Responsible Conferencing in New Zealand Education & Exhibition

Information contained within this document applies specifically to hosting meetings and events safely in the context of contagious disease. The guidelines do not include all steps and considerations in meeting and event planning. They are specific to mitigating exposure to contagious disease while hosting face-to-face meetings and events. Each organisation and event are different, so these suggestions should be modified to fit individual circumstances.

Contents – Please note items are hyperlinked.

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Plenary Sessions and Breakouts
Cleaning, Disinfecting, Traveling Between Sessions, Timing of Sessions

Venue

- Review venue protocol regarding cleaning and healthcare emergencies.
- Increased cleaning and disinfection in venue spaces, including guest rooms, communal areas, meeting and event spaces and staff work areas.
- Train staff in use of advanced disinfection techniques, including use of electrostatic sprayers in rooms, and enhanced sanitisation protocols.
- Rooms taken out of service between guests to ensure proper sanitisation.
- Touchless hand sanitizer dispensers throughout the property.
- Temperature checks with infrared thermometers performed on employees before every shift. Staff with fevers, or who are feeling ill or exhibiting symptoms of COVID-19 will be sent home.
- Require that staff and guests wear face coverings when in shared, public, indoor spaces.
- Queuing at counters, including front desk check-in and retail operations to ensure social distancing of at least 2 mtr
- Recommend separation barriers at registers.
- Capacity in restaurants and seating areas reduced to ensure social distancing.
- Before, during, and after an event: Disinfect tables, chairs, lectern, podium, speaker table, A/V equipment, light and sound switches, and door handles.
    - Step 1. Wash dirt and debris from hard surfaces with soapy water that is at least 55 degrees C.
    - Step 2. Sanitise surfaces with approved disinfectants. Spray and allow to remain on surface for 5 minutes before wiping.
    - Step 3. Allow disinfectants to air-dry on surface.
- Consider the use of electrostatic sprayers with disinfecting mist and UV light to destroy virus and bacteria within minutes (i.e. Light Strike Germ-Zapping Robot)
- If using the electrostatic sprayers, follow product guidelines for room use (roughly 10 minutes)
- Remove rubbish every 2 hours at minimum.
- Disinfect floor and rubbish cans every two hours in each room where possible
- Carefully consider use of table linen - replace between guests if used.
- Keep event doors closed and locked after use.
- Directional signage in the venue
    - Needs to be at eye-level and on the floors
    - Identify the 1 m distance
    - "Wait here" queuing signage if too many people are in the building/space.
- Develop map of the flow for the meeting based on the space contracted and for moving about the venue.
    - Include locations of hand sanitizer stations, disinfectant wipes, masks, etc.
- Provide areas with signage for the overflow of people. If weather conducive, consider the outdoors.
- If requested by guests, provide the cleaning protocols for overnight rooms, meeting space, and public spaces.
- May need venue staff to help participants follow the directions and protocol set forth.
    - Lobby Greeter
    - Meeting Space

- o Use of stairwells in addition to / as alternative to elevators. Signage to be placed accordingly.
- o Inquire if the venue has an app venue map, payment options, room service, communicating in case of emergency, contact information for Safety officer, etc.

Planner

- Limit free movement about the meeting space
  - o Breakouts – consider having presenters move to avoid cleaning space.
    - ▪ Provide laptop in each breakout (would need to be cleaned after each presenter) and presenter has thumb drive with meeting content or preload presentation if possible.
  - o Consider more general sessions and fewer breakout sessions.
  - o Schedule more time for disinfecting/sanitation.
- Allow longer meal function time
- Plan for less participants due to 1 m social distancing.
- Housekeeping announcements must include no congregating, maintain six-foot distance, wear face coverings and follow the signage. Overnight guests should use the facilities in their room to limit risk and participant density.
- Provide alternative ideas for any downtime to keep people from congregating before the next event.
- Control the flow of people using the restrooms as it may take longer with sanitizing stalls.
  - o Provide wipes for guests to disinfect prior to entering stall.
- Recommend participants wear face coverings.
- Purchase and have face coverings available to participants who would like to wear one.
- Request cleaning protocols for overnight rooms, meeting space and public spaces to share with participants.
- May need extra help for organisation to ensure participants follow the directions and protocol set forth.

