GOOD PRACTICE GUIDANCE

# Addressing COVID-19 Requirements for Re-Opening Business Events

AIPC
EXCELLENCE IN CONVENTION CENTRE MANAGEMENT

ICCA

ufi
The Global Association of the Exhibition Industry

This guidance prepared by the International Association of Convention Centres (AIPC), the International Congress and Convention Association (ICCA) and the Global Association of the Exhibition Industry (UFI) aims to help convention and exhibition centres, event and congress organizers and meeting destinations prepare for a smooth, safe reopening of business following the initial outbreak of COVID-19.


How to Use This Guide 3

1 | Good Practice: Framework 4
1.1 Reopening for Business COVID-19 Risk Management Framework 4
1.2 COVID-19 Risk Management Framework Application 7

2 | Good Practice: Personnel and Personal Safety 9
2.1 Risk Analysis 9
2.2 Managing Use of Prevention Materials 11

3 | Good Practice: Physical Distancing 12
3.1 Barriers and Floor Markings 12
3.2 Transparent Partitions 14
3.3 Distancing Booths, Isles for Circulation 14
3.4 Conference style Lay-Outs 15

4 | Good Practice: Health & Safety Measures 17
4.1 General 17
4.2 Communications 31
4.3 Crisis Management 33
4.4 Food and Beverage and Banqueting Services 33
4.5 Transportation and Logistics 34
4.6 Third Party Suppliers 34

5 | Good Practice: Implementing Crowd Control 35

6 | Good Practice: Encouraging and Enforcing Measures 37
6.1 Displaying Measures and Cleaning Regimes 37
6.2 Legal Framework Defining Duties and Responsibilities 37
6.3 Communication with Local Authorities 37
6.4 Medical Service Points 38
6.5 Training on COVID-19 Prevention 38
6.6 Manage On-Site Concerns and Questions 39
6.7 Monitor New Sources of Information 40
6.8 Monitor Real-Time Crowd Movements 40

Appendix 1 | 41
Example of Auditing Sheet for Inspection of General Disinfection Measures drawn from and courtesy the Lear Corporation 'Safe Work Playbook' (2nd Edition)

Appendix 2 | 42
Sample Risk Assessment Tool: Fairhurst and Murray Sport International Risk Register

Appendix 3 | 43
Visitors/Employees Presenting Symptoms at Work Form drawn from and courtesy the Lear Corporation 'Safe Work Playbook' (2nd Edition)

Appendix 4 | 44
Cleaning Instruction Slide-set from and courtesy the Scottish Event Campus in Glasgow, Scotland

Appendix 5 | 46
Press Release of Brussels Expo on Use of UV-C Technology

Appendix 6 | 47
Example of a Press Release on Preparations to Reopen from the Messekeskus Helsinki in Finland

Appendix 7 | 48
Sample Daily Record Sheet on Status of Anti-COVID Measures from KINTEX, South Korea

Appendix 8 | 49
Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion



May 2020 | Prepared by Boardroom@Crisis BV


A Letter from the Presidents:

The COVID-19 pandemic has stopped our industry in its tracks. Our thoughts are with everyone affected by this, around the world. As societies and economies suffer from the fallout, we have a very important role to play for the recovery. Our industry builds and runs the market places and the meeting places of the world. We connect experts, sectors, and industries. We are the fastest of all fast tracks to drive the much needed economic recoveries around the world.

We can do that! Conventions, conferences, exhibitions, and trade shows are not generic "mass gatherings" – they are organised industry gatherings. We have shown time and again already that we can put health & safety measures in place to provide the right environment for people to meet. This guide is here to assist you in doing so again now.

On behalf of our respective associations – AIPC, the International Association of Convention Centres, ICCA, the International Congress and Convention Association and UFI, the Global Association of the Exhibition Industry – we are pleased to provide members with this resource. We have worked together, collaboratively, around the world to address the urgent need for guidance around re-opening the industry.

These considerations are not just important to helping you and your clients – they are also the key to securing the permissions required to satisfy the regional and national health authorities who will ultimately decide when and how the industry can re-engage.

In engaging on this project, we are collectively recognizing a need for clarity and consistency in a time when so many materials are being generated that has become challenging for those trying to chart a way forward. By collectively endorsing the content of this guide we provide an integrated approach to a common issue – a central depository of solutions, ready to be used by industry members.

This Guide – and the two other COVID-19- related Guides that preceded it were only possible as a result of the huge and ongoing effort made by knowledgeable members of our associations whose experiences, expertise and access to highly relevant resources have made it possible to assemble this Guide in a very timely way. On behalf of the entire industry we want to acknowledge and thank each and everyone involved for their contributions; in that regard, please see the list of contributors we have identified on page 2.

**Aloysius Arlando** AIPC President | **James Rees** ICCA President | **Mary Larkin** UFI President

The worldwide COVID-19 pandemic has had as profound and unprecedented as impact on the industry as it has on commerce and society at large. Virtually all convention and exhibition centres and services worldwide were forced to cease operations as the initial wave of infections expanded ever further. In early March 2020, the AIPC and UFI released good practice guidance to help members manage the unfolding crisis, and in April 2020, further guidance on repurposing a convention or exhibition centre to serve as a temporary emergency facility. It is a role that many centres embraced to serve their community in a time of need, even if they were never designed to become emergency hospitals, housing facilities, or auxiliary health test sites.

This guidance, then, centers on the next phase, reopening for business, with the AIPC, ICCA and UFI joining forces to source and marshal good practice from around the world. The need for the AIPC, ICCA and UFI at the beginning of this new era of 'post the emergence of COVID-19' to (again) band together and collaborate closely is hard to overstate. The reason is that there is a major knowledge void around how to operate events properly, safely and responsibly while exact requirements in most countries are still little defined.

Collecting, collating and presenting good practice on how things might be done well is hence more important than ever, and having a practical resource to use as a basis is correspondingly valuable. Building on the UFI's "Global framework for reopening exhibitions and B2B trade events post the emergence from COVID-19" released on 5 May 2020, itself a major effort and milestone, this joint AIPC – ICCA – UFI guidance aims to be such a resource, combining as much emerging good practice among membership as possible. This guidance includes select good practice from other industries and organizations as well.

The AIPC, ICCA and UFI stress that this guidance is just that: guidance based on examples. Exact local, regional and national health, safety, environmental, compliance and legal requirements differ vastly from country to country, service to service and product to product, and this guidance is not meant to represent or supplant this.

At the same time, we would urge the reader to recognize that the venue is only one part of the overall event experience, and that a well-rounded destination response must also include measures that address other components, including such things as accommodation, transportation and off-site venues. While our focus here is primarily centre-related, there is a growing body of guidance becoming available that more directly addresses these other essential areas and we encourage you to reference this for the benefit of clients, organizers and government agencies that may be part of the re-opening decision process.

This document is the product of many, many hours' hard work by a large team of AIPC, ICCA and UFI contributors, and we are very grateful for all their contributions. Among key contributors:

AIPC • ICCA • UFI Joint Safety & Security Task Force Members:

**Carlos Moreno Clemente** | Head of Mobility, Fira Barcelona

**Sunil Govind** | Senior Director Facility Management & Operations, Bangalore International Exhibition Centre

**Rik Hoogendoorn** | Manager Safety & Security, RAI Amsterdam

**Darren Horne** | Senior Manager Security & Safety, Melbourne Convention Exhibition Centre

**Sethu Menon** | Senior Vice President Operations, DWTC Dubai

**Mark Laidlaw** | Operations Director, Scottish Event Campus

**Michiel Middendorf** | General Manager, World Forum

**Robert Noonan** | Chief Information Security Officer, Boston Convention & Exhibition Centre | Massachusetts Convention Centre Authority

**Dennis Speet** | Chief Operating Officer, ICCA

**Tomas von Tourtchaninoff** | Head of Unit, Safety & Security, Stockholmsmassan

**Muhammad Yusri** | Manager Venue Security, Crime Prevention and Operations, SingEx

In addition, special assistance was received from other AIPC ICCA and UFI members and other experts, notably:

**Desiree Baltussen** | Director of Conventions, Rotterdam Ahoy, The Netherlands

**Pieter Bindt** | RADM RLNLN (Ret), The Netherlands

**Angeline Van den Broecke** | Director of Global Business Development and Marketing, Kuala Lumpur Convention Centre, Malaysia

**Diego Cortese** | Vice President – Venue Commercial, Dubai World Trade Center

**Matt Coyne** | Group Commercial Director, GES, United Kingdom

**Ray Day** | Vice Chair, Stagwell Group, USA

**Denis Delforge** | CEO, Brussels Expo, Belgium

**Irene Hayes** | Manager Venue Planning, Dubai World Trade Center

**Jo-Anne Kelleway** | CEO, Info Salons Group (a Freeman Company), Australia

**Michael Kruppe** | General Manager, Shanghai New International Expo Center (SNIEC), China

**Mark Maydon** | Commercial Director, Crowd Connected, United Kingdom

**Eduardo Rodriguez** | Operations Director, Tarsus Mexico

**Elfi Van Der Valk** | COO, Van Der Valk Care & Van der Valk Vitaal, The Netherlands

**Frank Yang** | Director Marketing and Business Development, Korea International Exhibition & Convention Center (KINTEX), South Korea

Coordination of the writing, editing, collection, vetting, and formatting of this guidance information was performed by **Glenn Schoen** of Boardroom@Crisis BV, based in The Hague. Research assistance was provided by **Madeleine Eichorn**.

# How to Use This Guide

**The good practice information in this document is divided into six main chapters:**

These six chapters are meant to structure the information provided according to the UFI 5 May 2020 framework – which was produced through and in collaboration with a range of exhibition, event, congress and convention stakeholders – and cover areas of mainstay operations as comprehensively as possible. Chapter 4, Health & Safety Measures, has a large body of general knowledge as well as material focused in part on five specific areas, namely:

a | Communications
b | Crisis Management
c | Food and Beverage and Banqueting Services
d | Transportation and Logistics
e | Third Party Suppliers

All chapters are further subdivided into sections. These sections follow the general outlines of the UFI framework, with select additions. As not all of the information provided can be clearly placed just into one chapter or section, there will by necessity be some overlap.

**AIPC, ICCA and UFI management hope that the guidance provided will contribute to the successful reopening of centres and the recovery of the international meetings and events industry in the wake of the initial COVID-19 outbreak.**

As the context and operating circumstances of individual convention or exhibition centres will vary widely (among other factors due to different health agency rules and privacy regulations), and as centres themselves vary in size, make-up, location and services, the advisability, applicability and proportionality of various plans, protocols and procedures should be taken into account when considering their use.

Where documents or other resources are mentioned in the text, these should, in most cases, be directly retrievable via the 'live' link provided or otherwise by using an Internet search. All documents from AIPC, ICCA and UFI member organizations shown are used with their permission for the betterment of membership and the industry.

A NOTE ON TERMINOLOGY: Readers are asked to exercise a measure of flexibility when it comes to terms used in this document in that many people use different terms for the same thing. For example: health and safety vs. public safety, measures vs. controls, large outbreak vs. pandemic, Coronavirus vs. COVID-19, and so on. Furthermore, the abbreviation HSE appears throughout this document, which stands for Health, Safety and Environment – a term widely used in industry when referring to the realm of work in which COVID-19 countermeasures are taken, but certainly not universal. For ease of use, we do apply it widely in this text. Given the above, please apply flexibility towards the terminology used in this document when reading and using the guidance. Thank you.

DISCLAIMER: AIPC, ICCA and UFI make every effort to ensure the accuracy of published material, but cannot be held liable for errors, misprints or out of date information in this publication. AIPC, ICCA and UFI are not responsible for any conclusions drawn from or actions taken on the basis of this publication.

# 1 GOOD PRACTICE: Framework

The use of a framework to address COVID-19 risks and concerns is essential for those proposing new plans and procedures in a structured manner, particularly if those plans and procedures are to be carried as much as possible by an entire sector or industry. To offer proactive clarity and pursue a basic level of standardization that helps define requirements, UFI published a special framework "For Reopening Exhibitions and B2B Trade Events Post the Emergence from COVID-19" on 5 May 2020. This framework, with select modifications for wider application among AIPC and ICCA members as well, is presented below.

The original UFI framework, including a list of organizations who contributed to the Task Force and those who endorse it, can be found at https://www.ufi.org/coronavirus/.

## 1.1 Reopening for Business COVID-19 Risk Management Framework

| I \| Ensure Personnel and Personal Safety | PLANNING | OPERATIONAL | POST-EVENT |
|---|---|---|---|
| Perform risk analysis. | x | x | x |
| Manage use of prevention materials (e.g. provide masks, disinfectant gel, disposable tissues). | x | x | x |

| II \| Enable Physical Distancing | PLANNING | OPERATIONAL | POST-EVENT |
|---|---|---|---|
| Introduce barriers and mark floor to indicate space regulations for all queues, conference rooms and public spaces (e.g. entrance halls, restaurants, catering outlets and toilets). Add physical transparent partition on counters (e.g. admission, registration and customer service). | x | x | x |
| Allow spacious distance between booths and aisles for circulation. | x | x | x |
| Manage conference-style layout for side events and break-out rooms to allow physical distancing. | x | x | |

| III \| Increase Health and Safety Measures | PLANNING | OPERATIONAL | POST-EVENT |
|---|---|---|---|
| Enable access control and conduct health screening (e.g. unified temperature monitoring). | x | x | x |
| Work with guidelines / protocols dealing with/denying entry to stakeholders who fail health screening test (e.g. set up isolation areas; inform the local disease control department). | x | x | x |
| Manage cleaning, sanitation and disinfection regimes of commonly used areas. | x | x | x |
| Provide sanitizing and handwashing stations. | x | x | x |
| Enable no-contact policy (e.g. avoid shaking hands and consider alternative greetings; encourage contactless payment; plan dedicated space for exhibitor, delegate and visitor to interact safely). | x | x | x |
| Ventilated venues/exhibition halls and other facilities to have air-conditioning and air-filtering processes. | x | x | x |
| Adapt frequency of waste disposal. | x | x | x |
| Enable exhibitors and organizers to have enhanced cleaning and disinfection regimes for booths, exhibits and promotional materials (e.g. suggest that publicity materials be electronic). | | x | |
| Communications | x | x | x |
| Crisis Management | x | x | x |
| Food and Beverage and Banqueting Services | x | x | x |
| Transportation and Logistics | x | x | x |
| Third Party Suppliers | x | x | x |

| IV \| Implement Crowd Control | PLANNING | OPERATIONAL | POST-EVENT |
|---|---|---|---|
| Attendee flow management (e.g. monitor access routes, queuing space and entrances; exits; separate different areas of the event and control access). | x | x | x |
| Adapt registration process and manage set-up to reduce contact onsite (e.g. encourage online registration wherever possible; print badges at home) | | x | |
| Manage number of stakeholders on exhibition site (e.g. rationalize/ simplify raw space/space-only stand designs and construction methods to reduce time required to build and dismantle; allow longer timeframe to set up and dismantle). | x | | x |
| Manage number of attendees on the exhibition site and in the meeting space (e.g. limit number based on area in gross square meters of the venue/hall, as proposed by exhibition safety managers; assign tickets to designated time slots such as days and hours). | | x | |
| Manage catering offer to allow physical distancing and encourage additional hygiene measures (e.g. distancing tables and limiting capacities inside restaurant areas; avoid buffet-style service stations; offer pre-packed food). | | x | |

| V \| Encourage and Enforce Measures | PLANNING | OPERATIONAL | POST-EVENT |
|---|---|---|---|
| Display measures and cleaning regimes accessible for everyone. | x | x | x |
| Work in legal framework that clearly defines duties and responsibilities across all stakeholders involved. | x | x | x |
| Establish and maintain direct communication with local authorities. | x | x | x |
| Set up medical service points (e.g. medical support, patient handling, treatment and clinical support, patient transport and treatment, clinical waste management). | x | x | x |
| Manage training on epidemic prevention (e.g. master the skills of disinfectant use, cleaning public places and emergency disposal). | x | | |
| Verify registration details on-site and, where appropriate, manage process to inform health authorities. | x | x | x |
| Monitor new sources of information and establish processes to act accordingly (e.g. designate a team to follow local news, podcasts and practice rumour controls; establish mechanisms for epidemic prevention and control). | | x | |
| Manage procedure to address on-site concerns and answer questions from all attendees (e.g. hotline). | x | x | x |
| Monitor real-time crowd movements and establish processes to act accordingly (e.g. use technology to track in-show attendees; wristbands; Mobile Apps heatmaps) | | x | |



## 1.2 COVID-19 Risk Management Framework Application

In applying the framework, developing good practice among a range of AIPC, ICCA and UFI members as established through interviews and comments includes the following:

**1 | Consider appointing a particular person to drive framework implementation and giving that position a specific title, e.g. Chief Hygiene Officer**, Chief Health Officer, Chief Virus Control Officer, Chief Infection Control Officer, or Chief Risk Officer. This helps create status, focus, and clarity and shows clients, regulators and other stakeholders the importance and emphasis you place on (ownership and leadership over) health safety efforts and attaining a 'controlled environment.'

**2 | Closely involve your Legal, Compliance and where necessary HR and IT specialists in applying the framework** as they can add expertise to health safety teams that can be fundamental to the (possible) application of measures. Observes World Forum General Manager Michiel Middendorf in The Hague: "Our safety and security team was already well down the road towards organizing a thermal camera health screening solution when we discovered doing so was technically illegal under current Dutch labor and privacy laws. Good we found out early, and now we are double-checking that in implementing the framework, we also cover non-safety regulatory dimensions in every area of work."

**3 | In applying and implementing the framework, use national government guidance for measures as much as possible.** States Operations Director of the Scottish Event Campus (SEC) Mark Laidlaw: "you can't go wrong with government guidance, particularly national level guidance. While by exception there are issues with local health and safety guidance and that aligning with national guidance, the norm is: local follows national. And in most cases, national in turn aligns with authoritative international guidance, such as from the WHO. But national is usually safest."

**4 | Keep your partners and other stakeholders informed about your use of the framework, and use it to keep them actively engaged** so they can as appropriate support and align and integrate with your framework (adoption). Not just the events, meetings, congress and exhibitions industry is witnessing rapid growth of new health safety ideas, measures, and frameworks from the very simple to the advanced like the open source 'All Secure Standard' initiative; so are many other industries with ties to the trade. From hospitality to trucking to equipment makers, companies and associations both are engaged in producing a wealth of new knowledge and approaches. Keeping your partners and key stakeholders informed and where possible aligned should help assist collaboration, and prevent effort wastage.

A growing body of valuable health safety risk control literature is developing around specific industry sectors.

Observes Melbourne Convention Exhibition Centre (MCEC) Senior Security and Safety Manager Darren Horne: "concern about public health risk has proven a terrific driver in fostering stakeholder cooperation. Public-private partnerships can be complicated, however. The Covid-19 crisis has driven close, tight and very positive engagement. Informing, aligning, and helping others in part by using a shared framework approach has been key to our own progress around health safety."

**5 | Identify who in terms of regulators/authorities is the 'final decision-maker' on resuming operations early, and engage that authority early.** Before the COVID-19 crisis it was typically local authorities who exercised greatest control over a venue or event but in many countries this power has shifted upward, albeit temporarily, as national government bodies have come to dominate consideration of, and promulgation of, new COVID-19 health safety requirements. Notes SNIEC General Manager Michael Kruppe in Shanghai: "We have excellent relations with both local government and at a higher level, but found our strong emphasis on engaging the former early in the process could have been more effective if our approach had been slightly more balanced. This is a time in which organizers and venues have to collaborate closely, as government can slow the 'back to work curve' of either. You may be ready for the government, your new framework and health measures in hand, but that will not always mean the government up top is ready for you. And the earlier you realize this, the earlier you can address it."

**6 | Perform auditing against established checklists ('are we doing things right?') and organize an evaluation process for the larger question 'are we doing the right things?'** Do this with a combination of HSE, non-HSE and outside staff as to attain a level of independence in checking on health control measure performance, and to get insights from people on the work floor who may develop improvement ideas on their own. Capture such

ideas, consider them, and apply useful feedback to make improvements. This is an altogether new situation, and your own staff will be valuable in helping determine what works, what does not, and how things could work (even) better. An example of a simple check-off audit list on 'General Disinfection Measures' designed by the Lear Corporation, a global Fortune 150 company, can be found in Appendix 1. Answering the second question 'are we doing the right things?' involves a more creative form of risk management thinking with which assumptions are checked against practical experiences and new knowledge, and where previously used norms are checked – with a critical eye – for continued validity.

