

**COVID SECURE EVENTS**  
**INDUSTRY GUIDANCE SUMMARY DOCUMENT**  
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EXECUTIVE SUMMARY

Crowd / delegates/ staff	<ul style="list-style-type: none"> <li>Hand washing</li> <li>Hand sanitiser +60% alcohol</li> <li>Queue management</li> <li>Floor markings</li> <li>Screens</li> <li>Contactless payment</li> <li>Masks (including proper use of)</li> <li>Social distancing inc on transport</li> <li>One way systems and in / out</li> <li>Trained staff to supervise and steward</li> <li>Retain access for guests with disabilities</li> <li>Identify and manage pinch points</li> </ul>
Registration	<ul style="list-style-type: none"> <li>Staggered arrivals</li> <li>Online / digital credentials</li> </ul>
Cleaning	<ul style="list-style-type: none"> <li>Identify and focus on (or remove) high touch points</li> <li>Increased frequency</li> <li>Disinfecting as well as cleaning</li> <li>Cleaning schedules</li> <li>Staff in PPE</li> <li>Bins (lidded, liners)</li> <li>Increased frequency waste disposal</li> <li>Disposable paper towels</li> <li>Clean / sanitise / quarantine equipment before and between use</li> <li>Consider single use / disposable / personal equipment</li> </ul>
Food & Beverage	<ul style="list-style-type: none"> <li>Individually wrapped</li> <li>Disposables</li> <li>Staff service</li> <li>Coverings for food</li> <li>Table service</li> <li>App ordering / click and connect</li> </ul>
Communications	<ul style="list-style-type: none"> <li>Include safety rules &amp; control measures</li> <li>Communicate policies / risk assessments / action taken</li> <li>Online / in advance</li> <li>With ALL stakeholders, suppliers, contractors &amp; visitors</li> <li>Regular</li> <li>Announcements</li> <li>Signage</li> <li>Visual / English not first language</li> </ul>
Ventilation	<ul style="list-style-type: none"> <li>Doors / windows open</li> <li>Fresh air ventilation</li> </ul>



<b>Staff</b>	<ul style="list-style-type: none"> <li>Partnered / fixed team working</li> <li>Social distancing at ALL times eg. breaks / smoking</li> <li>Staggered arrivals &amp; breaks</li> <li>Activity time as short as possible</li> <li>Back to back / side to side / screens to separate when working</li> <li>Consider CEV people</li> <li>WFH if possible</li> <li>Self isolate if contact with symptoms</li> <li>Communicate if WHF / Self isolating, clear procedure &amp; communicated</li> <li>Ensure free of symptoms AND free of contact with symptoms</li> <li>Training / induction and communication</li> <li>Consider mental health implications</li> <li>Managers / supervisors to check measures are being implemented</li> </ul>
<b>Test and trace</b>	<ul style="list-style-type: none"> <li>Take contact details considering GDPR</li> <li>Hold for 21 days</li> <li>Provide details to authorities if needed</li> <li>Venues and / or organiser to provide a QR code for NHS test and trace</li> <li>Must take sign in / out or shift details for staff on site</li> </ul>
<b>Toilets</b>	As with all above crowd / cleaning measures
<b>Deliveries</b>	<ul style="list-style-type: none"> <li>Keep as contactless as possible</li> <li>All to sign in and sign out for test and trace</li> <li>Holding area / drop off zone</li> </ul>
<b>Emergency procedures</b>	<ul style="list-style-type: none"> <li>Check all procedures for social distancing and update</li> <li>Ensure supplier procedures are compliant</li> <li>Create procedures for outbreaks / infection on site</li> </ul>
<b>Infection / illness on site</b>	<ul style="list-style-type: none"> <li>Quarantine / isolation area immediately</li> <li>Medical advice</li> <li>Staff to isolate for 14 days</li> <li>Remove patient from site</li> <li>Clean the area as per guidance</li> </ul>

## NOTE:

Please note that this is a SUMMARY only of the detailed points and guidance included in all of the documents, designed to give an overview of the main principals, and is correct at the time of publishing (see below). You are responsible for checking the relevant guidance as it applies to your particular event each and every time you do your own COVID Secure risk assessments. Brightspace Events will not be held liable for any losses caused due to changes or updates given by 3<sup>rd</sup> parties which affect this summary.

