

COVID-19 SAFE EVENTS

GUIDELINES



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1. Introduction

The Arinex COVID-19 Safe Event Guidelines have been prepared in response to the COVID-19 pandemic and are consistent with guidance provided by Australia and New Zealand Health Authorities.

Arinex is Australasia's leading PCO and operates in partnership with leading global industry bodies including Meetings and Events Australia (MEA), the International Association of Professional Conference Organisers (IAPCO), INCON and the International Congress and Convention Association (ICCA). Through our partnerships, we have been able to exchange ideas and knowledge across states and countries on how events will need to operate in the future.

We have needed to adapt quickly and innovatively, and we will continue to monitor developments so that these guidelines will be updated accordingly.

We are regularly monitoring the global and national (Australia and NZ) COVID-19 situation and are following regulations and guidelines provided by the respective Federal and State Governments in planning events and within our own workplaces. This includes the implementation of physical distancing, strict hygiene measures and promotion of the COVIDSafe App within Australia.

As part of our ongoing commitment to creating *Inspiring Experiences*, we will continue to work collaboratively and openly with clients, suppliers, partners and other key stakeholders to ensure all requirements are met for the protection of the health and safety of all when planning and delivering events. We are committed to safeguarding the wellbeing of our clients, delegates, suppliers, stakeholders, and team members.

The entire Arinex team have completed the Australian Government Infection Control Training – COVID-19 to ensure we are all educated on the symptoms, recommendations, and processes for dealing with someone suspected of having COVID-19.

We invite you to read through the Arinex COVID-19 Safe Event Guidelines, and we welcome any queries you may have about your event. We understand that each event is unique, and our dedicated team will work with you to apply the required health and safety measures to meet the required guidelines.

We look forward to continuing to work with you, to deliver *Inspiring Experiences*.

2. Registration

The registration experience will play a crucial role in ensuring and implementing a COVID-19 Safe Event. Our objectives will focus on:

- Running a successful and safe registration environment for delegates.
- Ensuring clear and concise communication is provided to delegates in the lead up to the event, to ensure that delegates understand and are comfortable with what is expected of them when they arrive onsite and what to do if they are experiencing COVID-19 related symptoms during the event.

2.1 Pre-Event

Our current recommendations for pre-event include:

- Ensuring all contact details are received from delegates to comply with contact tracing guidelines (including full name, phone number and email address).
- Sending out a name badge template for delegates to print their own badge at home and bring onsite with them to avoid using check in counters/kiosks.
- Encourage delegates attending Australian Events to download the COVIDSafe App prior to arriving.
- Arrival survey form emailed to delegates querying the following:
 - Have you travelled interstate or overseas within the last 2 weeks? (if yes, where)
 - Have you had any of the following symptoms in the past 2 weeks?
 - Fever
 - Dry cough
 - Fatigue
 - Sore Throat
 - Have you been in contact with a confirmed case of COVID-19 in the past 30 days?
 - Survey results will be monitored, and the appropriate action taken in the event a delegate answers 'yes' to the above.

2.2 During the Event, Including Registration Desk

Our current recommendations for onsite include:

- Having sanitising stations at the registration desk and start of queues where possible.
- Attendees conduct self-check in or scanning their own barcodes, if no barcode then directed to a registration counter for a name search. Barcode scanners can read the barcode without having to touch any equipment.
- Display of Government approved physical distancing signage and directions to manage queues. Self-serve kiosks for badge printing and check in, with a staff member available to wipe screen/surface down after each delegate.
- Installing a clear perspex glass for cashier/registration desk.
- Temperature check for each delegate when they arrive onsite, if not provided by venue.
- Signage to remind delegates about washing their hands regularly, and good general hygiene practices.
- Incorporating technology into the registration experience with contactless payment methods such as mobile payment where possible.
- COVIDSafe App information available at registration desk.

2.3 Post-Event

Our current recommendations for post-event include:

- Sending a follow up email requesting attendees advise of any COVID-19 diagnosis after the Event to assist with contract tracing where required.