**7 | Keep in mind that clients may place yet further, additional demands on your framework.** ICCA COO Dennis Speet states that "even at the start of the COVID-19 outbreak we saw particular organizations place series of extra health control demands on event organizers, some quite far-reaching. It demonstrates the value of adopting a framework and documenting all you do in implementing and managing it, but it also serves as a reminder to remain flexible and ready to serve highly demanding clients." Adds Head of Mobility Carlos Moreno Clemente from the Fira Barcelona: "bring on board your main clients from the beginning so you can create a plan and adopt measures that will also work for them."

**8 | Seize the opportunity to position and highlight the framework as part of your Duty of Care and Good Governance efforts.** Duty of Care legislation differs in many countries, but usually comes down to two main points: your site or facility should be a safe place to work, and it should be a safe place to visit. You can position your use of the framework to underscore your efforts to meet both of these Duty of Care obligations.

**9 | If you choose a company you are not familiar with to help drive implementation of the framework, invest in due diligence.** Several facilities providing input for this guidance report being approached by an assortment of 'shady characters, cowboys and fraudsters' offering their services to help with health safety improvements. Check out any party you are going to do business with as thoroughly as possible, particularly when it comes to purveyors of equipment and new health screening technology.

**10 | Expect future change throughout the industry, and remain flexible.** AIPC CEO Sven Bossu observes that "how the (safe) event venue of the future will look like is the question every venue professional is trying to answer. Defining that new model, based on changing customer and regulatory requirements and technological innovation, will be one of the key challenges for the entire industry. Our ambition is to drive and facilitate that discussion with a clear focus on value creation for both venues and organizers." This larger transformative process will take time, and the framework that serves as an anchor in managing COVID-19 reopening challenges may change with it.

**11 | Use authoritative sources and resources to help implement your framework.** Reliability, quality, and verifiability of inputs is important in working towards an efficient, effective health and safety framework. Among key earlier resources of the AIPC and UFI on COVID-19 that contain material you can use to implement your framework are:

AIPC and UFI Good Guidance on Covid-19 Challenges

http://www.aipc.org/uploadFiles/1583929553_AIPC_UFI%20Good%20Practices%20Guide_CV19.pdf

AIPC and UFI Good Guidance on Using Your Centre as a Temporary Emergency Facility

https://www.ufi.org/wp-content/uploads/2020/04/AIPC_UFI_Good_Practices_Guide_TEF_UFIr.pdf

**12 | Think holistically in implementing the framework.** As much as possible, embrace a wide scope approach in implementing the framework and achieving its intent: creating an assured, (bio-) safe environment. For the Dubai World Trade Center (DWTC) Team this means that it pays to think about the entire value chain: from the prospective attendee thinking about what airline to choose, to their choice of where to stay, how to get there, down to the show floor. The DWTC Team considers it important in this to consider, contact and engage those upstream that one can assist, and to from a commercial and operating viewpoint, strive for the whole chain to be on board, so that the framework's value extends and applies throughout the customer journey.



# 2 GOOD PRACTICE: Personnel and Personal Safety

Evolving good practice related to framework section 1 on ensuring personnel and personal safety is outlined in the following sections.

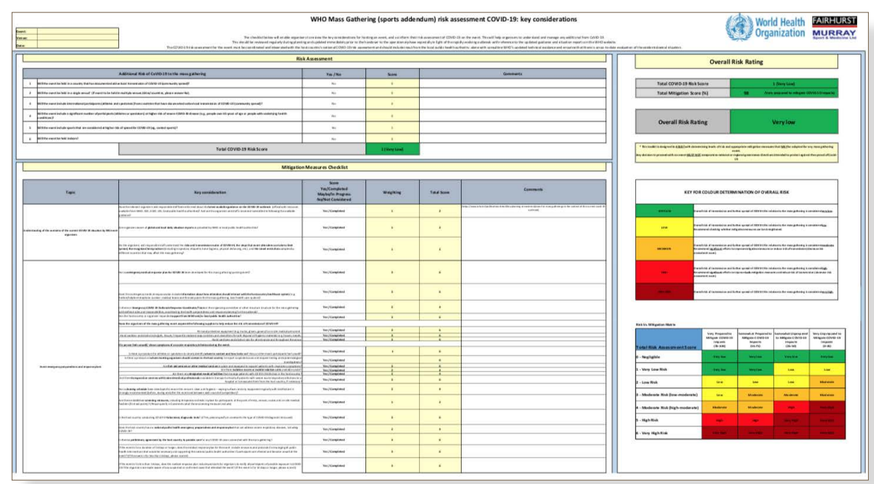
## 2.1 Risk Analysis

Health safety risk analysis to control COVID-19 infection and strive towards a 'controlled environment' is evolving. For many if not most government health authorities around the world, World Health Organization (WHO) risk assessment guidance is the leading reference point. Any decision to restrict, modify, postpone, cancel or proceed with holding a mass gathering should in principle be based on a rigorous risk-assessment exercise, tailored to the event. The WHO guidance permeates most countries' and indeed most industries' risk assessment concepts, and its tenets are used and referred to in almost all newly developing guidance. One example is the work of the Global Biorisk Advisory Council - part of the global cleaning industry association ISSA – which plays a key role in the new "All Secure Standard" developed jointly by prominent show organizer industry firms Reed, Clarion and Informa. The WHO toolset and background information on health safety risk assessments can be found on the WHO website.

https://www.who.int/publications-detail/risk-assessment-and-management-of-exposure-of-health-care-workers-in-the-context-of-covid-19-interim-guidance

**1 | Consider engaging specialist support for your HSE team.** Specialist companies often play a role in helping centre or event health and safety staff orient on COVID-19 risk assessment, and to tailor assessments to their needs. While there is still much variation in the details of health safety risk assessments, also when it comes to adaptions to the WHO framework and the use of different scales and templates, good practice is emerging in different areas.

An example of good practice risk assessment tooling as used in the Scottish Events Campus (SEC) in Glasgow, Scotland, is the (Health Safety) Risk Register developed by the British firms Fairhurst and Murray Sport & Medicine Ltd. Together, these two leading international consultancies – heavily engaged in international events safety and medical risk mitigation – have worked since January 2020 to optimize the WHO risk assessment framework for COVID-19, an iterative process yielding a detailed HSE risk tool. The AIPC, ICCA and UFI, thanks to the SEC and Fairhurst and Murray Sport & Medicine, are grateful to present a version of the Risk Register tool in Appendix 2.



**2 | Do not forget to include your 'home worker team' in health safety risk assessments.** If you rely on a team of home workers to carry or support preparations or operations, and you want to meet your Duty of Care obligations as well, you need to make certain they are in as safe an environment as possible as well.

**3 | Consider working directly with a, or your, insurance company in assessing COVID 19 related risks and solutions in preparing your facility or event.** Most insurance firms have specialists in assessing risk, and many insurance firms hire these experts out for specific projects. Not only can you benefit from the expertise in assessing risk and developing mitigation measures, but you can emphasize or advertise the fact that you did so to partners, regulators and other stakeholders, and, depending on your relationship with the insurer, it can result in your building a trusted relationship when it comes to getting insurance for certain events, or even getting this at a discount.

**4 | At venues, consider setting up several small 'Analysis Teams' to help assess HSE risks and find solutions based around people activity flows.** Carlos Moreno Clemente, from the Fira Barcelona Safety and Security Department, notes that thanks to a mapping process that analyses the total sequence of staff and visitors' routes and activities at the facility, teams have been able to identify and address a number of hard to find safety risks, and come up with good options for addressing them. "We use a consistent approach using teams of 2-5 people who are intimately familiar with the site and processes," observes Clemente, "and from the parking areas to the stairs to queues and coatrooms and info points, we look intently at those particular areas or services to methodically assess risk while brainstorming solutions. It has not just proven helpful in identifying risks we did not see earlier and solutions we had not considered before, but also in seeing how a risk in one area can carry through to others, and might be controlled well in advance, like diverting the arrival flows for reducing pressure at some services like coatrooms or digitalizing processes avoiding physical interaction."

The Dubai World Trade Center (DWTC) used a similar approach but started with a different reference point, dividing its efforts over April-May 2020 into identifying and addressing risks into the following five pathways or 'journeys:'

1 | Customer Journey
2 | Organizer Journey
3 | Exhibitor Journey
4 | Employee Journey
5 | Contractor Journey

With each of these being carefully examined in detail, the DWTC Team took great care identifying all the different health safety touchpoints and other issues for each journey, ensuring the event build-up phase, transportation, and consideration of accommodation and employee home health are all included as well.

**5 | Ensure your HSE team also monitors new developments around health risk assessment in other industries.** Sticking to what you know or just approaching colleagues in the industry to improve often yields only incremental value. COVID-19 is a game-changer in many respects, and one of those is HSE risk assessment. Among places to monitor for new risk assessment models coming out are HSE department publications from the hospital/health, commercial real estate, military, and standardization institute sectors.

**6 | Consider technology use to assess and limit risk carefully to prevent secondary or new risks.** It is important to assess risk throughout operations and measures as applying certain types of controls can yield new or other dangers. For instance, a health risk assessment that results in the adoption of facial recognition technology as an access control measure (no touch) may run afoul of a risk control measure to wear a face mask, with people taking off their mask – and touching it and possibly placing it back poorly – to use a facial reader.

**7 | Do not neglect other risks due to an over-focus on COVID-19.** Notes Scottish Events Campus Operations Manager Mark Laidlaw: "Coronavirus has presented us with a significant challenge. When assessing the risk and the impact on our event footprint, it is important not to lose sight of the other risks we've been managing for some time, especially security. It is our job to asses all our risks and make sure one doesn't impact negatively on the other. A balance needs to be found".



## 2.2 Managing Use of Prevention Materials

**1 | Be stringent in all management aspects around purchasing, storing, distribution and use of prevention materials.** In managing the supply a of health safety prevention materials, from personal protection equipment (PPE) to hand sanitizers and wipes, consider:

• Purchase supplies from trusted partners whenever possible;

• Check up regularly on market prices for PPE and other materials;

• Have HSE where needed do certificate and quality check on materials;

• Maintain a tight inventory control including any material use-by dates;

• Maintain tight inventory storage security;

• Apply a tight safety regime around stored materials to prevent any supply contamination or other wastage;

• Until a firm routine is established, have HSE staff hand out materials, and where needed explain their proper wearing / placement and use;

• Following a standard issuance, instruction and handout protocol for when staff receive supplies for themselves, this to ensure they are issued the right PPE, and use it properly;

• Following a standard protocol for the distribution of materials to track supplies and ensure they are brought to the right location, under sanitary conditions, and properly placed (from hand-wash gel to hand-out facemasks and plastic gloves);

• Have HSE staff perform checks of deployed materials to see if indeed they are properly deployed, displayed, and used. This should include HSE staff checking on other staff and contractors to see if they are wearing and using PPE properly.

**2 | Focus on long-term sourcing of PPE and other prevention materials.** While procuring fairly standard extra cleaning supplies such as disinfection agents, wipes and tissues has not proven too challenging a task for most centres contacted for this guidance, sourcing of PPE, and notably face masks, has been more difficult. Good practice such as that conveyed by Robert Noonan of the Massachusetts Convention Center Authority (MCCA) Signature Boston is to find long-term procurement partners; lock in long term contracts; and seek to procure enough PPE for a period of six months to a year.

**3 | Request material suppliers maintain their own safe health regime.** A document that may be shared with suppliers who maintain storage facilities is "Recovery Readiness – Industrial Checklist (for Warehouse Operations)" by Cushman & Wakefield.

Recovery-Readiness---Industrial-Checklist (1).pdf

**4 | Ask suppliers to maintain their own stringent materials management regime to avoid having to return materials,** for instance because they do not have any or not the proper accompanying certificates; are out of date; not labelled; mislabeled; or possibly diluted or contaminated.

# 3 GOOD PRACTICE: Physical Distancing

Evolving good practice related to framework section 2 on enabling physical – also widely known as social – distancing is outlined in the following four sections.

**1 | Consider exploring the new 'hybrid event' market.** Note that as a result of distancing and specifically seating distance requirements, a new category of event is emerging in the industry: so-called hybrid events, in which a part of the attendees are physically present, and a part virtually.

**2 | As a general point of departure, it is good practice to set up a Physical Distancing Plan** that outlines measures in a range or either physical, functional or service areas to ensure that measures are comprehensive, where feasible consistent, and trackable, monitor-able and visible for auditors. While developments are still evolving in this area, one term gaining traction indicating just how quick industry is trying to move towards a fixed reference point on distancing is CDS or 'Crowd Density Standard,' featured in the May 2020 'All Secure Standard' jointly developed by Reed, Clarion and Informa.

All Secure Standard

An example of a general outline of such a 'physical distancing plan' is contained in the "Recovery Readiness – Industrial Checklist (for Warehouse Operations)" by Cushman & Wakefield. (See separate link to document.)

**CREATE A SOCIAL DISTANCING PLAN**

**Decreasing Density, Schedule Management, Traffic Patterns**

- ❒ Consider utilizing a mobile app with geolocation for clocking in/out
- ❒ Stagger break times or consider providing additional break room seating outside in a temporary building
- ❒ Rearrange seating areas for extra spacing
- ❒ Increase space between production stations where possible or consider alternate stations
- ❒ Install plexiglass shields/dividers at workstations, packing benches, etc.
- ❒ Manage worker density and foot traffic
  - ❒ Designate and signpost the direction of foot-traffic in main circulation paths
  - ❒ Reduce number of workers permitted in an aisle or area at one time
  - ❒ Consider allocating certain employees to specific picks to avoid cross contamination
  - ❒ Consider one-way routes
  - ❒ Mark proper distancing using rubber mats or floor line markings
- ❒ Consider radios or similar means to communicate with personnel in place of standing meetings
- ❒ Train security personnel on effective PPE use and distancing during inspections of personal property
- ❒ Review procedure for exchanging truck keys with warehouse workers
- ❒ Reduce load times to allow drivers to remain in cab during loading/unloading
- ❒ Review potential use of a mobile app to record/review booking paperwork and manifests
- ❒ Address potential congestion in locker rooms, restrooms, smoker shelters
- ❒ Close non-essential spaces like gyms or shower facilities

Example of outline for a Social Distancing Plan developed by the global commercial real estate company Cushman & Wakefield.

**3 | As part of your plan, ensure you define who is responsible at your venue or event for enforcing physical distancing rules.** Among the possibilities are all staff members and managers; HSE staff; security staff; or, an evolving practice at different venues, small 'enforcement and incident reaction teams' that combine HSE and security staff.

An example on basic insights on calculating (space) capacities for physical distancing can be found on pages 12 and 13 of the IAAPA Reopening Guidance document "Considerations for the Global Attractions Industry." Please note that the distances mentioned may not apply in all countries, as different countries use different norms.

https://www.iaapa.org/sites/default/files/2020-05/IAAPA_COVID-19_ReopeningGuidance_rev1_final.pdf

## 3.1 Barriers and Floor Markings

Barriers and floor markings to better control people flows including in parking areas, queues, entrance halls, entryways, restaurants, around catering, around toilets, at coat rooms, exits and within main meeting, congress, exhibition and other key areas are vital to reach and maintain physical distancing requirements. A vast amount of new knowledge is being developed by a multitude of organizations, governments, companies and associations on the use of barriers and floor markings.

**1 | As concerns barriers, solid ones are generally better than non-solid ones, but bear in mind this limits flexibility of use.** Partitions, desks, wall elements, screens, tables, and other solid dividers generally provide a better, more effective barrier than a rope, a plastic sheet suspended by tape or rope, a tape, signs or cords because of their solidity. This noted, in spaces where the configuration has to change often, the latter are widely used. Consider then in what areas like entryways the configuration of the space is apt to change less and where solid barriers may be more useful and effective. This is particularly true of busy staff-customer contact points, such as check-in desks and info-points, where a solid barrier with a plexi-glass partition is likely to be the preferred option. Related, when looking at things like large reception desks, consider types or models of barriers that come with heels attached so they can be (more) easily moved.

**2 | Consider what material that barriers you buy is made of, this in light of the need to clean and wipe surfaces frequently.** Cleaning agents, some including slightly abrasive chemicals, will be used with far greater frequency in the future than before. Make certain that surfaces likely to be sprayed or wiped often are made to last and do not wear because of the intense use of chemicals.

**3 | Consider the specific surface and area of use for people-routing and distance-marking materials.** A wide range of materials, markings, awareness signage and unique solutions are being developed and designed on an ongoing basis to support one-way floor routing and physical distancing. In effect, a whole new workplace furniture niche is emerging. In choosing markings, consider where they will be used, including lighting and likely 'wear and tear,' and aim to combine floor marks with signage on walls or screens where possible for reinforcing the message or direction. Materials include:

- Carpets printed with distance marks
- Circular carpets with a diameter marking a particular distance
- All manner of stickers, strips, and arrow signage
- Rubber and plastic floor mats with signage
- Floor mats for use in elevators (usually, for just 3 persons)
- Wall-mounted pull-out cords

**4 | Consider augmenting signage and markings with distancing (alert) technology.** In several countries, companies have developed a small personal 'light alarm' that people can clip on that goes off showing a blinking red light when the sensor gets closer than a set distance from another person wearing a similar light alarm with a similar sensor. Using this technology helps people self-police, and can also help event or venue staff monitor attendee compliance. If you use such technology, draw up a procedure for the distribution, placement and cleaning of such devices.

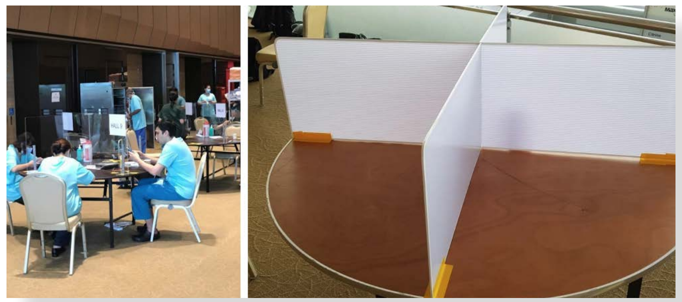
**5 | Consider using and marking outdoor areas as part of a one-way routing scheme.** To promote one-way routing of people, some facilities are now directing persons to walk one way within a buildings or hallway, and the other way just outside the building, thus using the exterior of buildings as a one-direction pathway. In some cases, companies are building separate little roofs and structures to cover or enclose such exterior walkways. Similarly, normally closed service-ways or non-public 'back stage' hallways to storage areas are now being put into use in some centres to create new two-way interior building walking routes. If you use an outdoor area as part of your physical distancing routing scheme, do not forget to ensure proper safety and security (could include CCTV cameras) monitoring.

**6 | Use extensive signage to reinforce proper (floor) routing patterns.** Until people have visited a venue more often, they will need guidance on which way to go. The more this information can be reinforced with signs, maps, instructions on screens or handouts, the better. Evolving good practice indicates that short texts accompanied by simple graphics, with good or strong color contrasts, works best. Consider digital signage and try to reduce stand-up signage that may affect attendees' flows.

Good practice from KINTEX in South Korea: floor markings for entrance line-ups.
Image courtesy of Frank Yang, Director of Marketing & Business Development, KINTEX.

## 3.2 Transparent Partitions

**1 | Consider introduction of transparent (or non-transparent) partitions in all areas where physical distancing rules are difficult to maintain and/or to make more efficient use of available space.** Place emphasis on busy office and client-staff interaction areas such as information desks, badge or reading material handout desks, security booths, etc. This is where partitions will have their greatest value in reducing virus transmission risk.



Example of good practice: Perspex dividers on staff tables, Singex Singapore.

**2 | Check in acquiring plastic partitions that they can withstand frequent cleaning with chemical disinfection agents and are fire-proof.** Partitions come in many different forms, from mobile/non-mobile, solid to flexible, and standard to custom made. Judge what the requirements are and ensure that the partition can withstand thorough, frequent cleaning. Similarly, ensure that you use fire-retardant or fire-resistant plastic to prevent creating, or adding to, a fire hazard.

