

SAFE TO MEET

Protocol for a resumption of activity
and recommendations within the context of a pandemic





The “Business Events” sector lives and grows from personal contact as well as the mutual exchange of ideas and know-how. However, the unprecedented phenomenon of the Covid-19 coronavirus has led to a worldwide health and economic crisis which has severely affected the sector and indeed the entire events industry, which has been going through a difficult period.

We are aware that inevitable health measures have had a considerable impact on the “Business Events” sector. The highly contagious Covid-19 disease nevertheless remains present throughout Luxembourg and beyond. We must therefore expect certain health measures to remain in force and to have a lasting impact. The sector is thus forced to reposition itself and to find new paths on which to travel.

Within this context, the new health requirements play a key role in the recovery of the “Business Events” sector. This resumption of business meetings depends on our regaining the confidence of congress organisers. It is with this in mind that professionals in the sector have created the “Safe to Meet” guide, supported by the General Directorate for Tourism. This guide, which includes five protocols comprising 26 measures, defines a set of protocols inter alia guaranteeing the safety of people, the organisation and control of flows and compliance with health measures. It is therefore an additional asset to encourage congress organisers to plan their event in Luxembourg in complete safety.

The “Business Events” sector is outstanding for its great creativity. It is aware that it has to face new expectations from congress organisers and is ready to take up that challenge. The “Safe to Meet” guide is the best proof of this. It enables the necessary personal contact to be re-established while guaranteeing the highest level of safety. This constructive approach is one of the characteristics of the sector, which is well on its way to positioning Luxembourg as a preferred destination in the professional events sector.

Lex Delles

Minister for Small and Medium-sized Enterprises, Minister for Tourism



Dear Members,

Like all European countries, Luxembourg has been affected by the Covid-19 pandemic. Admittedly, thanks to the measures taken by the Government, the dedication of the medical staff and the discipline of the population, the country has so far stood firm and achieved better results than those of some neighbouring States, but all aspects of our economic, social, cultural, sporting and family life have been hard hit.

As you know, the events industry has been no exception. In just a few days, a multitude of events were postponed or simply cancelled. As professionals in the sector, this has put us in a sometimes critical situation. Not only has the entire events life of the country, which is usually so active, rich and diverse, been brought brutally to a halt, but it has also put jobs and the survival of our companies or those of our subcontractors at risk.

It is against this difficult background that the “LEA - Luxembourg Event Association” was created on 27 May last. Bringing together the principal companies in our market, its main objectives are to represent the events sector to the authorities and to study with them how to resume activities in compliance with health regulations, to define our priorities beyond the crisis, to establish a recovery plan to optimise Luxembourg’s enormous potential, to provide useful and up-to-date information to the various players involved, to coordinate the sector in an innovative and sustainable way and so on.

One of the current priorities remains the resumption of activity, the rescue of our companies and the preservation of jobs, as well as the repositioning of Luxembourg as a “Business Events” destination. In addition to the targeted financial aid obtained by the Association and granted by the Government, a new health guide “Safe to Meet” has been introduced.

This guide is a guarantee to employees and to the public that the company that applies it complies with the health

safety measures laid down and ensures that everyone’s health is protected. This practical guide is intended for the entire profession.

Perfectly in line with the Association’s proactive approach, this “Safe to Meet” guide is intended to be an information and support tool and is a variation of the “Safe to Serve” label launched by HORESCA in May 2020. In a clear and detailed manner, it enables each service provider to take the appropriate measures to organise events under the best conditions, in compliance with the prescribed rules, and with the objective of ensuring the well-being of everyone concerned: service providers, subcontractors, employees and the public.

All aspects relating to the preparation and safe organisation of events are reviewed, from risk management to attendance control measures, including space organisation, social distancing management, health measures and personal protection. It is helpfully supplemented by documentary resources offering everyone the possibility of having additional up-to-date information.

As President of the “LEA - Luxembourg Event Association”, I would like in particular to thank the working group coordinated by the “LCB - Luxembourg Convention Bureau” for their detailed contribution to the elaboration of this guide and ask each of you to read and to follow the recommendations contained therein. It is by respecting health safety measures and by continuing to organise quality events that we will be able to revive the events activity of the country which, in the heart of Europe, has all the assets to become (once again) THE preferred “Business Events” destination on a regional, European or international scale.

Charles Schroeder
President and Founding Member of the LEA

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LEA - LUXEMBOURG EVENT ASSOCIATION

On 27 May 2020, the “LEA - Luxembourg Event Association” was launched.

It came into existence as a result of the health crisis linked to the Covid-19 pandemic. The sector, divided into seven different sub-sectors, provides a living for more than 3,000 employees in Luxembourg, and has been severely affected by this crisis.

Defending the interests of the business events sector, beyond the crisis

The object of the LEA is to defend the professional interests of its members both nationally and internationally.

It will work for a better coordination of the sector, in particular by relying on innovative and sustainable concepts. As an association affiliated to the Luxembourg Chamber of Commerce, the LEA will thus benefit from a support structure which will sustain the young association in its ambitions.

It is now that the sector must reinvent itself, innovate and restore the confidence of its private and professional clients.

CHARLES SCHROEDER, FIRST PRESIDENT

Charles Schroeder, CEO of Partyrent, was appointed the first President of the LEA. The other nine founding members will sit alongside him on the board of directors of the association.

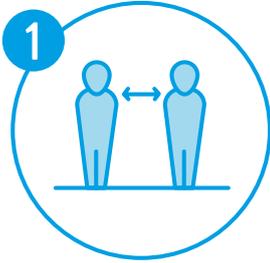
The LEA now invites all businesses active in the events sector to join it in order to contribute to revitalising the sector.