2.4 Delegate Materials

(a) Satchels

Arinex and the Organising Committee will review the requirement of satchel bags for the Event. If required, safety measures will be put in place such as using gloves to pack and a self-serve satchel collection station.

(b) Pens / Pads

Work with venue to place individual settings where possible.

(c) Printed Program

Minimise all printed materials where possible, and utilisation of Event App for program information.

3. Venue

Major hotels, events and conference and exhibition centres will be enforcing their own COVID-19 Safe Plans which all Events will be required to adhere to. Arinex has strong working relationships with all major business event venues and will work closely with them to meet all venue requirements.

3.1 Pre-Event

Our current recommendations for pre-event include:

- Work closely with the venue to ensure adherence to venue guidelines and procedures in relation to COVID-19.
- Link venue's COVID-19 Safe Plan on the event website.
- Update onsite packing supplies lists to include hand sanitiser, disinfectant spray, wipes, gloves, and masks.
- Adhere to physical distancing measures as per Government and Venue regulations within all areas of the Event.
- Monitor access routes to Venue, and where possible, provide multiple access points to Events including updated information on public transport to and from the Venue.

3.2 During Event

Our current recommendations for onsite include:

- Implementation of sanitising stations for catering areas, registration desks and session room entrances (if not provided by Venue).
- Display of Government approved signage Venue wide on signs and symptoms of COVID-19 and infection prevention measures (if not provided by Venue).
- Session scanning via the Event mobile app for the purpose of delegate tracking and adhering to physical distancing within new Venue capacity requirements.
- Plexiglass installed at registration/information desks where contactless assistance cannot be provided (if not provided by Venue).
- Sanitising wipes provided throughout the Event (if not provided by venue).

- Adhering to Venue guidelines for queuing at registration, catering stations etc.
- Provision of safe catering and food service in line with suggested protocols from Government bodies.
- Review bathroom hygiene at Venue including need to touch doors and taps, limiting number of people in the bathroom at any one time and ensure a frequent cleaning routine of these high touch areas. On request of client, temperature reading devices can be made available (if not provided by Venue).
- Venue may capture details of attendees onsite to assist with contact tracing if required, whilst adhering to Government guidelines and regulations.
- Provision of signage (if not provided by Venue) indicating:
 - How to properly sanitise
 - COVID-19 safe behaviour
 - Physical distancing requirements

3.3 Post-Event

Our current recommendations for post-event include:

- Open and regular two-way communication with the venue to inform each stakeholder of any confirmed cases as a result of the event.

4. Program

Arinex will work closely with the Organising Committee and Program Committees to implement any adjustments required to ensure a smooth program experience. Arinex offers the latest in online technology to host online programs.

4.1 Pre-Event

Our current recommendations for pre-event include:

- Where possible, and if deemed required, offer Online or Hybrid Event solutions.
- Event materials to be provided electronically including speaker and chairperson briefing notes, daily housekeeping notes, and program information for attendees. Instruct chairpersons to BYO device for the purpose of housekeeping notes and biographies.
- Consider seating layout of session rooms i.e. theatre style with physical distancing or classroom style with physical distancing.
- If a Hybrid Event, consider extending the program to cover more days or on-demand to prevent screen fatigue.

4.2 During Event

Our current recommendations for onsite include:

- Speaker Preparation Rooms with sanitising stations available for each computer and disinfection between uses. Management of the number of people in the room at any one time.
- Chairpersons to bring their own device for access to Q&A Moderation/ session information instead of printed copies or shared devices.

- Distancing of a minimum 1.5 metres between poster boards, and posters available for display via the event mobile app to assist with physical distancing regulations. Where possible provide floor decals to identify where poster viewers should stand.
- Sanitiser provided at all lecterns and head tables, in addition to disinfection of lecterns and audio equipment between sessions (if not provided by Venue).
- Room sanitisation between sessions by Venue.
- Q&A sessions to be facilitated electronically via the event mobile app.
- Seating layout to be considered to allow for physical distancing between audience members.
- Any program updates/changes should be notified via App, or digital signage.

