

General event protocol

- Staying up-to-date and implement recommendations from recognized bodies like WHO, CDC, ECDC
- Update of Health & Safety Plans, to include hygiene control & disease prevention
- Continuous communication to participants on health measures, protocols, incidents through all channels (both before and during the event)
- Cooperating closely with local health authorities and medical support companies
- Having on-the-ground medical support at the venue with appropriate Covid-19 knowledge
- Medical certificates to be required to complete the registration process
- Zero accreditation policy for people with symptoms like a cough or fever, nor for visitors not signing for a 14-day non-sick waiver

Event planning

- Careful venue choosing process – priority to spacious spaces with access to outdoor areas.
- Recalculating venue floor capacity, keeping the ratio of sqm per person for each area/room (ratio differs between the various types of events)
- Checking mechanical ventilation distribution capacity of venues, double checking filtration, air turnover, maintenance records
- Planning wider event opening hours with timings dedicated to particular groups.
- Hiring more staff working at the event facilitating the flow of people, avoiding bottlenecks and group gatherings
- Hiring traffic control staff to enable smooth and quick arrival of the guests and avoid overcrowding at the entrance
- Hiring professional and trained cleaning teams equipped with chemical disinfectants

Preventive measures

- Deeply disinfect spaces before handover/opening
- Self-registration and badge obtaining should be easily accessible and promoted
- Health practices need to be actively promoted through different channels before (app, website, mailing etc.) and during the event.
- Mask-on policy at the accreditation
- Big screens/LEDs located around the venue to communicate messages effectively
- Fast Lane accreditation for higher risk groups
- Create spacious lounge areas and separate restrooms for over 60s and visitors able to prove a non-Covid-19 medical condition
- Use of sophisticated event apps to facilitate different aspects of attendance
- Print-outs exchanged by digital solutions
- Contactless payment systems (NFC), non-cash policy

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- Mobile air purification systems with HEPA filters distributed around the venue
- Protective transparent panels to be installed on the stage to limit the movement of the air towards the audience
- Single use protective covers to be placed on microphones, changed after every speaker

Venue specific measures

- Arranging exclusive drop-off spots (separate for fast lane and general public)
- Clear, intuitive and well visible access ways leading to the venue.
- Wayfinding lines marked on the ground autoregulating and systemizing the guest's arrival
- Clear signage facilitating the flow of attendees between different areas.
- Smart space arrangement – furniture and decoration layout limiting creation of larger groups whilst at the same time improving guests' flow.
- Spacious distribution of furniture, avoiding double sofas and other furniture items that make people sit close to each other.
- Creation of staffed quarantine space/medical room at the venue for immediate response to incidents

Self-protection

- Positioning disinfectant hand gel stations throughout all spaces – sensor controlled contactless systems
- Contactless vending machines with sanitary items (masks, gloves, gels etc.)
- Open sanitary stations with small kits (grab and go) located in the passages and at the entrances to different areas.
- Mask-on policy in all the spaces that accumulate significant numbers of people

Technology

- Body temperature cameras at accreditation
- Contactless body thermometer scanners
- Using contactless security detectors
- UV disinfectant lamps installed in the cloakroom
- Quick Covid19 test corner at accreditation (dependent on available technology)
- Mobile app technology that shows/proves medical clearance
- Using NFC or Bluetooth technology to signal appropriate visitor distance
- Technology enabling virtual visits to the event and digital broadcasts as a way of making the event available to the guests that cannot attend (due to travel or medical restrictions)

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Catering

- Staffed buffet and bar stations, avoiding self-service
- More linear metres of bar and buffets, and waiting staff to make up for no-self service
- Clear waiting lines enable safe distance between the guests
- High temperature disinfection of tableware/glassware
- Tight control of HACCP, also effective to avoid virus spread
- Obligation to wear mask and gloves for all serving staff

Cleaning

- Continuous disinfection of surfaces, door handles, knobs during the event (if automatic doors not present in the venue)
- More cleaning staff on stand-by available in catering areas to collect the plates and the glasses immediately
- Offering new hygiene/protective products at toilet areas
- All cleaning staff to wear masks and gloves at all times
- Double checking on appropriate use of cleaning chemicals

Communication

- Obliging alternative handshake methods
- Communication pre-event and upon event entry of the hygiene protocol
- Communication pre-event and upon event entry about interaction do's and don'ts to avoid risky situations
- Endorse mobile platforms and apps for visitors to exchange personal contact details, avoiding hardcopy business cards
- Inclusion of personal video-DM details in personal contact data
- Live polling and digital voting available in the app during on-stage presentations