## 3.3 Distancing Booths, Isles for Circulation

Good practice for organizers, builders, attendees and others when it comes to exhibition area booths distancing and layouts is still evolving, but key tenets already being put into use include:

• Thinking all measures through starting with the build-up phase, with distancing facilitated by the use of timeslots, good communication to the workforce, and use of modular systems that can go up faster and easier to reduce the number of people required to do a build (maximizing distancing);

• Using zoning, linear arrangements and reorientation of booths to prevent so-called 'bootleg' aisles on the exhibition floor;

• Extending exhibition hours, so more people can be spread out over more timeslots during the day and or into the evening, optimizing distancing calculations;

• Using physical distancing allowances based on the locally prescribed 1.5 to 2-meter distancing calculus;

• Creating clearly marked one-way paths around the exhibition floor;

• Instructing visitors before hall entry on routes through signage and handouts;

• Reminder instructions inside halls for visitors showing the routing layout;

• Using booth designs with surfaces that can be easily cleaned and wiped, i.e. no cloth covers;

• Where feasible, display products in such a manner that they can be well observed but do not need to be handled or picked up by visitors (and eliminate or minimize handouts);

• Making heavy use of screen technology to display information;

• Using a desk or panel as a solid barrier in the booth to separate booth/stand staff from visitors;

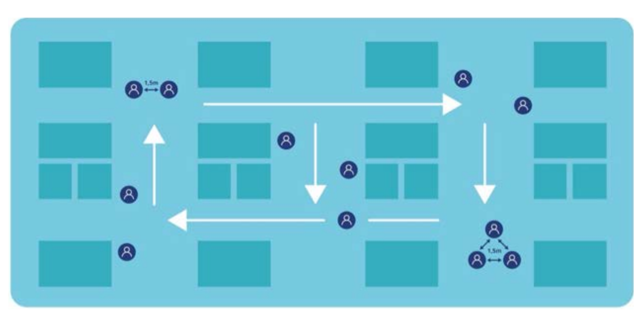
• Using plexiglass partitions to separate booth/stand staff from visitors;

• Asking no more than two visitors to visit a booth at any one time, well apart (for standard size booths, commonly measuring 3x3 meters in many countries);

• Placing any booth technology touch points (i.e. touchless contact) well apart;

• During the event, drawing up people density maps (or registering people visitation data) to help with health safety assessments, and make adjustments in layout or booth positioning for optimal risk reduction.

Exhibition hall floor route markings and hall entrance signage showing routing for event at the KINTEX, South Korea.

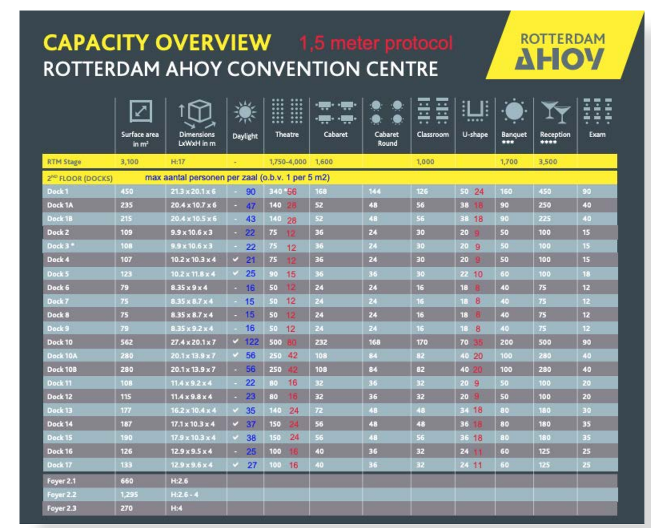



Sample floor map created by Dutch event organization CLC-VECTA.

## 3.4 Conference Style Layouts

**1 | For break-out sessions and side events, consider new conference style layouts for seating use in accord with physical distancing requirements.** The key requirement at present is a set distance – which varies in most countries from 1.5 to 2 meters - between seats, and the evolving terminology indicates the most popular terms at present – which in effect come out to the same configuration – for angular arrangements are so-called 'staggered' and 'checkerboard' seating. Circular and semicircular layouts are similarly evolving.

**2 | Define your potential seating capacity so as to offer clients options.** Clients will not know what kind of seating options you offer until you provide them with approximate seating capacity, with or without exact layouts. To the extent you can measure this for different halls, and even better present it with a lay-out that shows the options for events, do so, particularly to demonstrate your preparedness to have smaller to mid-size meetings, break-out sessions or other events in a safely configured setting.



CAPACITY OVERVIEW 1,5 meter protocol
ROTTERDAM AHOY CONVENTION CENTRE
ROTTERDAM AHOY

| | Surface area in m² | Dimensions LxWxH in m | Daylight | Theatre | Cabaret | Cabaret Round | Classroom | U-shape | Banquet *** | Reception **** | Exam |
|---|---|---|---|---|---|---|---|---|---|---|---|
| RTM Stage | 3,100 | H:17 | - | 1,750-4,000 | 1,600 | | 1,000 | | 1,700 | 3,500 | |
| 2ND FLOOR (DOCKS) | max aantal personen per zaal (o.b.v. 1 per 5 m2) | | | | | | | | | | |
| Dock 1 | 450 | 21.3 x 20.1 x 6 | - 90 | 340 *56 | 168 | 144 | 126 | 50 24 | 160 | 450 | 90 |
| Dock 1A | 235 | 20.4 x 10.7 x 6 | - 47 | 140 28 | 52 | 48 | 56 | 38 18 | 90 | 250 | 40 |
| Dock 1B | 215 | 20.4 x 10.5 x 6 | - 43 | 140 28 | 52 | 48 | 56 | 38 18 | 90 | 225 | 40 |
| Dock 2 | 109 | 9.9 x 10.6 x 3 | - 22 | 75 12 | 36 | 24 | 30 | 20 9 | 50 | 100 | 15 |
| Dock 3 * | 108 | 9.9 x 10.6 x 3 | - 22 | 75 12 | 36 | 24 | 30 | 20 9 | 50 | 100 | 15 |
| Dock 4 | 107 | 10.2 x 10.3 x 4 | ✓ 21 | 75 12 | 36 | 24 | 30 | 20 9 | 50 | 100 | 15 |
| Dock 5 | 123 | 10.2 x 11.8 x 4 | ✓ 25 | 90 15 | 36 | 36 | 30 | 22 10 | 60 | 100 | 18 |
| Dock 6 | 79 | 8.35 x 9 x 4 | - 16 | 50 12 | 24 | 24 | 16 | 18 8 | 40 | 75 | 12 |
| Dock 7 | 75 | 8.35 x 8.7 x 4 | - 15 | 50 12 | 24 | 24 | 16 | 18 8 | 40 | 75 | 12 |
| Dock 8 | 75 | 8.35 x 8.7 x 4 | - 15 | 50 12 | 24 | 24 | 16 | 18 8 | 40 | 75 | 12 |
| Dock 9 | 79 | 8.35 x 9.2 x 4 | - 16 | 50 12 | 24 | 24 | 16 | 18 8 | 40 | 75 | 12 |
| Dock 10 | 562 | 27.4 x 20.1 x 7 | ✓ 122 | 500 80 | 232 | 168 | 170 | 70 35 | 200 | 500 | 90 |
| Dock 10A | 280 | 20.1 x 13.9 x 7 | ✓ 56 | 250 42 | 108 | 84 | 82 | 40 20 | 100 | 280 | 40 |
| Dock 10B | 280 | 20.1 x 13.9 x 7 | - 56 | 250 42 | 108 | 84 | 82 | 40 20 | 100 | 280 | 40 |
| Dock 11 | 108 | 11.4 x 9.2 x 4 | - 22 | 80 16 | 32 | 36 | 32 | 20 9 | 50 | 100 | 20 |
| Dock 12 | 115 | 11.4 x 9.8 x 4 | - 23 | 80 16 | 32 | 36 | 32 | 20 9 | 50 | 100 | 20 |
| Dock 13 | 177 | 16.2 x 10.4 x 4 | ✓ 35 | 140 24 | 72 | 48 | 48 | 34 18 | 80 | 180 | 30 |
| Dock 14 | 187 | 17.1 x 10.3 x 4 | ✓ 37 | 150 24 | 56 | 48 | 48 | 36 18 | 80 | 180 | 35 |
| Dock 15 | 190 | 17.9 x 10.3 x 4 | ✓ 38 | 150 24 | 56 | 48 | 56 | 36 18 | 80 | 180 | 35 |
| Dock 16 | 126 | 12.9 x 9.5 x 4 | - 25 | 100 16 | 40 | 36 | 32 | 24 11 | 60 | 125 | 25 |
| Dock 17 | 133 | 12.9 x 9.6 x 4 | ✓ 27 | 100 16 | 40 | 36 | 32 | 24 11 | 60 | 125 | 25 |
| Foyer 2.1 | 660 | H:2.6 | | | | | | | | | |
| Foyer 2.2 | 1,295 | H:2.6 - 4 | | | | | | | | | |
| Foyer 2.3 | 270 | H:4 | | | | | | | | | |

Example of good practice: Rotterdam Ahoy seating capacity chart and floor plan. Image courtesy Ms. Desiree Baltussen.

**3 | Whichever layout you adopt or use, ensure proper guidance and instruction for use.** Whether on signs or screens, such information is particularly important for seating plans that do not involved a numbered or fixed seat. Movie theaters and regular theaters are currently piloting a number of signage and instruction programs for just this purpose.

Example of guidance for theater goers at Pathe Theaters in The Netherlands, which tells visitors how to self-select a seat in relation to other people.

**4 | Consider tapping into outside expertise on seating arrangements and layouts**, which is a fast-growing business. A range of consulting companies now offer services on both paper- and computer software-based seating plans, planning, and space optimization via algorithm use, a lot of their new insights being developed over April-May 2020 for the office and sports event / arena / stadium sectors. Many of these firms offer ideas and concepts for free via articles, blogs, white papers and podcasts. Among new free resources on seating plan designs is the new 'CoviDistance' SketchUp tool by Modelur, a leading urban design software firm, which can be applied to a variety of settings. For details, see:

https://modelur.eu/free-sketchup-tool-for-post-covid-19-workspace/

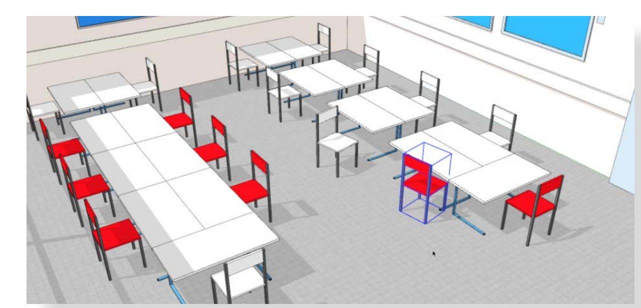
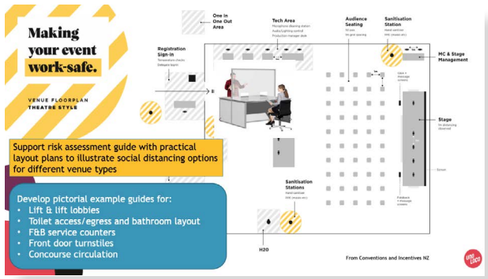


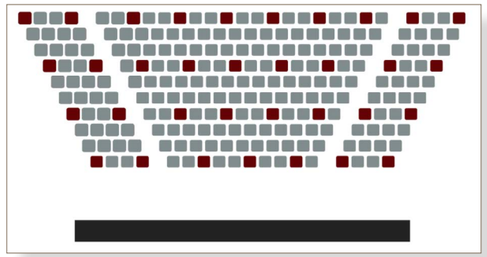
Image from the new SkethUp tool from Modelur.

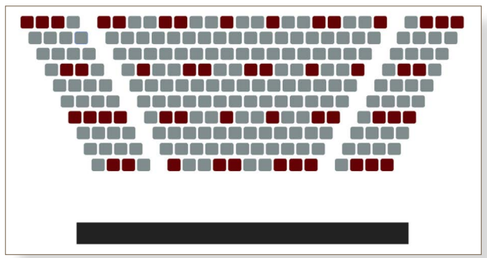


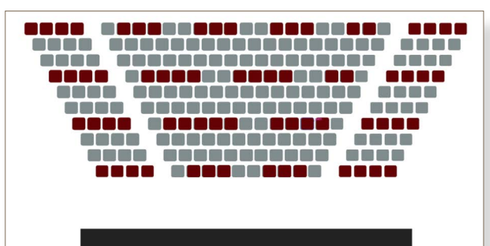

A growing knowledge pool: new guidance released in May 2020 by Convention & Incentives New Zealand.

**5 | Consider dynamic as well as static seating numbers analysis.** Simply put, dynamic seating analysis allows for pre-registered persons who are together who do not need to maintain physical distancing (typical example: family members) to sit together. Adding up such pairs or small groups of 2, 3, 4 or even more people and having an algorithm calculate a new seating plan can greatly enhance seating capacity. For an explanation of the concept from the theater and concert world, see:

https://adaptistration.com/2020/05/06/avoid-the-static-analysis-trap/







From left to right: static, suboptimal dynamic, and optimal dynamic: configurations showing how seating capacity in a fixed-seat venue can go from 15 to 22 to 30 percent occupancy. Images courtesy and copyright Drew McManus - Adaptistration LLC. Used by permission.



# 4 GOOD PRACTICE: Health & Safety Measures

Evolving good practice related to framework section 3 on health and safety measures is outlined in the following seven sections. The first section deals with measures in general and the following six cover particular services and functions.

## 4.1 General

The following eight subsections outline a series of widely applicable health and safety controls. It is noted that many local and national governments, as well as various international organizations, are still developing requirements, standards and procedures and that checking for updates and changes to these requirements on a regular basis is hence important to assure operations conform to (evolving) regulations.

Among recently released general resources to help managers structure and initiate health safety measures are the German "RIFEL Event Safety and Security in the Context of COVID-19" guideline and the global "Event Safety Alliance Reopening Guide."

RIFEL Event Safety and Security in the context of COVID-19 V2.0.pdf

Event Safety Alliance Reopening Guide

### 4.1.1 Access Control and Health Screening

**1 | Be prepared to apply flexibility in the access control and health screening process as good practice will evolve in time.** Worldwide, the process of how and when to allow people to enter a venue or event from a health safety viewpoint is undergoing change. From asking questions to taking tests beforehand to using an App with a type of health passport to disinfection booths to temperature readings, the main parts of an entry screening process vary significantly. Whatever the process and the norm locally are now, change is likely as science, technology, requirements and regulations evolve. In this vain, also be careful about major capital expenditures.

**2 | Organize access control as far forward as possible, starting with (pre-) registration.** Registering visitors ahead of time means among other functions being able to properly:

• Gauge and confirm visitor numbers (for social distancing calculations);

• To incorporate particular groups in event, show or facility risk assessments;

• Being able to inform them ahead of time of special measures being taken or special circumstances;

• Being able to inform and advise them of special access routines if there are special requirements, like for people in wheelchairs;

• Being able to assign them specific timeslots for entry to optimize space (distancing) use; and

• Being able to send them tickets or badges ahead of time which they can print themselves and carry with them (avoiding another touchpoint at entry).

**3 | Map the access control process and to the greatest extent possible and share this with customers beforehand, or if this is not possible, when they first arrive on-site.** Instructions and guidance on what to expect, where to go and how to do things should start if possible beforehand via email, video (for instance posting short films on YouTube) and registration, or at least upon entry to the premises, preferably before walking to the entryway(s) or parking.

An example of such guidance is the slide-set made for the 30 April – 5 May 2020 Hunan Auto Show, the first major exhibition after the first COVID-19 outbreak and lockdown at the SNIEC Hunan.

PDF Hunan 2020 Auto show slide-set

Images from the slide set outlining entry process for Visitors at the 2020 Hunan Auto Show.

**4 | Consider setting up an entirely new temporary exterior or interior entranceway with modular booths to facilitate health screening outside or behind your regular entrance.** This could include so-called 'Clean Lane' tunnels where people walk through a sanitizing mist, a program being piloted by SingEx in Singapore. Designers and architects in concert with health professionals are developing new temporary solutions for making a safe entry and performing a safe access control and health screening process. Among the companies making such designs in India, Israel, South Korea and the US are SITU Studio in New York and InterGlobal Exhibits Group in Denver, which show a number of such modular COVID-19 screening booth designs on their websites.

https://situ.nyc/studio/projects/covid19-relief-efforts

https://www.igegroup.com/care/

Images of exterior and interior screening booth designs, courtesy of SITU Studios and IGE Group.

**5 | Consider providing query resolution staff or an "I can answer your question" capability as part of your first physical access control point. People will have questions.** People will sometimes be confused. People will make mistakes like losing their ticket between parking their car and making it to the front door. People will deviate from all your beautiful plans to run a proper access process - "I need to go to the toilet right now!" – so have people ready who can help answer questions and assist people as needed.

**6 | Consider a special access lane for the physically challenged.** People in wheelchairs or on crutches or otherwise needing assistance or support may have difficulty entering a site, including entry gates (for example those with an entry card scanner). Similarly, blind people may require assistance. Account for these potential problems in your design and approach of access points, or direct people to an alternate access point.

**7 | Consider the use of access time slots for specific facilities, venues, or areas to manage people flow into a particular facility, venue or area.** This helps prevent over-crowding and people flow to be able to live up to social distancing requirements. Ensure that when using this method, there is a check on the right people entering in the right timeslot, and ensure they receive instructions, if needed, about the time they are expected to either move to another area, or exit the facility. Technology solution providers can now readily couple timeslot requirements to access control functions.

**8 | Pursue use of touchless access control and related technology.** Self-scanning via facial biometrics, or a physical or digital (phone-carried) entry ticket, pass or badge, is widely regarded as an effective health risk-reducing measure. At the same time, the health risk debate is causing finger-print and palm print technology to lose ground, and the physical checking and printing and handing out of passes and badges to become (much) less desirable. Some industry observers even think COVID-19 may make them obsolete.

Ticket/pass scanning technology used at an entry point for the 2020 Hunan Auto Show. Image courtesy of SNIEC Shanghai General Manager Michael Kruppe.

"Health risk reduction is prompting solution leaders in this area to collaborate closely with clients responding to both government requirements and community requests for safety assurance," observes Jo-Anne Kelleway, CEO of the Info Salons Group (a Freeman Company). "Alongside the functionality of 'contactless' we now see 'frictionless' as the larger value to deliver. In this sense, we help venues with an access control process that is at once seamless and serves the business, and fully health-risk compliant." She further points out that such technology is considered mature worldwide at this point – "we have done facial recognition for events attended by over 200,000 people" – and increasingly applied on different continents.

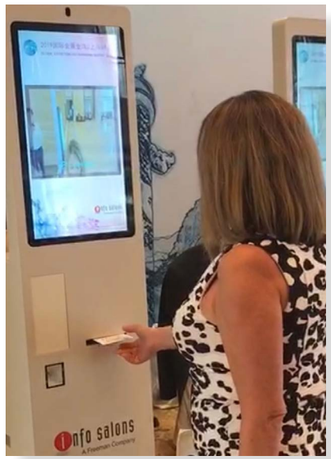



Image of Info Salons Group facial recognition technology deployed in the Middle East for attendees to pick up badges and gain event access.

GES Visit Touchpoint technology.

Ads GES Group Commercial Director Matt Coyne: "Increasingly, these solutions are also SaaS based, like our Visit Touchpoint software, and we are experiencing strong client interest due to COVID-19." Using a fully integrated Web-progressive App with a unique QR code capture, such touch-free technology can now be readily, digitally deployed worldwide. A growing number of touch-free access solutions such as those of Info Salons Group, GES and other companies are also increasingly integrated with other functions that can minimize physical contact elsewhere in a venue (like for collecting documentation) and optimize timed area entry across an event, including build-up.

**9 | Health screening at access points can consist of different steps, and these may see significant change in upcoming months.** Basic elements of health screening as applied to visitors at the reopening of select venues in China and South Korea in May 2020 centered on a combination of:

- Asking advance questions in the registration process about their health status;
- Asking a 'status check' question at their access point about their health;
- Performing a thermal camera temperature check at their access point;
- Where available or being used, checking their national App health status (clearance).

Among changes that various industry observers foresee for health checks going into the future are:

- On-the-spot fast tests for the actual COVID-19 virus;
- On-the-spot fast tests for evidence you might have had COVID-19;
- Screening by verification: showing (proof) you have downloaded and are using a regionally or nationally approved COVID-19 infection tracking App;
- Screening by verification: some form of digital international health passport;
- Screening by verification, further out: some form of proof of vaccination.

While there are a variety of other screening options being developed, including the training and use of sniffer dogs to detect the presence of the virus, persons contacted for this guidance were not aware of other such options being considered for people screening at events.

**10 | In considering temperature screening checks, first ensure all legal and compliance checks on its (proper) use have been performed.** It is important in this regard to bear in mind that the use of this approach is subject to a significant amount of regulations, rules and restrictions in various countries. Of the two most widely used methods, thermal camera scans (hand held or on tripod/stand) and ear-thermometer reading with hand held device), the most issues have arisen around thermal camera use. This includes its use being banned in some nations due to privacy concerns (since a positive temperature reading results in the identification of a person as a possible health risk but does so in a public setting, identifying that individual for all to see).