10 FOUNDING MEMBERS:

- Laure Elsen, Accentaigu
- Marc Molitor, Apex
- Ghislain Ludwig, FairFair
- Patrick Risch, Codex
- Rick Hotschnig, De Schnékert Traiteur
- Patrick Wittwer, Format
- Paul Thyes, Lemon
- Netty Thines, Mediation
- Charles Schroeder, Partyrent
- Tom Steffen, Steffen Traiteur

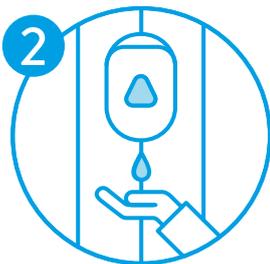


THE BUSINESS CONTINUITY PLAN IN PICTURES



Physical distancing and limiting attendee numbers

- Admission control and counting numbers
- Reorganised spaces
- Use of digital solutions



Health measures

- Provision of hydroalcoholic gel
- Increased and continuous disinfection
- State-of-art air filtration standards
- Adapted catering offer



Staff expansion and training

- Hotline and FAQ section
- Deployment of additional staff
- Employee training

1. “RISK MANAGEMENT AND MONITORING” PROTOCOL

The “Risk Management and Monitoring” protocol sets down all the rules put in place for risk management and monitoring of procedures with regard to the pandemic. To manage risk, it is essential to define clear procedures and clearly allocate responsibilities.

This protocol instils a risk culture within the whole organisation, defines prevention and protection procedures and clarifies the roles and obligations of all stakeholders, in particular through amendments to the legal and contractual framework.

1.1 CARRYING OUT CONTINUOUS RISK ANALYSIS



To guarantee the safety of all stake-holders, the organiser shall carry out continuous analysis of the risks to which stakeholders might be exposed.

The term “stakeholders” is understood to cover all people likely to come to the venue before, during and after an event is held, during the planning, operation and follow-up phases. This term may therefore cover venue staff, the organiser’s staff, service providers, the authorities and of course the general public visiting the venue.

FOR THIS ANALYSIS, THE ORGANISER SHALL CONSIDER THE FOLLOWING:

- The health situation in Luxembourg and the neighbouring regions
- The event’s format (trade fair, convention, staff party, conference, etc.)
- The nature of the interactions between stakeholders (discussion, networking, dancing, etc.)
- Number of stakeholders in relation to the surface areas occupied
- Where stakeholders come from, as regards high-risk areas
- Vulnerability of the stakeholders with regard to the pandemic (age, presence of comorbidities, etc.)

Since parameters may well change, risk analysis will by definition constantly change, however, it must be possible to keep the situation under control at any time using this analysis. This means that it must be kept permanently up to date. In this document, Measure 5.5. provides guidance about information monitoring. Given the current context, organisers are asked to check the Luxembourg Government’s special COVID-19 pandemic website¹ on a daily basis.

The risk analysis shall be documented in writing and signed by the organiser; its various updated versions shall be added to the event dossier and given and given to the persons in charge of the event venue.

Depending on the results of this analysis, the organiser undertakes to immediately take all measures necessary to bring the risk below an acceptable threshold, and even to postpone or cancel an event if it cannot be held under the required health and safety conditions.

¹ <https://coronavirus.gouvernement.lu/fr.html>

1.2 APPOINTING AN EVENT “HEALTH” MANAGER TO DEFINE, APPLY AND PROVIDE INFORMATION ABOUT HEALTH PROCEDURES

The event organiser is asked to appoint a Health Manager whose contact details are to be given to the venue’s representative.



The Health Manager appointed by the organiser shall be the main point of contact for all stakeholders for passing on information concerning the pandemic.

The Health Manager is responsible for all health aspects of the event, and in particular this includes the provision of catering. The manager’s role covers in particular:

- Defining health procedures;
- Ensuring they are strictly enforced;
- Taking appropriate corrective and preventive measures;
- Adjusting the measures to fit with the situation as it develops;
- Keeping stakeholders informed of these measures.

It is recommended that these health procedures are defined by examining the measures set out in detail in sections II, III, IV and V.



1.3 CREATING AND UPDATING THE PROCEDURES DOSSIER

The Health Manager shall record the procedures in a regularly updated dossier.

AS A MINIMUM, THIS DOSSIER SHALL INCLUDE:

- The risk analysis mentioned in measure 1.1.
- All the procedures implemented by the organiser and a description of them
- A map of the event with comments
- Information about maximum capacities decided by the organiser and validated by the venue
- A description of scheduled training programmes
- Briefings given to staff

It is recommended that this dossier is sent to the Luxembourg Inspectorate of Labour and Mines.

All parties contractually involved in creating the event and making it happen, and first and foremost the venue for the event, must have this dossier.



1.4 AMENDING THE CONTRACTUAL BASIS BY UPDATING EACH PARTICIPANT'S RIGHTS AND RESPONSIBILITIES



Seeking help from a lawyer is strongly recommended, not only to examine current regulations and contracts, but also to establish a new contractual basis such as is required by the declared pandemic situation.

It is essential that texts are amended to ensure that each party's rights and responsibilities are clarified and adhered to throughout the chain. It is suggested that the attention of all stakeholders is drawn specifically to any amendments that are made.

The measures which are implemented must comply with the legislation that applies in the Grand Duchy of Luxembourg, such as for example, and not limited to, regulations to protect privacy and data and the Luxembourg Labour Code.

2. “ORGANISING SPACES AND MANAGING SAFE DISTANCES” PROTOCOL

The “Organising Spaces and Managing Safe Distances” protocol provides guidance about organising the event space as a whole. There is growing consensus about the effectiveness of spacing measures used to keep stakeholders apart. This protocol focuses on this consensus and sets out a series of methods and principles to achieve it: physical demarcation, marking, signage, time slicing the event and dividing the venue into separate areas.