## SOURCES:

<https://www.aeo.org.uk/covid-19>

<https://www.eventsindustryforum.co.uk/index.php/11-features/14-keeping-workers-and-audiences-safe-during-covid-19>

<https://www.mia-uk.org/Safety-Resources>



FOR MORE ON OUR TRAINING OR CONSULTANCY SERVICES VISIT

[www.brightspaceevents.co.uk/covid-secure-events](http://www.brightspaceevents.co.uk/covid-secure-events)

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## FULL GUIDANCE SUMMARY

AE O	Association of Event Organisers	exhibitions & trade shows
MIA	Meetings Industry Association	hotels, conferences, weddings
EIF	Events Industry Forum	outdoors, normally large, public events

EIF	Definition of Outdoor	<p>Coronavirus regulations 2020 says a place is indoors if it is enclosed or substantially enclosed according to regulation 2 in the Smoke Free regulations 2006</p> <p><a href="https://www.legislation.gov.uk/ukxi/2006/3368/regulation/2/made">https://www.legislation.gov.uk/ukxi/2006/3368/regulation/2/made</a></p>
EIF	General planning	<p>Consult with LA as early as possible for all necessary permits and permissions</p> <p>They can still consider prohibiting activity and closing venues even WITH the necessary permissions. 2 way comms is essential.</p>
AE O	Crowd Density Standard (CDS) in all areas	<p>Floor planning</p> <ul style="list-style-type: none"> <li>- One way systems</li> <li>- Marking on floor</li> <li>- Aisle widths allow for CDS</li> </ul> <p>Transport</p> <ul style="list-style-type: none"> <li>- Shuttles etc. planned for CDS numebrs</li> </ul> <p>Conference Rooms</p> <ul style="list-style-type: none"> <li>- Consider streaming content</li> <li>- Layout to allow for CDS</li> <li>- Contact outside of show for education sessions</li> </ul> <p>Eliminating Handshakes</p> <ul style="list-style-type: none"> <li>- Signage</li> </ul> <p>Appoint and train personnel to monitor and control</p>
MIA	Crowd	<p>Barriers</p> <p>Ground signage</p> <p>Control flow</p> <p>Doormen or security</p> <p>Signage to encourage sanitiser</p> <p>Temp screen – thermal scanner (costly)</p>
EIF	Crowd	<p>Social distancing between different households &amp; performers</p> <p>Seating must keep distance – ideally numbered</p> <p>If not, seat separation or labelling seats</p> <p>Staff to assist with seating</p> <p>Increased checks pre performance</p> <p>Ensure distanced seating also available for those who need distabled seating or wheelchair space.</p> <p>Outdoor events are not limited in number</p> <p>Must have thorough risk assessment</p> <p>Consider max capacity and ability to manage audience behaviour</p> <p>Size of the event space and expectations of audience behaviour</p> <p>Stewarding</p> <p>Consider impact of many venues reopening in local area</p>