5. Marketing and Communications

Communication with Event participants is key to ensuring a safe and successful event. Arinex will adapt the marketing and communications strategy to include COVID-19 Safe Events messaging to ensure all participants are aware and reassured it is safe to attend the Event. All relevant information will also be made accessible through the various Event platforms such as the website, marketing emails, Event App and during the registration process.

5.1 Pre-Event

Our current recommendations for pre-event include:

- Where possible, marketing materials will be created for the purpose of advertising infection prevention measures for Events, such as Government approved advice on symptoms, hygiene measures and physical distancing.
- Where possible, a dedicated COVID-19 blog will be displayed on event websites with the latest news and advice from the Organising Committee and Australian or New Zealand Government and respective State/Territory Government. Blogs should be actively updated.
- Updates to be listed in event mailouts with direct links to the COVID-19 blog.
- Promotion of COVidsafe App on all materials and communications.
- Strategic messaging for different demographics and adjusted communications depending on state travel regulations.
- Communicate relevant information on how the event will plan on keeping locals, attendees, staff, and suppliers safe to increase confidence in the event and boost attendance.
- Support Tourism bodies' messaging around travel, where relevant, such as #LoveNSW campaign to amplify travel messages and create content to increase exposure. Further, monitor campaigns and adjust content creation to attract attendees.
- Remind delegates of physical etiquette during this time and advise them on appropriate greetings including a smile or the elbow bump.

5.2 During Event

- Push notifications scheduled daily to remind delegates on hygiene and safe practices throughout the Event and provide instructions on what to do if they are feeling unwell.
- Onsite materials, such as daily housekeeping notes and holding slides, updated with the latest information on COVID-19, indicating:

- How to properly sanitise
 - COVID-19 safe behaviour
 - Physical distancing requirements
- In the occurrence of a positive case during the Event, all relevant parties will be notified, and onsite contact tracing will be conducted where possible. Further action will be implemented as advised by local Government.

5.3 Post-Event

In the occurrence a positive case is confirmed to the Event Managers post or during the Event, all relevant parties will be notified, and onsite contact tracing will be conducted where possible. Further action will be implemented as advised by local Government.

6. Accommodation

Arinex will work closely with our Hotel partners who have been certified COVID-19 Safe and have put a COVID-19 Safe plan into place.

6.1 Pre-Event

All Event websites will be updated advising some of the changes the Hotels have made following COVID-19, to inform delegates so they can make the best hotel choice for their needs.

6.2 During Event

Arinex and delegates will follow the policies put into place by the contracted Hotel and may include:

- Temperature checking and completion of a health and travel declaration form on arrival.
- Hand sanitisers available at strategic locations for guests' use.
- Front desk, concierge, payment terminals, pens, room key cards and luggage sanitisation with healthcare grade disinfectant after every contact.
- 'Bio-fogging' of guest elevators. Physical distancing reminders (including signage and floor stickers) in all common areas of the hotel.
- Self-check in prior to arrival, if available.
- Increased cleaning procedures to both rooms and public areas (e.g. having separate cleaning teams where one team goes in and removes the dirty items and the second team then only deals with the clean items – to avoid cross contamination).
- The removal of all Hotel buffets and replaced with plated breakfasts / lunches etc. or takeaway options such as bento boxes.
- Sanitisation of food preparation stations, dining tables, chairs, bar tops and stools.
- Contactless payment methods such as mobile and tableside payment.
- 24-hour room service with increased offerings.

7. Sponsorship and Exhibition

7.1 Sponsorship

When Events return, Sponsorship may or may not be impacted. Depending on the circumstances many Events could find themselves in a position to offer more branding opportunities that will be in high demand such as hand sanitiser stations, or Online/Hybrid Event opportunities. Arinex will work with potential Sponsors and the Organising Committee on delivering the following:

- Work collaboratively with potential and existing sponsors to identify tailored solutions to meet the Sponsor's objectives whilst adhering to COVID-19 safe practices. With enhanced and increased technology at Events, the additional opportunities to Sponsors are endless.
- Dedicated Sponsorship Manager to liaise and respond to any Sponsor enquiries and communicate any updates and the Event's COVID-19 Safe Event Policy.
- Offer innovative and sustainable sponsorship packages that meet the new standards of Business Events.
- Provide an open working relationship to reassure and support the Sponsors to safely participate throughout the Event lifecycle with clear communication on protocols and regulations in place for the Event.