2.1 ENSURING WIDESPREAD USE OF PHYSICAL DEMARCATION AND FLOOR MARKING TO DIRECT VISITOR TRAFFIC FLOW



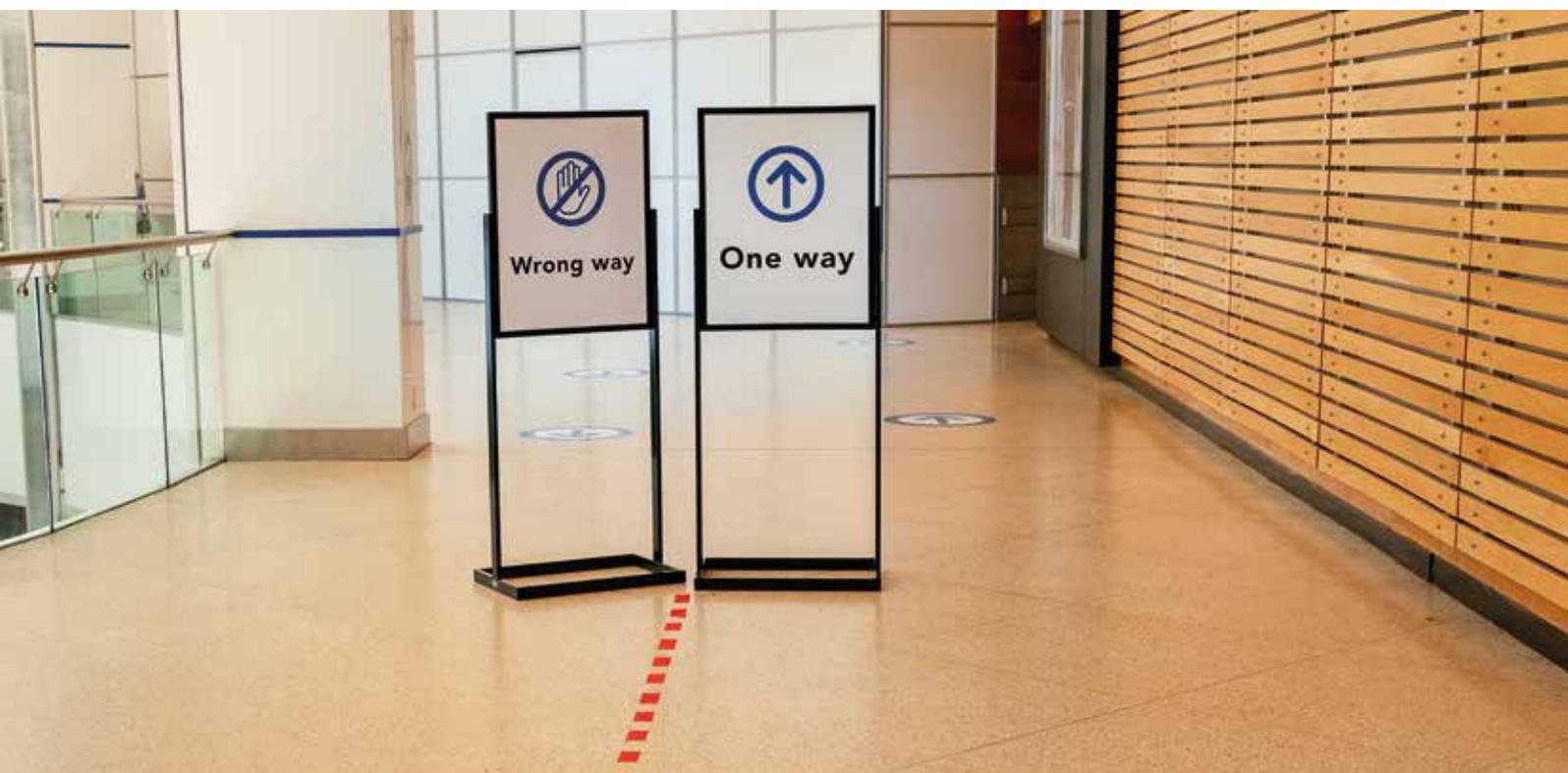
By using barriers and floor marking, traffic flows can be controlled and visitors kept apart.

As things stand, there must be a distance of two metres between any two people at the venue and anyone moving around inside an event space must wear a mask.

The following areas must be considered a priority:

- entrance and exits halls
- queuing areas
- admission & information desks, retail stands
- corridors
- toilets
- cloakrooms, if there are any
- car park payment terminals
- cash dispensers
- access points to catering areas

Floor markings may show no entry or the direction to be taken. Given that floor marking is unobtrusive and can be easily walked over, you are advised to opt for “solid” physical barriers, deemed to be more effective. Moreover, they reduce the work required to direct and monitor visitor traffic flow.



Barriers can be transparent or non-transparent partitions, panels, plants, posts and ropes, or an exhibition object. You are advised to use fireproof materials which can withstand intensive cleaning and disinfection. No limits are set when it comes to finding the right solution.

Plexiglas® type arrangements are strongly recommended for admission and information desks as they offer the dual advantage of protecting staff from droplets which may carry a viral load, while allowing them to greet visitors with a smile

Partitions and panels must be set up wherever the required minimum distance between two individuals cannot be maintained. Moreover, using partitions and panels helps make best use of the space.

It is strongly recommended to consult at all times with the event venue to put in place the right demarcation and marking.

2.2 LEAVING AMPLE DISTANCE BETWEEN EXHIBITION COMPONENTS (STANDS, AREAS, COUNTERS, ETC.) AND AISLES TO ENABLE SAFE TRAFFIC FLOW

The organiser and exhibitors are asked to think about the general architecture of their event or stand so that everyone involved is able to move around while observing the required distance separating them.

Your exhibition components – whether this is what you are exhibiting or your stand's furniture or decoration – must be placed in such a way so as not to impede visitor flow and the prescribed distance separating attendees.

AISLES MUST:

- be wide enough to allow two groups of two people walking side by side to walk past each other while being separated by a distance of two metres;
- or be one-way if the appropriate width is impracticable.