Entering and Exiting Meeting Space

- If there are 2 or more doors, designate one for entering and one for exiting. Both doors would be used as one-way exits/entrances in the event of an emergency or during heavy traffic times (i.e. when meeting ends and everyone is leaving).
- If there is only 1 door, place signs on both sides reminding participants to allow only 1 person to enter/exit at a time.
- For non-automatic doors, the doors should always be propped open to prevent the need to touch door handles. If for specific reasons the door(s) need to remain closed, offer napkins, gloves or disinfecting wipes at the entrance/exit to encourage participants not to have direct contact with the door handle.
- If labor allows for it, designate an individual to open/close the doors for participants. This person would be wearing gloves and would be the only person touching the door handles.

Table and Seating Guidelines

Each governing entity may have different guidelines, but overall, use 1 m per person as you plan your spaces instead of industry standard 2 m.
- Increase the number and width of aisles
- Decline pre-set items such as pens and pads and forego communal sharing vessels, including candy dishes and water pitchers

Items on Meeting Tables
- Nothing to be placed on tables
- Discourage the use of table linen. If table linen is used, it must be removed and sanitized between each guest.
- Individual bottles of water or coffee will be served by venue staff wearing appropriate personal safety gear.

If not mailed in advance, consider having conference staff distribute individual, pre-packaged items such as pens, paper, training materials.

Multiple Groups in House
- Procedures to handle more than one group
  - o Open communication on what each group is doing to keep its participants safe.
  - o (i.e. personal safety gear, swag bag items, masks requirements) o Event Planners to add to their Risk Management Plans of communication regarding housekeeping items to their participants. (i.e. other group, exiting/ entering meeting spaces, hygiene, masks, etc.)
  - o Venue to help create mutually agreed upon attendee flow.
  - o Venues need to be transparent with both groups in house on who is there and what areas each group is using. (i.e. schedule of functions, space uses, and food and beverage)

Audio Visual

Sanitation Best Practices
- Request safety protocols in place for staff working and/or setting up event.
- Request cleaning protocols in place for equipment.
- Frequently touch surfaces such as touchscreens and button panels require cleaning between each speaker.
- AV techs may allow a client to put on their own lavaliere microphone with guidance
- AV tech who needs to approach a client for putting on a mic or exchanging presentation information will use hand sanitiser before and after the interaction. Recommend that they wear a mask.
- AV tech should verify the microphone for audio quality prior to the start of the presentation
- Wireless lavalier microphones for the speakers should be disinfected properly and after each use. If possible, replace the wind screen
- Discourage the use of handheld microphones. Should there be audience questions consider using an app or service that will allow participants to submit them electronically. Or an individual designated as roaming for Q & A. This individual will always be wearing a mask and hold the microphone. The attendee could tell the roamer the question and the roamer would use the microphone to ask the speaker.

- All AV items in the meeting room should be managed only by the onsite AV tech. Speakers or event staff should be instructed to call for assistance instead of attempting to fix the issue, even if it is a small one.
- Request AV techs to provide clients with work cell phone numbers when appropriate for ease of communication

In-Person Training: Working with Speakers
- Ask speaker to bring their own laptop or use a centralised laptop controlled by AV staff in the back of the room and provide confidence monitors for speaker.
- Speaker presentations submitted in advance and loaded one central computer run by the AV technician
- Ask speaker to bring their own clicker or use of "perfect cue" device for advancing slides by the AV tech. Provide hand sanitizer on lectern or head table

Considerations for Virtual Trainings
- Be mindful of time zones
- Is there available internet?
- Do participants have the necessary tools and technology to participate?
- Assign Session moderators:
- Prior to meeting, confirm the following settings:
    - Auto-mute all participants
    - Turn off all video
    - Auto-save chats
    - Allow for polling
    - Auto Record
- Join 15 minutes before they start
- Host should designate the co-hosts; presenter(s) to activate the share screen feature
- Introduce the session and the speaker (arranged ahead of time)
- Announce sponsors (if appropriate)
- Indicate what time breaks will be held and for how long
- Be ready to mute/unmute participants
- Be on the lookout for Zoom bombing
- Greet newcomers in chat, answer questions from participants; troubleshoot any AV issues; gather questions from the audience in the chat channels or via handraise feature.
- Monitors time: If the session is going longer than allotted time, moderators can, and sometimes must, intervene by interrupting the speaker or sometimes muting the speaker.
- Breaks: Consider fun activities during the shared breaks, such as stretching exercises or polling for the cutest pet or the best Zoom background, with an official award.

