

# Guidelines and recommendations to apply when organising MICE activity in order to minimise the risk of COVID-19 virus transmission among participants and employees.

## Activity design

-  **Designing activities** so as to ensure safe conditions for employees, participants and exhibitors.
-  Including **preventive measures** in the contractual agreement between organiser and customer.

## Event assembly

-  The venue should be thoroughly **cleaned and disinfected** when assembly is completed.

## Access management and flow control

-  **Adaptation of entry and exit routes** to the venue, informing participants about clearly designated entry and exit points.
-  Attendees are to have their **temperatures** taken.
-  Design of a **one-way flow system**.
-  **Identification** of points where **congestion** may occur.

-  **Redistribution of mobility services and public transport** so that passengers can be dropped off at different entry points.

-  Reception of participants: **greeting without physical contact** (no handshaking).

-  Promotion of **online inscription and payments**.

-  **Queue and registration management**.

-  Points with **hand sanitiser**.

-  **Avoid using printed matter**.

-  **Cleaning and disinfection of counters** on a daily basis and as often as possible.

-  **Lifts: for individual use only**. Hand sanitiser available at the entrance and exit.

## Capacity management

-  Participant numbers should be assessed in order to **maintain social distancing** at all times, in accordance with health authority guidelines.

-  **People counting and control systems** should be used.

-  **Schedules** to allow time **between each activity for thorough cleaning and disinfection** of the venue.

-  Provision of **posters, signs or staff** to help direct people.

## Audiovisual services

-  Assembly, rehearsal and disassembly **work** should be carried out **without participants** present.
-  **Delimitation of technical control areas** is recommended to maintain social distancing with participants.
-  **Simultaneous interpretation** teams should work remotely. Disposable earphones should be issued to participants.
-  **A separate booth for each interpreter**, to be disinfected at the end of each shift.

## Management of communications, talks and presentations

-  **Speakers' audiovisual material to be supplied in advance**.

-  **The use of lecterns is not advisable**.

-  Each speaker should be provided with a **set of individual foam microphone covers**.

-  Use of **apps and smartphones for interactive voting**.

## Rooms

-  **Doors should be attended** so that participants do not have to touch them when opening and closing.

-  **Seating attendants**.

## Cloakroom

-  **Contactless tickets** should be used and belongings should only be handled by the customer.
-  **Luggage: individual handling**.

## Networking

-  Use of larger **tables and counters**, and **screens** that are easy to clean and disinfect so as to enable physical separation between participants.

-  **No sharing pens and other objects or electronic devices**.

-  **No printed matter** to be used.

## Catering

-  **Decentralised serving points** to avoid congestion.
-  Using **foods served in individual portions** is recommended.
-  **Use of QR codes whenever possible** (no menu cards).
-  **Tables, chairs and tableware should be disinfected**.
-  A **meal itinerary** should be established.
-  **Outdoor dining areas** are recommended.
-  **Non-manual rubbish bins should be used**.
-  **Self-service buffets should be protected by a screen**.
-  Use of **disposable tablecloths** whenever possible.

## Toilets

-  **Restricted capacity and individual use**.
-  Dispensers with **disinfectant soap, paper handtowels and/or hand sanitiser** should be available.

-  Toilets should be cleaned **at least six times per day**.

## During the activity

-  The guidelines and preventive health and safety measures included in the organisation's **protocol should be communicated** to participants (as appropriate) and service providers.

-  **Graphic signs and awareness-raising messages** should be used to remind people to maintain social distancing.

-  Both indoors and outdoors, the established physical safety distance between people is 1.5 m generally speaking. A **2.5 m2 safety space should also be observed**, except when the activity type requires more restricted spaces.

-  **A facemask must be worn** at all times by staff and attendees, regardless of whether social distancing can be maintained.

-  Facemasks are not obligatory for people with any sort of respiratory disease or breathing difficulty that could be affected by wearing one.

