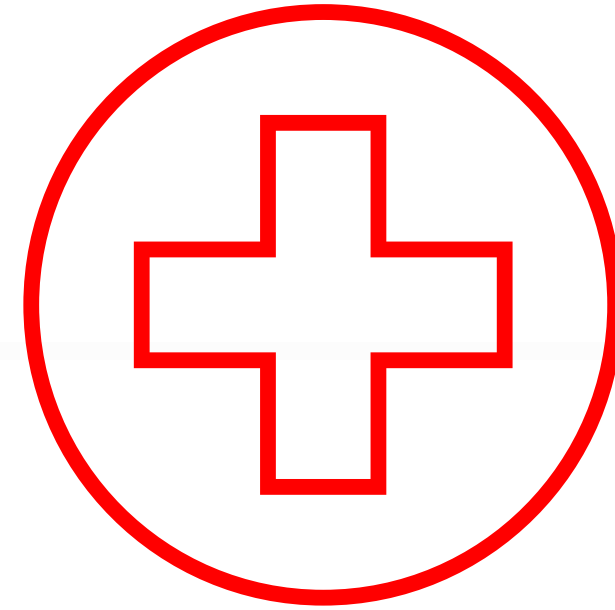
BIOTERRORISM



CRACKS STADIUM DISASTERS



BIOTECHNICAL DISASTERS



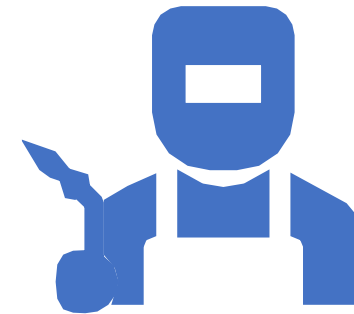
FIRST AID



DEFINATION



FIRST AID – Medical help that you give somebody who is hurt or ill before the doctor arrives .Its performs by a common men. It is generally consist of a series of simple and in some cases.



Potentially life saving technics that an individual can be trained to perform with minimum equipment's.

INITIAL /PHYSICLE ASSESSMENT

SCENE SIZE UP

- What is current situation.
- Where is it going on ?
- How do i control .



HOW TO INTRODUCE YOURSELF

- State your name and organization
- Identify yourself as an MFR
- Ask the consent of the patient



INITIAL ASSESSMENT

- General Impression { Trauma / Medical } Apply C-Collar If Needed
- Responsiveness { A.V.P.U. }
- Airway Obstruction { Head tilt chin-lift , jaw thrust }
- Verify Breathing { L.L.F. }
- Assess Circulation
- Patient Status Update



CONDUCTING AN EXAM

When conducting an exam look for the following signs of injury by using the mnemonic
“**B.P.D.O.T.S**”

B = Bleeding
P = Painful
D = Deformities
O = Open injuries
T = Tenderness
S = Swelling



PHYSICAL EXAM

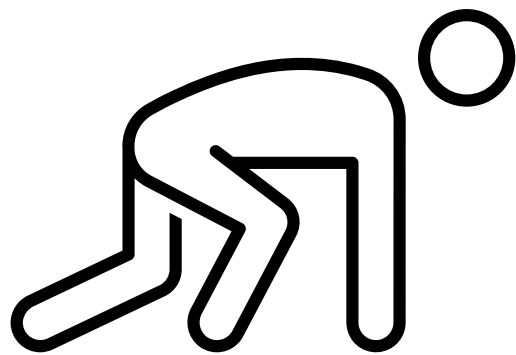
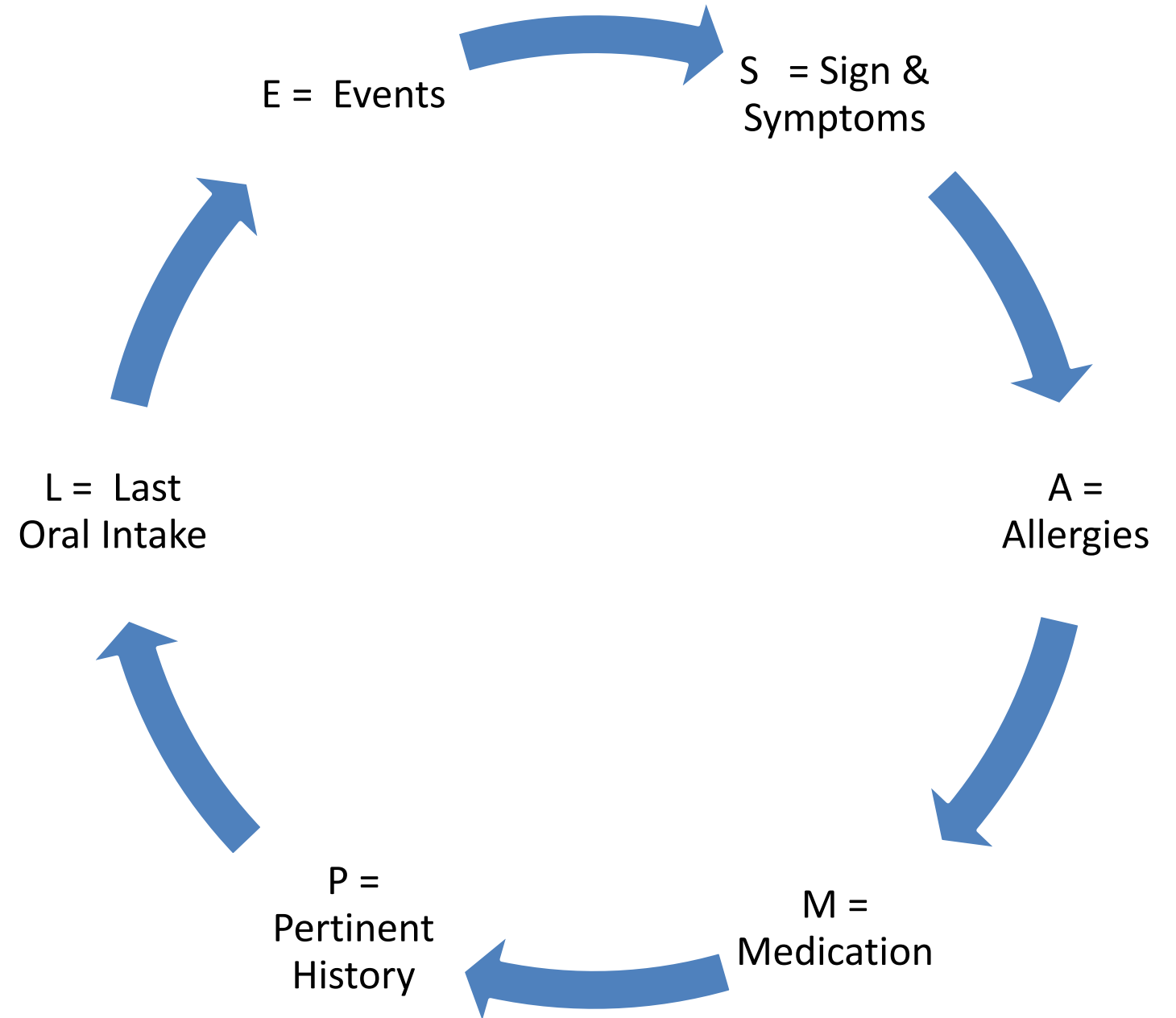
Body parts

- Head
- Neck
- Chest / back
- Abdomen
- Pelvis
- Extremities

Vitile sign

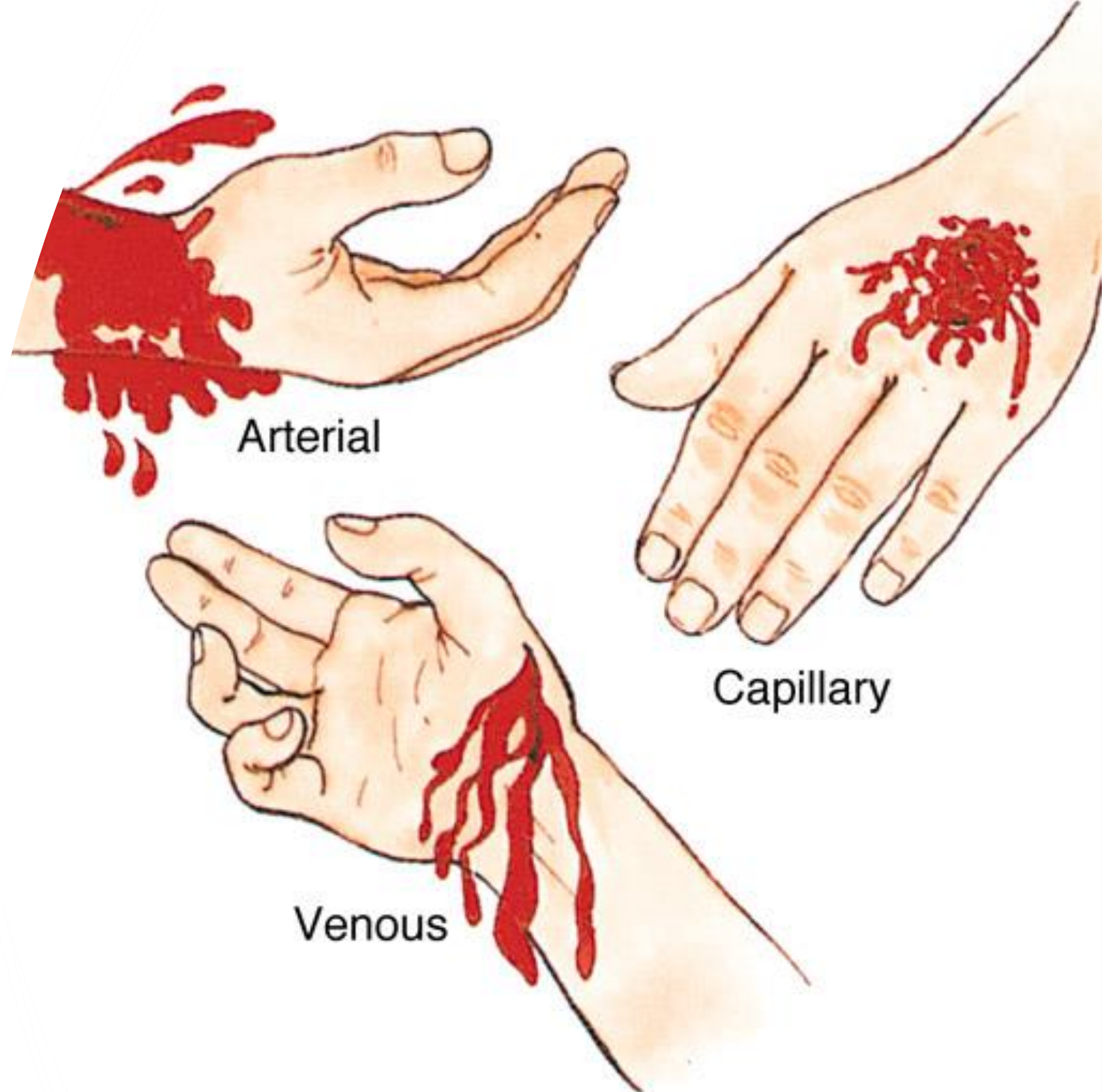
- R – Respiration
- P – Pulse
- S – Skin
- P – Pupil
- B – Blood Pressure