7.2 Exhibition

The Exhibition component of any Event involves many stakeholders and different touch points throughout the build, operational time and dismantle. Measures will be put in place to ensure the safe practice and protection of all stakeholders. The following are steps to be taken to ensure a COVID-19 Safe Exhibition:

- Implement an Exhibition COVID-19 Safety Checklist for pre/post planning and onsite.
- A dedicated Exhibition Coordinator on hand to communicate and respond to all Exhibitor enquiries.
- Work closely with the Venue, Exhibitors and Stand Builder to reduce touch areas where possible and sanitise high touch surfaces frequently.
- Liaise with a Stand Builder offering COVID-19 safe solutions for Events such as hand sanitiser stations, physical distancing signage, protective barriers and covers.
- Develop and communicate COVID-19 Safe Event Procedures for Exhibitors including updating the Exhibition Manual with detailed COVID-19 Safe procedures.
- Work with the Venue to reduce or manage capacity of attendees within the Exhibition space at one time to allow for appropriate physical distancing.
- Implement contactless registration by providing Exhibitors with pre-printed name badges with a hygiene welcome kit (including hand sanitiser and other relevant materials).
- Develop a plan if an attendee or employee develops COVID-19 symptoms at the Event and the plan is clearly communicated to all stakeholders in advance.
- Implement one dedicated entrance and one dedicated exit in and out of the Exhibition space.
- Review construction methods and timings for Exhibition build and dismantle to manage the number of personnel onsite together at one time.
- Limit the use of promotional items from Exhibitors to attendees and consider electronic promotions.

- Strategic signage placed throughout to clearly mark one-way paths around the Exhibition space.
- Support Exhibitors and attendees with hand sanitiser stations at the entrance and exit of the Exhibition.
- Offer and work together on implementation of Virtual/Hybrid Exhibition opportunities, if required.

8. Social Program

8.1 Welcome Receptions, Gala Dinners and Networking Functions

- Outline designated entrance and exit to the Social Event with hand sanitiser stations placed at both locations. Alternatively, use the newly designed sanitiser mist technology, a transparent walk-through tunnel deployed at the entrance of a social event to kill germs and bacteria.
- Conduct health screenings at the beginning of the Event or during registration such as temperature checks (if not provided by Venue).
- Provide signage reminders at the entrance to the Venue on recommendations such as physical distancing, no handshakes and hygiene etiquette.
- Manage the number of attendees in the pre-event areas and limit the number based on per square metre regulations. Discuss having multiple pre-event spaces for guests or design this as a VIP event with a designated time slot.
- Require all Social Events to be a ticketed event to limit the number of guests in the room, in line with the State Government guidelines.
- Session scanning via the Event Mobile App for the purpose of delegate tracking and adhering to physical distancing within current Venue capacity requirements. Review bathroom hygiene at Venue including need to touch doors and taps, limiting number of people in the bathroom at any one time and ensure a frequent cleaning routine of these high touch areas.
- Work with the Venue to manage capacity of attendees, allowing for appropriate physical distancing.
- Review catering and food service in line with suggested protocols from Government bodies.
- Consider entertainment options in line with protocols. For example, roving entertainers, interactive entertainment such as electronic photo booth with an operator.
- Where possible, use a contactless QR Code Menu or Program instead of disposable printed versions. These codes can be placed on the table or on table-toppers.
- Set up a medical service point including medical support, treatment, and clinical waste management.

8.2 Tours

- Leverage campaigns from Tourism bodies which encourage travel and exploration such as #LoveNSW and Tourism Australia's #SeeAustralia. Design content which supports the campaigns and inspires the audience to dream about their next holiday or incentive destination.
- Keep up to date with Tour Operators on their advice on how to best execute a COVID-19 Safe and exciting tour program.
- Seek risk assessment details from each tour operator to make available to relevant stakeholders.
- Update the onsite toolkit with essential items such as hand sanitiser, and sanitary wipes for Arinex staff to use onsite, if necessary.