		<p>Further lower capacity  Staggered entry times  One way travel routes and when on site and around exhibits  Advice to avoid public transport etc.  Provide additional car parking  Social distancing space in car park  Ensure entry / exit suitable for disabled access &amp; still provide car parking for disabled customers  Suitably trained manager on site to supervise all measures  All suppliers must also consider safe queuing and crowd flow at their stand / area  Suppliers operate click and collect via app if appropriate  Furniture outside if possible to avoid gathering inside areas  Floor markings / signage / barriers  Manage pinch points including where people stop to watch displays  Face coverings in enclosed and partially enclosed structures  Businesses are required to remind people to wear face coverings.  Consider controls on the purchase or consumption of alcohol including brought onto site by attendees  Steps to avoid having to raise their voice  More than 30 should be ticketed or otherwise controlled  Multiple entrance points, advised in advance which to use  Seating rather than standing  May need tiered viewing for people who are then further back.</p>
MIA	Conference rooms	<p>Allocate syndicates near to main rooms  Avoid using lounge areas  Guests encouraged to stay in meeting rooms</p>
AE O	Registration	<p>Digital solutions  Queueing systems  Staggered admission  Higher qualification criteria to reduce numbers  Do not offer cloakroom – guest to keep belongings with them</p>
MIA	Registration / check in	<p>Staggered arrivals  QR codes / badge-less  Do not offer valet parking  Floor signs  Contactless payment / card on booking  Extended desks / tables  Place and step back if handing things over  Email billing / info where possible, no pens</p>
EIF	Registration / arrival	<p>Ensure social distance between staff and customers  Fit own bands / passes  Avoid or manage queues  Ensure queues protect from traffic / don't create additional risk  Encourage guests to bring minimal personal effects  Consider how to safely handle tickets and bag checks  Request bags are emptied into trays if possible to reduce contact  Contactless payment if possible  Electronic ticket scan  Staff to ask if they or anyone in household has symptoms  Ensure there is an isolation / quarantine space close to entrance</p>



		Handwashing / sanitising stations at entrances
AE O	Food & Beverage	Pre-packaged in closed containers Ordered in advance Contactless payments
MIA	Food & Beverage	Sealed bottles of water No sweets Disposable cups / cutlery Stagger breaks / avoid pinch points Multiple service points for buffets Sneeze guards on food Staff services Drop / pick up table at the end of the station Sealed / pre-wrapped where possible Bento box style meals One person per table OR large tables allow for distancing Table service Gloves changed between customer Pre-book tables Single use menus Order via app Full plate service with cloche covers Individually wrapped condiments and cutlery Plates placed directly on table, place and step back Staff canteen set up for social distancing Staggered breaks, boxed meals
EIF	Food and beverage	Catering facilities to operate to foodservice and food retail government guidance Click and collect via app Food suitably covered Table service Suitable hand washing for all caterers Single use containers Food sampling – consider process carefully to avoid cross contamination Consider distancing / hand hygiene if handing out badges / stickers etc. Pre-packaged food for staff Food and drink service to stop between 10pm and 5am Alcohol MUST be table served, no counter service Food may be counter served (indoor or outdoor) but MUST be ‘take away’ If attendees are to eat at tables, food must be ordered and served to table. Seating MUST be in household groups of 6 only Signage to remind guests NOT to interact with other groups
AE O	Cleaning	Enhanced cleaning Visible Cleaners PPE as per Risk Assessment Focus on key touch points Household disinfectant Dedicated mask bins Regular schedule to empty and disinfect bins Hand washing Hand sanitiser



AE O	Stand cleaning	Eliminate physical material if possible
AE O	Conference rooms	Remove shared equipment or clean between use Increased cleaning schedule
MIA	Venue cleaning	Fogg (electro static decontamination) use 3 <sup>rd</sup> party, references Certificate of cleaning Include electrostatic disinfectant spray Document each product including contact time, how to use and what (if any) PPE should be worn eg. gloves Disposable cloths / mop heads / paper towels Train staff Record training Determine frequency of cleaning (number of people, frequency of traffic, access to washing / sanitiser) Managers to check schedules Dishwasher (above 70 ideally above 80) not hand washing High touch points Rooms disinfected at the end of each day Deep clean at end of tenancy Secured after cleaning to prevent contamination Doors (NOT fire doors) open to remove touch point
EIF	Cleaning	Suppliers to sanitise equipment before hand over Frequent cleaning detergents and sanitisers Frequent cleaning of bins / removal of waste Clean surfaces around bins High touch points Cleaners to have PPE Suppliers to discourage guests from touching products – design display systems to avoid this If touch point surfaces can't be cleaned eg. rough wood, consider covering with material that can be.
MIA	Reported symptom procedure and cleaning	<b>Symptomatic guest or staff</b> out of service for 72 hours Provide closed area for guests / staff to go Manager to support Contact local healthcare for advice Shut down event Staff PPE gloves and apron minimum, mask suggested Double bagged discarded PPE and quarantine for 72 hours Clean all areas where guest was present Clean and disinfect Do not shake linen Steam clean soft furnishings and mattresses 6 stage disinfection process (sweep, clean, rinse, disinfect, rinse, dry) Extra precautions for bodily fluids including full face PPE inc fitting and dispose rather than clean sheets / other contaminated items Contact other delegates test and trace Staff that served the meeting isolate for 14 days