**11 | Consider who will have responsibility for operating the temperature check equipment, and who will be performing the checks.** In many countries, only local or national health authorities are allowed to organize and operate temperature screening checks. In some countries, however, health and other central authorities allow facility owners or event organizers to have responsibility for organizing the operation, i.e. acquiring equipment and organizing a staging point where the tests can be performed, but then let local health officials perform the actual checks. In yet other countries, venue owners are allowed to organize and have their own staff perform checks. Ensure that in setting up any active health screening checks, your role and responsibilities are clear.

For general guidance on proper thermal camera, laser gun and ear thermometer screening procedures, see the following detailed guidance from some of the world's leading manufacturers of thermal screening technology, FLIR Systems, Thermopro, Cole-Palmer and Citizen Systems Japan:

https://flir.custhelp.com/app/answers/detail/a_id/3539/~/using-flir-for-elevated-skin-temperature-screening/session/

https://www.flir.com/globalassets/imported-assets/document/flir-c2-user-manual.pdf

https://buythermopro.com/guides/ultimate-guide-of-using-infrared-thermometer-gun/

https://pim-resources.coleparmer.com/instruction-manual/20250-05.pdf

https://www.citizen-systems.co.jp/english/support/download/electronic/healthcare/instruction/data_thermometer/ct830.pdf

Sample warning sign made by Lear Corporation and entry point thermal screening at the KINTEX in South Korea. Image courtesy Mr. Frank Yang.

**12 | Be aware that in various countries, thermal camera temperature screening in particular is surrounded by various use issues.** Aside from simply wanting to do things right and properly, those deploying thermal cameras, static or hand held, should be aware that a number of issues have been raised worldwide about their use since the start of the COVID0-19 outbreak. Among the issues raising questions are:

- The quality standards of some cameras (and indeed, some manufacturers);
- The calibration of the camera software;
- The appropriate temperature setting;
- The appropriate aiming point (ongoing debate over optimal 'aiming point' between the forehead and point between the eyes; and whether or not for accuracy all people should take off any glasses they are wearing for the reading);
- The appropriate orientation of cameras in terms of lights, glass, and mirrors in the background that may produce faulty readings;
- The appropriate use of larger-area screening cameras deployed in larger areas like halls to cover a wide area versus screening one specific person.

Recognizing that these issues exist in various countries, and taking them into account, should help one to be prepared for queries from, and account for any concerns from, regulators, journalists, clients and other stakeholders.

13 | **Use clear signage to advise people they are approaching a health screening check.** This helps people mentally prepare and avoids surprises.

**14 | Consider having a telephone hotline for clients, vendors or other stakeholders with questions about accessing your facility or event.** This way you can help them properly prepare, and there are no surprises when they arrive.

**15 | Consider Security a backbone to Safety, and ensure the security function is COVID-19 risk-resilient.** One practical concern many security departments and security companies have faced is to check whether security staff are physically fit and willing, in light of virus concerns, to serve. Persons with certain known health challenges or particular health vulnerabilities who may have served security well in the past may not, for themselves or doctors or HR, be automatically fit and smart to do so in an increased COVID-19 risk environment. As concerns security and COVID-19:

• Instruct and equip security staff appropriately to perform their access control role. Security officers frequently perform a frontline function at access points. Ensure they can do their work safely and properly. On the one hand this means equipping them with the right materials, and on the other the right instructions. Many security companies are developing new good practice procedures in relation to COVID-19. The world's largest security firm, and one on the forefront of developing new COVID-19 guidance, is G4S. See the following document on "Personal Search Guidance COVID-19" developed by the firm for the Scottish Event Campus in Glasgow, Scotland on how to perform basic security search and screening functions safely.

SEC DRAFT - G4S Security Search Guidance - COVID -19 - Version - .pdf

• Have security check that new HSE health safety control measures do not create new security challenges, and work to mitigate any new vulnerabilities. One example is efforts to improve air circulation in buildings by keeping windows or doors open; another is the use of additional entrances (more than usual) to shorten lines of people waiting to enter, which in turn require better alarm monitoring and more entryway monitoring, respectively.

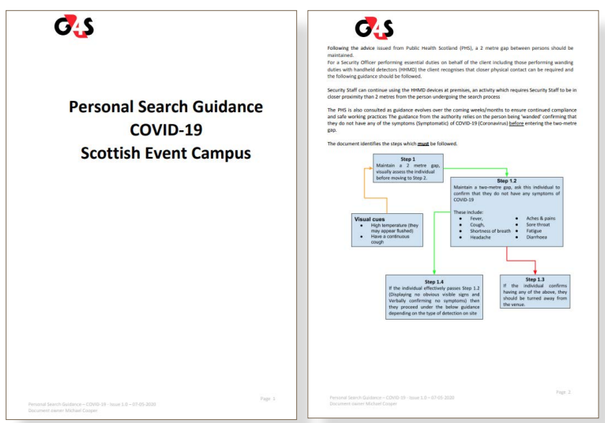
• Check on updated COVID-19 security-focused guidance. To assist security operations in helping control COVID-19 risk, a range of new guidance is coming out consisting of both entirely new and modified or upgraded materials in the form of policies, plans and procedures. Two key global resources are:

• COVID-19 Resources page of ASIS International.

https://www.asisonline.org/publications--resources/security-topics/disease-outbreak-security-resources/

• UK CPNI guidance on Protective Security Management Systems (PSeMS), including its "Pandemic Self-Assessment Checklist.

https://www.cpni.gov.uk/protective-security-management-systems-psems


G4S

**Personal Search Guidance**
**COVID-19**
**Scottish Event Campus**

Page 1

G4S

Following the advice issued from Public Health Scotland (PHS), a 2 metre gap between persons should be maintained.

For a Security Officer performing essential duties on behalf of the client including those performing wanding duties with handheld detectors (HHMD) the client recognises that closer physical contact can be required and the following guidance should be followed.

Security Staff can continue using the HHMD devices at premises, an activity which requires Security Staff to be in closer proximity than 2 metres from the person undergoing the search process

The PHS is also consulted as guidance evolves over the coming weeks/months to ensure continued compliance and safe working practices The guidance from the authority relies on the person being 'wanded' confirming that they do not have any of the symptoms (Symptomatic) of COVID-19 (Coronavirus) before entering the two-metre gap.

The document identifies the steps which must be followed.

**Step 1**
Maintain a 2 metre gap, visually assess the individual before moving to Step 2.

**Step 1.2**
Maintain a two-metre gap, ask this individual to confirm that they do not have any symptoms of COVID-19

These include:
- Fever,
- Cough,
- Shortness of breath
- Headache
- Aches & pains
- Sore throat
- Fatigue
- Diarrhoea

**Visual cues**
- High temperature (they may appear flushed)
- Have a continuous cough

**Step 1.4**
If the individual effectively passes Step 1.2 (Displaying no obvious visible signs and Verbally confirming no symptoms) then they proceed under the below guidance depending on the type of detection on site:

**Step 1.3**
If the individual confirms having any of the above, they should be turned away from the venue.

Page 2

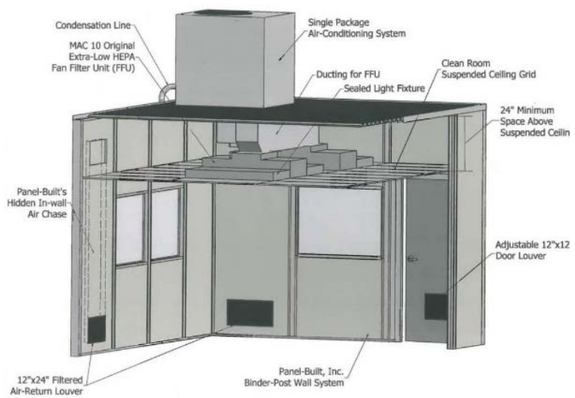
### 4.1.2 Negative Health Screening Test Management

**1 | Set up a quarantine or isolation room to assist persons who 'fail' an initial health screening test.** Having a relatively safe place to bring someone for further checking should greatly help reduce the possibility that this person, if COVID-19 positive, might infect others, or even scare others and inadvertently cause a disruption, in more open, public areas. For general guidance on the topic, see page 9, "Means to create a temporary quarantine area" in the AIPC and UFI "Good Practice Guide on Managing COVID-19 Challenges."

http://www.aipc.org/uploadFiles/1583929553_AIPC_UFI%20Good%20Practices%20Guide_CV19.pdf

An additional key resource from Australia specifically on the technical details of an isolation or quarantine room is Chapter 4, 'Isolation Rooms' in the International Health Facility Guidelines. Please see:

http://healthfacilityguidelines.com/ViewPDF/ViewIndexPDF/iHFG_part_d_isolation_rooms




For an example of the kinds of modular, professional-grade quarantine or isolation rooms that can be ordered as an 'instant interior build' containment solution, please see the website of Panel Built, Inc.:

https://www.panelbuilt.com/isolation-rooms/?gclid=EAIaIQobChMIsPaMvdeh6QIVFozICh3UnQZvEAAYASAAEgLCEfD_BwE

**2 | Have a protocol how to properly, effectively and emphatically treat persons when they 'fail' an initial health screening test**, whether visitors or staff and whether a ('positive') temperature reading or another form of test. This should include or cover:

(Note: these steps will of necessity differ depending on the country, and whether it is a local official doing the health screening, a facility staff member, or a contractor.)

• Whether or not a second test might be done before anything else;

• Asking that person to step aside and prepare to follow the screener to an isolation room;

• Informing that person as to what step will come next, also to ease any anxiety, and check if there is any family member, friend or colleague with that person who might want to wait for them (outside the isolation room);

• Performing a health check inside the isolation room (according to local health regulations, which may or may not involve several steps, like checking for temperature, checking for visible signs of illness, and checking heartrate);

• Depending on the findings, informing facility HSE staff and local authorities there is a person with suspected COVID-19 on-site in the isolation room, and activating the proper transportation procedure to follow (this may involve an ambulance pick-up);

• Capturing and as appropriate forwarding or preparing any tracking investigation relevant data points (if required, initiated tracking immediately to check whether anyone else nearby in line might be effected, or can be identified for later notice);

• Assisting the person from the isolation room to transport, as appropriate and as the situation or protocol calls for (on foot, in wheelchair, on gurney). When assisting the person from the isolation room to transport, it is critical that they follow a predetermined, predesignated route so they do not cross paths with others, or contaminate other areas;

• Informing any family member, friend or colleague with that person what is going on, and where the person at issue may be transported to for further screening and or treatment;

• Initiating isolation room cleaning procedure.

If a case involves an employee or contractor, it is recommended you maintain a record for HSE, HR, and potentially, other parties. This where it is not health authorities staffing your isolation room, or if health authorities will provide a copy of their own report. An example of a straightforward one-page 'Employees/Visitors Presenting Symptoms

at Work' form is that provided in the 2nd edition of the widely circulated Lear Corporation "Safe Work Playbook." The sheet is included in Appendix 3 of this guidance.

Among the most detailed readily accessible instructions on how to properly wear and use PPE in a medical environment such as an on-site (hopefully temporary) isolation room, see this guidance developed by the UK National Health Service:

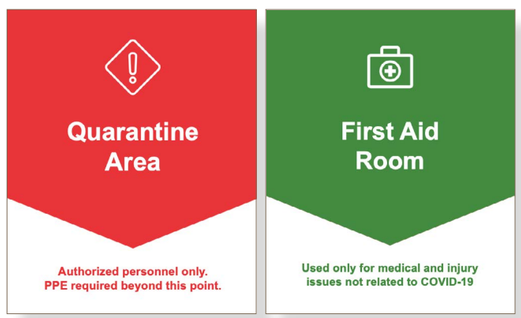
https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

Among the most detailed readily accessible instructions on how to clean and disinfect an area where a person with suspected or confirmed COVID-19 was present, see the US Centers for Disease Control and Prevention guidance "Cleaning and Disinfection for Community Facilities" and the Singapore NEA "Interim Guidelines for Environmental Cleaning and Disinfection of Premises with Transient Exposure to Confirmed Case(s) of the Novel Coronavirus (COVID-19)."

https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#Cleaning

https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/guidelines/guidelines-for-environmental-cleaning-and-disinfection

**3 | Use clear signage for an 'isolation' or 'quarantine' room to prevent accidental (potential contamination hazard) entry, and similarly mark any general regular access.** Clear signage will avoid people making mistakes, which could include accidentally entering, and contaminating, an empty isolation room.




First Aid or medical room images courtesy Lear Corporation.

### 4.1.3 General Cleaning, Sanitation and Disinfection

**1 | Consider consolidating general cleaning, sanitation and disinfection efforts in a single Hygiene Playbook, Hygiene Concept or Hygiene Plan.** This can not only serve its core purpose for the venue or event, but it can be shown, shared and referred to as an iterative document that helps clients understand all you are doing – and builds trust – and offers regulators a singular focal point for assessing your health safety efforts. Observes Tarsus Mexico Operations Director Eduard Rodriguez: "a venue should publish its cleaning and disinfection plan with great detail, thus showcasing which particular places and activities are covered, and what materials the effort involves."

An example of a description of such a plan – useful for sharing with third parties to demonstrate the entire effort, and all the processes followed – is the document "KINTEX's [South Korea] Preventive Measures in Hosting a Trade Show Amid the COVID-19 Pandemic." See link:

KINTEX's Preventive Measures Against COVID-19.pdf

An example of a masterplan and a written outline for an Event Hygiene Concept contained in the German "RIFEL Event Safety and Security in the Context of COVID-19" guideline (see earlier link for the entire document).

R.I.F.E.L.
Research Institute for Exhibition and Live-Communication

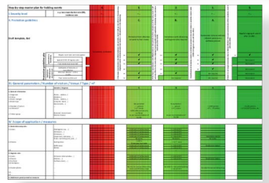
PREPARATION OF AN ADDITIONAL HYGIENE CONCEPT FOR THE EVENT:
In addition, a comprehensive hygiene concept must be prepared by a specialist for the event on the basis of the ISO standards that are applicable to the operation or on the basis of the existing HACCP concept. The following criteria must be met:

- presence of a hygiene officer (analogous to a health and safety coordinator) during the entire event.
- preparation of an additional standard plan for event hygiene based on HACCP monitoring and evaluation of compliance with the standard plan for event hygiene and the management process flows before, during and after the event.

In addition, the following measures must be implemented at the event venue:

- Cleaning and disinfection of the hand contact surfaces:
  All hand contact surfaces must be disinfected prior to the start of the event. In particular, these include door handles, table surfaces (especially in the catering area), handlevgrips on chairs, etc. Disinfection must be done mechanically.

  Hand contact surfaces with intensive hand contact over the course of a day must be disinfected repeatedly. The frequency of such disinfection must be precisely specified prior to the start of the event. For multi-day events, the cleaning and disinfection work must be done at the end of each day of the event.
- Cleaning and disinfection of the floors:
  Floors must be cleaned every workday, and if there are large numbers of people, additionally cleaned depending on the level of visible soiling. Disinfection of these surfaces is not required.
- Cleaning and disinfection plan:
  A cleaning and disinfection plan must be prepared that clearly states which surfaces must be cleaned by which personnel, how often they must be cleaned and disinfected, and what cleaning and disinfection agents must be used.
- Disinfection measures of the persons present at the entrance to the event venue:
  All employees must disinfect their hands before beginning work. All event visitors must disinfect their hands during registration.



The outline and the Step-by-Step Masterplan for holding safe events contained in the"RIFEL Event Safety and Security in the Context of COVID-19" guideline.

An example of a plan from another industry, this one from Wynn Resorts in Las Vegas developed in cooperation with several leading health professors, covers detailed guidance that includes hotel operations.

57118495-Wlv-Health-Sanitation-Guidelines-Outline-04-18-20-v6.pdf

**2 | First focus on following national guidance for general cleaning, sanitation and disinfection guidance to ensure basic requirements and compliance objectives are met.** While at the global level the United Nations through the WHO and other organizations play a lead role developing and setting standards, and at the local level many regional or city governments do the same, and many big name companies are issuing guidance, it is most often national government guidance that regulators want to see followed. Many governments' health authorities across the world now publish specific guidance on how to clean and disinfect facilities. But one example is the instruction and resource page "Cleaning and Disinfecting Your Facility" of the US Centers for Disease Control (CDC). Good practice in general terms dictates you use resources such as this to ensure you are aligned and compliant with national guidance.

https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

**3 | Where feasible write out and make supporting graphics of all cleaning, sanitation and disinfection steps and instructions** to facilitate learning by (new) staff, maintain awareness about procedures, and demonstrate you are working to standard. If need be use contractors to provide such cleaning protocol material. The importance to many regulators is the preciseness and detail of instructions, not the intent.

An example of the material used for general cleaning, sanitation and disinfection that demonstrates the exact 'How To' from the Scottish Events Campus (SEC) in Glasgow, Scotland can be found in Appendix 4. These slides include details on such particulars as cleaning lifts, wiping handrails, cleaning toilets, wall washing, shower cleaning, damp mopping general flooring, and cleaning windows and mirrors.

Example of the slides on detailed cleaning instructions used by the Scottish Event Campus in Glasgow.

**4 | As a general rule, health safety experts stress it is important to focus cleaning efforts on 'high touchpoint' areas and areas where people are likely to come into close proximity, including toilets, narrow passageways, and lifts/elevators.** This proximity encompasses both possible closeness between people, and proximity to wall, fixtures and surfaces on which people might leave virus spores, that other people then might inadvertently pick up. Among key 'touch point areas' and 'touch points' themselves outlined in the 'COVID-19 Exposure Mitigation Protocols' of the Simon Property Group, a Fortune 100 real estate investment trust with holdings throughout Asia, Europe and North America.

**High Touchpoint Areas** – Interior high touchpoints areas, including the following, will be disinfected frequently and upon indication of additional need, using EPA-approved sanitation chemicals and in accordance with CDC guidelines:

- Food court tables, chairs and counters
- Restrooms
- Seating Areas
- Directories
- Door Handles/Doorknobs
- Elevator Buttons
- Escalator Handrails
- Stair Railings
- Trash Bins
- Guest Service Counters, Phones, POS terminals and Workstations
- Other Touchpoints, as needed

Touchpoints, including the following, will be disinfected frequently and upon indication of additional need:

- Transaction Registers/Computer Touchscreens/Keyboards
- Shared Communications Equipment Including: Phones, Radios, etc.
- Light Switches
- Doorknobs/Door Handles
- Copy Machines/Multi-Function Machines
- Counters
- Drawer Handles, Etc.

Example of the slides on detailed cleaning instructions used by the Scottish Event Campus in Glasgow.

For link to the protocols, see:

http://470879536912c09ee57a-6dbb2f607afbae7d42fcbbec027394c3.r67.cf1.rackcdn.com/Simon-Property-COVID-19-Exposure-Mitigation-Protocols.final.pdf

**5 | Touchless hygiene technology use should be considered a priority, if not right now then for upgrade programs.** One area to focus on is toilets/bathrooms. Among evolving good practice:

• Add or display instructions to flush the toilet with the lid closed. It is known that flushing toilets create plumes containing droplets and droplet residue when toilets are flushed with open lids. As well, this according to scientific Chinese research and Chinese authorities, the COVID-19 virus has been detected in stool samples. Hence the advice to flush the toilet with a closed lid.

• Consider (increasing) no-touch automation of:

– Door opening/closing (both door to toilet area and to single toilet)
– Toilet paper dispenser
– Toilet tissue (for hand drying) dispenser
– Toilet flusher
– Toilet seat cleaner
– Sink soap dispenser

Examples of touchless technology for toilets and bathrooms.

• Consider (increasing) visible toilet cleaning staff as customer satisfaction relies to great extent on expectations of cleanliness.

• Consider establishing a waiting area outside the toilet area in order to prevent too many people having to wait in a confined room, or in a bare open area.

• Consider remote occupancy indication near the toilet waiting area (as on aircraft) in order to inform users on toilet availability, stimulating users not to enter the toilet area when that area has reached its full capacity under local physical distancing rules.