PATIENT HISTORY



CONTROLLING BLEEDING

- DIRECT PRESSURE
- ELEVATION
- PRESSURE POINT



DIRECT PRESSURE



DIRECT PRESSURE / ELEVATION AND PRESSURE POINT



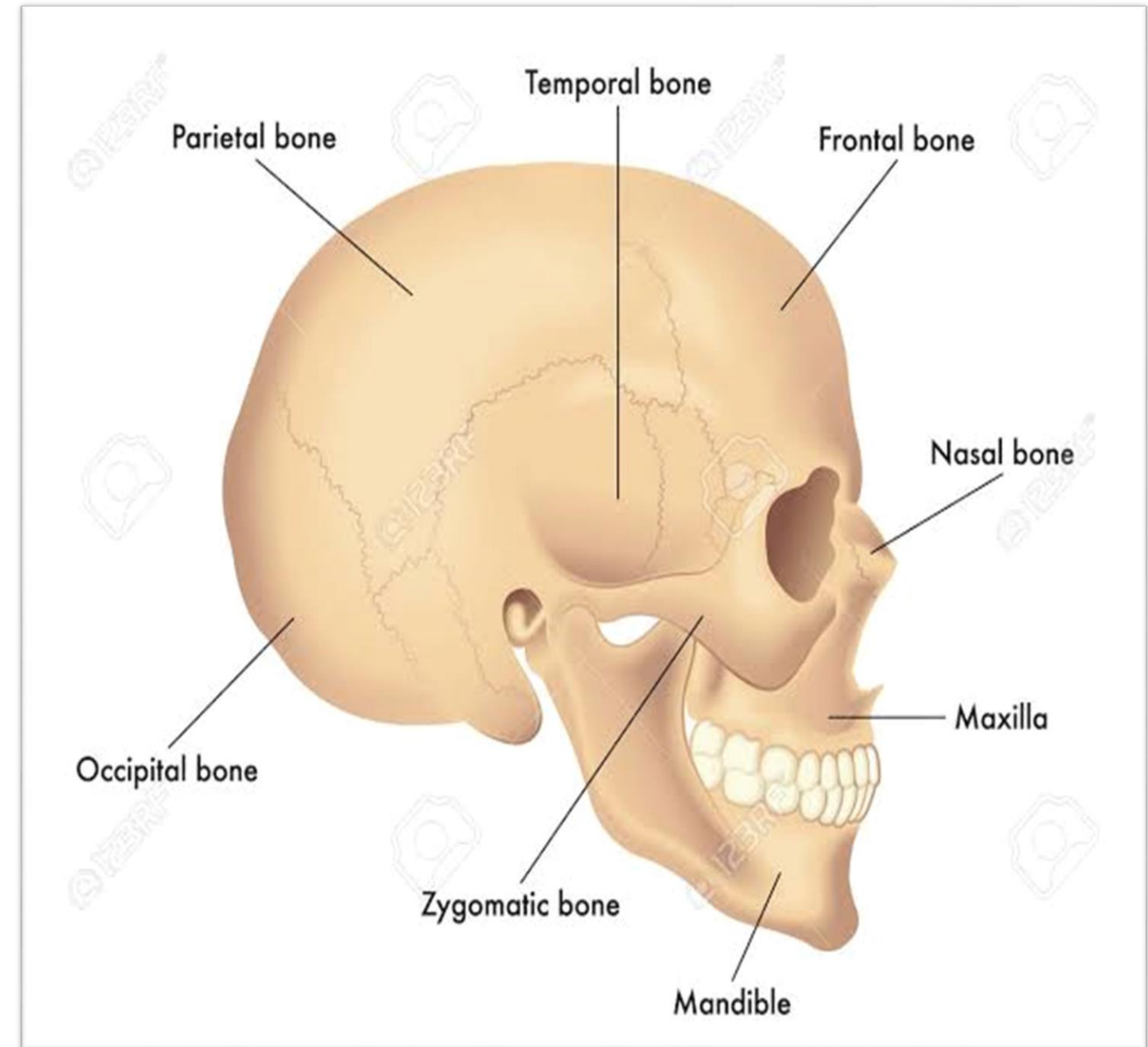


MOSTELY USED PRESSURE POINT

**BRACHIAL
POINT IN THE
ARM .**

**FEMORAL
POINT IN THE
LEG .**

HEAD INJURY



EYE - BALL INJURY



IMPALED OBJECT

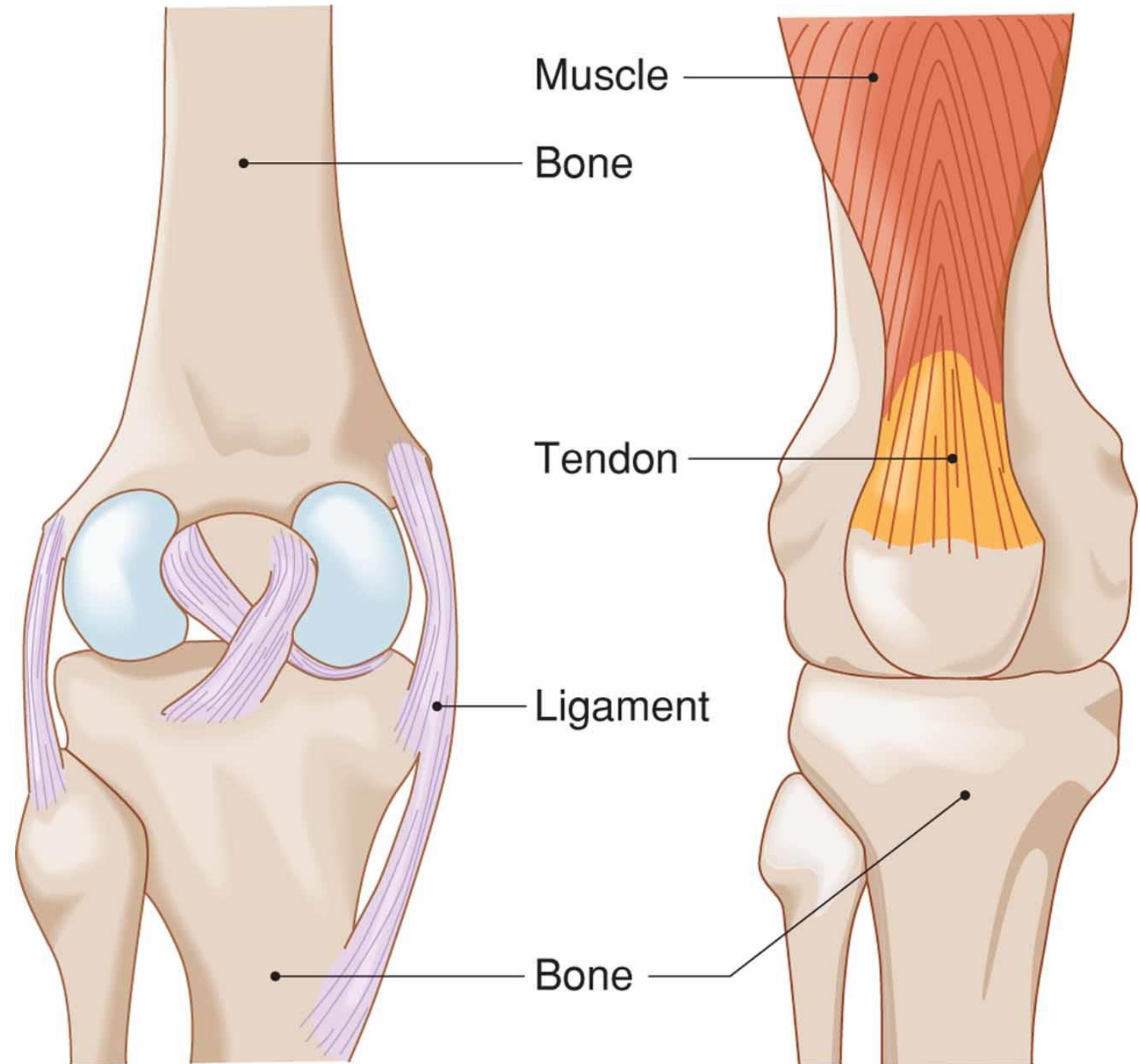


FRACTURES /LIGAMENTS AND TENDONS

Ligaments connect and hold bones together at the joints

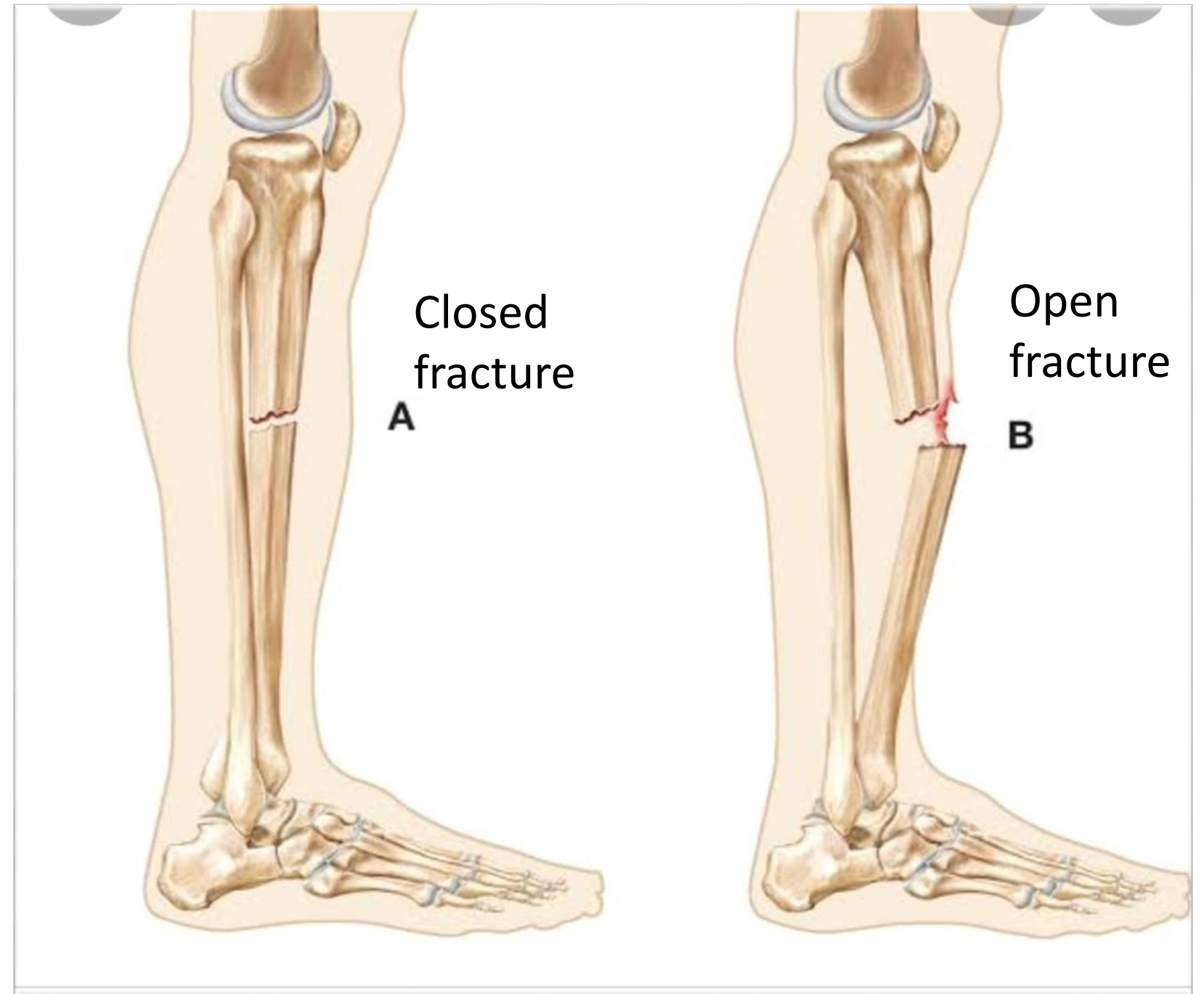
Tendons attach the skeletal muscles to the bone. These muscles control the movement of the joints.

FRACTURES /LIGAMENTS AND TENDONS



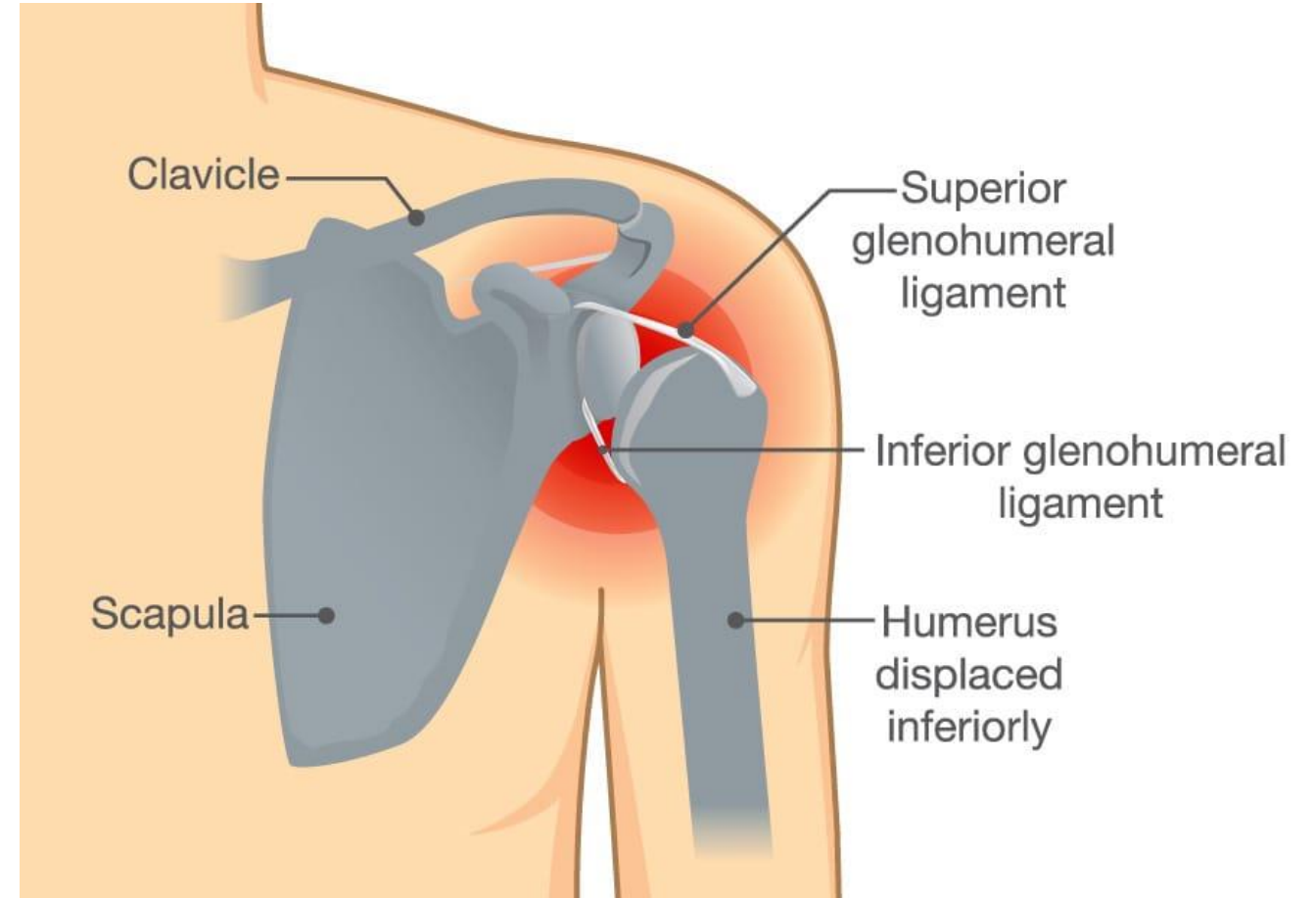
FRACTURES

- Any break in the continuity of a bone is called fracture.
- Fractures can be sub-divided into
 - { B } Open fractures
 - { A } Closed fractures



DISLOCATION

Dislocation is an injury in which a bone is moved out of its normal position in a joint and remains that way



LIFTING AND MOVING **AND** **STRUCTURE**



LIFTING AND MOVING AND STRUCTURE



STRUCTURE



LIFTING AND MOVING

EMRGENCY MOVE – When There Is An Immediate Treat To The Ill Injured Person

- **Shirt Drag**
- **Piggy Back Carry**
- **One Rescuer Crunch ,Two men crunch**
- **Blanket Drag ,bad sheet ,etc.**
- **Cradle Carry ,Fire Fighter lift ,ONE ,TWO ,THREE,FOUR HAND carry .**

NON EMS MOVE -

- **Extremity Lift**
- **Direct Ground Lift**
- **Improvised Stretcher**
- **CHAIR LIFT**



LIFTING AND MOVING

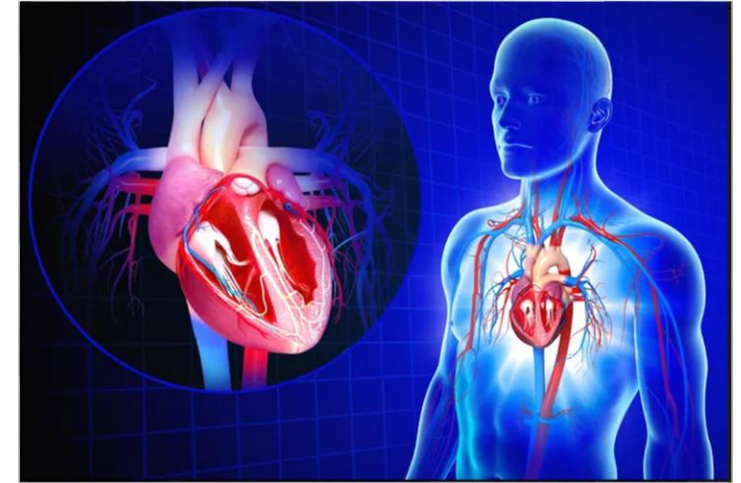
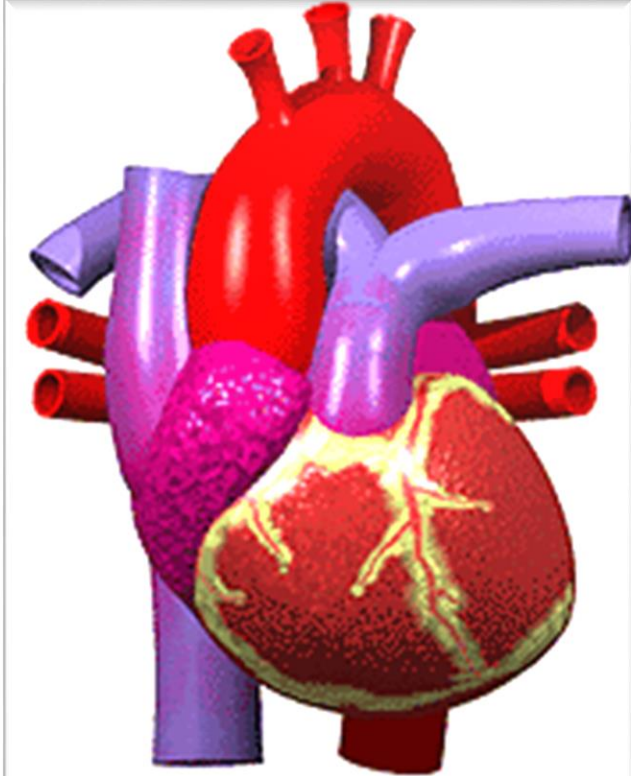
LIFTING AND MOVING



LIFTING AND MOVING

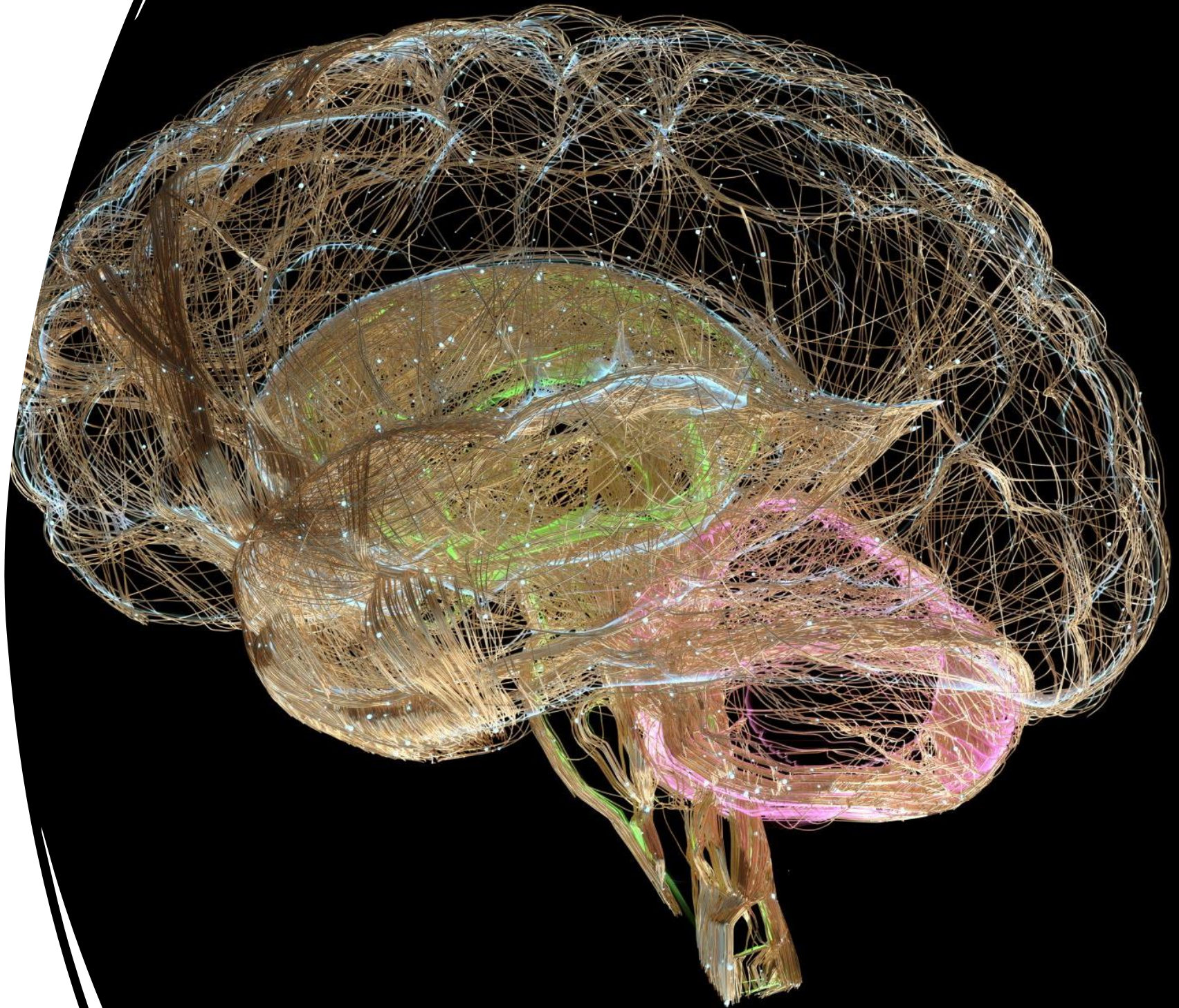


CPR



DEATH

- Clinical death – 1 -6 minuet
- Biological death – death of brain tissue
- GOLDEN PERIODE