EIF	Reported symptom procedure	<p>Isolation area near to staff and guest entrance</p> <p>Consider providing qualified medical staff at these points</p> <p>Must immediately isolate and stay in isolation until medical assistance can be brought to them or leave site immediately.</p> <p>Report to manager immediately</p> <p>Request test from NHS site</p> <p>Consider sending home 'close contact' workers, self isolate 14 days</p>
MIA	Toilets	<p>Floor signs / flow / in / out</p> <p>Regular cleaning</p> <p>Visible handwashing reminders</p> <p>Signage to reassure guests</p> <p>Staff in PPE for cleaning</p> <p>High touch points procedure</p> <p>Bins / disposable towels</p> <p>Overnight guests encouraged to use their bedroom bathroom</p>
EIF	Toilets	<p>Signs and posters re: handwashing, coughing / sneezing into a tissue, avoid touching face</p> <p>Social distancing marking in queue areas</p> <p>One in one out</p> <p>Hand sanitiser</p> <p>Handwashing inc running water, soap, paper towels / driers</p> <p>Increased frequency of cleaning</p> <p>Alcohol based cleaning products</p> <p>High touch points</p> <p>Disposable cloths or paper roll</p> <p>Keep well ventilated eg. fix open doors</p> <p>Visible cleaning schedule</p> <p>More waste facilities and more frequent collection</p> <p>Member of staff to supervise</p>
MIA	Lifts	<p>Social distancing eg. 1 household or 2 people if large space</p> <p>Wipes for buttons</p>
MIA	Overnight guests	<p>Luggage to be delivered when guest is not in room</p> <p>Room service tray covered from kitchen then on a place and step back process, guest takes tray. Do not enter room.</p> <p>Remove additional items eg. spare pillows, info folders</p> <p>Change &amp; clean or quarantine mattress protectors, duvets, shower curtains between every guest.</p> <p>Only clean / turn down when guest is out.</p> <p>Staff do not handle guest items when cleaning</p> <p>Disinfection sticker / place a card</p> <p>Hygiene wraps on toilets</p>
MIA	Conference rooms	<p>Flipcharts become property of user and are taken away inc pens</p> <p>Lapel microphones reduce handling of mics</p> <p>Tables large enough, avoid facing</p> <p>No baize OR replace daily and quarantine</p> <p>Clean linen above 60 degree</p> <p>Staff to wear masks if changing linen</p> <p>Disinfect equipment after set up</p> <p>Card / text to confirm equipment is disinfected</p> <p>Do not use delegate packs if possible</p>