**6 | Evolving guidance indicates it is not advisable to use a jet air dryer or hand dryer ('blower' type projecting hot air) because it can disperse and speed the spread of the virus.** While research is ongoing on the issue several preliminary research projects indicate that the use of hand air dryers such as commonly used in toilet / bathroom areas presents a possible health safety risk. For further information, see this Harvard University blog on the issue:

https://www.health.harvard.edu/blog/the-bacterial-horror-of-the-hot-air-hand-dryer-2018051113823

**7 | Consider deploying bacteria and virus killing UV-C technology.** While the number of producers worldwide is still quite limited and testing on exact equipment COVID-19 pathogen killing requirements and calibration is on ongoing process, a growing number of organizations is applying the technology against the virus. This includes UV-C (ultra violet light based) purifiers in ambulances, hospitals, operating theaters, dentist offices and on public transport. The Brussels Expo, first to study and high-light the technology as a breakthrough solution for a major event venue in April 2020, has designed its use to apply to meeting rooms, offices, toilets, backstage facilities and access corridors. Notes Brussels Expo CEO Denis Delforge: "We became a pioneer in the adoption of this technology following extensive health risk assessments which, among other findings, clearly indicated that UV-C targets all three main COVID-19 transmission modes, namely direct person-to-person contact, indirect contact through an object or surface, and airborne. We look at it as a health safety regime game-changer."

April 2020 press release by the Brussels Expo on adopting UV-C technology.

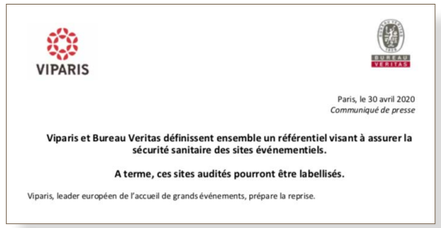
To view the full press release of the Brussels Expo announcing the adoption of UV-C technology, see Appendix 5.

**8 | Consider the use of newly developing sanitizer 'mist' technology.** Muhammad Yusri, Manager Venue Security, Crime Prevention and Operations at SingEx in Singapore reports receiving much positive initial feedback to the deployment of a pilot 'Clean Lane' concept walk-through tunnel that is transparent in appearance. Deployed at the entrance, the technology allows adults to walk through a sanitizing mist containing a solution of 0.1% benzaconium chloride (BKC) which helps kill germs and viruses. People are advised to shield their eyes with an eye-shield when moving through, and to not wash or wipe off the mist and leave it on for at least 10 minutes after passing. The pilot program is supported by the government-funded Temasek Foundation, and closely monitored by a team of healthcare professionals.

The Clean Lane walk-through tunnel at Singex Singapore.

A variation of the walk-through tunnel technology being piloted in select airports is the CleanTech cabin, built for individuals to enter for a 40-second sanitizer spray 'douche.'

**9 | Consider partnering with a trusted, internationally renowned partner to validate, test or certify your cleaning, sanitation and disinfection regime.** Not only will the process of working with such a quality process and quality control institute, agency or company very likely yield a tighter, better cleaning and health and safety regime in general, but it offers added assurance to clients, regulators and other stakeholders, because of involvement of a reputed third party, that an organization has prepared and executes its health safety regime well. An example of a venue that has done this is Viparis in Paris, France, which works closely with renowned quality control organization Veritas.



VIPARIS

Paris, le 30 avril 2020
*Communiqué de presse*

**Viparis et Bureau Veritas définissent ensemble un référentiel visant à assurer la sécurité sanitaire des sites événementiels.**

**A terme, ces sites audités pourront être labellisés.**

Viparis, leader européen de l'accueil de grands événements, prépare la reprise.

The press announcement of Viparis announcing its Health risk program engagement with Veritas.

**10 | Consider other ways of minimizing the need for contact in general.** From going cashless so no more cash money is needed or used inside a venue, to asking people who park in your parking garage to leave their outdoor coats in their car so the cloak room does not have to be visited, there are many possible ways to limit the need for physical contact or handover transactions.

### 4.1.4 Sanitizing and Hand Washing Stations

**1 | Establish plentiful, easy to find sanitizing and hand washing stations throughout your venue,** particularly at entry and exit points to buildings and halls, in central meeting areas, and near toilet/bathroom areas. Using banners, flags, poles and the like, the visibility of a station can be readily increased. At and separate from your stations, use signage, posters, stickers and screens to help maintain visitor awareness that such stations are about, and what the proper techniques are for washing your hands. As you place stations, remember to discontinue use of drinking fountains and/or provide no-touch water bottle filling stations

**2 | Strive towards no-touch technology use** like soap and sanitizer dispenser pumps that can be activated without the need to push a button, pull a lever or lift a bottle. Ensure a good supply so your stations do not run out of materials, and many venues consider it good form to if not at all stations, then at least at multiple stations also provide other basic hygiene materials than just hand sanitizer, such as gloves or tissues.

**3 | Consider staffing your hand sanitizer stations** at entry points so staff can encourage people to use hand sanitizer upon entry, and in effect facilitate and monitor that everyone does this, and enters the facility with clean hands.

### 4.1.5 Enabling No-Contact Policy

**Promote and facilitate a no-personal contact regime.** Core elements should include:

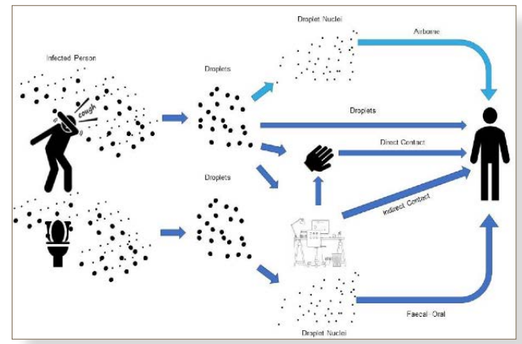
- Instructions for people to not touch other people in general;
- Avoid shaking hands;
- Helping staff and visitors manage opening doors and passing others in hallways and on staircases without touching by allowing only one person to enter/exit at a time;
- Creating visual signs for physical distancing;
- Providing plentiful (nearby) hand sanitizers to clean after any contact;
- Adding foot pulls and forearm pulls to doors to allow for easy, hand-free door openings will help to avoid touching door handles surfaces.

### 4.1.6 Air Ventilation and Filtration

**1 | Be aware that good practice on the air or aerosol health risks of COVID-19 is still evolving.** COVID-19 is thought to spread mainly through close contact from person-to-person through respiratory droplets, and there is still ongoing scientific debate about the extent to which the virus remains in the air and spreads via that route. As transmission via the air can certainly not be excluded yet, good practice is still being developed to address the issue. The following recommendations have been drawn up by the Federation of European Heating, Ventilation and Air Conditioning Associations:

- Secure ventilation of spaces with outdoor air.
- Switch ventilation to nominal speed at least 2 hours before the building usage time and switch to lower speed 2 hours after the building usage time.
- At nights and weekends, do not switch ventilation off, but keep systems running at lower speed.
- Ensure regular airing using windows (even in mechanically ventilated buildings).
- Keep toilet ventilation in operation 24/7.
- Avoid open windows in toilets to assure the right direction of ventilation.
- Instruct users to flush toilets with closed lid.
- Switch air handling units with recirculation to 100% outdoor air.
- Inspect heat recovery equipment to be sure that leakages are under control.
- Switch fan coils either off or operate so that fans are continuously on.
- Do not change heating, cooling and possible humidification settings/set-points.
- Replace central outdoor air and extract air filters as usually, according to maintenance schedule.
- Regular filter replacement and maintenance works shall be performed with common protective measures including respiratory protection.

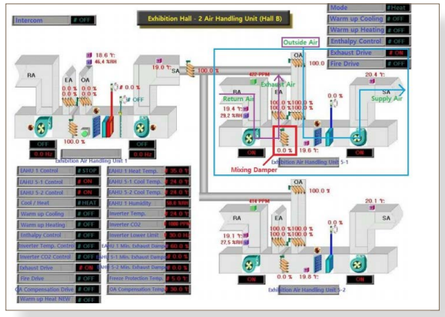
For further specialized detailed insight on heating, ventilation and cooling, see the "How to operate and use building services in order to prevent the spread of COVID-19 in work places" guidance of the Federation of European Heating, Ventilation and Air Condition Associations (REHVA).




REHVA guidance schematic.

https://www.rehva.eu/fileadmin/user_upload/REHVA_COVID-19_guidance_document_ver2_20200403_1.pdf

**2 | In general terms, consider increasing ventilation.** HVAC systems principally recirculate air, while most evolving guidance points to the need to either expel or dilute air (and draw in fresh air), and or to better filter air. Some venues including KINTEX in South Korea have switched to maximizing the inflow of fresh air by setting air conditioning to the maximum setting, and blocking all returning air into exhibition halls.




Explanation of air flow and air conditioning functions for COVID-19 risk control at KINTEX in South Korea.

**3 | Consider UV-C technology for installation in air conditioners.** New devices that purify air through sterilization have been approved in several countries' for market use in early 2020, and the COVID-19 outbreak has sparked high interest for such devices in the office sector.

**4 | Consider use of so-called plant ionizer or forest air technology** to help clean the air of harmful particles (allergens, molds, germs) and reduce the infectivity and transmission of virus droplets.

Sign for plant ionizer technology deployed at SingEx Singapore.

### 4.1.7 Waste Disposal

Waste disposal has become a challenge in the COVID-19 context. HSE staff should be directly involved in the review and deployment and selection of waste bins, and the routine or regime to be used for collecting that waste.

Design a safe waste collection and disposal process that features:

• Closed waste bins (lid on top);

• Ample opportunity for people to dispose of personal waste, meaning many (more) waste bins, and being able to use them is safe non-touch manner, e.g. with a foot pedal or a wall-mounted know that can be pushed with the elbow;

• Having at least some special toxic waste bins available for potentially toxic / health hazard waste, for instance at nursing station and in isolation room;

• Performing waste disposal tasks with appropriate PPE by HSE –trained staff;

• Preparing for a larger than usual volume of waste;

• Increasing the frequency of waste pick-up.

### 4.1.8 Facilitating Exhibitor Cleaning Operations

**1 | Support exhibitors with proper signage and hand sanitizer stations** at the entrances, exits, and at central points in exhibit halls whenever possible. Much visitor awareness is likely to be created outside the venue, with reinforcement inside. As for hand sanitizers themselves, if outside parties bring this to the venue, most current guidance calls for the use of sanitizers that contain more that 60% ethanol or 70% isopropanol to be effective in killing the virus.

**2 | See whether health safety guidance can be provided to visitors, staff and other attendees well before the exhibit** via email, Apps, and links to Internet 'what to expect' and 'what you can do to protect yourself' videos. This helps prevent surprises, helps prepare attendees for what they will experiences, and offers them added early opportunity to absorb safety guidance.

**3 | Seek to clarify at an early stage and where necessary stipulate in contracts who will be responsible for providing which HSE materials, and what the cleaning regime around exhibitions will be.** This counts for build-up, exhibition and break-down. Exhibitors are likely to bring, or be asked to bring, their own PPE, but might (also) make assumptions or have other expectations. Similarly, expectations on both sides about who will clean what, how often, should be clear. Will a venue staffer wipe all '3x3' booth flat surfaces once an hour? Or will a booth occupant do that him- or herself every 30 minutes? Discuss and resolve and determine such details. Ensuring venue-wide health safety regimes are properly extended to encompass exhibition areas and engaging all involved about these issues at an early stage offers clarity and prevents later problems.

**4 | Discourage/encourage exhibitors:**

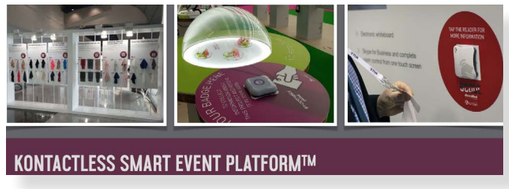
• To generally avoid having any food, sweets, or food product sampling for visitors available;

• To have a hand sanitizer available for own and visitor use;

• To have (or provide them) a to-standard lid-topped waste basket;

• To only offer up handouts and giveaways that are appropriately, separately packaged. An example of this from the Hunan 2020 Auto Show was the giveaway coffee mugs for visitors, all individually wrapped in special plastic.

**5 | Consider use of touchless technology solutions that have built-in sanitary and physical distancing advantages.** Such technology can be adopted or adapted in a variety of ways and levels from booth to exhibition to venue. A growing number of industry-leading companies have already upgraded or are still further developing contactless technology platforms specifically for use in and around exhibition booths, among the better known ones being Konduko, GES, and Info Salons Group (a Freeman Company).




Example of a new contactless event technology platform by Swiss-based trade show and events solutions company Konduko.

### 4.2 Communications

**1 | Consider the need to reinforce your Communications Team in the run-up to a reopening as the volume of all forms of internal and external communication may prove larger than first anticipated.** You will via communications have a lot of messaging to do, including around promoting behavioral change, safety risk, new rules, and new initiatives on the part of your organization. In addition, there will likely be (very) strong interest in your reopening effort, with many questions and requests for contact, more information, interviews and meetings to follow from among others:

• Clients
• Prospective clients
• Partners
• Media
• Trade media
• Local authorities
• National authorities
• Other regulators
• Special interest groups
• Internal audience groups, e.g. unions, retirees, trainees

Make a plan based on a communication messaging and stakeholder analysis to support your reopening and prepare to meet a likely near-term temporary surge in communications requirements.

**2 | Ensure you have an internal communications capability that can reach everyone fast, preferably in real-time.** Apps, Whatsapp and other capabilities enable organizers and venues to establish and operate (relatively) reliable, basic, free or affordable platform to distribute messages internally, fast. From relaying a change in a COVID-19 regulation to an alert message about a suspect case on-site, rapid internal communications can represent a high value.

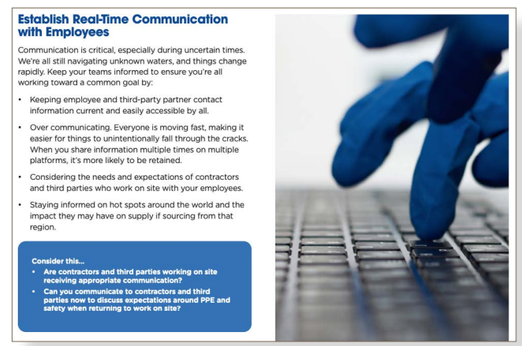



Image from 'A Blueprint for Businesses' on lessons learned reopening, made to share with other businesses by US grocery store chain Kroger.

See: "Sharing what we've learned; a blueprint for businesses," Kroger.

https://www.thekrogerco.com/wp-content/uploads/2020/04/Krogers-Blueprint-for-Businesses.pdf

**3 | Within venues, consider use of the 'Safe Distancing Ambassadors' concept** developed by SingEx in Singapore featuring specially trained staff who help enhance visitors' awareness. Well-dressed, polite, well-instructed and well-equipped, such 'Ambassadors' can play a positive, proactive safety-regime supporting role by engaging attendees in a friendly, open manner.

**4 | Ensure your Communications Team either has someone capable of discussing and explaining HSE matters, or prepare a person on your HSE team to do so.** It is likely you will have to communicate to third parties in some kind of open or formal setting (at some point) about all you are doing. Think local government regulator meetings, trade group meetings about HSE preparations, Chamber of Commerce meetings, media interviews and the like. Top management can do that on the main points, but you will likely want to have a specialist available for presenting the particulars, preferably one who is an effective, capable communicator.

**5 | Use other initiatives in your communications strategy to bolster your case and position.** Partner companies, other venues, trade groups: there are many initiatives with which you can align or which you can reference to improve or support your own position. "We are working together around health safety to …" and "Following the advice of…" and "Making certain we are using the guidance of…" type of messaging can emphasize your use of authoritative, credible and quality plans, thinking, and partners.

An example of this kind of document useful to refer to is the guidance put out by GoLive Brasil in April 2020 detailing considerations, conditions and ideas for reopening business.

The cover of the GoLive Brasil guidance.

For the English-language version abstract of the guidance, please see:

Protocolo Sugerido para Retomada da Industria de Eventos (Abstract).pdf (1).pdf

**6 | Consider communications across all areas and platforms to bolster your safe reopening messaging.** Communications options in the industry continue to expand and are increasingly personalized as the development and availability of Apps, cross-platform integration and full-cycle 'customer care' approaches ('marketing – sales – registration – experience – post-event feedback – follow up') continue to expand. Ensure you are not missing opportunities in platforms like these to get your message out, and reinforce it.

**7 | Communicate the fact that you are applying a special cleaning regime prior to opening.** Whether by a press statement or articles or website videos, consider emphasizing the message, and demonstrating this with images and video, that you are properly prepared to address health and safety risks. Especially, if your venue has been recently used as a Temporary Emergency Facility.

The Centro Citibanamex in Mexico City for instance stressed in a communique that it did a special, thorough deep clean effort after its use as a "COVID-19 Temporary Unit." In its press release, it specifically pointed out that it had done this in close cooperation with authorities of Mexico City and the Faculty of Medicine of the National University of Mexico (UNAM).

**Safely to events – this is how Messukeskus Helsinki prepares for the start-up of coming events**

Messukeskus Helsinki, Expo and Convention Centre works for the safety of events proactively and assertively.

READ MORE >

Article featuring how the Helsinki Messukeskus Helsinki Expo and Convention Centre is preparing to resume operations.

See Appendix 6 for the full Helsinki Messukeskus press statement text.

**8 | Carefully consider marketing as part of your communications.** US-based Stagwell operates a group of premier global brand marketing, digital, research and communications agencies that have been helping businesses cope with the COVID-19 crisis from the start. Observes Stagwell's Vice Chair Ray Day: "we know consumers won't be the same as they were before COVID-19. That's why it is so important for businesses to think about how they will take consumers on a new journey with them." This could start with messaging around reopening, in which 'we are safe and prepared' is important, but there may also be opportunity to send other messages and support broader new re-launch marketing efforts. One part of this could be messages on how you have supported your community and clients and partners while you were closed, whether this involved serving as an emergency facility or making donations.

**9 | Incorporate client reach-out communications and their findings in your marketing strategy.** Explains Angeline Van den Broecke, Director of Global Business Development and marketing of the Kuala Lumpur Convention Centre in Malaysia: "Through ongoing engagement, we communicated to clients our willingness to design new product offerings to accommodate virtual event planning and delivery, based on their wants and needs in creating events, and to help them to conceptualize what can be delivered for their events by the centre." Such newly devised events can then be communicated to other clients and key stakeholders as part of your overall marketing strategy.



### 4.3 Crisis Management

**1 | Properly prepare for potential health safety incidents, emergencies, and crises.** Whether termed incidents, emergencies or crises, things may at some go wrong despite best efforts to have preparations, meetings, events, shows, congresses and the like proceed smoothly. Incident and crisis management preparedness was always a good practice, but may become more essential to have because of COVID-19 risks on the one hand, and requirements becoming more stringent on the other. To properly prepare, consider:

- Setting up a Health Incident Response Team.
- Optimizing your crisis management risk scenarios, plans and procedures for dealing with COVID-19 related incidents and crises.
- Discussing and reviewing your risk scenarios with trusted stakeholders.
- Practicing COVID-19 scenarios with your crisis management team. Preferably, in time, involve other stakeholders in trainings and exercises, particularly First Responders.

For good practice reference materials on crisis management, see Chapter 3 'Good Practice: Crisis Management' in 'AIPC and UFI Good Guidance on Covid-19 Challenges' and the ICCA white paper "Crisis Management: Operational Guidelines for Association Executives."

http://www.aipc.org/uploadFiles/1583929553_AIPC_UFI%20Good%20Practices%20Guide_CV19.pdf

https://www.iccaworld.org/knowledge/benefit.cfm?benefitid=5205

**2 | As part of your incident and crisis preparations, consider your capability to perform or assist with basic tracking of infected persons.** While centres and event managers are not in the business of law enforcement and health investigations, they are generally able to facilitate such work thanks to the technologies deployed at their venue and their HSE, security, IT and other departments, policies, plans and procedures. Whether it is the scanned ticket or the security camera or the wristband that can help track a person's (past) movements, even if only in general terms, having thought through how a centre can help enable a health safety or infection investigation is useful.

**3 | If possible, conduct exercises with first responders and emergency** services to better prepare for potential COVID-19 emergency scenarios in real life. What if people fall ill, someone threatens to spread the virus at an event, people on social media falsely accuse your centre of being woefully unprepared and not having enough PPE on hand? Can you respond quickly and appropriately, and prevent a small risk from having a big impact? Testing and exercising crisis plans and scenarios is important in any case, but now your facility may face new risks specifically tied to COVID-19. Inventory these, talk through the scenarios, practice the scenarios, and where possible, work together with authorities to train your response.

### 4.4 Food and Beverage and Banqueting Services

**1 | Food and beverage and banqueting premises and services should be subject to a detailed cleaning/disinfection, food preparation/handling, food storage, and waste management procedure(s).** Good practice should extend to staff protection (PPE availability) and to surrounding areas such as, for instance, toilets food and beverage and banqueting staff use; refrigeration rooms; storage closets; trolley staging rooms; hallways; and kitchen and food preparation areas. Guidance from SingEx in Singapore dictates that common areas should be disinfected in their entirety at least twice a day, and that proper attention should be paid to air ventilation in all food and beverage preparation areas.