With all this in mind, you are advised to consider holding your event or building your stand over a larger surface area and to possibly include outdoor areas.

An event map, drawn to scale, must be added to the dossier under section I, measure 1.3.





2.3 MANAGING A CONFERENCE-STYLE LAYOUT TO ENABLE PHYSICAL DISTANCING

In the context of the pandemic, conference and meeting room capacities have been revised. The two-metre distancing between two people must be guaranteed.

The maximum number of people allowed in each of the rooms is displayed at the entrance. Obviously, this number shall depend on the format and layout of the space, and therefore must comply with this.

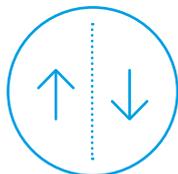
Whenever conferences and meetings host people from the same household, venue capacities may be increased provided that attendees register beforehand.

3. “MEASURES TO CONTROL VISITOR TRAFFIC FLOW” PROTOCOL



The “Measures to Control Visitor Traffic Flow” protocol summarises action which is to be taken to trace and optimise visitor traffic flow throughout an event. Visitor capacity at an event site and its components has been reviewed based on the current pandemic situation to guarantee observance of safe distancing: this protocol makes it possible to have an accurate picture of the number of people present so that visitor traffic flow can be controlled and adjusted in both time and space. The protocol reorganises the visit route, starting at the attendees’ admission point, which must be digital, and it requires tighter control of access to the event so that visitor density can be limited and footfall controlled.

3.1 SETTING UP ATTENDEE FLOW MANAGEMENT SYSTEMS THROUGHOUT THE SITE PERIMETER



Those attending and those staging an event, i.e. all stakeholders in the said event (employees, suppliers, general public), will move around in the whole space occupied by the event, and in the surrounding and back-stage areas.

At all times, the organiser must ensure that all stakeholders circulate correctly and avoid any congestion throughout the site’s perimeter. Traffic flow must be controlled both in time and space.

Ways to organise visitor flow levels must be documented on an annotated event plan, accompanied by a description. The organiser shall give this plan to the event site operator. It must be shared with all employees who will work on the site, and if requested, it may be sent to the relevant authorities.

THIS PLAN MUST SHOW:

- Possible bottlenecks identified in areas of peak attendance
- Areas of high traffic and areas popular / congested with the general public
- Possible obstacles to be circumvented
- Main routes and traffic direction
- Alternative traffic flow routes
- Maximum capacity for each space and its demarcation

THIS PLAN SHALL BE ACCOMPANIED BY A BRIEFING PAPER WHICH SHALL SPECIFY:

- The human and technological resources which will be used to ensure continuous monitoring

Flow management must be operated in response to information on the ground, collected using one or more human or technological methods, such as for example:

- visually using dedicated agents or video cameras
- by using badge / access document scanning
- by using person tracing tools

The collection and processing of all information must comply with the legislation in force in the Grand Duchy of Luxembourg.

3.2 ADJUSTING REGISTRATION AND ADMISSION SYSTEMS TO REDUCE ON-SITE CONTACT

For this procedure, registration is taken to mean that a stakeholder has expressed to the organiser their intention to come to an event. Admission is the confirmation of physical presence which is carried out by controlling access to the event at the venue.

The event organiser is asked to provide online registration for anyone likely to enter the premises. This can be done using one of the following methods:



Online ticketing system



Registration form



Email



The organiser may promote online registration by offering reductions or other incentives.

Preference must be given to sending electronic admission documents so that attendees or participants can either print them off at home or show them on their mobile phone or tablet screen when being admitted.

If the organiser decides to provide ticket printing terminals, such as terminals with face recognition, it is recommended to have staff on hand to explain how these terminals work, otherwise extra queues are likely to form.

The organiser must plan for and provide adequate waiting areas and buffer zones, sheltered from the elements. Anyone with reduced mobility must have priority admission.

To keep on-site admission flowing and reduce the risk of crowds forming, the organiser must have back-up solutions, if for example, an individual in charge of controlling admission falls ill, or if admission control systems break down, or if an object were to block a path or an argument to blow up in the queue.

Staff responsible for controlling site admission must be given precise instructions about how to deal with each of these situations.

3.3 OPTIMISING STAKEHOLDERS NUMBERS ON THE EVENT SITE (BEFORE, DURING, AFTER THE EVENT)

To optimise the number of stakeholders on the event site, the organiser must take into consideration the following options:

- Extending the timeframe for holding the event, as well as set-up and dismantling times
- Having systematised registration for all stakeholders before the event, which can be closed down should the maximum number of authorised stakeholders be exceeded
- Allocating designated on-site time slots or in a specific space for each stakeholder or for a group of stakeholders
- Choosing simpler facilities (for example stands) which are therefore quicker to build and dismantle before and after the event

Should a time slot system be implemented, admission must be controlled to ensure compliance with this measure and, if necessary, staff must be available to deal with any questions or disputes arising from it. Anyone who does not have the correct admission document, shall be directed to a special counter where this problem can be sorted without slowing down the admission flow.

The editors of this guide encourage organisers to examine the possibility of organising hybrid events, so that all or part of the programme may be followed remotely should it not be possible to host all interested stakeholders at a given point in time.



3.4 ADJUSTING THE NUMBER OF STAKEHOLDERS TO THE EVENT SURFACE AREA

Physical distancing must be taken into consideration when determining the number of people able to simultaneously occupy a given surface area.

The organiser is responsible for determining the maximum number of people per square metre, and for ensuring that this number is adhered to.

Adjusting the number of stakeholders to fit the event surface area must be done pro-actively and this requires both technological and human resources.