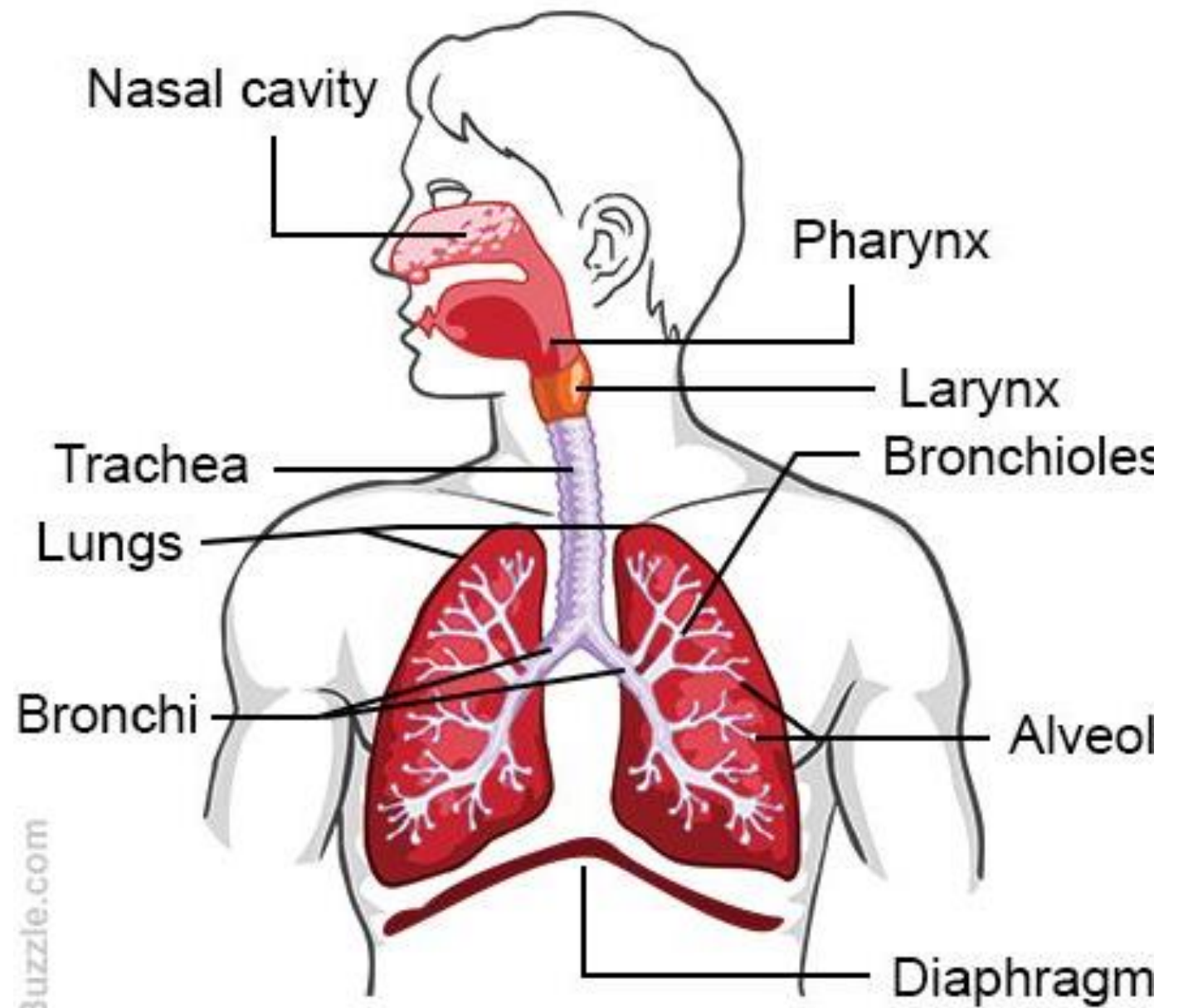
SIGNE OF ABSENT RESPIRATION

No Chest Or No Abdominal Movement

Air Can Not Be Hear And Felt Exiting The Mouth To Nose

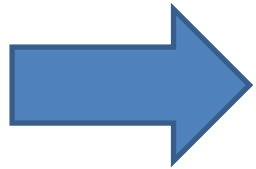
No Movement

No Other Activity



SIGNS OF **INADEQUATE RESPIRATION**

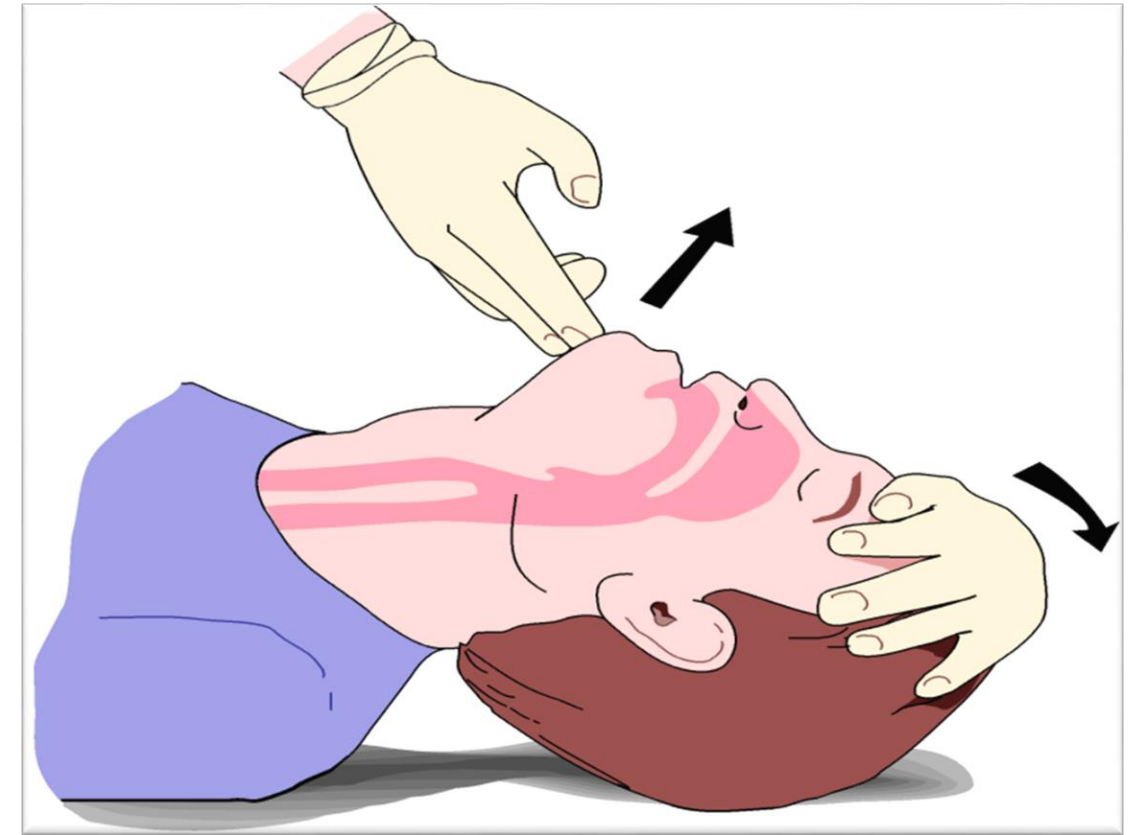
Inadequate Rise And Fall Of The Chest

- Noisy Breathing: Bubbles, Whistling, Etc.
- Increased Respiratory Effort
- Cyanosis -

- Inadequate Rate
- Altered Mental Status

A bluish coloration of the skin and mucous membranes caused by a lack of oxygen in the blood and tissues.

TECHNIQUES FOR OPENING THE AIRWAY

➤ *Head-tilt Chin-lift:-*
(For Medical Patient Only)



➤ *Jaw Thrust:- Trauma patient*



ARTIFICIAL VENTILATION (RESCUE BREATHING)

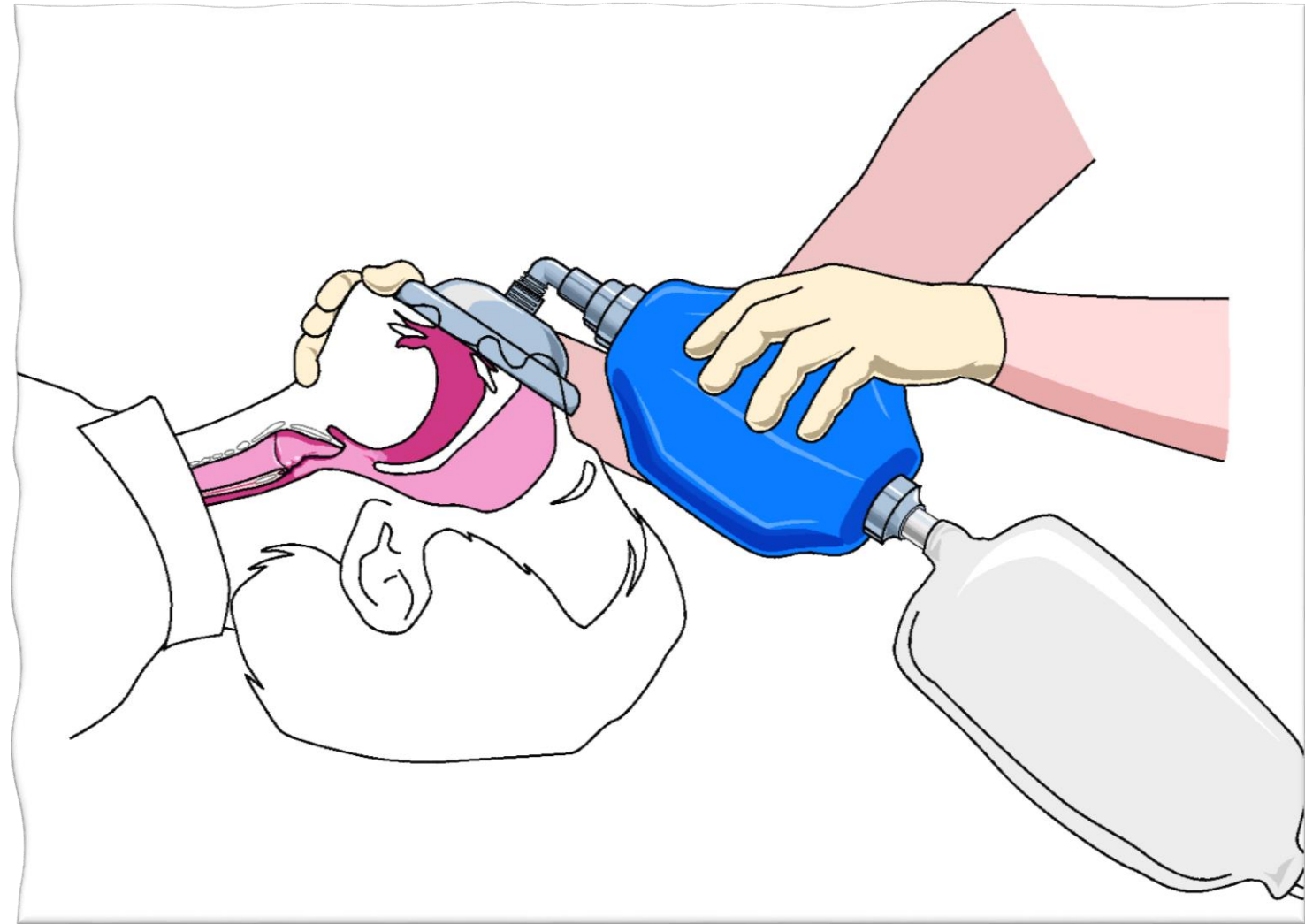
Once the patient has an open airway, you can provide artificial ventilation for a patient breathing inadequately or not at all.

Techniques of Artificial ventilation

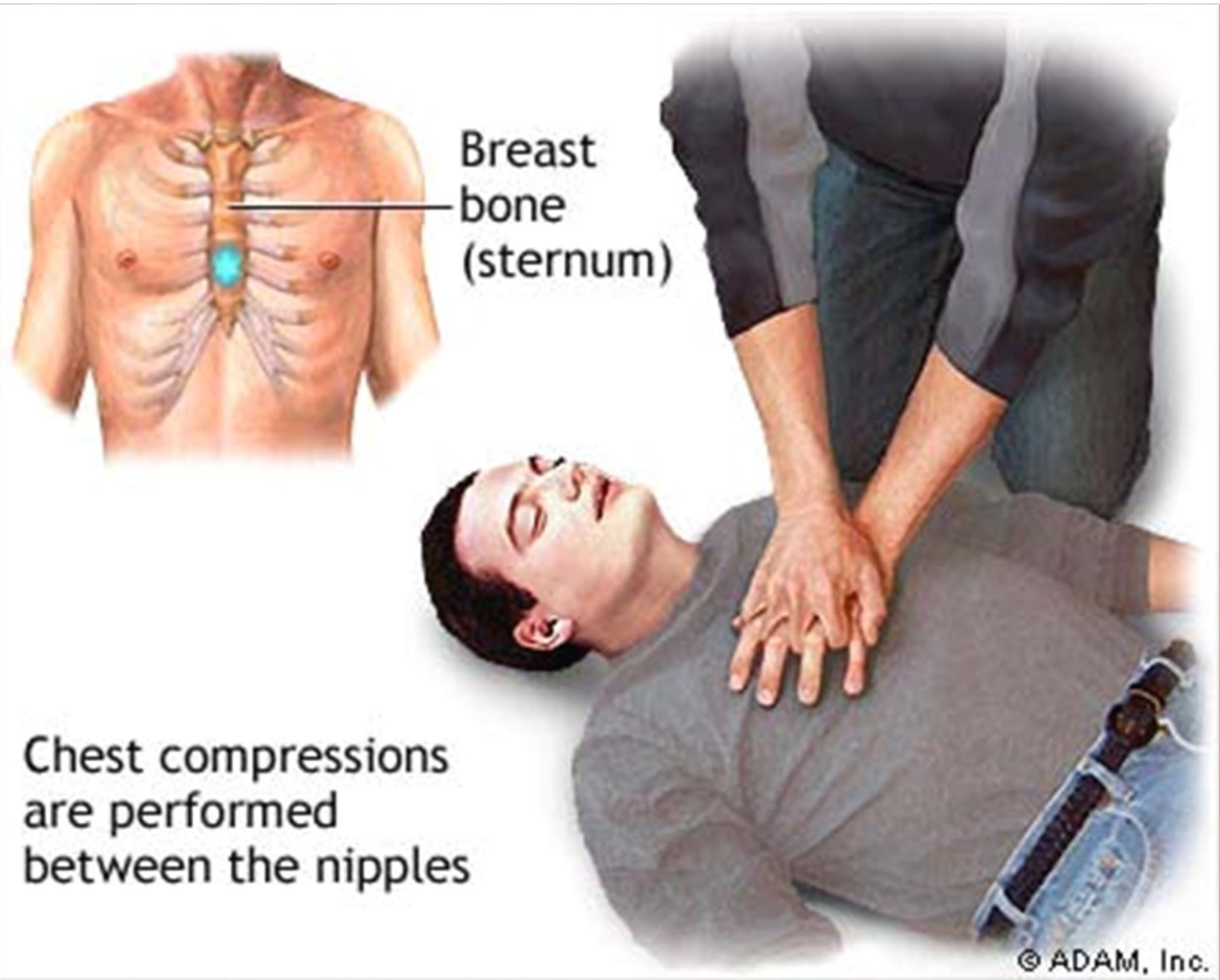
- 1- Mouth to mask:
- 2- Mouth to barrier device:
- 3- Mouth to mouth:

VENTILATION

- 1- Mouth to Mask:
- 2- Mouth to Barrier Device:
- 3- Mouth to Mouth:

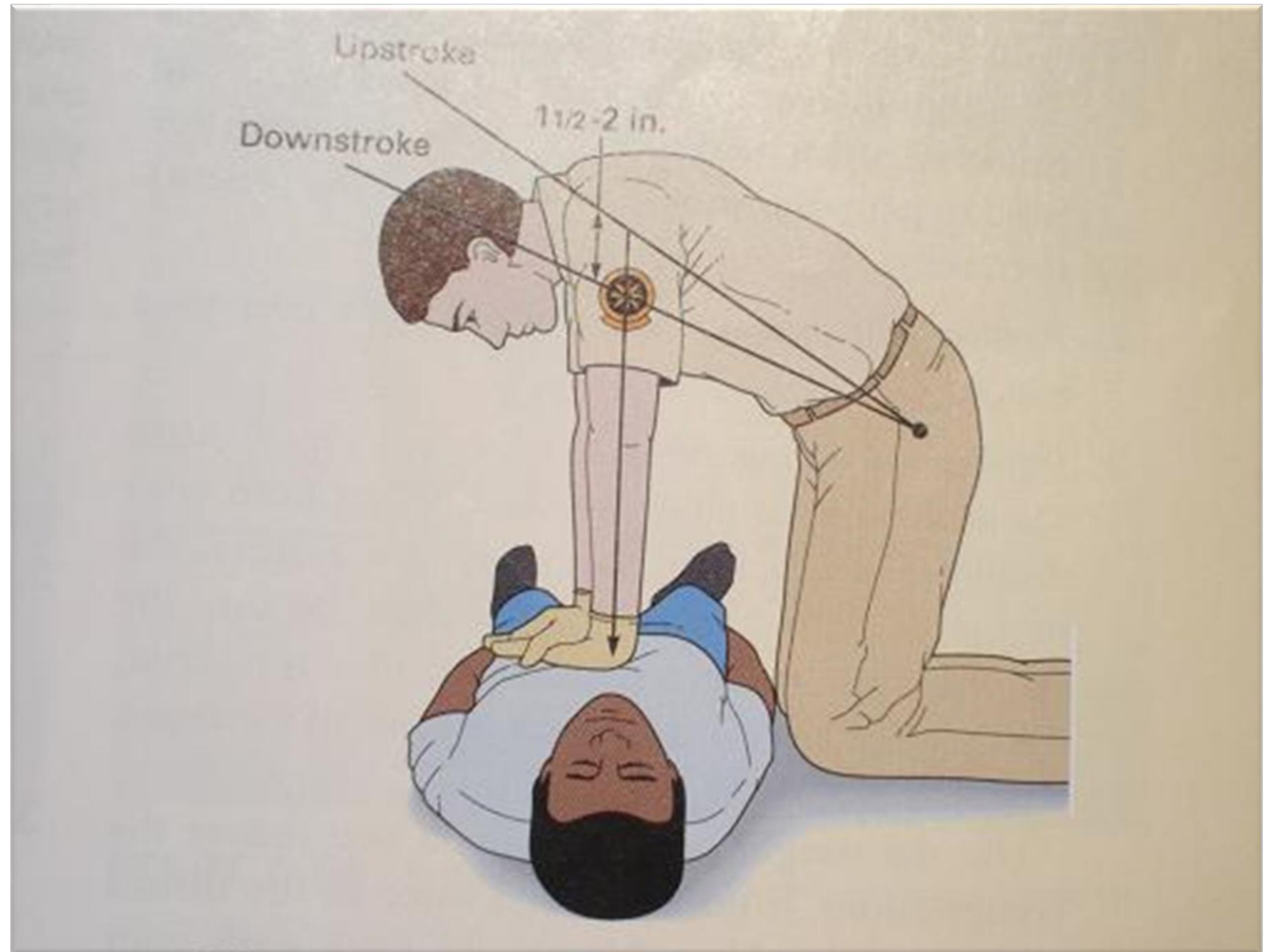


PREPARE FOR CPR

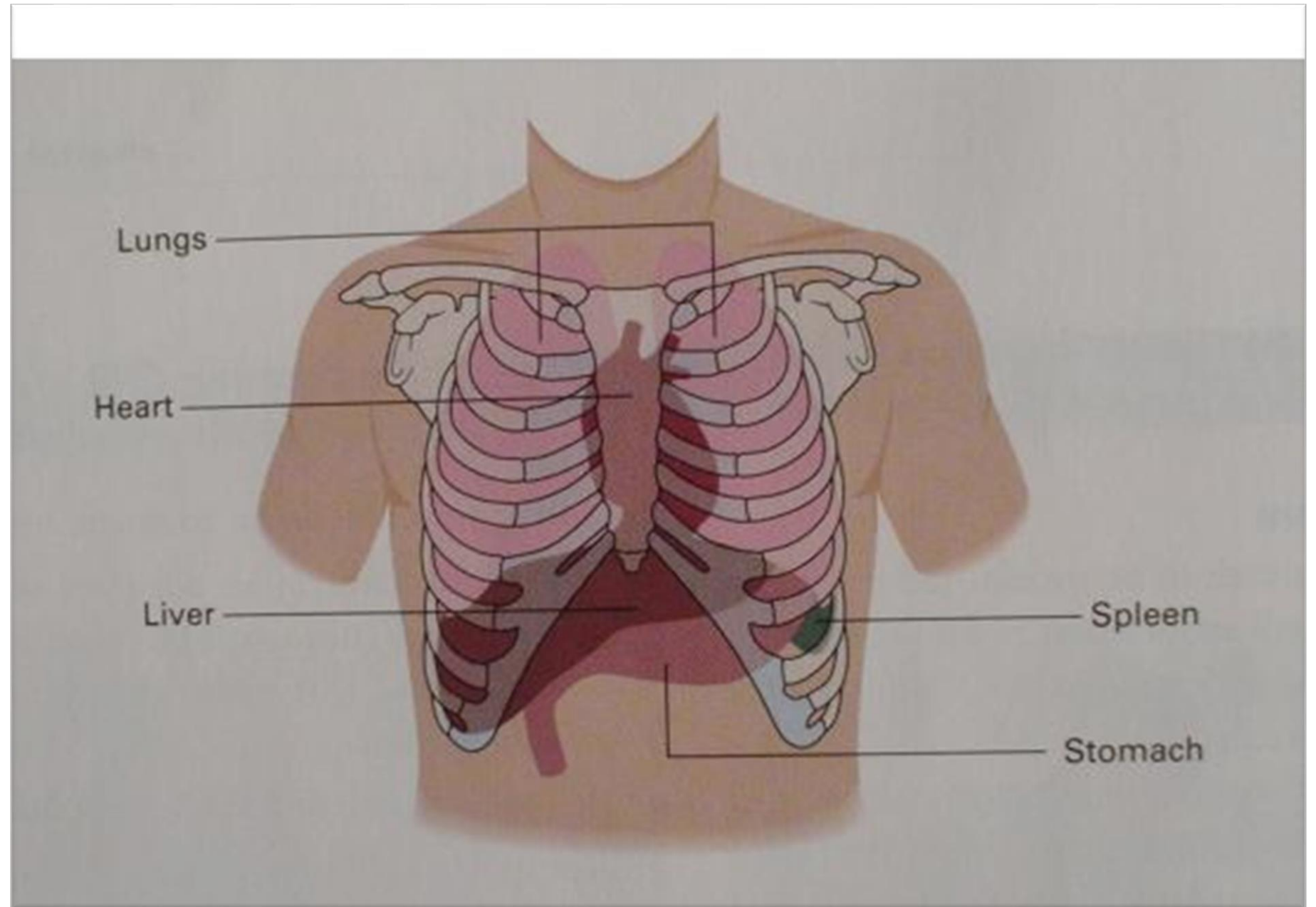


CPR

CHEST COMPRESSION

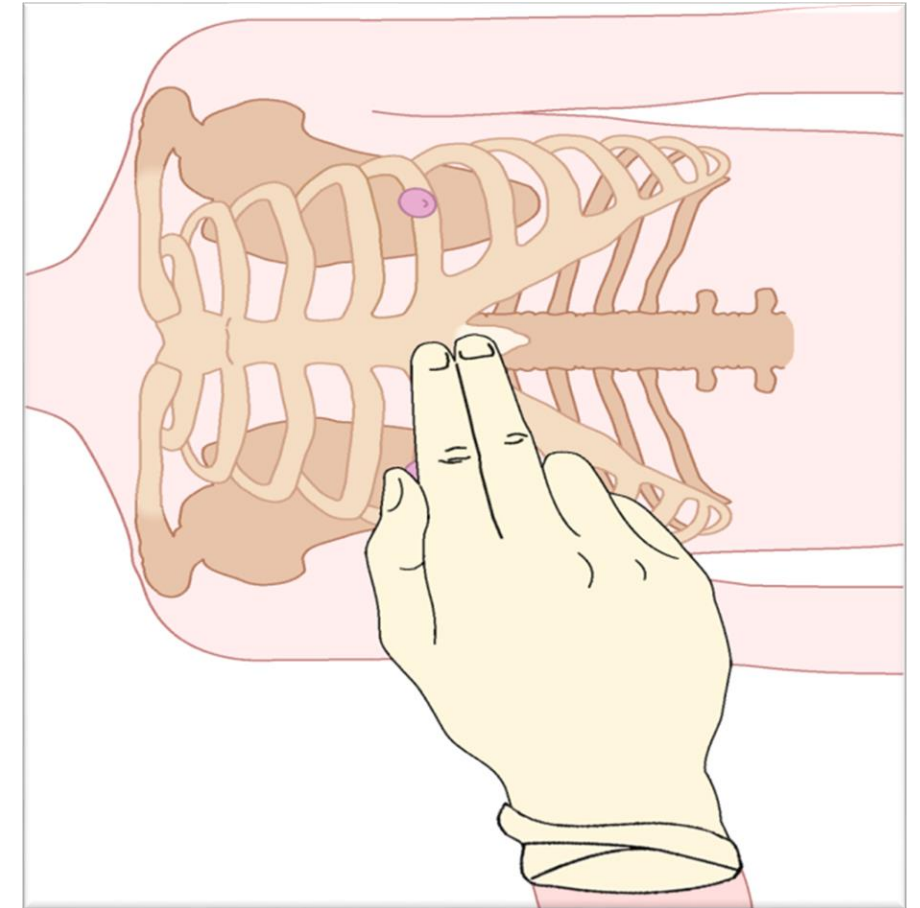
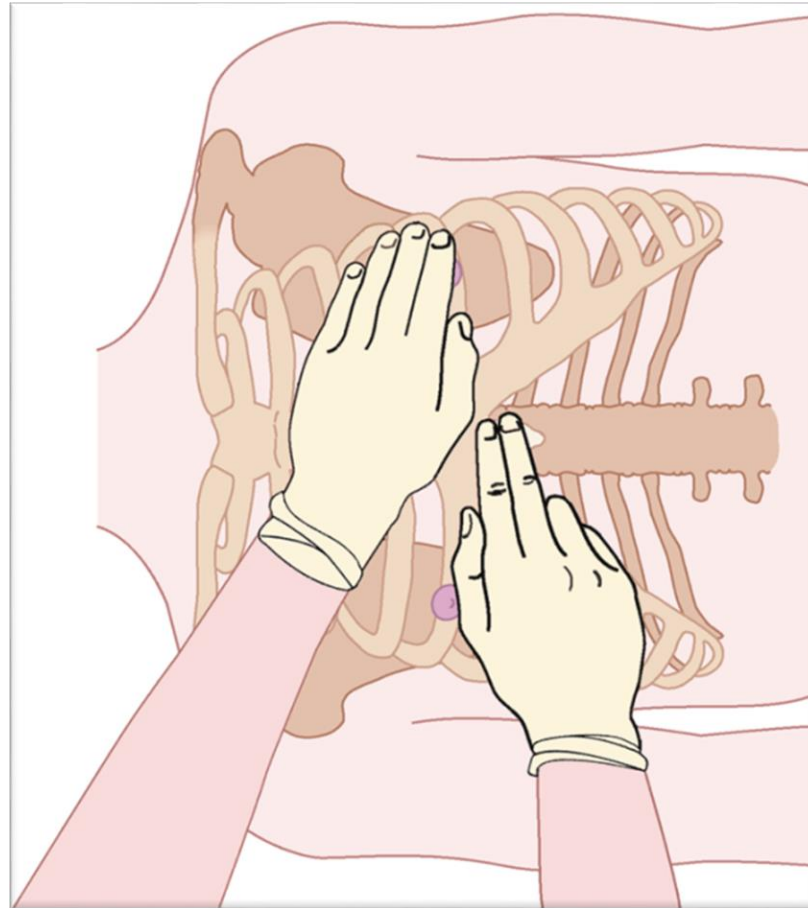
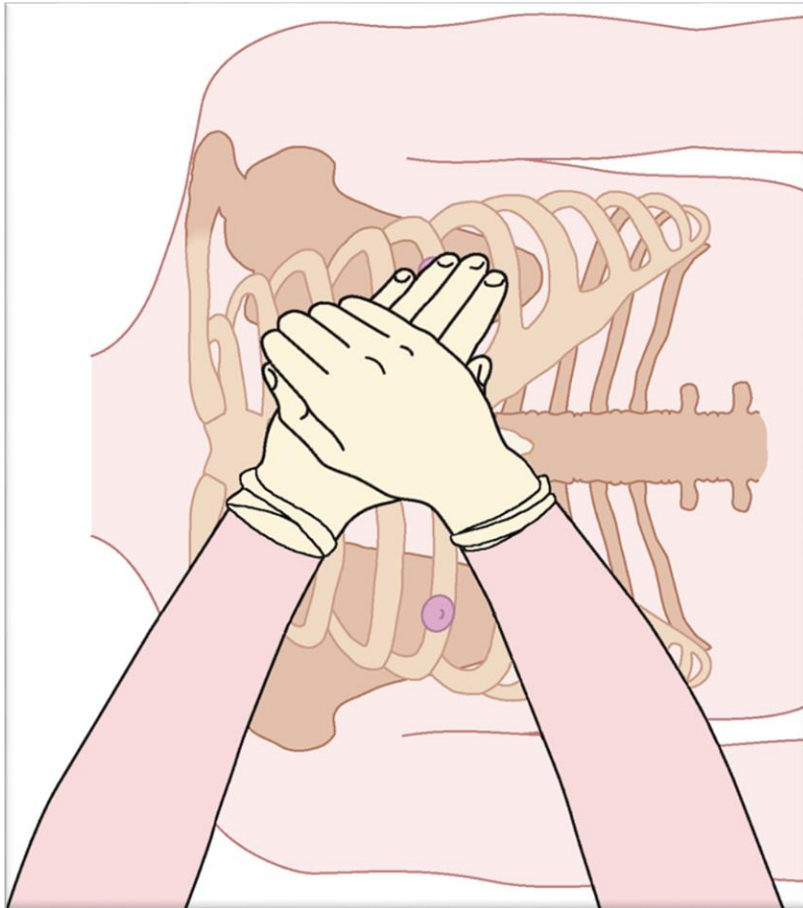


LOCATION OF XIPHOID PROCESS

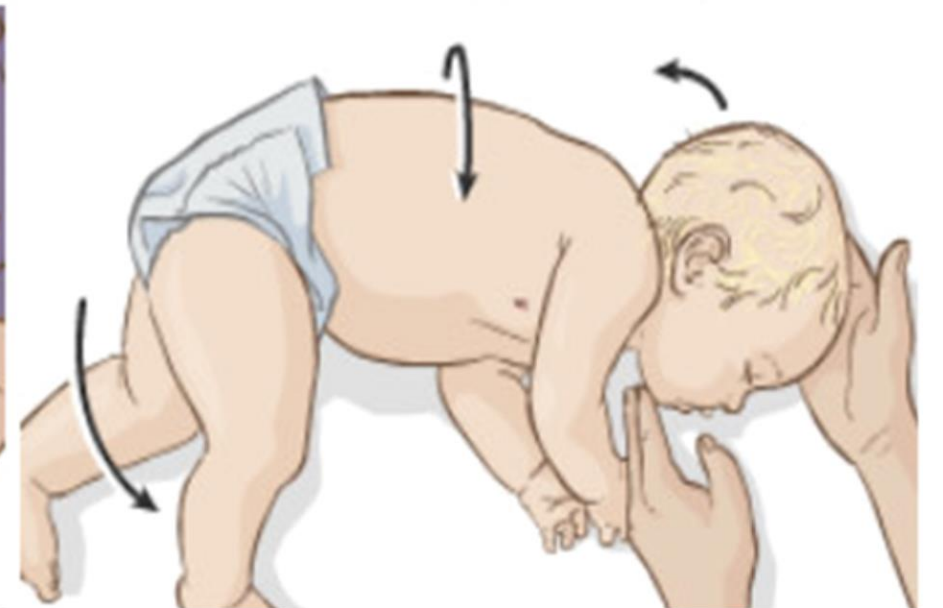
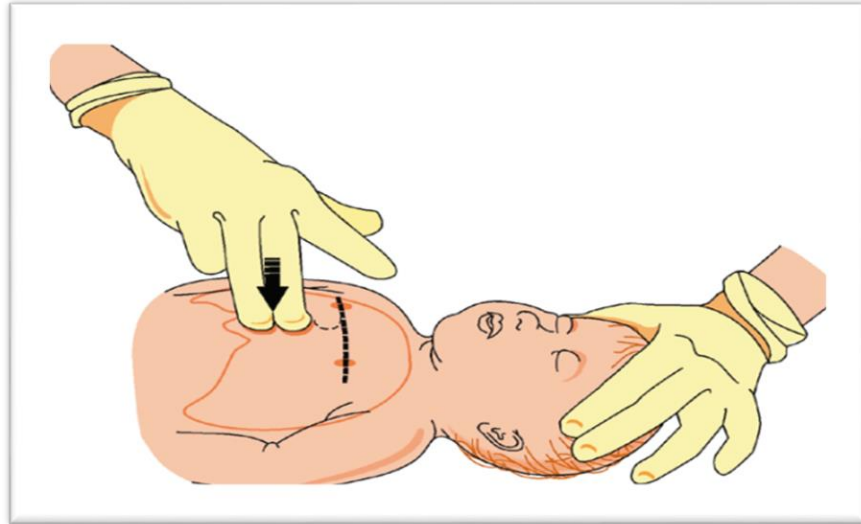


CPR

CHEST COMPRESSION



CHEST COMPRESSIONS FOR INFANTS



CPR CHART



AGE GROUP	COMPRESSION VENTILATION RATIO	PULES	COMPRESSION	DEPTH OF COMPRESSION
INFANT	30-2	BRACHIAL PULSE	120-150	1.5/2.5 CM
CHILD	30-2	CAROTID	120-150	3-4 CM
ADULT	30-2	CAROTID	120-150	4-5 CM

WHO DESERVE CPR

- Electric Shocked Personal
- Accidently Case Personal
- Swimmer – A Person Who Submerged In Water like a River ,Dem ,Pond, etc.
- Cardiac Arrest, Hart Failure.
- Unconscious Personal Victim.
- Hit Cramp –If Person Are Effect From Respiratory Block.