For guidance on safe food and beverage and banqueting (handling) procedures, see the following resources:

- "COVID-19 and food safety: guidance for food business," World Health Organization (WHO) guidance for food preparation, display and staff hygiene:

WHO-2019-nCoV-Food_Safety-2020.1-eng (1).pdf

- "Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic," US Food and Drug Administration (FDA), general resources page. This includes more detailed guidance, in 8 languages, on the following four general areas:

- Managing Employee Health (Including Contracted Workers)
- Personal Hygiene for Employees
- Managing Operations in a Foodservice Establishment or Retail Food Store
- Managing Food Pick-Up and Delivery

https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19?utm_campaign=Retail_COVIDretail_04092020&utm_medium=email&utm_source=Eloqua

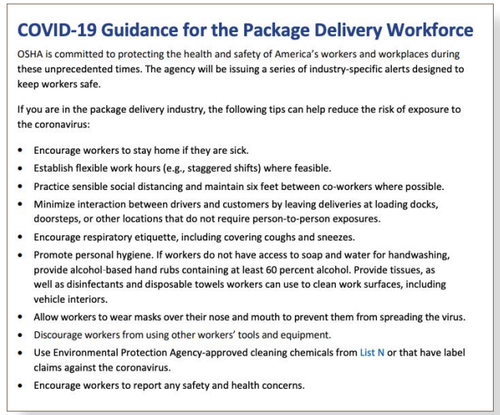
**2 | For the longer-term, consider acquiring COVID-19 'cleaning-friendly' food and banquet area/serving furniture and fixtures** designed to withstand intensive sanitizing, as well as furniture and fixtures made with anti-microbial coatings. The latter is already being incorporated in everything from certain model tables and chairs to flooring and wall paint, and is also increasingly available for fixtures like faucets.

### 4.5 Transportation and Logistics

**Facilitate your partners who perform delivery, transportation and logistics functions as much as possible.** As in other sectors there is much new guidance being developed around transport, and ground and vehicular transport in general. As a general rule, a significant number of services are now functioning at a slower pace, and with lower capacity (especially transportation services) due to physical distancing and health safety requirements. For guidance on safe package, truck, van and cargo movement operations, and or safe driving, e.g. to and from or around centre loading docks or warehouse areas, see the following resources:

"COVID-19 Guidance for the Package Delivery Workforce", US Occupational Safety and Health Administration (OSHA):

https://www.osha.gov/Publications/OSHA3998.pdf



**COVID-19 Guidance for the Package Delivery Workforce**

OSHA is committed to protecting the health and safety of America's workers and workplaces during these unprecedented times. The agency will be issuing a series of industry-specific alerts designed to keep workers safe.

If you are in the package delivery industry, the following tips can help reduce the risk of exposure to the coronavirus:

- Encourage workers to stay home if they are sick.
- Establish flexible work hours (e.g., staggered shifts) where feasible.
- Practice sensible social distancing and maintain six feet between co-workers where possible.
- Minimize interaction between drivers and customers by leaving deliveries at loading docks, doorsteps, or other locations that do not require person-to-person exposures.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Promote personal hygiene. If workers do not have access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60 percent alcohol. Provide tissues, as well as disinfectants and disposable towels workers can use to clean work surfaces, including vehicle interiors.
- Allow workers to wear masks over their nose and mouth to prevent them from spreading the virus.
- Discourage workers from using other workers' tools and equipment.
- Use Environmental Protection Agency-approved cleaning chemicals from List N or that have label claims against the coronavirus.
- Encourage workers to report any safety and health concerns.

Example of Information from US Government OSHA Flyer "COVID-19 Guidance for the Package Delivery Workforce."

"Guidance on Health and Safety for Drivers and Truck Drivers during COVID-19" of Ontario, Canada Workplace Safety and Prevention Services:

https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-drivers-health-and-safety-guidance.pdf?ext=.pdf

"COVID-19 Best Practices for Motor Carriers," British Columbia, Canada Trucking Association:

https://www.bctrucking.com/sites/default/files/bcta_covid-19_best_practices.pdf

"Cargo Truck Crew Prevention of Pandemic Influence" resource page of the US Centers for Disease Control (CDC) (this resource offers guidance in English and in Spanish):

https://www.cdc.gov/flu/pandemic-resources/archived/cargo-trucking.html

### 4.6 Third Party Suppliers

**Facilitate key third party companies and organizations with their health safety programs as much as possible.** Check that your suppliers be they audiovisual, software, media or any other kind of firm also have some form of health safety program; if their program can be aligned with yours; and where you can help them perform well at your venue. Among areas where you can offer assistance:

- Health screening their staff when they enter;
- Involving their staff in all safety briefings;
- Sharing, if or where appropriate, PPE supplies;
- Accommodating planning requests as best as possible;
- Integrating or connecting people and project worktime planning software;
- Sharing and providing them with latest knowledge health safety insight;
- Assisting with safe loading and unloading operations, as appropriate.





# 5 GOOD PRACTICE: Implementing Crowd Control

**1 | Exercise increased attendee flow management** by comparison to pre-COVID-19 days to detect any potential problem building up around physical distancing measures and requirements early. Consider such management from at least three perspectives:

- The ability to monitor and detect issues (read: problems/anomalies/holdups);
- The ability to slow (manage) the flow towards the point where the issue arises;
- The ability to address or resolve (intervene to fix) the issue.

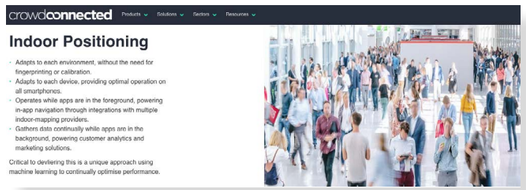
"Reading crowds is at the core of our business as safety of visitors, organizers and staff is always our top priority," observes RAI Amsterdam Managing Consultant Safety & Security Rik Hoogendoorn. "COVID-19 is changing some of the modalities, but the basis remains a strong, solid crowd management program."

**2 | Depending on your venue and event, consideration should be given to monitoring people flows in and around:**

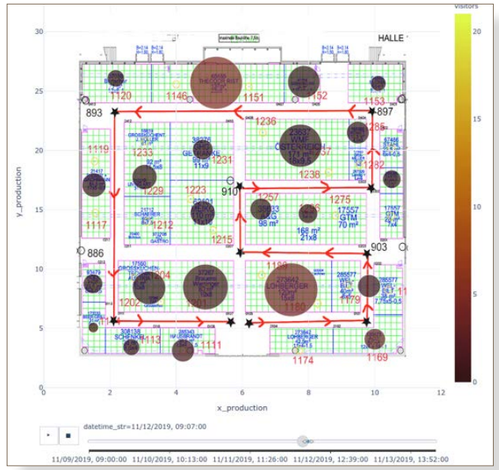
- Access routes into periphery (for people walking or on public transit) and into parking (for those in cars)
- Parking areas
- Pre-queue areas
- Queues
- Access points
- Exit points
- Interior main areas
- Interior connector areas
- Interior hall areas

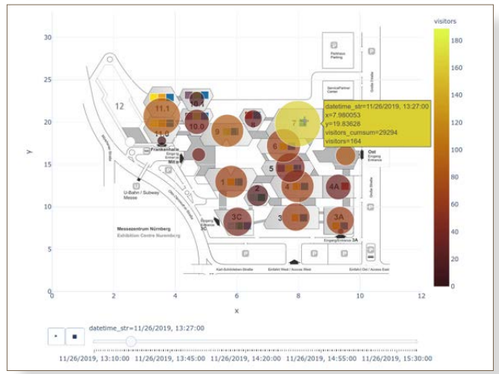
**3 | Important to not overlook is to plan for and have the ability for staff to intervene and address an issue or incident.** This may be a person falling ill; an access control scanner that stops working; something that blocks a route so no on can pass; a dispute; or even a fight. For this purpose, consider what local health and security rules and regulations state is allowed, and consider various options. These include sending a HSE and a security staff member together to check on a situation, or a type of standard 'Incident Response Team' composed of multiple staff members, for instance with one equipped with extra PPE.

**4 | Means to monitor for attendee flow management** typically centers on a combination of security cameras and increasingly smart software capabilities, vigilant security and staff, manual and electronic people counters (point crossing readers), and a fast-expanding array of people tracking and monitoring capabilities. The latter in turn centers on access control and personal phone/App/social media technology, including, Bluetooth-enabled tracking. Among leading providers to the industry in this field are Crowd Connected and Waytation, which offer advanced event visitor tracking technology.




Crowd Connection solution set incorporating App-based software.




Imagery courtesy of Waytation showing different tracking data displays.

Crowd flows and the position of particular individuals can be displayed in different formats continuously by such technology, and integrated with:

- **Registration Process Management**
- **Managing Stakeholder Site Use**
- **Managing Attendee Site Presence**
- **Managing Attendee Use of Catering and Banqueting Facilities**

Privacy-law compliant technologies, for instance to adhere to GDPR regulations, already exist, and a number of companies high-light this in their marketing materials, and offer expansive explanation of how their technology protects people's privacy and meets various relevant national and international regulations. Further to tracking:

**5 | Apply tracking technology not just to track the presence of people but to integrate it with (pre-) registration and planning their arrival and presence in timed slots for build-up, events, and post-event breakdown** of stands, booths, exhibitions and the like.

**6 | Consider your ability to facilitate (government-endorsed or requested) virus tracking and tracing efforts.** This same data can in most cases, depending on configuration and privacy settings, also be used for any COVID-19 alert tracking and tracing purposes.

**7 | Consider relaying crowd density data directly to 'event owners' so they may directly exercise responsibility monitoring attendees, often their own employees.** Enforcing regulations can be a friction-ridden process. To the extent organization owners, employers, supervisors or colleagues can do the delivery of 'we would like you to better observe the rules' messages themselves, the effect is likely to be higher. Providing them a crowd density data stream could allow them to do this.

**8 | Bear in mind that crowd control good practice in relation to COVID-19 is likely to change moving into the future, particularly for live events involving music or movement.** Among factors some specialists note will take time and experience to gauge are the effects of people wearing masks in, for instance, live music events, as people on the one hand become hard to recognize, and on the other may experience higher than normal anxiety.



# 6 GOOD PRACTICE: Encouraging and Enforcing Measures

## 6.1 Displaying Measures and Cleaning Regimes

**Display health safety procedures in printed text and in graphic form, as appropriate, as much as possible** for all to see, absorb and learn from. Signage boards, walls, doors, toilet mirrors, electronic boards, bulletin boards, handouts, flyers: all important to use to reinforce basic messaging about cleanliness, personal behavior, personal responsibility, rules of conduct and the like. The guidance offered is preferably short, clear, and visually supported by bold graphics to help convey messages fast and effectively. This is particularly important in environments with large numbers of foreign visitors.

Examples of good practice graphics from the Lear Corporation 'Safe Work Playbook' and a US government poster set.

## 6.2 Legal Framework Defining Duties and Responsibilities

**Codify the duties and responsibilities of different stakeholders and their role or function in your COVID-19 health and safety plan as much as possible,** providing clarity on who is responsible for performing which duty and in which part of which process. Engage and be as comprehensive as possible in including all of your key stakeholders so as to make clear what is expected of whom in performing their duties, and draw this up in a framework format. Have your legal department or law firm help draw up and approve the framework.

## 6.3 Communication with Local Authorities

**1 | Maintain a close relationship with local authorities and conduct regular meetings to inform them of your activities, demonstrate requirement compliance, and learn about any new issues.** As part of such regular interaction, it can be important to set up a regular information pipeline to regulators to ensure they get proper, timely insight to track your performance, and help notice and address any issues. An example of such a collaborative good practice construct is the "Daily Record on the Status of Preventive Measures Against COVID-19" that staff record on a daily basis at the KINTEX in South Korea, and the findings of which are shared with health officials. See Appendix 7 to view the sheet.

Regular staff meeting between government health officials and staff of the KINTEX in South Korea.

Make sure that as part of this effort towards regular liaison with health authorities, you establish how and when they wish to be informed of any COVID-19 incident reporting, such as when a staff member or attendee becomes ill or is tested positive for the virus.

**2 | Ensure, in concert with local government, there is no miscommunication about plans, concepts or ideas based on terminology.** A growing number of prominent industry organizations are pursuing different initiatives to help the sector restart. In using them, referring to them, adopting them, following them, or engaging them or parts of these initiatives, plans or programs, ensure that the terminology you use and adopt is understood by, and accepted by, the government officials and agencies you seek to cooperate with. One prominent new effort in the field of guidance is the "All Secure Standard" of principles developed jointly by industry firms Reed, Clarion and Informa, released in May

2020. The document contains a number of 'post COVID-19 outbreak terms' such as Crowd Density Standard, Staggered Admission, and Venue Deep Cleaning. There terms may well become lasting standards, but ensure, as all manner of new terminology is still under development, you are from the start aligned with government, and that everyone is clear what is being discussed and reported. For the full text of the new 'All Secure Standard' guideline, see Appendix 8.

**3 | Ask local government to assist with reinforcing (correct) communications about your centre, notably about your compliance with HSE regulations.** This to prevent any misreporting of facts, any rumors from emerging, and to facilitate regular operations. A lack of information, a dispute about information, or vagueness on the part of regulators can prove impactful just at a moment you are trying to get back in business, and are working hard to meet all the requirements placed on your organization. Having local government support your own information output about health and safety preparedness, and validate it, can prove important.

### 6.4 Medical Service Points

**1 | Establish multiple medical service points where staff and visitors can receive medical attention.** This may involve rendering assistance, advice, performing a health screening test, or, in the future, performing COVID-19 test. Staff such service stations with properly trained and qualified personnel, and make them well-visible so they are easy to find. Where appropriate, place adjacent to hand sanitizer stations, or also offer hand sanitizer. Make the number of such service points dependent on emerging requirements, i.e. number of halls, number of expected visitors, distances between stations, and likely points of high usage, such as near main entrance areas or centrally in large venue connector halls.

**2 | Use your medical service point as an education and health safety awareness stand as well.** Displaying signs, offering additional information and displaying personal good practice health safety materials enhance the value of your medical service points as conveyors of information in addition to providing direct medical assistance.

Example of a health education/instruction poster that could be displayed at a medical service station.

### 6.5 Training on COVID-19 Prevention

**1 | If not already present, initiate a HSE health safety training program** that spells out who should be trained in what, including that which contractors or other third parties should be trained in when it comes to use of disinfection materials, general cleaning, and garbage or emergency material disposal. Consider among others regular staff training, HSE or 'disinfection team' training, and coordinator or manager training, including simply in all new procedures, as applicable.

**2 | Track and monitor and verify who has received what training.** If it can be certified, seek certification and or other proof of attendance and completion. Prospective clients and regulators may ask for proof of training having been followed.

**3 | Consider which online training programs staff could follow.** A growing number of COVID-19 risk programs are taught online, from how to perform certain types of cleaning to how to supervise the effort. Study available offerings, check for quality, experience and competence, and consider whether they might prove a valuable option for your team, or part of your team like new hires or temporary workers. Van der Valk Care and Van der Valk Vitaal, part of the international Van der Valk hotel and business meeting facility chain, used lockdown period physical and online training to help HR find and place new hires and uncover talent among existing staff. Talent recruitment for instance came to include experience with online learning and teaching, and questions in online training programs helped identify what talents staff sitting at home could apply in other areas while COVID-19 was limiting their regular work.

**4 | Seek to incorporate 'lessons learned' into your staff training program as soon as possible.** In a feedback loop, ideally, lessons learned on the work floor that point at the need for improvement are featured in any follow-on training for staff so mistakes can be avoided and new good practice can be instilled. See if you can appoint someone to be in charge of such feedback learning into new or the next training.

### 6.6 Manage On-Site Concerns and Questions

**1 | Augment your standard pre-COVID-19 ability to receive customer feedback and receive and answer queries with expertise access,** whether such queries are made by telephone, email/website, social media, on paper (mail or suggestion box) or in person at a desk or on the venue floor. Your staff and managers who answer questions are no experts in many areas that COVID-19 related questions are apt to be about; hence there is a need to on the one hand instruct and equip them to answer "Frequently Asked Questions," and on the other to have HSE expertise on call. Make an expert like your HSE leader or if a different person your health and safety framework implementation leader available to answer questions. If he/she is not available or does not know the answer, consider if your Information Desk can refer the question answer and their question to health authorities, so at the very least your customer is assisted in finding the right answer source, if not always the answer itself right away.

**2 | Push basic knowledge towards 'questions answer points.'** It is likely you will receive more questions early on after reopening, as everyone is trying to establish what the 'new normal' is and seeks to find his or her way around rules, regulations, and new physical realities. In this vain, seek to ensure members of your team that will interface with customers (the majority) are provided regular updates on basic changes in your operations and procedures. "Help your staff prepare to answer questions politely and with patience, and keep reinforcing basic points with clarity and regularity," notes The Hague World Forum Safety and Security Manager Merle Sijpenhof. "People are being overwhelmed with new information and new inputs, and I mean our staff and customers both. So it is important to keep your staff centered and aware that people from the outside, upon reopening, will have to adjust to a new way of how things work. Far more than the usual number of questions will be one result, and as the process of adjustment will take time, it's likely that 'more questions' will be the norm for quite a while. Be aware of that, and prepare for that."

**3 | Think capacity demand.** Particularly when it comes to telephone and email requests, the restart of particular operations and events, kinds of events, and larger scale events will likely trigger more questions than usual in advance for those events. Similarly, right before and during the event, there may be more questions from people in the venue itself, so consider having more "May I Help You" button-wearing staff about so that Information Desks do not get overwhelmed – which may cause more internal queues and physical distancing problems.

**4 | Think 'question distribution.'** One way to reduce overall 'question and answer' pressure build-ups is to make the ability to ask questions directly of specific (sub) event specialists easier, for instance via "Ask the Organizer" buttons inside particular event Apps. Of course there will always be a pool of questions that are generic, situational and venue oriented, but if instead of "Do you have gloves at your sanitary stations?" the question is "Will you have wipes for me to clean my chair in Hall 4 at the Business Circle meeting?" then it will be easier if the question can be directed at the Hall 4 event organizers.

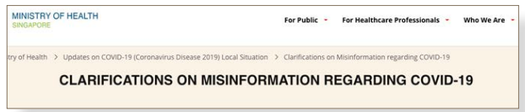
### 6.7 Monitor New Sources of Information

**1 | Designate a team to monitor new or incoming news on a regular basis,** covering as many sources of news as possible (i.e. TV news, newspapers, social media, podcasts, radio and so on in order to:

- Maintain situational and specific awareness about the pandemic;
- Track any changes in government approaches or regulations;
- Track any changes directly relevant to your industry (including new opportunities and the emergence of new risks);
- Learn about any rumors and be able to exercise rumor control;
- Learn about new solution sets that might be applied to your venues or events.

This may be as simple as appointing one person to perform this duty; or assigning two persons already part of the Communications team to do this; or forming a new team altogether. The importance is that management knows someone is intentionally monitoring relevant media, and passing information on to the relevant internal parties, so no important developments get missed in a time of societal crisis when a lot of organizations are being overwhelmed with and by new information flows.

**2 | Include rumor tracking and rumor control in the news monitoring function.** Imagine, you are about to have your big reopening, and then someone spreads a false story about your venue or event having to cancel last minute due to a License to Operate issue. Actively monitor for mentions of your venue or event in news sources or by people in your (social media) environment, and screen for misleading rumors that might create problems. Several governments around the world help monitor for potentially impactful COVID-19 related rumors. Tracking this news can be valuable.

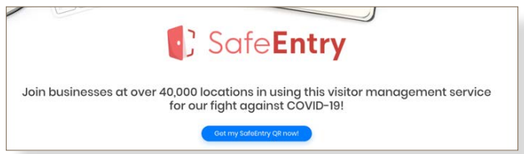



Example: the rumor tracking and confirmation service webpage of the Singapore Ministry of Health.

### 6.8 Monitor Real-Time Crowd Movements

**1 | Where possible perform real-time crowd monitoring to ensure safety issues can be promptly detected and acted upon, and have a procedure to address problems.** Electronic wristbands, Apps, and heat maps are among the options to help your safety, security, operations or other units or departments have and maintain an overview perspective on crowd movements. Examples of technologies and several service providers serving the congress, event, convention, event and meeting trade are outlined and mentioned in Chapters 3, 4 and 5 of this guidance.