The organiser shall verify that maximum capacities per space, as defined in the annotated plan mentioned in section 3.1., are strictly observed. The organiser shall take preventive action by:

- temporarily closing a space
- opening additional entrances or exits
- asking visitors to move to another area
- reminding attendees about distancing rules

Any non-compliance with the maximum limit of people per square metre shall be considered as an incident. The organiser must be able to:

- monitor and detect incidents in real time
- slow down and redirect flow away from where an incident has happened
- restore safety after an incident within a very short period

3.5 MANAGING THE CATERING OFFER BY INCLUDING PHYSICAL DISTANCING CONSTRAINTS AND ENCOURAGING ADDITIONAL HYGIENE MEASURES

The catering offer must comply with the rules of the profession, in particular:

- The space must be organised to guarantee obligatory distancing
- Mask wearing whenever customers are not seated
- Catering staff must wear masks
- Hand sanitiser gel must be provided



Buffet-style catering is to be avoided in favour of table service or grab-and-go options. It is also forbidden for customers to help themselves to crockery, cutlery, serviettes and trays. If these items are individually wrapped this may be tolerated, although inevitably this will create largely avoidable pollution.



While the pandemic persists, water bottle filler fountains must not be used unless there is absolutely no risk of contact between the bottle and tap.

If customers can eat on-site, it is best to encourage them to book a table.

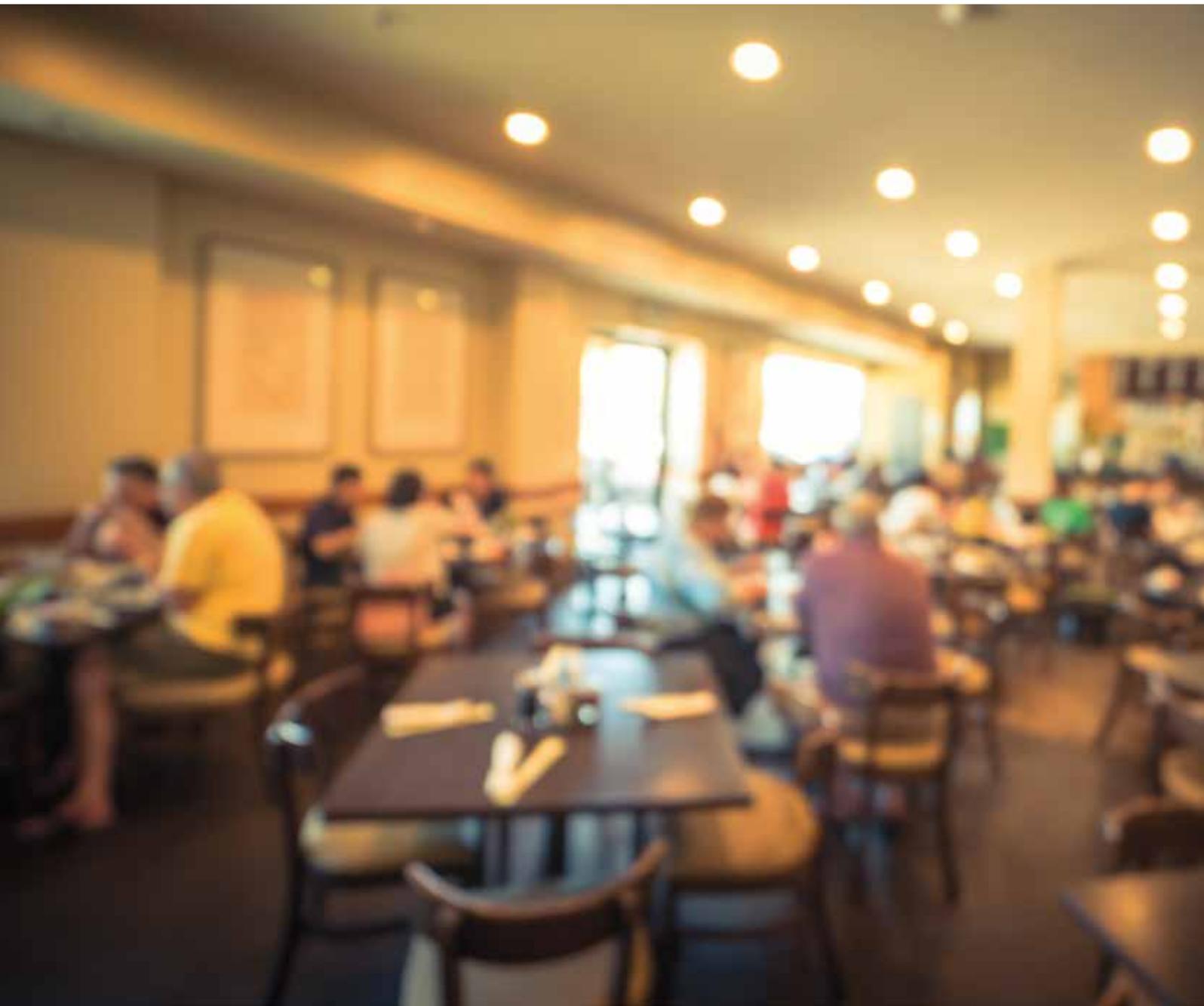
Restaurant menus can be made available in an electronic version by, for example, scanning a QR code on the table (most mobile phone cameras have a reader). If printed menus are made available, they must be laminated and disinfected before being handed to the next customer.



The event's catering offer must comply with traditional catering requirements, such as those promoted by the Luxembourg "Safe to Serve" protocol. Accordingly, when not seated, customers must wear a mask and there must be a space of 1.50 m between tables.

Premises used for catering and banquets, as well as the kitchens, must undergo deep cleaning twice a day. The employees who will clean and disinfect these spaces, and also handle foodstuffs, must be provided with PPE.

Reusable crockery and cutlery, as well as glasses and other catering equipment, must always be cleaned in high-temperature machines (> 70°C/158°F). Washing dishes by hand is forbidden.