Virtual Trainings: Working with Speakers
- Consent form regarding recording, placing on website, and/or broadcasting their presentations
- Speakers who have a copyright on their presentations should give the group a license to use the material in whatever manner has been agreed upon.

- Find a quiet space.
- Turn off phone ringers and all notifications on your phone and computer so no one has to hear your beeps, bells and buzzers.
- Set a timer.
- Avoid using built-in microphones, speakers and cameras – they tend to pick up other ambient sounds beyond the speaker's voice. Microphones can be as simple as a headset with an embedded microphone or as complex as a full A/V kit. Note that USB webcams are in short supply.
- AV companies can mail headsets and lighting to speakers. AV tech control through Wi-Fi if there are any problems.
- Background/lighting is crucial: strong light sources, such as a window, behind them will turn their faces dark and grainy. Again, this is an issue that can be detected and mitigated during test sessions ahead of time. Ring lights are a cheap and effective option for presenters to add to their setups, and they help make a more consistent lighting environment.
- Computer angle: Position the computer at face/eye level rather than looking down into the camera. Move your video window so you look directly at the camera lens and it appears as though you're making direct eye contact. Position your camera so you're in the top third of the screen and centered. Make sure your head and shoulders are in frame.
- Speakers internet preference is wired, if using home/business Wi-Fi, check speed and signal
- Schedule a full run through rehearsal with speaker
- Determine how speaker would like to handle Q & A.
- Who will give the speaker introduction - moderator or speaker?

AV Company Need-to-Knows

- How many participants will be viewing the stream online?
- Does this need to be a one-way stream (presenter speaking to audience only – one person is seen and heard), or interactive conversation and/or Q&A (multiple sites seeing and hearing each other)?
- Will you be using a chat function, Q&A typed questions, or polling?
- What platforms do you intend to stream to?
  - Your website
  - Facebook Live
  - YouTube
  - Zoom
  - GoToMeeting
  - Vimeo
  - Other:
- What media/content will you need to incorporate into the livestream:
  - Videos for playback
  - Presentations/slides
  - Music
  - Graphics/Logos/Branding
  - Virtual Backgrounds
- Where will your speakers be located?
  - All remote from their own home/office

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- o From a single studio location that we will setup with you
- o A combination of these
- Will any of your speakers be submitting their speech via pre-recorded video?
- If we need to setup a studio location, do you have an idea of where you'd like to do this?
- For recording or livestreaming from AV studio: To adhere to social distancing, we can limit the number of people in our studio to only necessary speakers and technicians. We can also setup the studio to best keep everyone safely apart, even to the option of having multiple cameras in the room.
- Do you need to organise participants into virtual breakout rooms?
- Do you need an online registration option?
- Do you have fundraising goals or intentions with your event, and do you have an idea of how you'd like to achieve that?
- Do you need an expo function with exhibitors able to speak to participants virtually?
- Is there a musical or artistic performer that needs to be included?
- Do you need this virtual event recorded?
- Do you need this virtual event edited for future use or airing again?
- Will the virtual meeting need Communication Access Realtime Translation (i.e.: closed captioning)?

Provide to AV Company

- Company/organisation/event logo
- All presentations, video files, music files, and any other content to be displayed preferably 24 hours in advance
- Show flow / Run of show / Event schedule
- Copy of the script if one is available
- Electronic copy of the script if doing closed captioning or teleprompting
- List of presenters, especially if we are going to create title graphics
- List of participants, their email addresses, and what rooms they should be assigned to for breakouts at least 48 hours in advance
- Account credentials for selected streaming platforms (Ex: Facebook login)

Provided by AV Company

- A clear scope of work outlining services with a quoted cost
- The embed link if you are plugging the streaming player to your own website using our hosted service
- Record files will be turned over after the event if this service is requested in advance

Hybrid Meeting Considerations

- Verify adequate Wi-Fi to meet onsite and virtual needs. Take into consideration onsite participants' access to impact on virtual production.
- Adequate projection options for the size of the group. With fewer people in larger rooms, there may be a need for more screens to see the presentation.
- Allow adequate space at the back of the meeting room for AV tech tables. Depending on the room size, 2-3 tables will be required. Discuss with the venue staff.