**2 | Consider options to use, align with, or benefit from government crowd tracking programs.** A range of countries is using or working on national App programs to facilitate COVID-19 risk management through personal tracking, entry and access checks, and other features. Having such technology limits venue requirements, as in effect, the government is in many cases already taking care of organizing a solution that benefits crowd management within venues. But one example is the government of Singapore, whose TraceTogether App and SafeEntry visitor management system to support contract tracing are widely used in the workplace. Venues such as SingEx in effect directly benefit from such advanced systems deployed for what the Singapore government calls this "circuit breaker period" as it eases requirements for congress, exhibition and other events locations to add an own capability.




For more on the Singapore SafeEntry program, see:

https://www.gov.sg/article/safe-management-measures-required-at-the-workplace-after-the-circuit-breaker-period





# Appendices

**APPENDIX 1 |**

Example of Auditing Sheet for Inspection of General Disinfection Measures drawn from and courtesy the Lear Corporation 'Safe Work Playbook' (2nd Edition)

**Conforming Audit Card**

| Shift: | Card # |
|---|---|
| Inspection Area: | |

**General Disinfection Measures**

- ☐ 1. Did the cleaning crew/employees receive training about the disinfection method and frequency?
- ☐ 2. Was hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution) used as appropriate?
- ☐ 3. Did the team conduct a comprehensive cleaning in all work cell common surfaces (control buttons, tools, conveyors, trays, containers, forklifts, machines)?
- ☐ 4. Did the team conduct a comprehensive cleaning in all offices, desk and conference rooms (cabinets, desk, tables, chair surfaces)?
- ☐ 5. Did the team conduct a comprehensive cleaning in all general objects that are often used or touched (doors, windows, handles, faucets, sinks, bathrooms)?
- ☐ 6. Did the team conduct a comprehensive cleaning in cafeteria/canteen (tables, chair surfaces, dispensers, vending machines)?
- ☐ 7. Did the team conduct a comprehensive cleaning in all common surfaces of personnel buses (seat surfaces, rails, belts, door, windows, floor)?
- ☐ 8. Did the team conduct a comprehensive cleaning of floors, walls and multiuse areas (tables, chair surfaces, dispensers, vending machines)?

| 2nd Layer Audit<br>Audit of the above performed by a higher-level manager | 3rd Layer Audit<br>Audit of Layer 2 by EHS or a higher-level manager |
|---|---|
| 9. Were non-conformities raised? Y/N | 13. Were all non-conformities closed? Y/N |
| 10. If yes, were they actioned? | 14. If no, please provide reasons: |
| 11. If no, please provide reasons: | |

**APPENDIX 2 |**

Sample Risk Assessment Tool: Fairhurst and Murray Sport International Risk Register
FAIRHURST MURRAY Covid-19 Risk Register Workbook (v3) EXAMPLE (1).pdf

**WHO Mass Gathering risk assessment COVID-19: key considerations**

World Health Organization | FAIRHURST MURRAY Sport & Medicine Ltd

| | |
|---|---|
| Event: | |
| Venue: | |
| Date: | |

The checklist below will enable organisers to review the key considerations for hosting an event, and so inform their risk assessment of COVID-19 on the event. This will help organisers to understand and manage any additional from CoVID-19.
This should be reviewed regularly during planning and updated immediately prior to the handover to the operational phase especially in light of the rapidly evolving outbreak with reference to the updated guidance and situation reports on the WHO website.
The COVID-19 risk assessment for the event must be coordinated and integrated with the host country's national COVID-19 risk assessment and should include input from the local public health authority, along with consulting WHO's updated technical guidance and ensuring that there is an up-to-date evaluation of the epidemiological situation.

**Risk Assessment**

| | Additional Risk of CoVID-19 to the mass gathering | Yes / No | Score | Comments |
|---|---|---|---|---|
| 1 | Will the event take place in a host country with documented active local transmission (community spread)? | No | 0 | |
| 2 | Will the event include participants from countries that have documented active local transmission (community spread)? | No | 0 | |
| 3 | Will the event include a significant number of participants at higher risk of severe disease (eg, people > 65 years of age, people with underlying health conditions)? | No | 0 | |
| 4 | Will the event be primarily indoors and/or will people be in close contact with one another for a prolonged period? | No | 0 | |
| | Total COVID-19 Risk Score | | 0 (Very Low) | |

**Mitigation Measures Checklist**

| Topic | Key consideration | Score Yes/Completed Maybe/In Progress No/Not Considered | Weighting | Total Score | Comments |
|---|---|---|---|---|---|
| Understanding of the overview of the current COVID-19 situation by MG event organizers | Have the relevant organizers and responsible staff been informed on the most up-to-date COVID-19 outbreak **guidances** available (official web-resources available from WHO, CDC, ECDC, UN, local PH authorities)? And are the relavent organizers and responsible staff committed to following the available guidances? | No / Not Considered | 1 | 0 | (https://www.who.int/publications-detail/key-planning-recommendations-for-mass-gatherings-in-the-context-of-the-current-covid-19-outbreak) |
| | Are organizers aware of **global and local daily situation reports** as provided by WHO or local PH authorities? | No / Not Considered | 1 | 0 | |
| | Do organizers and responsible staff understand the COVID-19 **risks and transmission routes, the steps that event attendees can take to limit spread, the recognized best practices** (including repiratory etiquette, hand hygiene etc), and **the travel restrictions** adpoted by different countries that may affect the MG? | No / Not Considered | 1 | 0 | |
| Event emergency preparedness and response plans | Is there a **Medical Response Plan for COVID-19** developed for this MG? | No / Not Considered | 3 | 0 | |
| | Does the Medical Response Plan developed for the MG include **information about how attendees should interface with the healthcare system** (e.g., hotline/helpline #, organizers medical teams, local healthcare system)? | No / Not Considered | 3 | 0 | |
| | Is there a **senior Emergency COVID-19 Outbreak Response Coordinator/Team** in the MG organizational structure with defined roles and responsibilities, coordinating the health preparedness and response planning for the outbreak? | No / Not Considered | 2 | 0 | |
| | Has the host country or organizer requested **support from WHO and/or local public health authorities**? | No / Not Considered | 3 | 0 | |
| | Has the MG Organisers acquired the following supplies to help reduce the transmission risk? | | | | |
| | - PPE (Masks, gloves, gowns) for on-site medical personnel | No / Not Considered | 3 | 0 | |
| | - Hand sanitizer, tissues, frequently replaced soap canisters for washrooms | No / Not Considered | 3 | 0 | |
| | - Hand sanitizers and rubs for all entrances and throughout the venue | No / Not Considered | 3 | 0 | |
| | **If a person is to fall ill/ considered to be suspected case** during the event: | | | | |
| | - Is there a procedure for meeting participants to clearly identify **who to contact** if unwell? | No / Not Considered | 3 | 0 | |
| | - Is there a protocol on **whom meeting organizers should contact in the host country** to report suspected cases and request epidemiological investigations? | No / Not Considered | | 0 | |
| | - Are **first aid services** in-place and equipped to support patients with respiratory symptoms? | No / Not Considered | 3 | 0 | |
| | - Are there **isolation rooms** available on-site? | No / Not Considered | 2 | 0 | |
| | - Are there any **designated medical facilities** to managing patients with COVID-19 infection in host-country? | No / Not Considered | 2 | 0 | |
| | - Are there **transporation services with trained professionals** (MedEvac or ambulatory services) available to transport criticaly ill patients with severe acute respiratory infections to a hospital or out of the host country, if necessary? | No / Not Considered | 3 | 0 | |
| | - Has a **cleaning schedule** been developed to ensure the venue is clean and hygienic – wiping surfaces with disinfectant is recommended (before, during, and after the event)? | No / Not Considered | 2 | 0 | |
| | - Are there established **screening measures** in place for participants at PoE, venues, routes and on-site medical facilities (first aid points)? (Please specify in Comments what these screening measures include) | No / Not Considered | 1 | 0 | |
| | - Is the host country conducting COVID-19 **laboratory diagnostic tests**? (If yes, please specify in comments the type of COVID-19 diagnostic your country uses) | No / Not Considered | 3 | 0 | |
| | - Does the host country have a **national public health emergency preparedness and response plan** that can address severe respiratory diseases including COVID-19? | No / Not Considered | 2 | 0 | |
| | - Is there **commitment by the host country to provide care** for any COVID-19 cases connected with the MG? | No / Not Considered | 3 | 0 | |
| | - If the event is for a duration of 14 days or longer, does the Medical Response Plan include resources and protocols for managing all public health interventions that would be necessary and supporting the national public health authorities if participants are infected and become sick at the event? (if the event is less than 14 days, please score a 0) | No / Not Considered | 3 | 0 | |
| | - If the event is for a duration of less than 14 days, does the Medical Response Plan for this MG include protocols for organizers to notify all participants of possible exposure to COVID-19 if the organizers are made aware of any suspected or confirmed cases that attended event? (if the event is 14 days or longer, please score a 0) | No / Not Considered | 3 | 0 | |
| Working with partners and stakeholders | Is there established collaboration and coordination between **health and security sectors**, which is considered as crucial? | No / Not Considered | 2 | 0 | |
| | Are there agreed, clear and easily understood processes in place for **reporting to external multi-sectoral stakeholders** (including surveillance authorities, WHO, CDC, ECDC, etc.) and disseminating risk communication messages (Media)? | No / Not Considered | 2 | 0 | |
| Command, control, and coordination arrangements | Is there decision-making authority/body and an agreed procedure to **modify, restrict, postpone or cancel the MG** event related to COVID-19 outbreak? | No / Not Considered | 3 | 0 | |
| | Are there arrangements to activate a **strategic health operations center** if there are suspected COVID-19 cases in connection with the MG? | No / Not Considered | 2 | 0 | |
| | Have MG organizers and staff **undergonne training and exercising** on procedures and emergency mitigation measures (including those specifically listed in this checklist)? | No / Not Considered | 2 | 0 | |
| Risk communication | Is there a **risk communication strategy** for COVID-19? | No / Not Considered | 3 | 0 | |
| | Is there a **designated person(s) to lead media** activities and tasked with managing all external communications with national and itnernational government officials, the general public, and the media? (If yes, please identify the spokeperson in comments) | No / Not Considered | 2 | 0 | |
| | Has there been **monitoring of national and international media** established for **rumors** to be able to counter them early? (Please explain in the Comments what protocls are inplace for counter messaging) | No / Not Considered | 2 | 0 | |
| | Has coordination been set up with major **social media** sites like Twitter and Facebook, Instagram so that messaging can be coordinated with, and assisted by, the platforms? | No / Not Considered | 2 | 0 | |
| Public health awareness on COVID-19 before and during the event | Has **public health advice** on clinical features of COVID-19, preventive measures, especially respiratory etiquette and hand hygiene practices been shared to all participants, staff, and personnel of all relevant stakeholders? | No / Not Considered | 3 | 0 | |
| | Has public advice include the information on the meaning of the following **measures: quarantine, self-isolation and self-monitoring?** (WHO does not currently recommend quarantine for healthy travellers or other travel restrictions) | No / Not Considered | 2 | 0 | |
| Surge capacity | **Are there any surge arrangements in place in the event of a public health emergency during the MG - (i.e. suspected and confirmed cases of COVID-19?** | | | | |
| | - Do these surge arrangements include funding for mitigation measures? | No / Not Considered | 3 | 0 | |
| | - Do these surge arrangements include stockpiles of equipment (e.g., PPE, etc) | No / Not Considered | 3 | 0 | |
| | - Do these surge arrangements include training of extra staff? | No / Not Considered | 2 | 0 | |
| | - Do these surge arrangements include volunteers? | No / Not Considered | 2 | 0 | |
| | | | Sum of Mitigation Measures | 0 | |
| | | | Total Mitigation Score (%) | 0 | (Very unprepared to mitigate COVID-19 impacts) |

**Overall Risk Rating**

| Overall Risk Rating | Moderate |
|---|---|

* This toolkit is designed to ASSIST with determining levels of risk and appropriate mitigation measures that MAY be adopted for any mass gathering event. Any decision to proceed with an event MUST NOT compromise national or regional governance directives intended to protect against the spread of Covid-19.

| KEY | |
|---|---|
| Very Low | Overall risk of transmission and further spread of COVID-19 is considered very low |
| Low | Overall risk is low, however recommend checking if mitigation measures can be strengthened |
| Moderate | Overall risk is moderate, recommend significant efforts to improve mitigation measures or reduce risk of transmission should be made |
| High | Overall risk of transmission and further spread of COVID-19 is considered high |
| Very High | Overall risk of transmission and further spread of COVID-19 is considered very high |

Risk Vs. Mitigation Matrix

| Total Risk Score | Very Prepared to Mitigate COVID-19 Impacts (76-100) | Somewhat Prepared to Mitigate COVID-19 Impacts (51-75) | Somewhat Unprepared to Mitigate COVID-19 Impacts (26-50) | Very Unprepared to Mitigate COVID-19 Impacts (0-25) |
|---|---|---|---|---|
| 0 (very low risk) | Very low | Very low | Low | Moderate |
| 1 (low risk) | Very low | Low | Low | Moderate |
| 2 (moderate risk) | Low | Low | Moderate | Very High |
| 3 (high risk) | Moderate | Moderate | Very High | Very High |
| 4 (very high risk) | Very High | Very High | Very High | Very High |

**Additional Venue/Event specific Notes:**

*Template based upon WHO/2019-nCoV/POE mass_gathering_tool/2020.1



**APPENDIX 3 |**

Visitors/Employees Presenting Symptoms at Work Form drawn from
and courtesy the Lear Corporation 'Safe Work Playbook' (2nd Edition)

**Sample COVID-19 Case Form**
**Report for Employees/Visitors Presenting Symptoms at Work**

**Name:** **Date:**

☐ Visitor ☐ Employee ☐ Contractor

**Job Title:** **Worksite:**

**Location of Isolation:**

**Address:**

**Symptoms noticed:**

☐ Temperature >38°C (100.40F) or higher
☐ Shortness of breath, difficulty breathing
☐ Cough
☐ Running nose
☐ Sneezing
☐ Muscle Pain
☐ Tiredness

Time of fever on-set: ______________ Time of isolation: ______________

*Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.*

**Where referred to:**

**Notes:**

**DETAILS OF REPORTER**

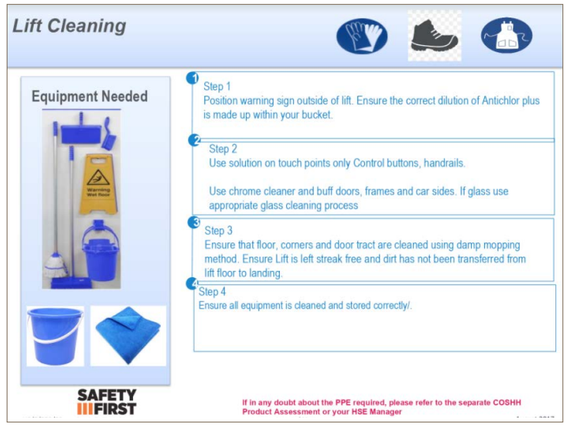
**Name:** **Job title:**

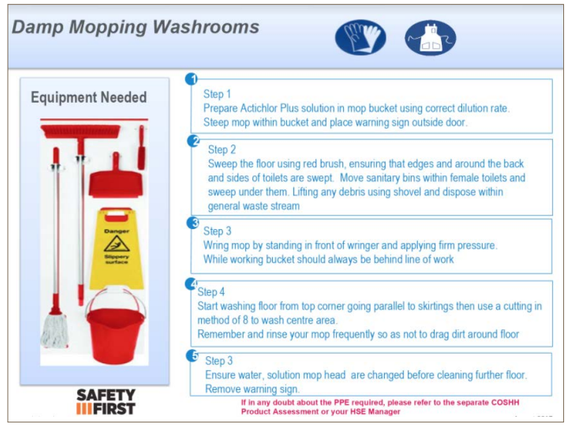
**Telephone Number:**

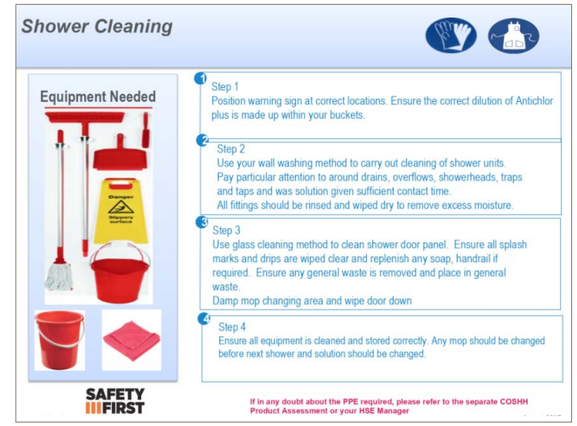
*Coronavirus preparation and arrangements to be made for employees who become ill at work.*

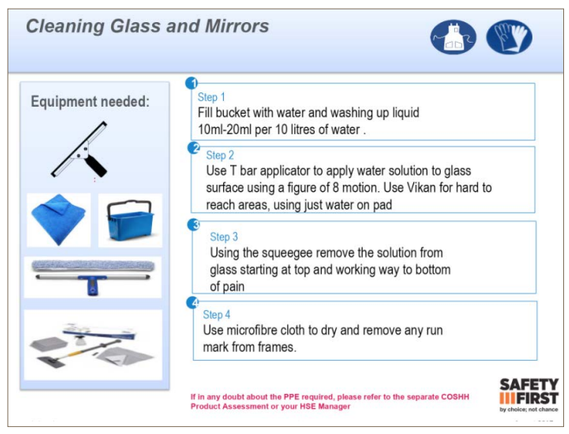
**APPENDIX 4 |**

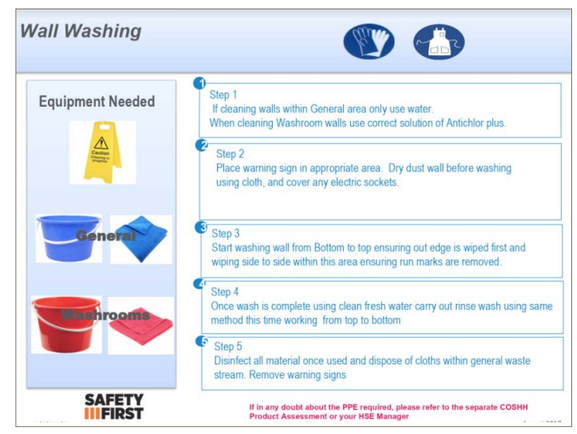
Cleaning Instruction Slide-set from and courtesy the Scottish Event Campus in Glasgow, Scotland









**APPENDIX 5 |**

Press Release of Brussels Expo on Use of UV-C Technology

BRUSSELS EXPO

# BRUSSELS EXPO WILL BE THE FIRST *COVID-SAFE* EXHIBITION SPACE IN THE WORLD

**The nerve centre of the Brussels economic world, Brussels Expo is calling in the heavy artillery to tackle the COVID-19 crisis: it will equip its 120,000 m² with germicidal air purifiers – a world first and a real ray of hope for the events sector.**

An exceptional crisis calls for exceptional means: to counter the colossal deficit caused by the coronavirus crisis and enable the more than 80,000 people employed by the events sector to get back into the fray, BRUSSELS Expo is rolling out a major initiative.

*"We have decided to equip ALL our spaces with a new technology capable of killing pathogenic germs,"* explains Denis Delforge, CEO Brussels Expo. *"This decision underlines a real commitment to initiate the revival of the events sector which has been in the doldrums since 19 March, while ensuring optimal health conditions for our clients, exhibitors, visitors, suppliers, partners and employees.*

From the exhibition facilities and the concert venue Palais 12, to the meeting rooms, offices, access corridors, backstage facilities and toilets, ALL of Brussels Expo will as of June 2020 be equipped with UV-C purifiers which are very effective against pathogenic organisms, in particular viruses and other diseases of bacterial origin.

UV-C purifiers are used to disinfect hospital rooms, operating theatres, ambulances, and public transport particularly against COVID-19. The purifiers ordered use a combination of technologies that make them suitable for use in the presence of the public: the UVC lamps are encased in $TiO_2$-coated catalyst plates and generate germicidal irradiation through a photocatalytic oxidation reaction. This effective process eliminates pathogens, viruses and bacteria from the air and surfaces. This precaution is taken in addition to the required regulations for the sector (use of masks, disinfecting gel, limitation and organization of the flow of visitors, etc.).

By adopting this proactive measure, the Belgian market leader in terms of exhibition facilities is assuming the role of pioneer in its field to the full. It is also in pole position for the announced reboot.