4. “HEALTH MEASURES & PERSONAL SAFETY” PROTOCOL



The “Health Measures & Personal Safety” protocol introduces admission and health rules to limit the risk of viruses spreading at an event. Isolating anyone who may be carrying a virus or be at risk and increasing health measures have been proven to be effective in preventing new outbreaks of infection and in enhancing the safety of interactions. The protocol establishes the criteria by which stakeholders can be admitted or not, stipulates increased frequency of disinfection of both surfaces and hands, it regulates waste disposal, reduces a large number of contact surfaces and makes total renewal of ambient air compulsory.

4.1 MANAGING CLEANING, SANITATION AND DISINFECTION REGIMES IN COMMONLY USED AREAS



The organiser shall draw up a hygiene plan to be given to the teams responsible for cleaning. This plan shall list the areas and surfaces to be cleaned, sanitised and disinfected, as well as the frequency.

High-contact areas such as toilet facilities and lifts must receive extra attention.

All cleaning, sanitation and disinfection of commonly used areas must be documented on a sheet visible for everyone and signed by the cleaner after each intervention.

With a “conference-style” room configuration, and whenever set places cannot be allocated to specific attendees, chairs and tables must be cleaned in between two uses.

The organiser shall take care to select furniture and accessories specially designed to withstand intensive disinfection, and furniture and accessories which are covered with antimicrobial materials.

The organiser shall comply with the legislation in force and current recommendations.

4.2 PROVIDING PERSONAL PROTECTIVE EQUIPMENT (PPE)

The organiser shall provide personal protective equipment (PPE) for any employees working on the event site and/or ensure that their service providers’ employees are also properly equipped.

HERE IS A LIST OF PPE THAT MIGHT BE PROVIDED:

- Masks
- Single-use gloves
- Face visors
- Disinfectant wipes
- Hydro-alcoholic gel

Whenever the minimum distance between two people cannot be guaranteed, masks are compulsory.

The organiser is strongly encouraged to maintain a stock of PPE that can be made freely available or at a cost. The organiser should make sure their PPE complies with standards and is not beyond the expiry date.



4.3 SETTING UP HAND WASHING AND SANITISING STATIONS

The organiser must place hand washing and sanitising stations in a certain number of places. The organiser shall ensure that these stations are easy to spot and that explanation about how to use them correctly is provided.

THESE PLACES ARE TO BE PRIORITISED:

- Site entrances
- Site exits
- Buffer zones between the various spaces open to the general public
- Next to lifts
- Reception desks
- Catering areas
- Car park payment terminals
- Cash dispensers

4.4 REDUCING POINTS OF CONTACT AND FRICTION

The organiser must make sure that interactions involving physical contact are drastically reduced. It is therefore requested that there are no handshakes, hugging or kissing.

This means that particular attention must be paid to registration, admission, delivery and payment processes and all possibilities offered to dematerialise and digitise should be explored.



The organiser shall examine options for providing as much information as possible to stakeholders, in advance of the event. This can be done via a website, by email, by post or by setting up a telephone hotline to answer queries, concerns and possibly worries too.



Reception and information desks are to be fitted with Plexiglas® or Hygiaphones whenever distancing is not possible or practicable. Whenever possible, doors must be kept open, this applies in particular to inside doors. With this in mind, it is essential to check that keeping doors open will comply with fire safety measures.

It is recommended not to have a cloakroom service and to ask anyone coming onto the site to leave their personal belongings in their car.

It is preferable that the organiser and their stakeholders refrain from physically handing out catalogues, samples and gadgets.



4.5 ENSURING OPTIMUM AMBIENT AIR QUALITY IS MAINTAINED

The venue hosting the event must provide the organiser with all the necessary information regarding its system for maintaining ambient air quality.

The venue must ensure that the equipment in place is upgraded to the highest standards compatible with existing infrastructures.



Systems of the highest possible standard are to be favoured which allow a complete and constant purification and renewal of the ambient air. It is recommended that heating, ventilation and air conditioning equipment (HVAC) is set to 100% fresh air so as to speed up the removal of stale air as much as possible.

Depending on which rooms and spaces are used, the organiser can help maintain ambient air quality by keeping doors and windows open.

Certain outdoor spaces can also be used to host all or part of an event.



4.6 ADJUSTING WASTE DISPOSAL SYSTEMS AND INCREASING FREQUENCY OF DISPOSAL

As waste is to be considered as posing a risk, the organiser must therefore make sure that it is disposed of safely and in compliance with the legislation in force in the Grand Duchy of Luxembourg.

Bins must be emptied on a regular basis by cleaning staff, who must wear a mask, disposable gloves and special protective clothing such as an overall, for example.

Waste must be transported in sealed bags and stored in waste collection skips with a lid before being collected by the municipal services.

The organiser is asked to scale up bin use on the event site.

4.7 OFFERING EXHIBITORS CLEANING AND DISINFECTION SOLUTIONS FOR STANDS AND EXHIBITS



Whenever an event includes a trade fair or exhibition element, the organiser shall do everything possible to make cleaning and disinfection regimes for stands and exhibits easier.

By way of example, the organiser may provide disinfection kits or even additional and more frequent cleaning regimes.

The organiser shall coordinate cleaning and its frequency with that of the exhibitors. The organiser shall also ask exhibitors to limit the number of exhibits, and the handing out of samples and gifts to clients.

5. “INFORMATION – TRAINING – APPLICATION OF MEASURES” PROTOCOL



The “Information – Training – Application of Measures” protocol focuses on information and training for the various stakeholders, as well as real-time monitoring to ensure that measures are being correctly applied. Getting the virus under control will only be possible if everyone steps up to the mark:

the measures imposed by the current pandemic must be everybody’s business. The protocol sets out how to widely communicate the health measures adopted, train and educate all stakeholders and answer their questions and establish information monitoring capacity as well as direct, permanent contact with the authorities.