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Communication

In-person Trainings

Registration/Materials

o Onsite registration lines: we will cut down contact while still coming together. If possible, Ship welcome kit with your badge, a mask, gloves, hand sanitizer, wipes, agenda, and other conference materials.

o Go green and email all materials and have participants use mobile devices or print their own materials.

o Consider not having nametags

o Indicate how to obtain continuing education credits o How evaluations will be handled

Social Distancing

o Ensure onsite signage reinforces and highlights the change in behavior and traffic flow

o Larger aisles with dedicated travel lanes

o Seating for 1 m space between chairs

Food Service

Defer to venue for safe food services practices.

Health and Safety Measures

Start with transparency to relay health and safety measures being taken at the conference.

o Planner: will there be health screenings prior to the event (and indicate what the screening includes)

o Planner: Consider a participation/health waiver for event to cover illness o Communicate to participants if onsite sanitation kits will be made available – encourage attendee to bring their own kits/personal safety gear.

o Planner: must determine if masks will be required for all participants and who will provide them.

o Briefly share venue's cleaning and disinfecting plan

o Share conference staff safety procedures: will all conference staff be wearing masks and/or gloves; i.e. staff wore gloves preparing conference folders and nametags

o There will be an Isolation Room if someone becomes ill during event and participants will be alerted

Attendee's Responsibility

Prior to arrival, signed participation/health waiver for event to cover illness

o Bring your own pads of paper and pen for notetaking

o Bring your own personal safety gear

Virtual Trainings

• Make sure your virtual links are in your calendar in advance for easy connecting.

• Do participants need to make an account for the virtual platform?

• Technical support information

- All session and event times are listed as Eastern Time. Please adjust the schedule to your time zone.
- Instructions and link to download conference app (if appropriate)
- Announce social media hashtags
- Announce sponsors – logos and/or video
- Instructions for networking and connecting with other participants and speakers
- Event Agenda
- How breaks will be handled
- Where can they download handouts?
- How to obtain continuing education credits
- How evaluations will be completed
- Attendee Code of Conduct: in the chat or audio features refrain from harassment or derogatory comments - moderator's discretion to block or remove attendee
- If participants' voices, images, or comments will be captured, they need to sign a release in case the content will be rebroadcast or repurposed in any way. This should be a check off box in terms and conditions when they register. But reiterate in the pre-event communications.

Exhibition and Tradeshows

Set-Up and Space Considerations
- Booth layouts.
  - Consider spacing booths every other so no booths are directly next to one another.
  - Manage number of stakeholders per booth to reduce number in each booth.
  - Manage design of booth to allow for reduced build and dismantle periods or allow longer timeframe for setup and tear down to have less exhibitors building and tearing down next to each other.
- Appointment Stations
  - Adapt registration process and manage set-up to reduce contact onsite – encourage online registration wherever possible, print badges at home.
  - Ship all registration info ahead of time to participants with name badges, agenda, other conference materials.
- Consider sending masks, gloves and hand sanitizing wipes with packet.
    - No longer recycle name badges onsite.
  - If onsite registration is required, consider plexiglass barriers between participants and staff to reduce face to face contact.
  - Manage number of participants that arrive at same time – have participants register for arrival times based on preference or assign based on appointment windows or last names.
    - Assign tickets to designated time slots for days or hours of event if only one day.
  - Manage number of participants onsite
  - Monitor real-time crowd movements and establish processes to act accordingly – use technology to track in show participants, wristbands, mobile app heatmaps
- Larger aisle considers with social distancing
  - Create aisles as one-way noting which way guests are to utilize aisles
  - Ongoing vendor commercials playing throughout for those who have provided.

o Allow spacious distance between booths and aisles for circulation.

Multiple Groups in House

- Procedures to handle more than one group
  - o Introduce barriers and mark floors to indicate space regulations for all events and public spaces
  - o Consider physical transparent partitions on registration counters o Guests to be advised to practice physical distancing by standing at least 1 mtr away from other groups of people not traveling with them while standing in lines, using elevators/stairs and walking through venue.
  - o Have front doors propped open or automated to reduce multiple groups using same doors.
- Assigned space and/or floors for different groups o If possible, assign separate entrances to each group.