		Single use if you have to Individual bottle of sanitiser for each attendee
AE O	Ventilation	Temperature, humidity, UV air purification, filters should be appropriate. WRONGLY describes this as a secondary infection control measure
MIA	Ventilation	Should be set to run outside air Filters changed regularly
EIF	Ventilation	Ensure good ventilation in offices Open doors and windows frequently Improve ventilation through fresh air or mechanical systems Lifting or removing side walls from enclosed structures Using fans to circulate air
AE O	Contact tracing	Keep data for 21 days to assist NHS Test and Trace Publish QR codes Record staff shift patterns and sign in and out
MIA	Contact tracing	Gather and collect data, keep for 21 days Confirm where delegates are coming from miaTrustedTrace system Staff trained how to manage including refusal
EIF	Contact tracing	Gather and keep data for 21 days Where multiple tickets are purchased, OK to take purchaser details only. Mentions financial penalties Publish QR codes Record staff shift patterns and sign in and out
AE O	Communication – pre-event	Communicate All Secure Standard & supplier through all channels Website, apps, emails, SMS Build confidence Exhibitor manuals to include all ASS info and specific Exhib instructions Updates from global / local health authorities Show admission policy Hygiene briefings Health protection measures
EIF	Communication – pre-event	Display risk assessment on website Display a notification in prominent position confirming COVID secure Tell EVERYONE on site suppliers, contractors, staff about requirements in advance online to reduce contact on site Request suppliers to sign to agree to follow policy – insist on a consistent approach ie. to masks / wrapped condiments for catering vans Remind attendees to supervise children Reassure communities that you are taking safety measures Staff comms, clear, consistent and regular updates on ways of working Staff material to include new procedures for arrival Ongoing engagement with staff including checking on mental health Be aware if English is not first language Visual comms to reduce need for face to face comms Review external comms to make sure it doesn't contain info that could be considered a security risk eg. queues.
MIA	Communication – pre-event	Copy of venue policy to all delegates Encourage to take responsibility





AE O	Communication - During	Signage Public address system reminders Remind audience not to raise their voice
EIF	Communication - During	Written / spoken info on measures Posters setting out behaviour eg. distancing / washing hands in public and back of house areas Site safety rules included in induction – request all on site early to allow for full briefing Briefing volunteers who will be less familiar Staff to remind attendees of social distancing Announcements Be mindful that face coverings could inhibit comms for those who rely on lip reading / facial expressions / clear sound
MIA	Communication - During	Use arrivals to educate guest on expected behaviour Ensure organiser briefed – may be different to pre-event contact
AE O	Set up and Break Down	Exhibitor freight Shared equipment eg. trolleys PPE / clothing High touch points
MIA	Set up and Break Down	Masks particularly for baize / linen
AE O	Procedures / policies	Dealing with suspected case Cleaning after suspected case as per government guidelines Monitor and publish infection rates in advance. Communicate the broad risk overall, transparency
MIA	Procedures / policies	Review all existing risk assessments Train staff inc routes of transmission, personal hygiene, distancing, use of PPE, cleaning protocols, role play guest scenarios inc non compliance, increased risks Certification their own AIM secure or We're Good to Go Brand certification eg. Accor "All Meet Well" Cybersecurity, additional check Fire & emergency Review supplier policies Create policies COVID specific eg. cleaning & disinfections, PPE, contact tracing, health / temp check for staff & customers, distancing & capacity Plan for outbreaks: <ul style="list-style-type: none"> <li>● In the region</li> <li>● In the hotel</li> <li>● Staff member taken ill</li> <li>● Guest taken ill</li> </ul> Insurance Managers to check procedures and standards in operation. Keep records of training
EIF	Procedures / policies	GDPR for test and trace All contractors / suppliers to provide risk assessments Consider security implications of any changes that you make. Ensure enough trained staff for security