WHEN NOT BEGUN CPR

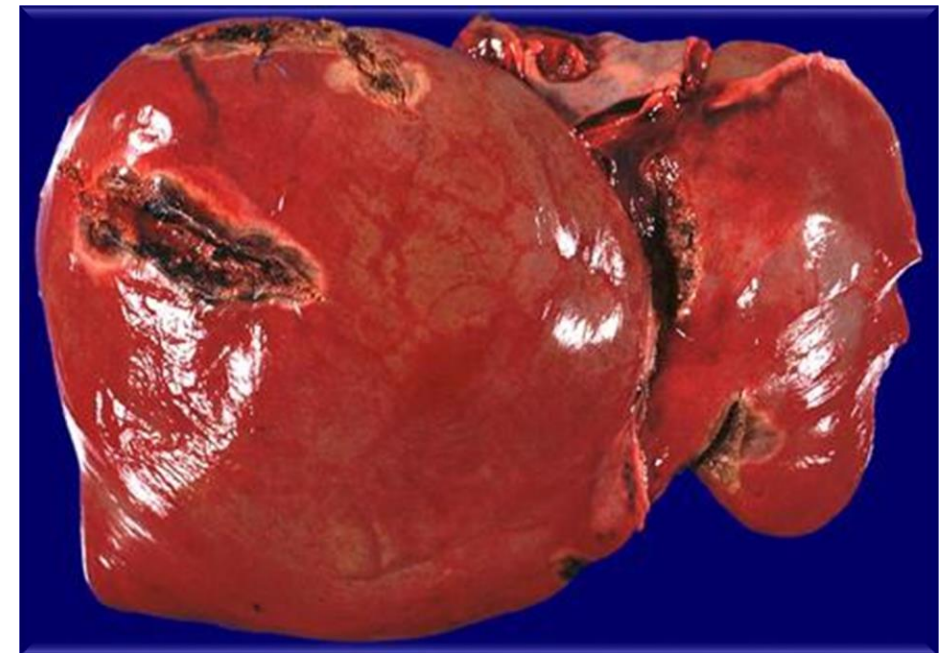
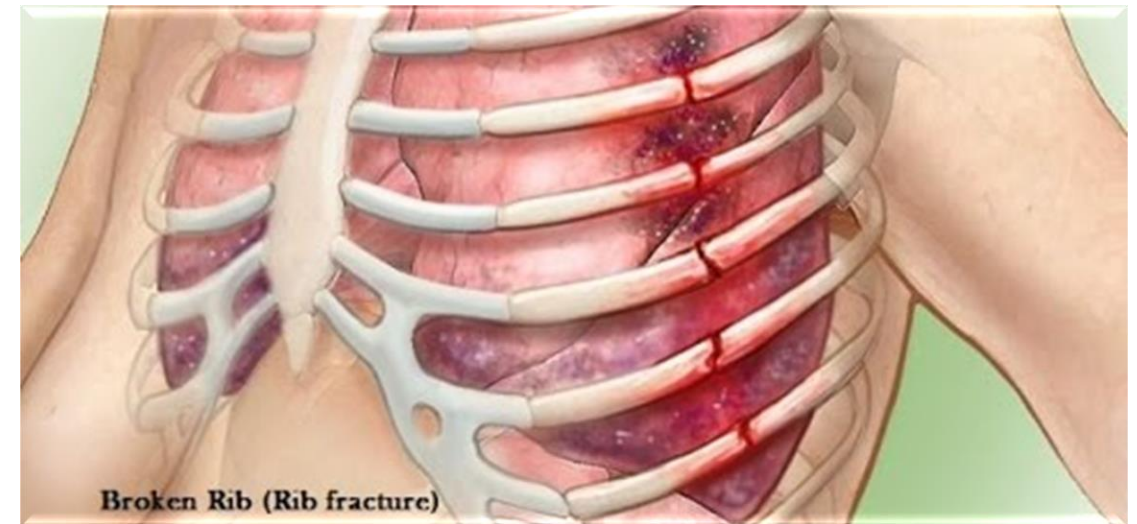
LIVIDITY- the pooling of blood in the lower areas of the body .

RIGOR MORTIS – stiffing of the body and limbs that occurs after death usually within 4 -10 hours .



COMPLICATION OF CPR

NOTE – Most of these complication are rare .Even if CPR, result in complication the alternative is death



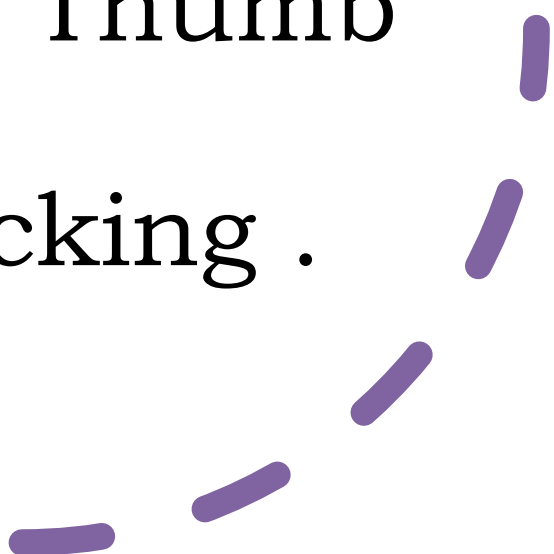
FOREIGN BODY AIRWAYS OBSTRUCTION



Universal sign
of choking

A large red circle on the left side of the slide, partially cut off by the edge.

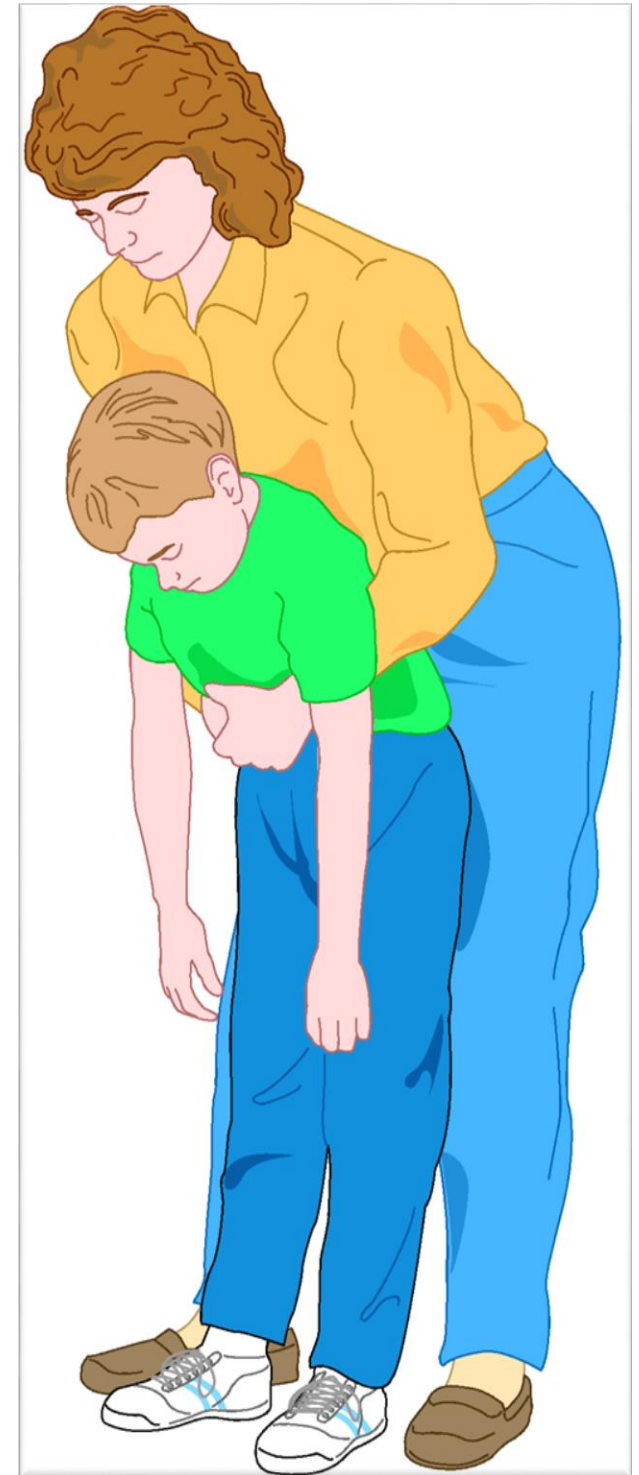
BLS – SIGN OF COMPLETE OBSTRUCTION

- Pale To Bluish Discoloration Of The Face .
 - Unusual Sounds , Shrill ,Dark voice .
 - Unable To Cough.
 - Unable To Correct Talk / like a Normal.
 - May Clutch Neck With Thumb And Finger Known As Universal Sign Of Chocking .
- 
- A decorative purple dashed arc in the bottom right corner of the slide.

CHOCKING

- Steps For Conscious To Unconscious (Adult)
- Confirm Airways Abstraction
- Encourages To Cough
- Perform Heimlich Maneuver Until Patient Unconscious
- Once Unconscious Call For Help (If Alone) And Proceed To CPR .

MANAGING FBAO IN ADULTS AND CHILDREN



CHEST THRUSTS

- **PREGNANT OR OBESE
RESPONSIVE ADULT**

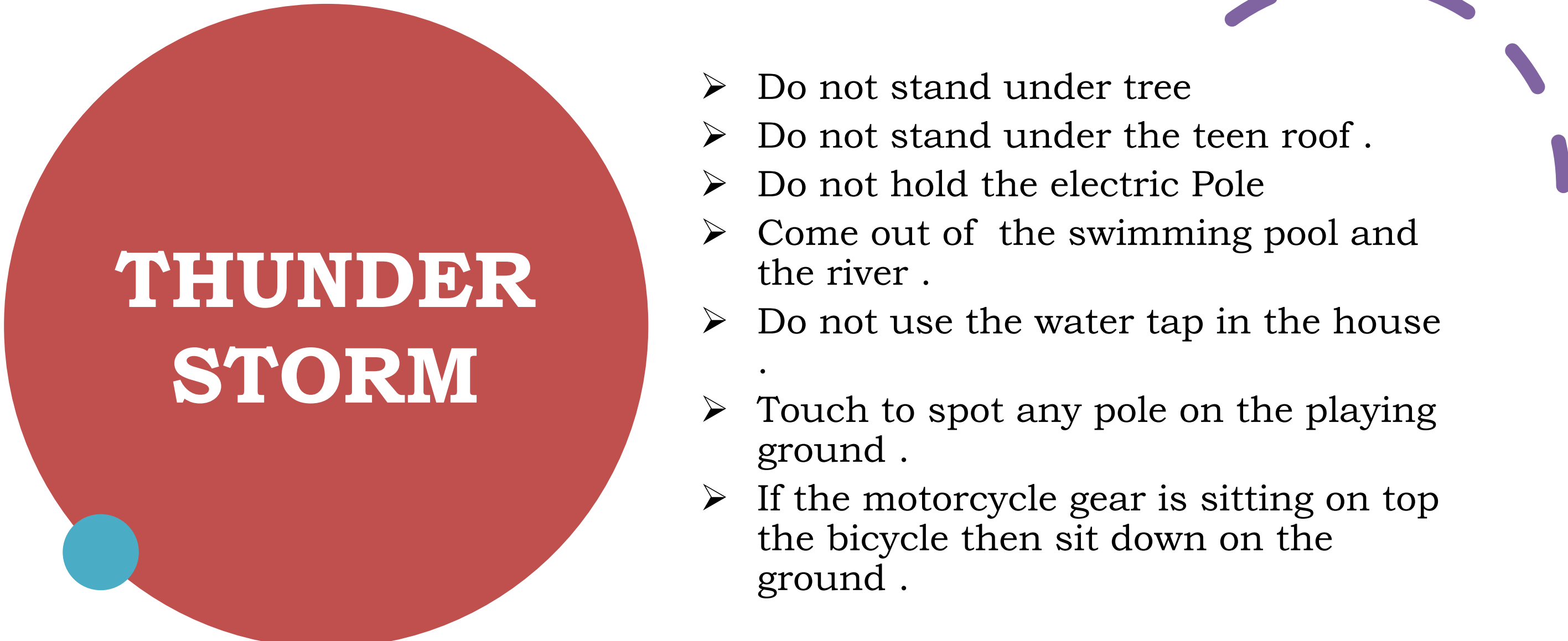


MANAGING **FBAO** IN INFANTS IF CONSCIOUS



FBAO AFTER CPR





THUNDER STORM

- Do not stand under tree
- Do not stand under the teen roof .
- Do not hold the electric Pole
- Come out of the swimming pool and the river .
- Do not use the water tap in the house .
- Touch to spot any pole on the playing ground .
- If the motorcycle gear is sitting on top the bicycle then sit down on the ground .

THUNDER STORM

- Do not use mobile-phone and electrics in this time stay away from body.
- Lighting can happen twice in the same place.
- Immediately check the person of pulls , who is stuck by lighting and send to the hospital.
- provide CPR. If needed .