**More information:**
Denis Delforge
CEO Brussels Expo
+32 476 81 30 52
D.DELFORGE@brussels-expo.com



**APPENDIX 6|**

Example of a Press Release on Preparations to Reopen from the Messekeskus Helsinki in Finland

Press Release May 7, 2020

# Safely to events – this is how Messukeskus Helsinki prepares for the start-up of coming events

**Messukeskus Helsinki, Expo and Convention Centre works for the safety of events proactively and assertively.**

The health of clients and staff are of vital importance also in the new situation. Messukeskus follows authorities' guidelines closely but as a professional and experienced event organizer we also proactively want to ensure the safety of our events.

The safety of the events at Messukeskus in this new situation is prepared by a restart-team consisting of staff with multidisciplinary expertise. The task of the team is to look over the event path of the clients as precisely as possible and make it safe down to the last detail.

For instance, hygiene products and services, safety distances and effective communication will be reviewed. In order to ensure safety, entirely new ways will also be discussed. Should risk groups have their own visiting hour in the beginning of the exhibition day? Is it possible to communicate digitally about visiting flows in real time and thus prevent rush times at events?

Preparation includes effective cooperation with Messukeskus' restaurant, cleaning and other partners.

When activities start again, clients are informed about safety effectively, through several channels and well in advance. Preliminary information about preparations is even now updated continuously onhttps://messukeskus.com/corona/?lang=en.

**APPENDIX 7 |**

Sample Daily Record Sheet on Status of Anti-COVID Measures from KINTEX, South Korea

| Daily Record on the Status of Preventive Measures Against COVID-19 | | | | | |
|---|---|---|---|---|---|
| Name of Event | | | | | |
| Date | | | Number of Visitors | | |
| Number of Parked Cars | | | Number of Symptomatic Persons | | |
| Checklist on Major Points Regarding Precautionary Measures | | | | | |
| Subject | Yes | No | Subject | Yes | No |
| Were temperatures measured properly? | | | Were visitors provided of hygiene guidelines? | | |
| Did the equipment function properly? | | | Were all disinfection staffs deployed adequately? | | |
| Were those without masks not allowed entry? | | | Were communication systems with healthcare centers well maintained? | | |
| Were the response actions to the detection of symptomatic persons adequate? | | | Was control over exhibitors and visitors well managed? | | |
| Were we adequately equipped with supplies? | | | Were disinfections on schedule? | | |
| Remarks | | | | | |
| | | | | | |
| Hereafter Plans | | | | | |
| | | | | | |

**APPENDIX 8 |**

Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion
Industry All Secure Standard Final 15.5.20 (1).pdf

# ALL SECURE STANDARD

## OBJECTIVE OF THE PROPOSAL

In this taxing and uncertain time, show organisers are going above and beyond to ensure we protect our colleagues, exhibitors, visitors and delegates. We believe when we next meet in **organised industry gatherings**, our program of enhanced measures will provide all with the assurance and confidence our shows and events have health and safety as our number one priority.

The objective of this document is to provide a best-practice guide to industry colleagues who are responsible for organising and delivering organised industry events, trade shows and exhibitions of all sizes, in all locations.

We believe in order to do this we must work collaboratively with our stakeholders to ensure the biosafety measures we have in place are practical, effective and considered best practice for the industry.

It may not be required nor possible to execute every action, and so these principles are designed to encourage focus on biosafety measures. In some jurisdictions, biosafety measures will be mandated or prescriptive and, in such cases, will be followed as a minimum standard.

Communication between all stakeholders is a critical success factor in this program achieving its overall objective to provide assurance and build confidence for all people who participate in and visit our organized industry gatherings.

This proposal outlines **What** measures show organisers are taking to ensure the health and safety of all visitors, exhibitors, contractors and staff particularly in response to COVID-19, **How** these measures are being implemented, and **Why** it's an important component of the industry's All Secure Standard.

Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion

## ALL SECURE STANDARD

CORNERSTONES

## CORNERSTONES

Physical Distancing

| WHAT | HOW | WHY |
|---|---|---|
| **Crowd Density Standard (CDS)** | Show organisers can allow for the **Crowd Density Standard (CDS) in accordance with local, regulatory guidance**. By controlling the density, appropriate physical distancing can occur. | Organisers ability to follow the Crowd Density Standard illustrates our commitment to prioritizing health and safety first while enabling successful interactions among our audiences. |
| **Registration** | Through an **increased use of technology**, show organisers provide means to minimise queuing and contact during the registration process. The use of **QR codes** or similar technologies can facilitate seamless and contactless access upon entry and exit. Additionally, digital credentials can eliminate physical badges and lanyards where appropriate and enable contact tracing. | Encouraging advanced, online registration provides an achievable means to minimise onsite contact at a number of touchpoints. That effort combined with the reduction of queues, allows visitors to enjoy a safe and enhanced experience where their time onsite is maximised for effectiveness. |
| **Staggered Admission** | Event formats can be divided into time slots across the days of their occurrence. Show organisers provide the ability to facilitate **visitors' attendance during a designated time slot** in order to evenly spread the attendance in combination with encouraging **meetings set in advance**. Controls over the maximum number of visitors can also be set. | By staggering admission each audience can enjoy a safer and more seamless experience. Our exhibitors can enjoy full, productive days throughout the event. Our visitors can plan their time in advance and have the option to reduce their costs and travel if desired. Predictable and traceable audience patterns also gives us better insights into attendee flow, a key piece of feedback often expressed. |
| **Enhanced Quality of Visitors** | Show organisers can work to ensure the **highest quality of visitors** are present at organised industry gatherings. With opportunities to vet visitors through matchmaking, registration and exhibitor feedback, we hope to will maximise all interactions with the highest quality of visitor while maintaining CDS guidelines. | Combined with staggered admission, the enhanced quality of visitors can maximise everyone's time at the event. With the opportunity to vet through a series of measures, exhibitors will be assured visitors present are there to conduct business and make purchasing decisions. |
| **Floor Planning** | The introduction of **one-way visitor traffic** could create a logical flow through venues. This can prevent bottlenecks in addition to cross walking, keeping CDS guidelines at all times. Event floors can be demarcated to communicate the monitored flow. Aisle widths can also be increased to achieve above the CDS standard. | A prescribed flow through event venues helps visitors and exhibitors to safely maintain CDS requirements. Entrances and exits can follow the same one way traffic to follow the logical flow. These traffic flows allow for proper spacing to be maintained and easily monitored, all of which contributes to our enhanced healthy and safety standards. |
| **Visitor Transportation** | All **travel to and from the show** can follow the CDS where required. Show organisers can work with vendors to provide options for visitor shuttles between venue, hotels, and transportation hubs to sit every other seat of every other row to maintain physical distancing. | In coordination with staggered admission, visitor transportation on-site can follow a predictable pattern which allows us to properly plan for transportation needs. By working with vendors to follow the CDS, visitors safely maintain CDS guidelines while shuttling between the venue, hotels, and transportation hubs. |

Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion

## CORNERSTONES
Physical Distancing

| WHAT | HOW | WHY |
|---|---|---|
| **Set Up & Break Down** | In cooperation with our venue partners, show organisers can provide **enhanced guidelines to assist contractors in the set up and break down** of events. Covering items such as exhibitor freight, personnel, shared equipment, and high touch point areas, these measures can be provided in detail to minimise risk where it would be beneficial. | From the first to last moment of our organised industry gatherings, organisers can partner with all stakeholders, especially our venue partners, to provide enhanced guidelines to contractors to prioritise health and safety. The set up and break down processes can be detailed for each control in place to provide a best practice guide. |
| **Conference Rooms** | With recommended density and seating arrangements for a variety of room sets, **all conference and break room seating can follow local distancing guidance**. Show organisers will provide hands-free technology where possible in addition to streaming sessions to virtual attendees to aid in the facilitation of sharing information. | A key element of our events, conference material will continue to be shared to push our industries forward with new knowledge, best practices, and approaches. Enabling the sharing of information in new seating arrangements and through digital channels can broaden the audience reach to expand the impact. Connections can be made on and off site to facilitate continuous learning and interaction. |
| **Eliminating Handshakes** | Show organisers will recommend the **elimination of handshakes** at organised industry gatherings in accordance with global and local organisation and government guidance. This recommendation will be reinforced with on-site signage and announcements in addition to proposed, alternative methods of greetings. | By recommending the elimination of handshakes on-site, show organisers follow the guidance of global and local authorities. With alternative means of greetings offered, we hope to minimise the spread of germs as much as possible. On-site signage and announcements will reinforce the recommendation in effort to prioritise everyone's health and safety. |
| **Food & Beverage** | Show organisers can prohibit open or self-service buffets in favor of food served **pre-packaged or in closed containers**. Where possible, food and beverage should be ordered in advance. Food preparation areas can also be inspected. Seating areas can be arranged to follow the CDS, and cash does not need to be accepted as a form of payment. | Organisers' commitment to health and safety expands to food and beverage where every effort is being made to minimise risk. By eliminating buffets and open service options, a stricter control for food safety can be provided. Combined with seating arrangements following the CDS, food and beverage can be enjoyed at a higher level of service for our audiences. |
| **Social Functions** | All functions within organised industry gatherings can follow the **CDS**, including social functions like meals, awards, and gatherings. Where possible, public addresses and speeches will be delivered virtually. | Organisers offer the capability to follow a more conservative approach than the guidance of global and country governments and organisations with our Crowd Density Standard. All social functions included at our events can follow the CDS standard while delivering as many components virtually as possible, further illustrating our commitment to prioritise health and safety first. |
| **Monitoring & Control** | Show organisers can appoint and train, a **hygiene subject matter expert** from within the Operations function. Where applicable, this resource will be responsible for ensuring the Physical Distancing Cornerstone is followed at each event and the latest information and updates are shared with the appropriate teams and stakeholders. | With a specific resource identified and trained, for adherence to the Physical Distancing Cornerstone, we can establish accountability. By sharing information, updates, and best practices within the industry, we can build teams with subject matter expertise in order to assure the continued health and safety of our audiences. |

## CORNERSTONES
Cleaning & Hygiene Countermeasures

| WHAT | HOW | WHY |
|---|---|---|
| **Venue Deep-Cleaning** | We can require venues hosting organised industry events to provide a **deep cleaning** prior to move in and again before the event opens. | Working with our venue partners to provide deep cleaning both before move-in and the opening of the show floor can ensure a safer environment for our colleagues and visitors. |
| **Cleaning Regime** | Every partnering venue can offer a **visible, enhanced cleaning regime.** Cleaners are offered PPE with an increased focus on key touchpoints, including restrooms, food and beverage areas, and help points. **Electrostatic** cleaning methods could also be deployed, as can other, locally available methods. | Enhanced and visible cleaning regimes throughout the event and particularly in key areas can provide a visible representation of the industry's dedication to health and safety. Electrostatic cleaning methods are best in class technology used across industries and recommended by leading scientists for our events. |
| **Stand Cleaning** | Exhibitors can **disinfect** their respective booths and exhibits regularly throughout the event. At our events' discretion, the use of sampling and distributing physical, promotional materials is prohibited in favor of all materials being shared **digitally.** | With instructions and guidelines of how to regularly disinfect their booths and exhibits, our exhibitors can contribute to our full plan of micro and macro cleaning efforts. The elimination of physical materials in favor of sharing promotional items physically can also contribute to sustainability efforts in addition to minimising risk and contact between people. |
| **Hand Sanitisers** | **Hand sanitiser stations** can be positioned at key locations throughout the event, including restrooms, food and beverage locations, and conference rooms, with regular use encouraged to all visitors and exhibitors. | In addition to washing your hands regularly, world and country health organisations recommend alcohol-based hand sanitisers to prevent the spread of infections and decrease the risk of getting sick. Independent show organisers are committed to make hand sanitiser stations readily available throughout our event spaces, particularly at key locations. |
| **Waste Management** | The collection and removal of waste receptables can be increased during events in order to minimise risk. **Specific waste bins for mask disposal** can also be provided and clearly identified, with a proposed schedule to regularly disinfect the waste receptacles themselves. | Organisers can designate specific waste bins for mask disposal in addition to increasing the frequency of the collection and removal of waste. The waste receptacles themselves can also be regularly disinfected. These efforts follow recommendations and advice of world and country specific health organisations. |
| **Conference & Seminar Rooms** | Shared equipment within conference rooms can be removed, including stationary and hand held microphones. All equipment, including audio and visual, can be **disinfected between each use**, and conference rooms should have an increased cleaning schedule throughout the day. | A key element of our events, conference material will continue to be shared to push our industries forward with new knowledge, best practices, and approaches. Enabling the sharing of information in new seating arrangements and through digital channels can broaden the audience reach to expand the impact. |

Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion

## CORNERSTONES
Cleaning & Hygiene Countermeasures

| WHAT | HOW | WHY |
|---|---|---|
| **Venue Ambient Environmental Controls** | In coordination with our venue partners, organisers recommend ensuring the **proper ventilation, temperature, humidity, UV air** purification controls, etc. are in place. Reduced exposure can be based on the ability of filters to remove particles that contain viruses. | By collaborating with venues for proper air filtration, we hope for reduced exposure to harmful particles. Filters should be properly installed and maintained in appropriate systems to treat recirculated air, and filters should be appropriately designed for the building in which they are used. |
| **Certifications** | Organisers are able to apply locally credited certification, such as the ISSA GBAC Star accreditation, for infectious disease and contamination control measures. | Through organisers' partnerships with third-party companies to externally validate the cleaning and hygiene countermeasures taken, our events can meet or exceed standards of biorisk. Certifications earned can provide a suite of tools to help guide our events through the competencies and procedures necessary to meet requirements. These efforts can provide confidence a facility has been disinfected to the highest standard and is safe for business. |

## CORNERSTONES
Protect & Detect

| WHAT | HOW | WHY |
|---|---|---|
| **Contact Tracing** | Through the use of organisers' mobile apps and other third party providers, we can offer assistance to the proper authorities in **contact tracing** efforts where country laws allow. Stakeholders' Bluetooth enabled devices regularly send out a beacon that could be recorded and stored in conjunction with beacons it receives. Should there be a positive diagnosis, the beacons can be matched and the corresponding user notified and advised on the proper next actions to take. | With the latest advances in technology, show organisers can offer assistance to the proper authorities in contact tracing through Bluetooth capabilities of its mobile apps and third party providers, including Google and Apple. Should a positive diagnosis occur, the infected individual can report the diagnosis within the app which will in turn alert those individuals they have come in contact with and offer the proper next actions to take. |
| **Infrared & Thermal Imaging Temperature Screening** | **Infrared thermal imaging temperature screening** equipment can be available at the entrances to venues at organized industry gatherings. If any defined symptoms of COVID-19 are detected, including fever, people could immediately proceed to the quarantine bay where local, medical authorities will be stationed and begin the proper protocol. Any visitors or exhibitors who are unwell can be prohibited from entering the event. | Following the guidance of world and country agencies, infrared thermal imaging screening can be available at the entrance of all events. Fever is a common symptom of COVID-19, typically appearing 2 - 14 days after exposure. Thermal imaging screenings are able to determine surface skin temperature which is then used to estimate the temperature at a reference body site. These additional measures offered continue to display the commitment and top prioritisation of health and safety while enabling successful interactions among our audiences. |
| **Facemasks** | **Facemasks may be required of every person** visiting organised industry gatherings. | In accordance with world and country health organisations' guidance, organisers can require a facemask to be worn by each person entering the event space. The mask is intended to prevent the spread of all germs. |
| **Quarantine Area** | Every venue could offer a dedicated **quarantine area** for people with symptoms of COVID-19. Organisers can work to liaise with local hospitals and medical authorities to create defined procedures and protocol to follow for people displaying symptoms. | Working with local hospitals and medical authorities, organisers can share procedures and protocols to follow in advance of an event occurring. Within those plans, a quarantine area could be set up on site to properly address any person displaying symptoms of COVID-19. |
| **Enhanced First Aid & Medical Support** | Organisers' events can also offer an **increased** number of First Aid stations located throughout the event with **enhanced** medical support available. These efforts would be in coordination with local authorities and medical personnel. | First Aid stations offer enhanced support by local medical authorities and personnel. While at an event, signage will indicate where to go for expert medical attention in the event of any illness. |

Open Source 'All Secure Standard' of Principles by Informa, Reed and Clarion

## CORNERSTONES
Protect & Detect

| WHAT | HOW | WHY |
|---|---|---|
| **Glass Sneeze Guards** | In areas of interaction, including Help Desks, food and beverage stations, security, etc., **sneeze guards** can be offered. | Events can also include sneeze guards in areas of interaction. This measure to physically separate and increase distance between people can contribute to the All Secure Standard and organisers' commitment to the health and safety of visitors and exhibitors. |
| **Personal Protective Equipment (PPE)** | Key personnel, including cleaning, medical, food and beverage workers, etc., can be offered **personal protective equipment**, PPE, including masks and gloves. | Key personnel on site at events can be offered personal protective equipment, PPE, to prevent exposure. An important element of event organisers' Protect & Detect Cornerstone, this effort can include a mask and pair of clean, non-sterile gloves. |
| **Emergency Response Plans** | **Emergency Response Plans** have been updated to include processes for possible COVID-19 incidents, both confirmed and suspected. In addition to a hygiene subject matter expert, Operations and event teams on-site will be specifically trained for an awareness of COVID-19 symptoms and the appropriate protocol to follow. | With a specific resource identified, trained, and measured for adherence to the All Secure Standard, accountability will be established. Emergency Response Plans have been updated to include processes and protocol for possible COVID-19 incidents, both confirmed and suspected, and will be followed as needed. |
| **Employee Screening** | Show organisers encourage all its employees to undergo COVID-19 **symptomatic screening** in advance of each work day. Testing for symptoms including fever, sore throat, chills and a cough will help to ensure the risk of exposure is reduced for all stakeholders. | Screening employees at events can reduce exposure for all stakeholders, help prevent the spread of any virus and help to verify protective equipment is used effectively. This encouraged method displays the industry's commitment of heath and safety beginning with our own, internal teams. |
| **Health Authority Engagement** | With the local health authorities regularly engaged, organisers can issue a **multi-agency dynamic risk assessment,** including up to date epidemiological input, in advance of each event. This assessment can broadly communicate the assessed risk associated with organised industry gathering occurring. | Transparently communicating the results of the risk assessment helps us and or visitors feel confident with the event moving forward and shows our commitment to health and safety. |

## CORNERSTONES
Communication

| WHAT | HOW | WHY |
|---|---|---|
| **Show Website, Apps, & SMS** | Show organisers' All Secure Standard and four Cornerstones can be **communicated for each event through all channels**, with the specific details available on the show website and app and immediate or urgent messages sent via SMS. | Communication is a critical success factor in this programme achieving its objective to build confidence for all people who participate in and visit our shows. The All Secure Standard and four Cornerstones can be communicated for each event through all channels, with the specific details available on the show website and app and urgent news via SMS. |
| **Exhibitor Manuals** | **Exhibitor Manuals** can be updated to include the components of the All Secure Standard with specific details of what our exhibitors need to execute the enhanced safety and hygiene measures. | A key reference guide, Exhibitor Manuals can be updated to include all the appropriate All Secure Standard details for exhibitors. A single source of information, this manual could be the go-to for referencing frequently asked questions, standard operating procedures, and our new, enhanced measures to ensure our colleagues, exhibitors, visitors and delegates are protected. |
| **Event Signage** | **Event signage** can include common signs and symptoms of COVID-19 as communicated by the appropriate medical and health authorities as well as actions to take if necessary. The signage can be displayed prominently in all common areas of the event. | Organisers' programme of enhanced measures provides assurance and confidence our shows and events have health and safety as our number one priority, including opportunities to prominently display event signage with common signs and symptoms of COVID-19. |
| **Public Addresses During Show** | Throughout events, **public addresses can repeat messages** about the importance of maintaining physical distance and the importance of washing and sanitising hands in addition to other best practices shared from medical and government authorities. | Organisers can work collaboratively with our stakeholders to ensure the biosafety measures we have in place are practical, effective, and considered best practice. Part of this effort can include public addresses repeating messages about the importance of maintaining physical distance and washing hands. |
| **Pre-Show Messaging** | **Messaging in advance** of the industry organized gatherings can communicate key pieces of information, including updates from global and local health organizations, show admission policies, hygiene briefings and health protection measures, among other items. | By communicating to stakeholders in advance, organisers are helping to ensure proper expectations are in place, especially with regards to updated or new policies. Pre-show messaging can include global and local health organization updates, show admission policies, hygiene briefings and health protection measures. |

**www.aipc.org | secretariat@aipc.org**

**www.iccaworld.org | icca@iccaworld.org**

**www.ufi.org | info@ufi.org**