		<p>Don't publish location of queues (additional security risk)</p> <p>Fire risk assessments redone especially if change in use of space</p> <p>Review incident and emergency procedures including evacuation to ensure social distancing as far as possible</p> <p>People do not have to maintain social distancing if it would be unsafe</p> <p>Consider multiple exits and safe places to gather to allow social distancing</p>
MIA	Suppliers	<p>Inform you if staff become ill after being on your premises</p> <p>Always sign in &amp; out for test and trace</p> <p>Check references (particularly cleaning)</p>
MIA	Showrounds / Sales	<p>Agree Ts &amp; Cs including agreeing to venue policies on COVID</p> <p>Offer virtual showround</p> <p>Maintain social distancing</p>
AE O	Staff	<p>Masks</p> <ul style="list-style-type: none"> <li>- WRONGLY says social distancing and hygiene are primary</li> </ul> <p>Increase First Aid / Medical provision on site</p> <p>Sneeze screens</p> <p>Reduce time on activity that requires contact</p> <p>Back to back / side to side working</p> <p>Fixed teams / partnering (<i>bubbles</i>)</p> <p>PPE (notes it's role in additional protection is limited (unless proved on suspected case of COVID-19)</p>
MIA	Staff	<p>Socially distanced at all times inc breaks / smoking</p> <p>Health check on return to work</p> <p>Pre-existing conditions / living with vulnerable people</p> <p>Welfare programme for return to work</p> <p>Communicate procedures for reporting symptoms and importance of self isolation</p> <p>Managers check wearing correct PPE</p> <p>Uniforms laundered on site +60 degrees</p> <p>Do not use guest lifts</p> <p>Avoid hot desking if possible</p> <p>Side by side / back to back working</p> <p>Disinfect shared equipment between use</p> <p>Stress importance of reporting infection at home</p> <p>MUST self isolate for 14 days if been in contact with symptoms</p> <p>Consider cross training for flexibility if staff off due to isolation or illness</p>
EIF	Staff	<p>Consider who is vital to onsite and who can WFH</p> <p>Monitor wellbeing for those WFH &amp; stay in touch, provide equipment</p> <p>CEV to be given extra consideration</p> <p>Consider travel to and between sites, walk or cycle if possible</p> <p>Face covering on public transport</p> <p>Ensure hand washing / sanitising available on arrival on site</p> <p>Clean pass readers regularly, encourage to 'wave' not touch card to reader</p> <p>Everyone required to sign health declaration inc. confirming no contact with symptoms at home. If not, do not allow on site.</p> <p>Create isolation / quarantine near to staff entrance.</p> <p>Consider how to get ill workers off site safely</p> <p>Staggered arrival / departure times / break times</p> <p>Limit passengers on shared vehicles and clean between use</p> <p>Reduce trips around / across site, use phones / radios</p>



		<p>Markings / one way flow at entry points / break areas</p> <p>Consistent pairing system</p> <p>Screens between workers inc break areas</p> <p>Side by side / back to back working / seating in break areas</p> <p>Reduce time spent in contact with others</p> <p>Warn of potential burns when using high alcohol content sanitisers near naked flames or static electricity</p> <p>Remind workers who wear gloves that they can still carry pathogens so don't touch face when wearing them.</p> <p>Staff meetings virtual if possible, outdoors / socially distanced if not.</p> <p>Avoid sharing pens</p> <p>Continue to use PPE for work eg. dust masks / protective gloves</p> <p>Should manage risks without need for PPE except in clinical settings.</p> <p>If Risk Assessment shows you should provide COVID PPE then you must provide this free of charge and it should fit properly.</p> <p>Face coverings: Wash hands before on / off, avoid touching it, change if damp or touched, change and wash daily, dispose of carefully.</p>
MIA	Kitchens	<p>Assess workflow, back to back / side to side / no shared workstations</p> <p>Keep activity times as short as possible</p> <p>Fixed teams / partnering</p> <p>Review menus to reduce crossover of prep areas</p> <p>Restrict entry to eg. cold stores / cellars</p> <p>One way system / distancing signage</p> <p>Ensure social distancing for breaks / smoking / exit / entry points</p>
EIF	Deliveries	<p>Create drop off / pick up zones and / or offsite holding areas to reduce contact between staff / deliveries etc.</p> <p>Create different zones eg. FOH / BOH to reduce crossover</p> <p>Consider regular private testing programme</p> <p>Ensuring overnight accommodation meets guidelines</p> <p>Electronic signatures for deliveries</p> <p>Stagger deliveries</p> <p>If safe, single person to unload. If a 2 person load, ensure same pair if possible</p> <p>Drivers access welfare facilities eg. handwashing</p> <p>BUT drivers stay in vehicle if does not compromise safety</p>