    - ▪ Signage will be significant for each group to know which entrance they have been designated to use.
    - ▪ If not possible, have discussions with each event to determine their start time and if they can stagger their attendee arrival so not all guests arrive at once.
- Consider moving registration from lobby space to inside meeting room so that separate events are contained within their rooms.
  - o Keep events as separated as possible to reduce crossover of participants between event rooms.
  - o Try to create separate sections of building so that each event has their own section.
- Assign separate restrooms for groups, if possible.
  - o Communicate between groups to determine break times and try to keep break and meal times separate so that groups are not crossing over in lobby and restrooms.
  - o Keep social distancing as much as possible in restrooms – every other stall or sink. o Reduce number of guests allowed in restroom at a time.
  - o Increase cleaning and sanitization of restrooms and shared common areas between events.

The participants of exhibition and B2B trade events are focused on doing business, exchanging information, and sharing/transferring knowledge. It is entirely possible for exhibition participants to maintain the required distance from each other and achieve their business goals. **The density of people at exhibitions can be maintained at lower levels than at other types of large events due to a number of reasons – for example, exhibitions often take place over a number of days, and the space occupied by an exhibition is much larger than at other types of events.** As a result, B2B exhibitions can be managed and operated in a **similar way to supermarkets** and other retail outlets that have continued to function successfully and safely throughout the COVID-19 crisis.

Timing of Expo/Tradeshow

- Stagger times when participants can enter the show floor to manage flow of traffic and social distancing
- Provide scheduled increments of time for participant to visit the show floor and booths to avoid traffic bottlenecking or congregations of participants

- Divide overall group into smaller groups allowing one group at a time on the tradeshow floor.
- Post ample signage outside of expo indicating access times of each group, also include on any digital attendee communications such as app, website
- Security stationed at entrance and exit to check that participants are entering/exiting at the proper times
- Extend show hours for a longer period throughout the day with longer breaks between each session to allow for cleaning and sanitizing
- Allow multiple timeslots for each group to ensure every attendee has a chance to visit
- Dedicated show hours without any other conflicting events (sessions, meals, etc.)
- Possibly dedicated day for expo if overall event agenda allows
- Calculate max number of participants in show area based on square footage of room being used
- Request exhibitors limit the number of people they have working in their booth for each session
- Limit the number of participants (excluding exhibitors) to 25% of the total occupancy limits of the show area at one time

Travel on the Expo Floor

- Clearly mark travel path through exhibit hall to provide for unilateral movement
- Have controlled traffic with arrows on floor as well as markings for social distancing.
- Have accessible hand sanitizer on the expo floor.
- Limit number of people on expo floor; capacity will vary by square footage of exhibit hall to mitigate crowding and prohibit clusters of people.
- One way of traffic flow (participants go up on one side of aisle and down on the other)
- Make sure all plans and protocols are clearly communicated to all exhibitors
- Reconfigure any social areas in the exhibit hall to account for social distancing
- Depending on size of show possibly staging/staggering times participants can be in hall; example alphabetically
- Have volunteers/staff walking the show floor to make sure participants are adhering to established safety guidelines

Entering/Exiting the Expo Floor

- Have doors propped open or automated doors
- Allow one way into exhibit hall and one way out
- Mark areas in front of doors for social distancing in case line occurs by entry/exit doors
- Cleary identify/mark traffic flow with signage and floor markings
- Make sure all plans and protocols are clearly communicated to all participants
- Have volunteers/staff at the entrance and exit to ensure participants move safely in and out of the expo floor and wearing proper personal safety gear

Giveaway Items

Giveaway items should be shifted to virtual/digital or mailed direct to participants.

Virtual Events

- Gift Certificates
- Coupons
- Create an online store for participants to select their virtual item(s)

o Email gift card:

In-Person Events

- o Logoed Individual Hand Sanitizer
- o Disposable Face Mask
- o Reusable Facemask with Logo
- o Face Mask Ear Saver
- o Face Shields
- o Individually wrapped alcohol wipes
- o Logoed One-Time Use or Individual Ink Pens, Highlighters and Notepad
  - ▪ Have these items individually poly bagged
- o Clip-style Lanyard Holder to be used to hold face mask o Vendors to use tongs to distribute food-based items
- o Encourage vendors to display raffle item, but plan to have item shipped or sent virtually to winner