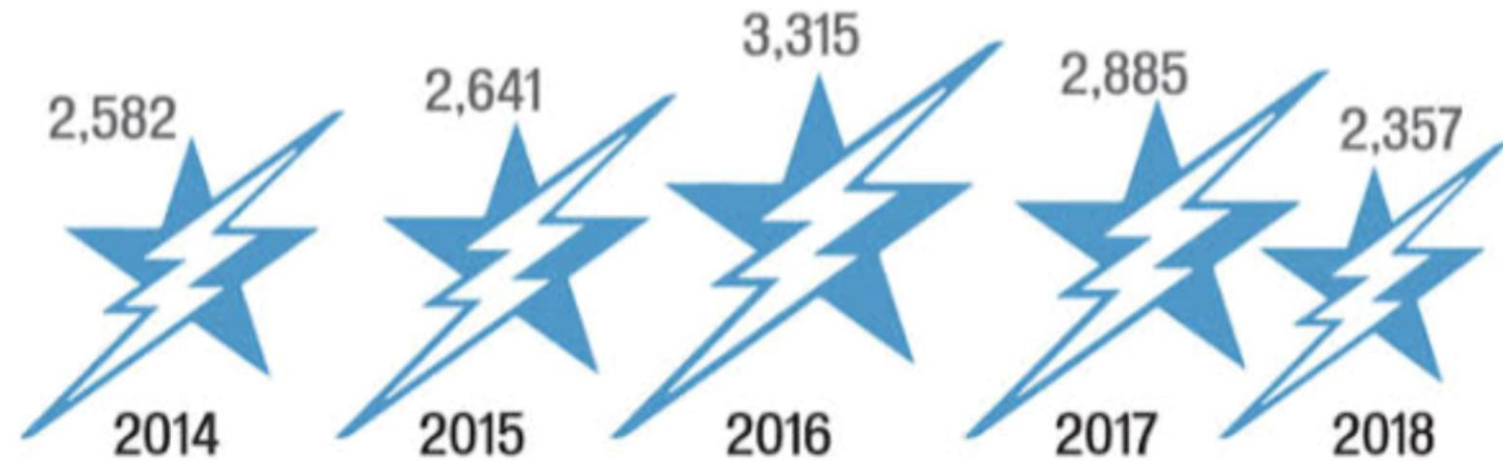


THUNDER STORM





आकाशीय बिजली के कारण होने वाली मौतें

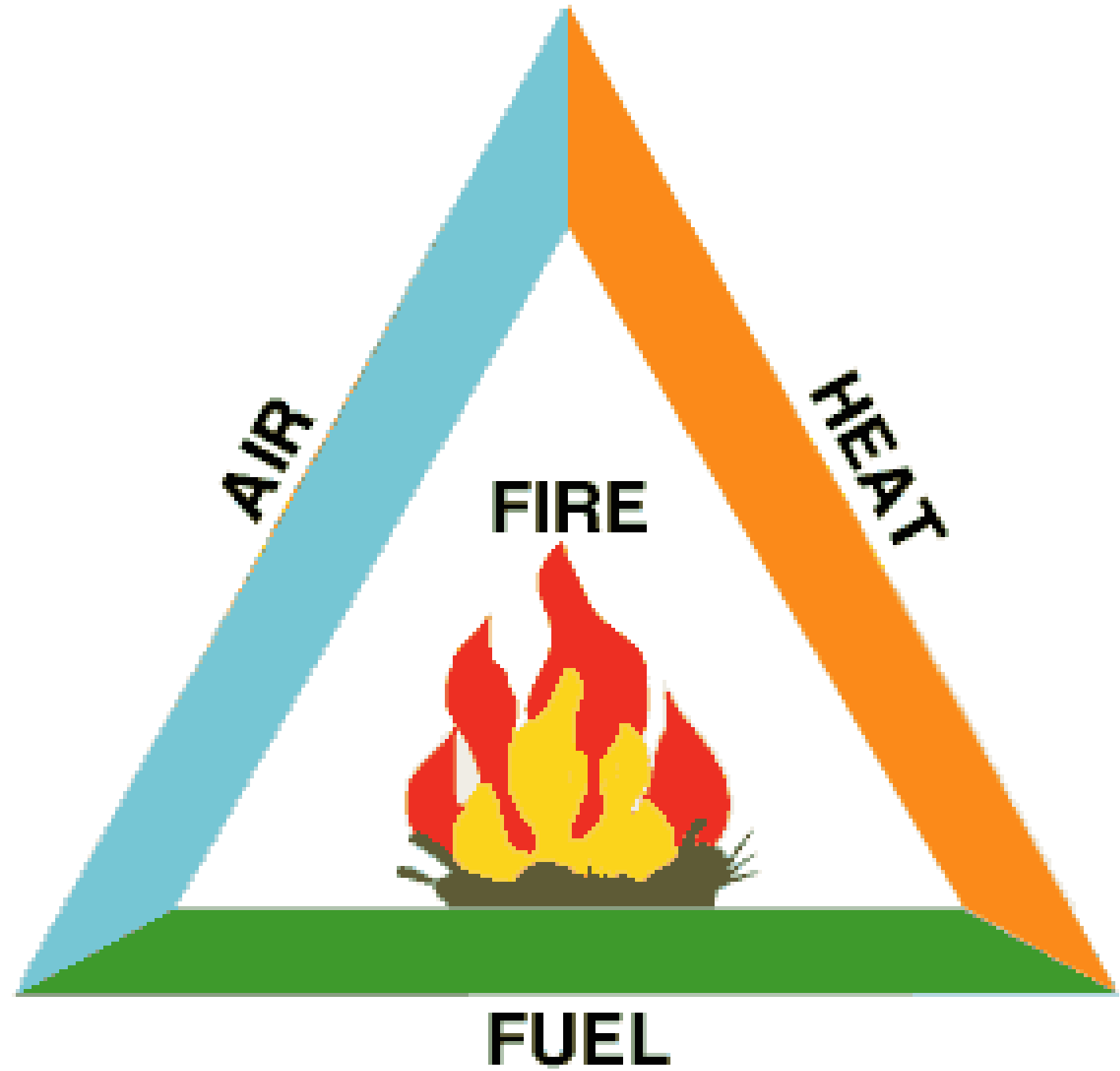


THUNDER STORM



FIRE

**HOW
CAUGHT
FIRE**



CLASSES OF FIRE

A

Class A - Ordinary Combustible Materials:
Wood, Cloth, Paper, Plastics

B

Class B - Flammable And Combustible Liquids And
Gases: Grease, Gasoline

C

Class C - Energized All Electrical Equipment .

D

Class D- Combustible Metals: Magnesium. Nickel
, Lithium , Earth metals .

K

Class K- Kitchen Fires: Cooking Oil, Fat Fryers

PARTS OF PORTABLE FIRE EXTINGUISHERS

- Handle & Operation Lever
- Pressure Gauge
- Cylinder
- Nozzle
- Safety Pin
- Inspection Tag
- Label
- Hose PIPE



HOW TO USE A FIRE EXTINGUISHER

- **P**ull the pin.
- **A**im the nozzle.
- **S**queeze the handle.
- **S**weep the base of the fire
- **FIRE BLANKETS** (amazon)
you can purchase online for your shop.





USE OF FIRE EXTINGUISHERS

DO NOT RUN !

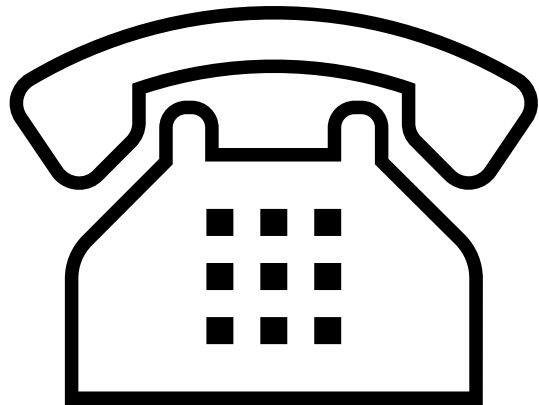
S -STOP

D -DROP

R - ROLL



You Can Call



| **Fire Department**

| **Police Department**

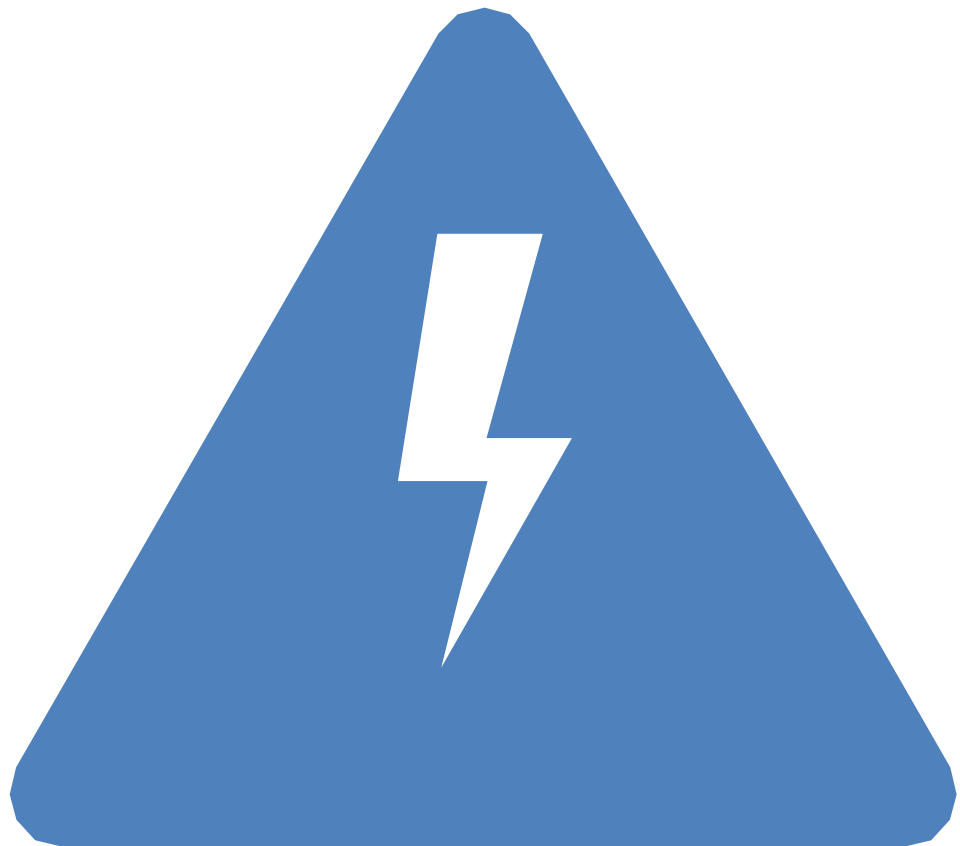
| **100/112/108 ETC**



CBRN

**CHEMICAL BIOLOGICAL
RADIOLOGICAL AND
NUCLEAR**

**EMERGENCIES AND
PREVENTION**

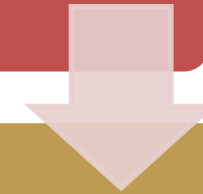


CBRN Emergencies Involve Dangerous Agents
That Pose Significant Health And Safety Risks.

INTRODUCTION

IMPACT

High casualties



Long-lasting environmental damage



Disruption of societal functions

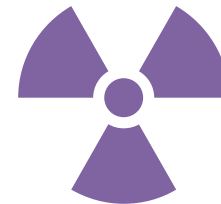
TYPES OF CBRN THREATS



CHEMICAL:-Toxic chemicals harming life and the environment.



BIOLOGICAL:- Infectious agents causing widespread diseases.



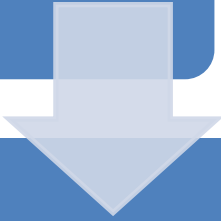
RADIOLOGICAL:- Radioactive substances leading to radiation poisoning.



NUCLEAR:- Detonations or accidents causing extreme devastation.

CAUSES OF CBRN EMERGENCIES

NATURAL:- Examples include pandemic (biological) and natural disasters triggering chemical spills or nuclear plant meltdowns.



ACCIDENTAL:- Industrial accidents like chemical leaks, and radiation releases from faulty power plants.



INTENTIONAL:- Terrorism (use of dirty bombs, bioweapons), warfare.

CHEMICAL



CHEMICAL EMERGENCIES

DEFINITION:- Chemicals that are used to cause the disturbance, disease, or death of humans during dissemination.

Release of toxic chemicals (either accidentally or intentionally).



TYPES OF CWA

(As per effects on body)

NERVE AGENTS

BLISTER AGENTS

BLOOD AGENTS

CHOKING AGENTS

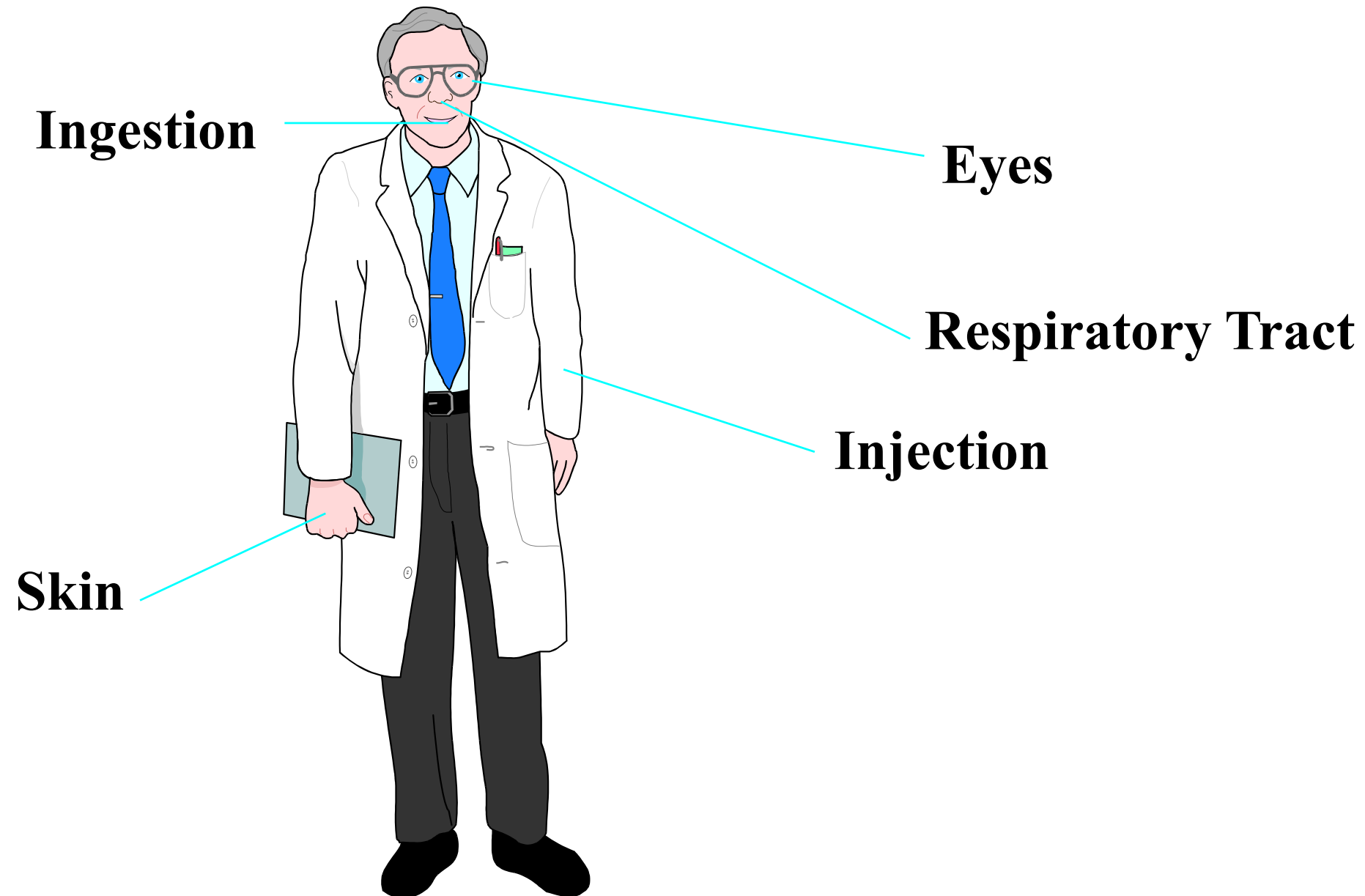
MENTAL INCAPACITATORS

TEAR AGENTS

ROUTES OF ENTRY OF CHEMICAL AGENTS



ROUTES OF ENTRY



NERVE AGENTS



RECOGNISE THE SYMPTOMS

EARLY SYMPTOMS

**RUNNING NOSE AND
INCREASE OF SALIVA.**

TIGHTNES OF CHEST.

DIMMED VISION.

DIFFICULTY IN BREATHING.