5.1 DISPLAYING HYGIENE MEASURES AND CLEANING REGIMES ACCESSIBLE TO EVERYONE



The organiser is asked to display the health measures and information about cleaning frequency for each space. A record of the cleaning and disinfection carried out may also be kept and displayed.

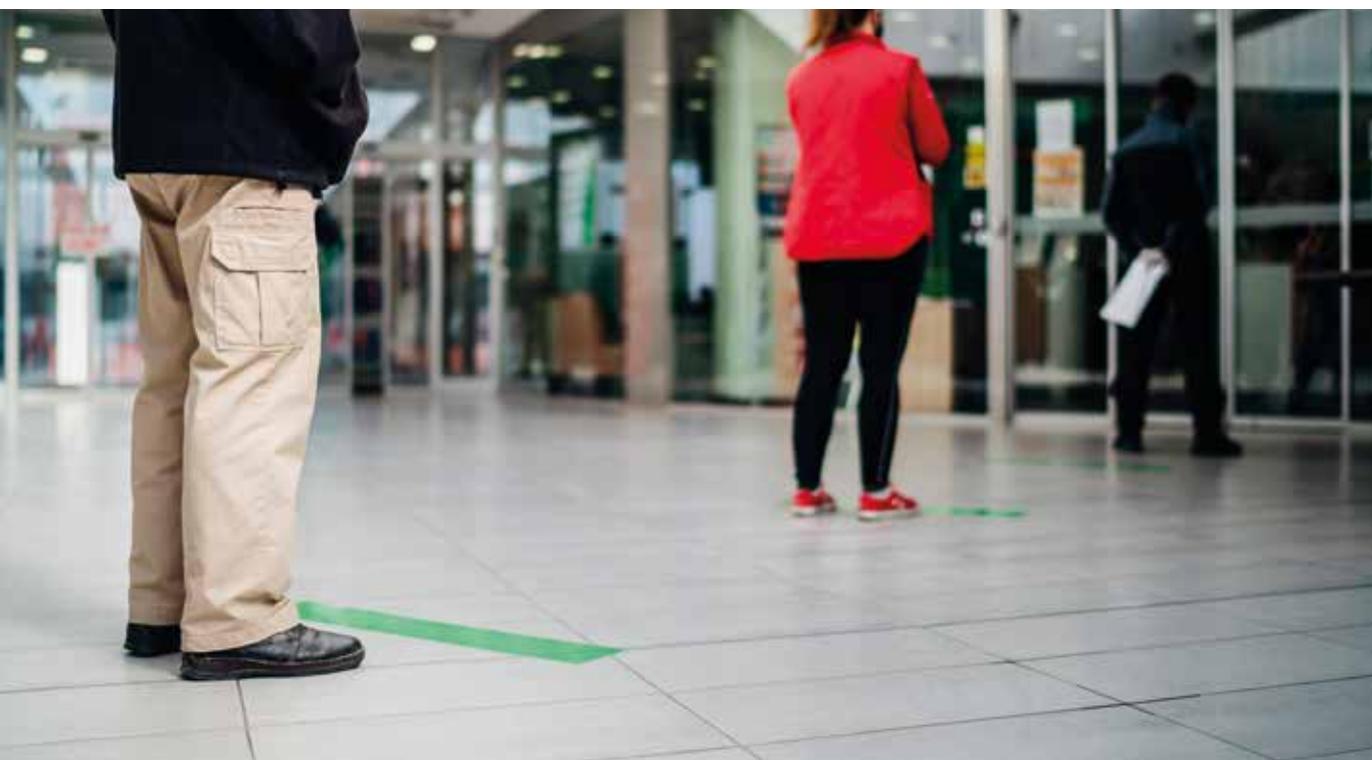
Walls, doors, toilet facility mirrors, electronic display boards and bulletin boards provide appropriate surfaces to affix and disseminate messages about the health measures adopted specifically for the event.

Given the Grand Duchy of Luxembourg’s great cultural diversity, you are advised to use computer graphics to present messages so that they can be read and understood by the largest number of attendees, despite linguistic preferences.

5.2 ESTABLISHING CONTINUOUS, DIRECT CONTACT WITH THE NATIONAL AUTHORITIES

The event or-rganiser is strongly encouraged to establish a permanent communication channel with the national authorities. The type of channel to be used and the desired frequency of contact and feedback are to be clarified beforehand.

It is suggested that whenever the risk anal-ysis and procedures dossier are updated, the latest updated version is sent to the relevant national authorities and that they are immediately notified of any suspected or confirmed cases of COVID-19.



5.3 ENSURING THAT PROTECTIVE EQUIPMENT IS USED

Preventative measures, as well as protective equipment, help limit the risk of infection for stakeholders and the spreading of the virus.

Simple solutions can be implemented on site to encourage application and use:

- Reminder displays
- Microphone announcements reminding attendees of the rules
- Employing dedicated, trained staff to remind attendees of the rules in a considerate, friendly manner
- Using instant messaging services that group together all the key people

It is recommended that the organiser collects email addresses from as many attendees as possible, while complying with the General Data Protection Regulations (GDPR). An additional app can serve as a real-time reminder of the rules concerning PPE.

5.4 PUTTING IN PLACE A CONTINUOUS TRAINING PROGRAMME FOR EPIDEMIC PREVENTION AND CONTROL

Organisers are asked to ensure that all their stakeholders receive continuous training on epidemic prevention and control.

Training programmes that provide a certificate and/or proof of the learners' attendance are to be preferred. Relevant certification can be added to the General Dossier of section 1.3.



Training programmes must specify who is to be trained and the subjects to be covered. Included among important subjects to be covered are:

- Proper use of protective equipment;
- Disinfectant use;
- Cleaning and disinfection in a pandemic situation;
- Waste management and in particular, sensitive waste.

As far as outside companies working on behalf of the organiser are concerned, they have to ensure that only properly trained staff are assigned to work on-site.