Audio Visual/Technology for Expos

- • All AV equipment to be cleaned and sanitized between uses
- • AV Protocols for Expos
  - o Verify adequate WIFI to meet onsite and virtual needs. Take into consideration onsite participants' access impact on virtual production.
  - o Adequate projection options for the size of the group.
  - o Speaker presentations submitted in advance and loaded on a central computer run by the audiovisual technician.
  - o Remote clickers should be sanitized or swapped out for each presenter. Possibly a disposable plastic cover for the clicker that can be easily changed by the audiovisual technician.
  - o Wireless lavalier microphones for the presenters that has been disinfected properly and is disinfected after each use. Presenters should be responsible for putting the microphone on. The audiovisual technician should verify the microphone for audio quality prior to the start of the presentation.
  - o Discourage the use of handheld microphones.
  - o All audiovisual items in a meeting room should be managed only by the onsite audiovisual technician. Presenters or event staff should be instructed to call for assistance instead of attempting to fix the issue, even if it is a small one.
  - o Verify how the equipment is cleaned and managed by the audiovisual provider prior to the event.
  - o Confirm if there are additional costs to the cleaning and disinfecting of gear onsite and throughout the meeting.

Resources for Virtual Meetings and Tradeshows

- • Hopin
  - o Set up an expo center with vendor booths where participants can interact and demo a product
- • ConferenceDirect Virtual Meetings & Tradeshows
  - o Custom landing pages for exhibitors and sponsors create a year-round, virtual tradeshow. Exhibitors can manage their own logo, description, video, collateral, staff

profiles and more. A searchable keyword index helps participants find the exhibitors and sponsors who are relevant to them.

- [Onstream Media](#) Virtual Tradeshows
    - o Bring together exhibitors, sponsors, speakers and participants in a virtual exhibition hall, auditorium, learning center, media library and lounge
- Utilise a microphone system for exhibitors and participants where both can use their own phones and a mic (ex: crowdmics.com)
- Minimise or eliminate touchscreen visuals
- Use QR Code system for sharing for vendor/attendee information
- Customised backdrops

Hybrid Expo Option

- Post the expo floorplan online with link to connect to exhibitor. Something as simple as website link or a link to a video created by the exhibitor with a short promo of their products/services.
- Touchless sharing of vendor/attendee information
- Ability to continue contact after event
- Share desired data with the exhibitor/sponsor
- Utilise an event application. The event planning and app setup needs to be more deliberate and focused on exhibitor networking.
    - o With more information and interaction occurring virtually on the app at a safe meeting, you will want to help guide the exhibitor to create the most engaging offering pre-conference in the application.
- Your exhibitor/sponsor registration and pre-event setup process should cover the following to support potential virtual expo engagement:
    - o Collection of marketing materials for electronic dissemination
    - o Collection of brand logo and advertising messages (banner ads for example)
    - o Exhibitor rep image
    - o Exhibitor introduction video
    - o Include poll questions/questionnaire to collect categorical data regarding the exhibitors. Then you can setup easy filter options so that participants can pinpoint the right exhibitors quickly.
    - o Collect a list of participants that the exhibitor would like to meet at the event. You can match exhibitors with prospects for speed meetings during the conference.

Networking at the Expo

- o Utilise app-based programs that allow sharing of information between participants and exhibitors
- o Incentivise participants to "match" with vendors to build value for the exhibitor. This can be done through an event app
- o Gamification – ability to network in a fund and safe space

Other Expo Suggestions

- Pre-Event Survey (Participants & Vendors)
  Sample Questions

- Are you comfortable that our expo will be safe and offer proper social distancing?
- What precautionary measures do you feel are reasonable for the expo?
- What type of health and safety measures will you personally need to make you feel comfortable attending the expo?
- As a vendor, what would create a valuable, memorable, positive expo experience for you?
- As an attendee, what would create a valuable, memorable, positive expo experience for you?

- Force flow (one-way traffic) floor plans
- Pre-scheduled appointments at each booth
- Stagger expo arrival/exit times
- All F&B to be pre-packed/individually wrapped
- Acrylic Counter/Desk Guards (interlock or with legs)
- Social Distancing Floor Decals
- Social Distancing Signage
  - Give guests peace of mind and make them aware of social distancing precautionary measures with custom signs and graphics for outside, entrance doors, exit doors, seating, tables, floors, registration desks, counters, etc.