- Provide hand sanitiser and disposable tissues for attendees to use each time they board or disembark coaches.
- Request cleaning checklists / procedures be provided from the Tour Operator and communicate these procedures to increase confidence in attendees.
- Ensure Tour Operators have completed their Infection Control Training – COVID-19 (or similar if not in Australia).
- Require attendees to provide their own reusable, labelled water-bottle for the duration of the Tour Program.
- Review included catering in line with suggested protocols from Government bodies. For example, distance tables, avoid buffet stations and offer pre-packed food for Tours.
- Discuss postponement and cancellation policies with the Tour Provider and consider how travel restrictions / adjustments may affect final numbers. If possible, request flexibility around these terms (i.e. deposit payment dates, minimum numbers, non-refundable cost).
- Consider alternative transport methods to coaches, such as attendees transporting themselves to and from the Tour start and end point. Where possible, try to adopt transportation methods that allow for circulation i.e. Big Bus vehicles, water taxis, ferries, Captain Cook vessels.
- Where coach transportation is necessary, confirm with the operator the maximum number of passengers on board at any one time and provide clear markings on seats which attendees should sit.
- Develop a management plan if an attendee shows symptoms of COVID-19 during a tour. For example, isolating them from other attendees, direct them to a testing location and seeking immediate medical attention.
- Discuss the updated registration process with the Tour Operator, suggesting that it includes a questionnaire including the attendees travel history over the past 14 days, symptoms and contact with anyone that has been tested positive for COVID-19.

9. Technology

Arinex Specialist Technology staff will work closely with the Venue to implement COVID-19 safe practices where Technology is required. The following recommendations will be implemented:

- Encourage speakers and presenters to bring their own clicker/laser pointer if required.
- Lectern and audio-visual equipment (mouse, keyboard, microphone etc.) to be cleaned after each presentation.
- All presentations to be uploaded online prior to the Event and can be submitted by email, file share or with the use of Arinex' online speaker management program eSpeaker.

9.1 Online Events

When Events return, a hybrid approach - allowing for some local, in-person presenters, attendees, sponsors and exhibitors while also accommodating those who are required to or wish to present or participate remotely – can be an effective way to deliver content and facilitate networking to vulnerable individuals. With our dedicated Arinex Technology we are able to facilitate all types of online events and can pivot to the ongoing changes within the COVID-19 pandemic.

9.2 Digital Posters

Digital posters are a great alternative to hard copy posters and allow more flexibility for organisers and authors. With physical distancing in place, hard copy poster boards will need to be spread out more, requiring more Venue space and limiting the amount of hard copy posters that can be displayed at one time. Digital posters should be implemented in place of hard copy posters where possible.

When including digital posters in the Event, the following measures will need to be considered:

- A dedicated staff member placed to clean the digital poster terminals after each interaction.
- Only one user per terminal at all times.
- Hand sanitiser made available at the digital poster terminals, to be used prior to interacting.
- If eMobilise is adopted by client, considering including the link to ePresenter on the Mobile App.

10. Incident Management

- Follow the directions of the Event Venue and alert the Venue of the occurrence of an incident / breach of requirements immediately.
- Follow the latest government health advice and medical response procedures as per state government.
- Isolate the attendee/s and provide a mask and gloves to the attendee/s. Staff should wear a mask and gloves while in contact with an attendee/s suspected of having COVID-19.
- Consider creating a custom room or contracting a Venue room that is reserved for the specific use of holding suspected cases of COVID-19.
- Project Manager to advise Organising Committee.
- Communication sent to all delegates in attendance via email and the event app.

11. Latest Updates and References

For more information and the latest news please visit:

Australia

www.arinex.com.au/covid-19-news/
www.australia.gov.au
www.health.gov.au

New Zealand

www.health.govt.nz