RECOGNISE THE SYMPTOMS OF NA

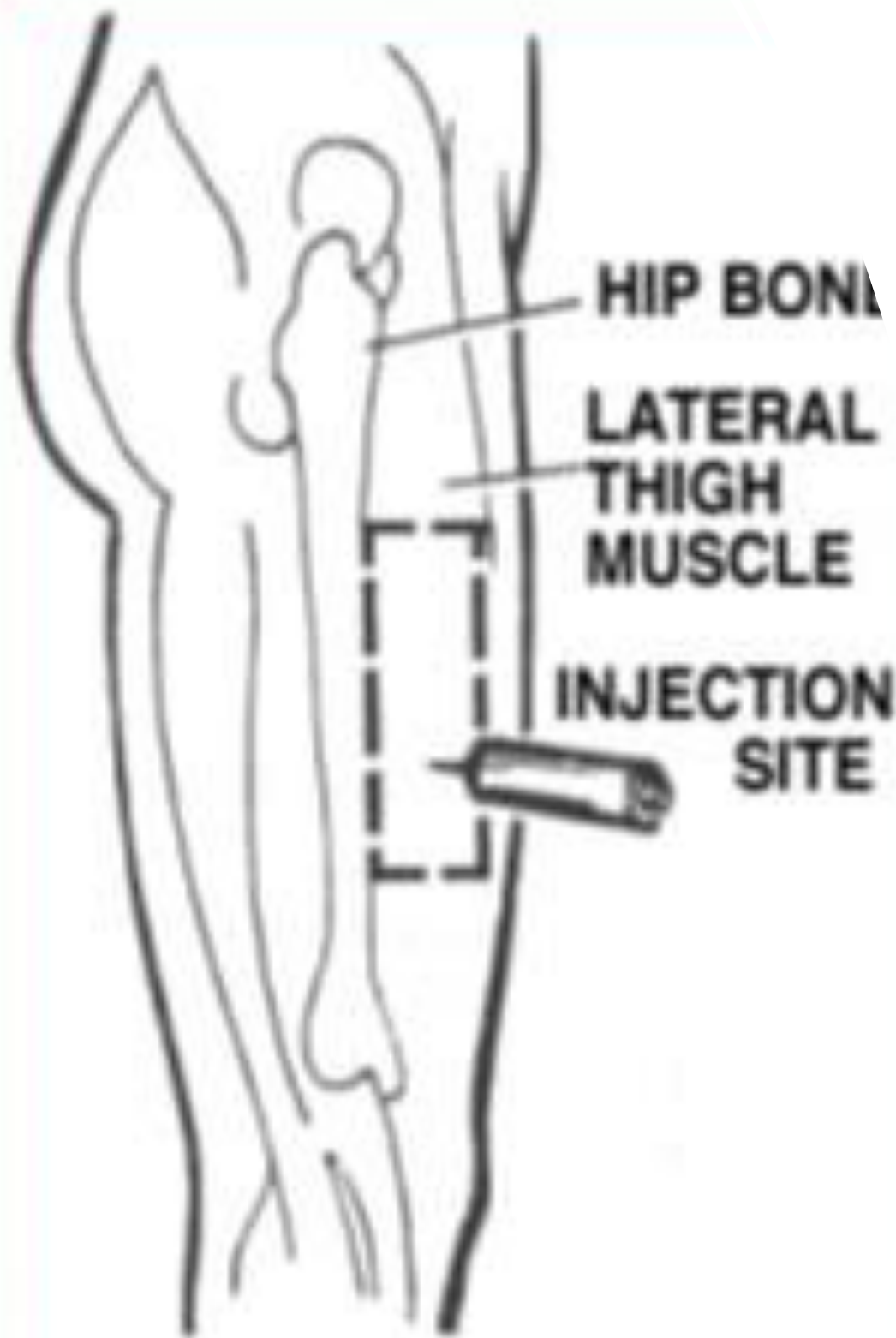
LATER SYMPTOMS

HEADACHE

DROOLING OF MOUTH

DIZZINESS AND GEN
WEAKNESS

EXCESSIVE SWEATING.

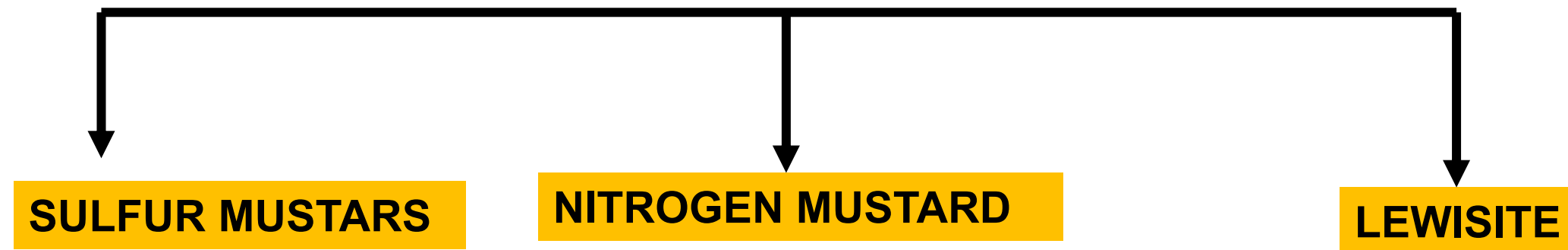


FIRST AID

COMBOPEN AUTO INJECTOR HAVING 2 MG ATROPINE SULPHATE AND 220 MG PAM CHLORIDE IS USED IN EVERY 15 MINUTES.

MAXIMUM THREE INJECTIONS

BLISTERING AGENTS



SYMPTOMS

HEAVY EXPOSURE MAY LEAD TO CORNEA SHRINK AND BLINDNESS.

BLISTER FORMATION ON SKIN

INGESTION OF BLISTER AGENT LEADS TO DESTRUCTION OF INNER LINING OF GASTRO INTESTINAL TRACT.

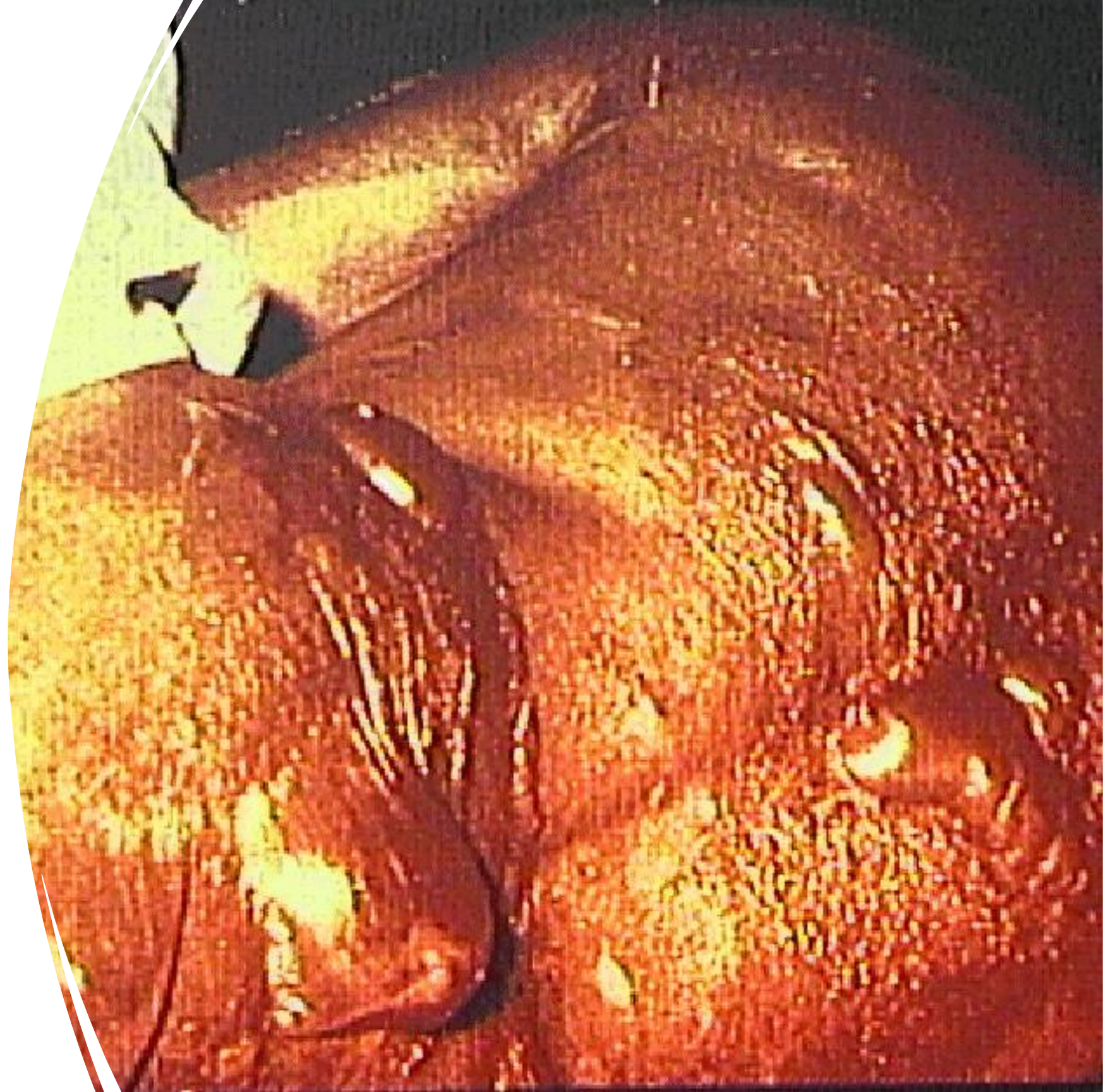
NAUSEA

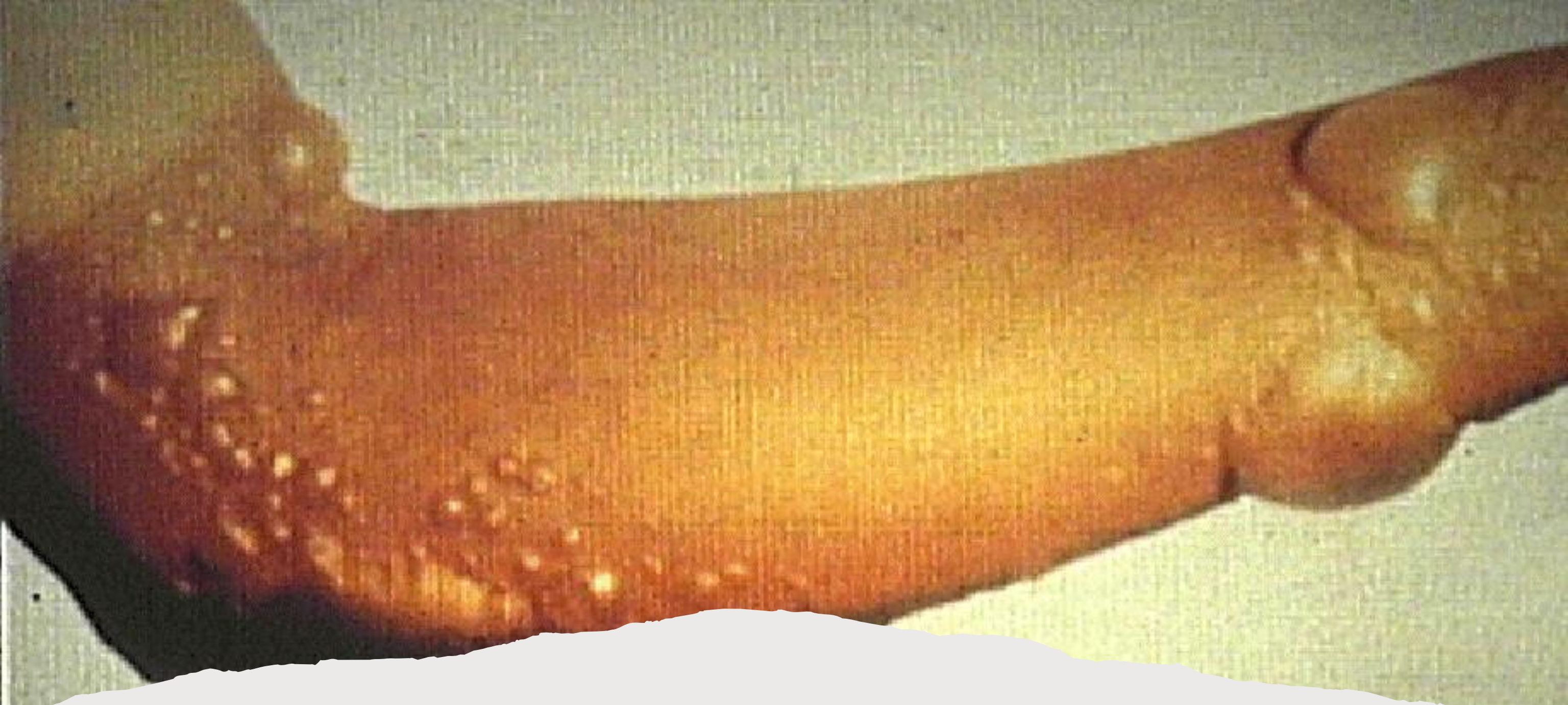
VOMITING

BLOODY DIARRHEA

SHOCK

BLISTER AGENTS





BLISTER AGENT EXPOSURE

TREATMENT

Immediate clean the effected area of the body by water.

Clean the eye by water and petroleum jelly and cipro floxin eye drop .

Provide iodine tablet can be used on the blister.

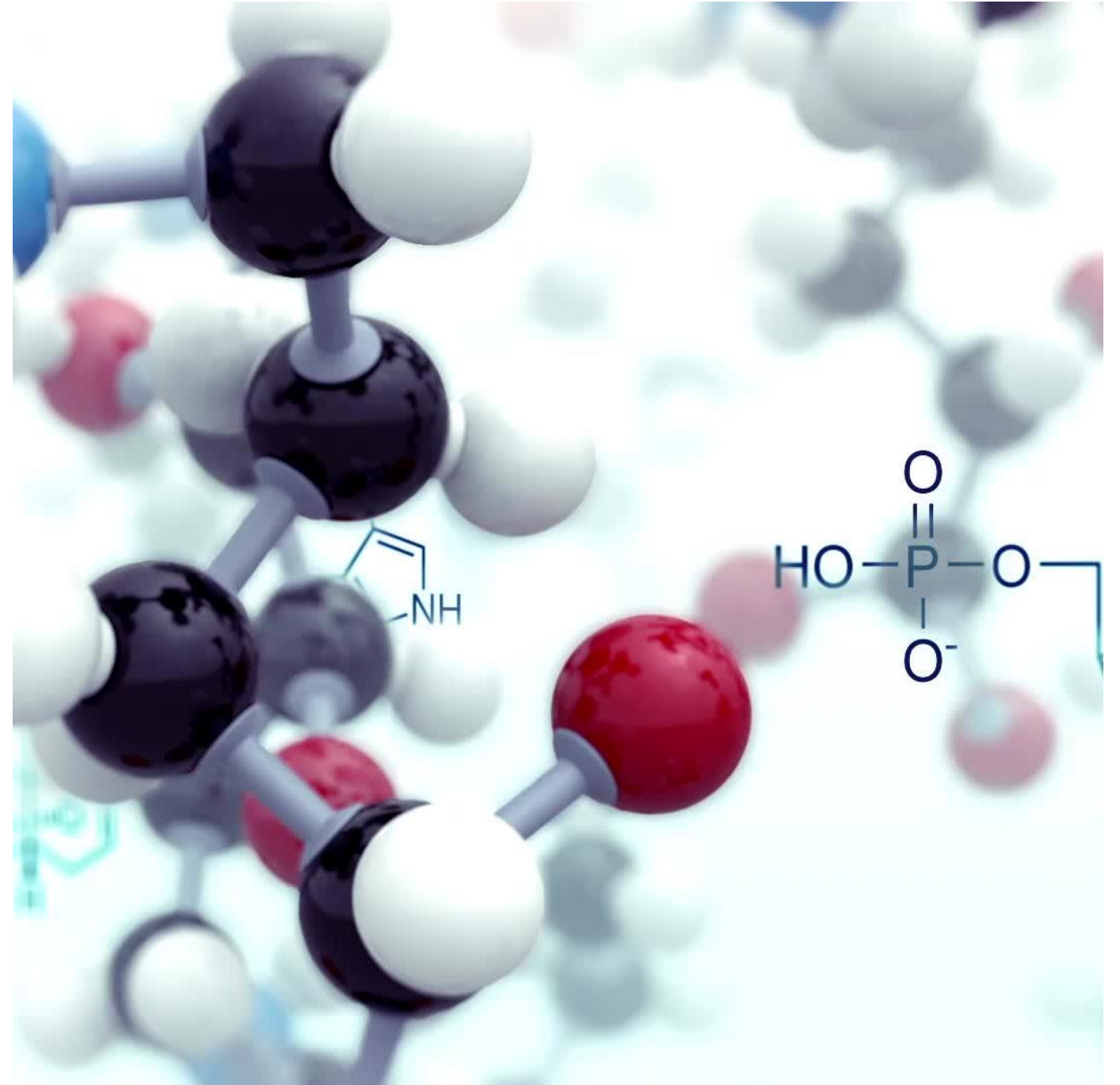


BLOOD AGENTS

DISCOVERED IN 1782 A.D. BY A SWEDISH SCIENTIST.

EXAMPLES:-

- * HYDROGEN CYANIDE (HCN).
- * CYNOPEN CHLORIDE (CNCL).



SYMPTOMS



ACUTE POISONING
CHARACTERISED BY:-



DIZZINESS



HEADACHE



PALPITATION (FASTER
HEART BEAT)



ANXIETY



PARALYSIS AND
COMA.



DEAD WITH IN FEW
MINUTS.



FIRST AID

CRUSH TWO AMPOULES OF AMYL NITRATE AND HOLD CLOSE TO THE NOSE.

REPEAT TREATMENT EVERY 4 TO 5 MINUTES UNTIL NORMAL BREATHING RETURNS OR UNTIL 8 AMPOULES ARE USED.

CHOKING AGENTS

ATTACK THE BREATHING PASSAGE
AND LUNGS OF THE VICTIM.

EXAMPLES:-

| PHOSGENE -CG.

| DIPHOSGENE- DP.

| CHLOROPICRIN- PS.

TOXIC SIGNS AND EFFECTS

IMMEDIATE

SORE THROAT

COUGHING, TIGHTNESS OF CHEST

NAUSEA, VOMITTING AND HEADACHE

COUGH WITH WHITE AND YELLOW SPUTUM.

GASTRIC PAIN.

RAPID BREATHING & CARDIAC FAILURE.



CHOKING AGENTS



TREATMENT

- DIURETICS & ANTIBIOTICS
- LASIXS
- BECLAMETHASONE (BECLATE INHALER)
- REDUCE CONGESTION BY REDUCING SWELLING IN TISSUES

MENTAL INCAPACITA TORS AGENTS

CAUSE TEMPORARY MENTAL DISTURBANCES USUALLY
PRECEDED OR ACCOMPANIED BY PHYSICAL EFFECTS.

e.g. - BZ (3- quinuclidine benzilate)

THC (tetrahydrocannabinol)

Fentanyl

LSD (lysergic acid diethylamide)



SIGNS AND SYMPTOMS

- Sleepiness and diminished alertness
- Few hours after exposure increased heart rate
- Dizziness
- Diarrhea and vomiting
- Blurred vision
- Confusion and sedation
- After 4-6 hours patient experiences muscular in coordination

TREATMENT



Reassurance



Restrain from any harmful action.



Physostigmine to prevent the central action of BZ(quinuclidine benzilate)



RIOT CONTROL AGENTS

ALSO REFERRED AS TEAR AGENTS. CAUSE IRRITATION ON THE EYES, FLOW OF TEARS AND STINGING SENSATION ON THE SKIN AND NOSE.

These are usually used as mob disbursing agents.
EX.

CS - Chlorobenzylidene Malononitrile

CN - Chloroacetophenone

SIGNS AND SYMPTOMS

Burning sensation in the eyes

Conjunctivitis (pain in eyes)

Erythema (pimples in skin)

Photophobia

Sneezing

Running nose and irritation of respiratory tract

May also cause coughing, nausea, and headache

TREATMENT

Take the victim to fresh air.

Immediate decontamination of clothing and eyes.

Inflammation (soojan) can be treated with calamine lotion.

FIRST AID KIT TYPE - A



FIRST AID KIT TYPE - A

	ITEM	QTY	DRUG	(CODE)	USE FOR	DOSAGE	PROCEDURE
N B C I N H A L E R O R A L E X T E R N A L	1	4 1	Decontamination Kit	PDK-1 PDK-2	Deco of skin Deco of articles	Cover fully the exposed area	>> Detailed instructions on the pack _ Spray contents repeatedly
	2	3 3	Auto-injectors	PAM Chl Atropine (Yellow Cap) (Red Cap)	Nerve agents	3 each to be taken taken at 15 minutes in terval	1 Remove safety catch by rotating the cap 2 Push against outer thigh and press button Drug is injected in 5 secs
	3	1	TCDP	Booklet	TCDP	Chemical ID	External use only >> Detailed instructions on the Booklet
	4	1	Inhaler	Beclomethasone	Sulfur Mustard Choking agents mount.	Repeat 4 hourly Max 2 doses at a time lung irritants	1 Remove Cover Shake the can 2 Exhale and place the mouthpiece in the 3 Inhale through the-pressing the canister Once (1 doze). Continue to inhale
	5	30	Inhalant	Amyl nitrite		Single Dose Use	Crush Capsule and Inhale
	6	25	Capsules	Amplicillin	250 mg	Antibiotic	2x 6 hourly !! Avoid if hyper-sensitive to penicillin
	7	25	Tablets	Paracetamol	500 mg	Pain and fever	1x 8 hourly !! Take on full stomach.
	8	45	Tablets	Codein Sulfate	15 mg	Pain/dry cough	1x 8 hourly
	9	2	Dressing	Sterile	Burns or wounds	Local Antiseptic	-- Remove the gauze and apply
	10	1	Skin Ointment	Neosporin	Chemicals burns	Local Application	-- Apply on infected area of the skin
	11	7	Eye Ointment	Chloremphenicol and Hydrocortisone	Eyes	Local Application	Wash eyes with plain water on exposure And apply ointment in both eyes



CHEMICAL EMERGENCIES EXAMPLES

ACCIDENTS:- Bhopal Gas Tragedy (1984), Tokyo Sarin Attack (1995).

EFFECTS:- Respiratory damage, contamination of air, water, and food.



BHOPAL CHEMICAL ACCIDENT 1984

TOKYO SARIN ATTACK 1995



CHEMICAL EMERGENCIES PREVENTION AND RESPONSE

PROTECTION :- Gas masks, protective clothing, and decontamination protocols.

EVACUATION PLANS:-
Implementing shelter-in-place orders and moving residents away from danger zones.



DETERMINATION OF LEVEL OF PROTECTION



The combination of chemical protective clothing & Respiratory protection determines the level of protection.



Level "A" : Highest level of respiratory and skin protection.



Level "B" : Highest level of respiratory and lower level skin protection.



Level "C" : Lowest level of respiratory and skin protection.



Level "D" : No respiratory protection.

DIFFERENT TYPES OF PHYSICAL PROTECTION

Level A



Level B



Level C



Level D



BIOLOGICAL



BIOLOGICAL EMERGENCIES OVERVIEW

DEFINITION:-

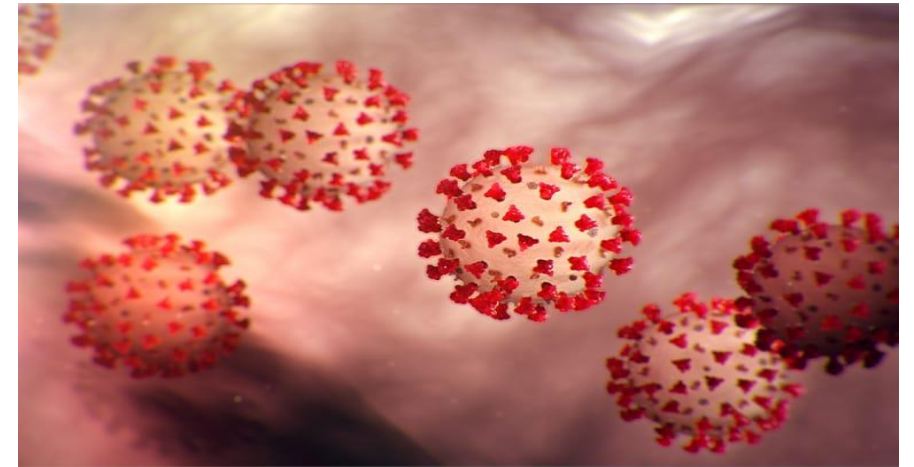
Spread of harmful biological agents like viruses, bacteria, or toxins, often causing outbreaks.

BIOLOGICAL EMERGENCIES

EXAMPLES

EXAMPLES - COVID-19 pandemic, anthrax attacks (2001), Ebola outbreaks.

EFFECTS- Infectious diseases leading to widespread illness and potential fatalities.



BIOLOGICAL EMERGENCIES PREVENTION AND RESPONSE

PROTECTION- Vaccination, use of personal protective equipment (PPE), and quarantine of infected individuals.

HEALTH MONITORING- Surveillance to detect early signs of outbreaks.



RADIOLOGICAL



RADIOLOGICAL EMERGENCIES OVERVIEW

DEFINITION:

Release of radioactive materials which can cause radiation poisoning.

Picture:

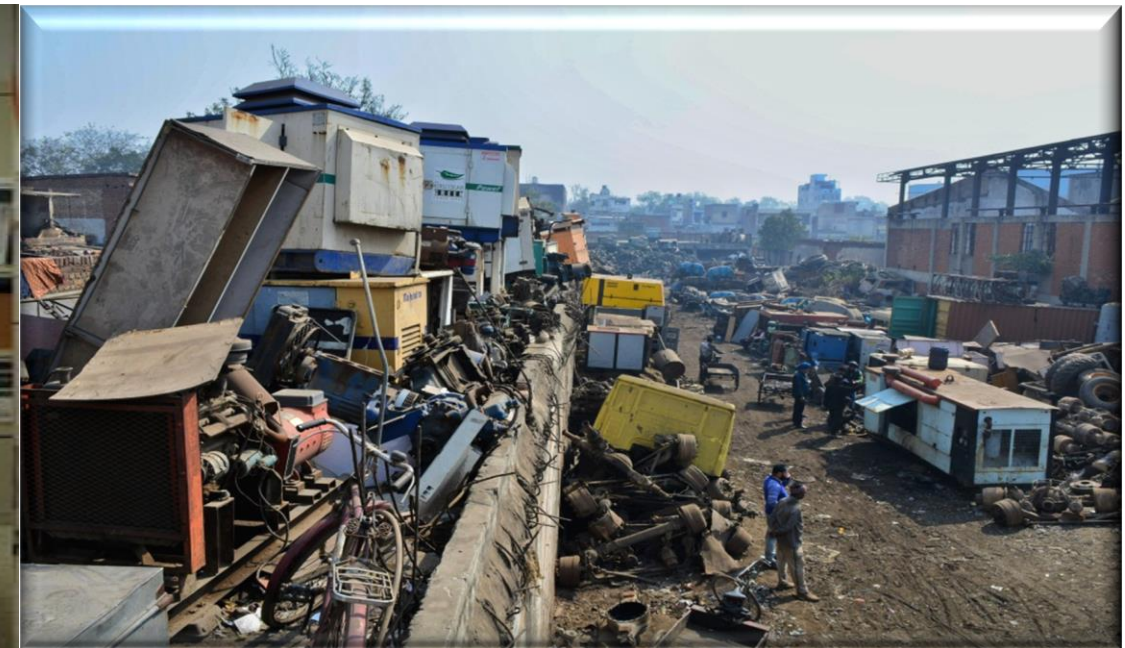
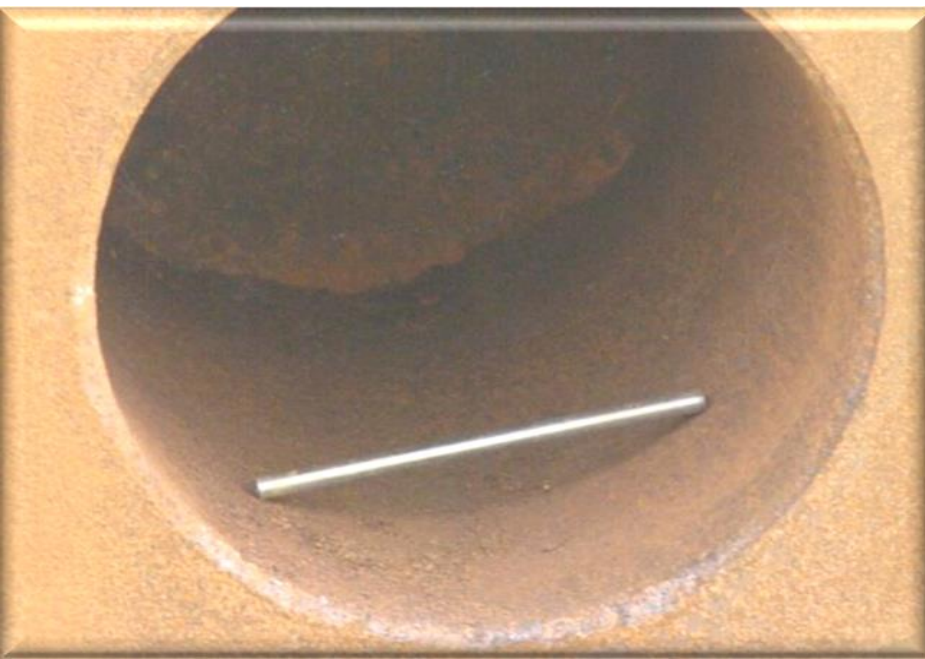
The radioactive hazard symbol.



RADIOLOGICAL EMERGENCIES

EXAMPLES:

Radiological Accident at Mayapuri, New Delhi in the year 2010



RADIOLOGICAL EMERGENCIES EXAMPLES

EXAMPLES: Chernobyl disaster (1986), Fukushima (2011), dirty bombs.

EFFECTS: Radiation sickness, environmental contamination, long-term cancer risks.



RADIOLOGICAL EMERGENCIES PREVENTION AND RESPONSE



PROTECTION:- Evacuation, shelter-in-place, iodine tablets to protect the thyroid from radiation.

EVACUATION:- Avoiding exposure by leaving radioactive zones.

NUCLEAR



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NUCLEAR EMERGENCIES

OVERVIEW

DEFINITION: Massive explosions or accidents involving nuclear materials, causing destruction and



NUCLEAR EMERGENCIES – EXAMPLES

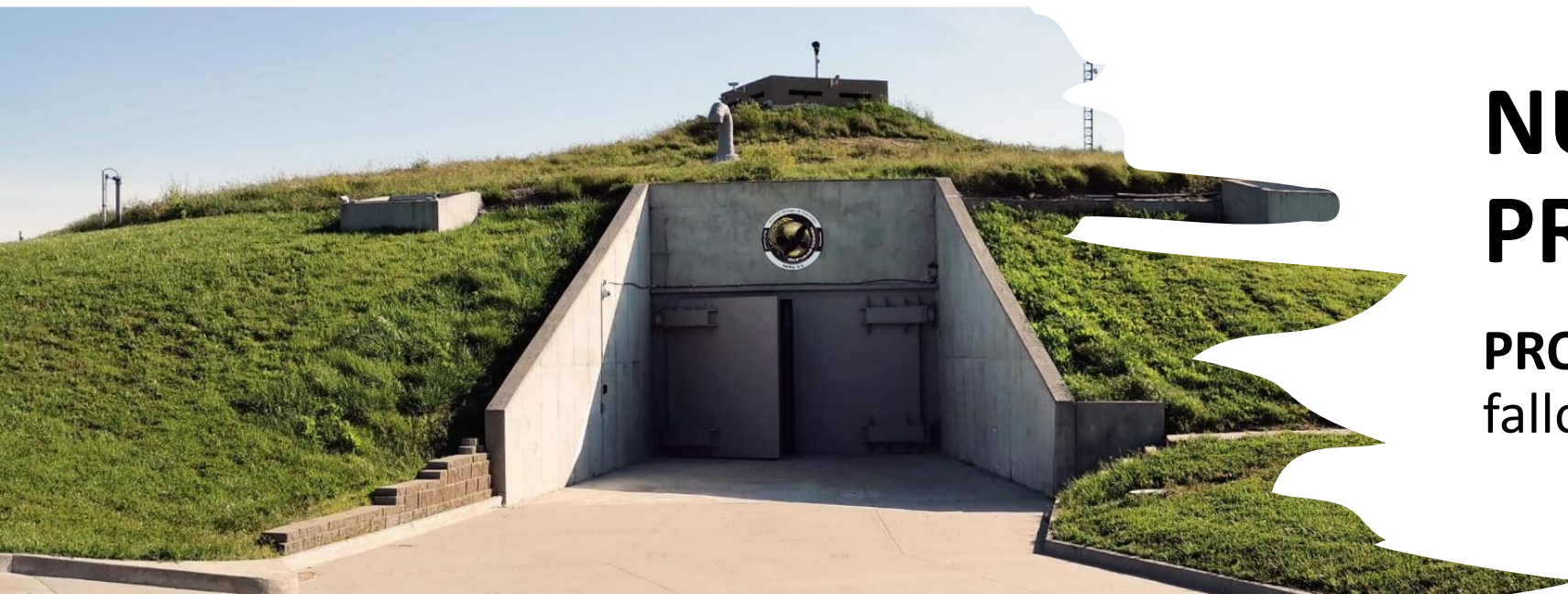
EXAMPLES:

Hiroshima and Nagasaki bombings,
nuclear power plant accidents.

EFFECTS:

Extreme destruction, long-term health risks, and environmental devastation.





NUCLEAR EMERGENCIES PREVENTION AND RESPONSE

PROTECTION: Sheltering in fortified areas, avoiding fallout zones, and long-term health screening.

PREPAREDNESS FOR CBRN EMERGENCIES

INDIVIDUAL PREPAREDNESS:-

Have emergency kits

(water, food, first aid, gas masks,
and protective gear)

COMMUNITY PREPAREDNESS:-

Regular drills, public awareness
campaigns, and emergency
response systems.

**KEY ACTIONS:-Containment,
decontamination, medical
treatment, evacuation.**

ROLE OF FIRST RESPONDERS

CONCLUSION

SUMMARY:-

CBRN emergencies pose unique and severe risks but can be mitigated through proper preparedness and international cooperation.