It is highly recommended that exercises are carried out regularly with event stakeholders, and with the emergency services, depending on their availability.

5.5 SETTING UP INFORMATION MONITORING AND A PROCESS TO ADJUST PROCEDURES SHOULD THIS BE NECESSARY

The organiser sets up daily monitoring of best practice, legislation in force and current health measures. The results are to be shared with the event organiser and all stakeholders.

The organiser must keep themselves informed about the latest legal developments and health measures concerning their business activity and the pandemic.

The “hygiene” manager of the event is the point of contact for all the stakeholders to obtain the latest information in the possession of the organiser.

5.6 SETTING UP A PROCEDURE TO ADDRESS ON-SITE CONCERNS AND ANSWER QUESTION FROM ALL ATTENDEES



The pandemic situation brings with it worries and uncertainties. Unfortunately, such a situation also provides the perfect breeding ground for rumours and fake news.

Consequently, the organiser must be adequately set up to receive and handle a great number of questions which may be asked on-site but also via social media. On social media, questions may be asked in private messages, but also via publications and the comments that get added, and at any time their content and volume may snowball out of control.

CONSEQUENTLY, IT IS RECOMMENDED:

- setting up a telephone hotline and email;
- providing a FAQ / Frequently Asked Questions section on the event website;
- sending out information by email;
- setting up one or more information points at the event site, one of which should be sited before access to the site is controlled;
- displaying QR codes which lead to reliable sources, i.e. official Grand Duchy of Luxembourg government websites.

Information given out must be limited to the measures planned by the organiser, the venue and to the information provided by the Ministry of Health. Consequently, employees assigned to handling concerns must be trained and properly informed. Training and providing information can be carried out using a summary note or information kit, such as those which may be provided by the relevant authorities.

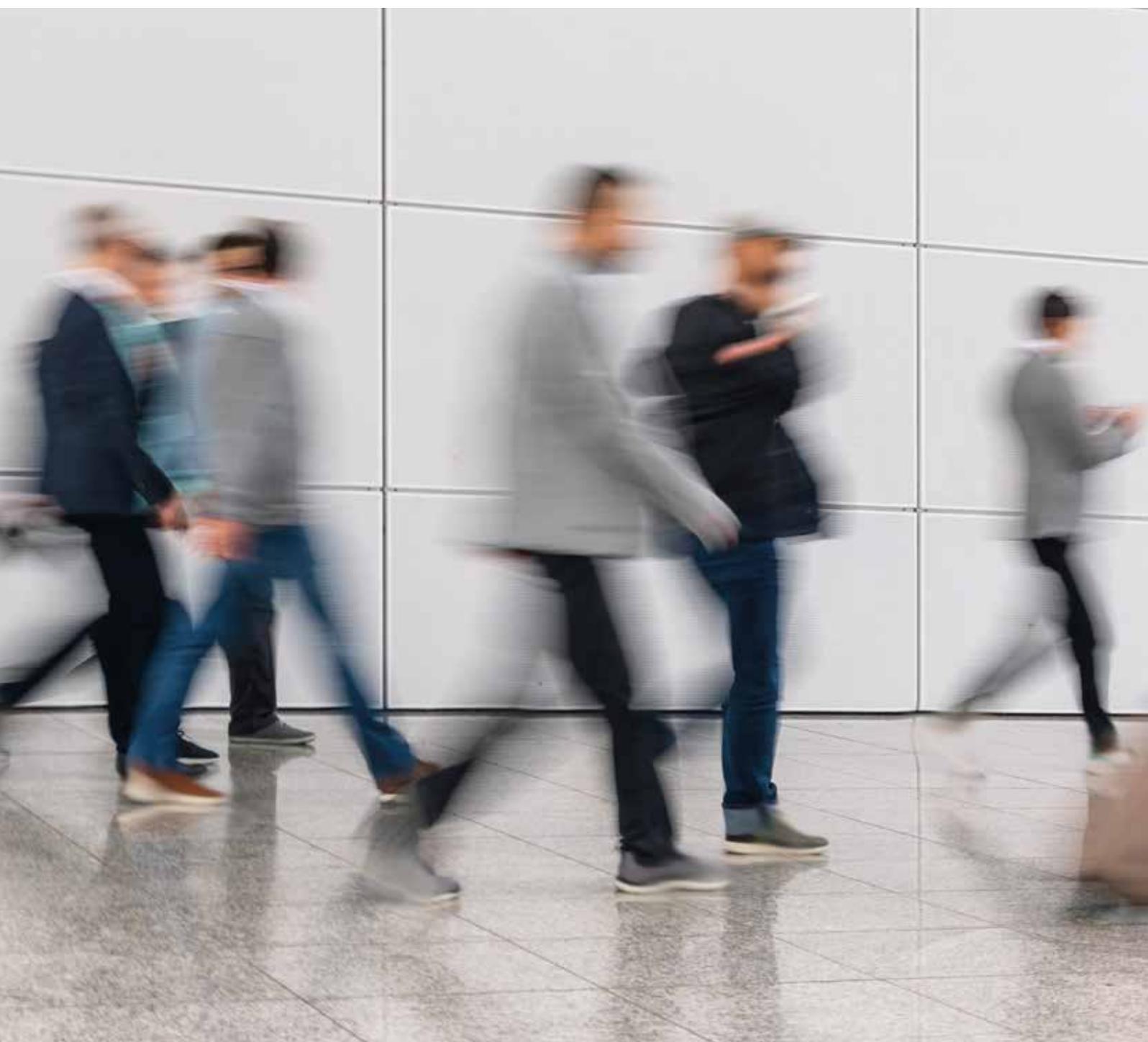
5.7 MONITORING REAL-TIME CROWD MOVEMENT AND ESTABLISHING PROCEDURES TO TAKE APPROPRIATE ACTION IF NECESSARY

There are many different information sources. The organiser shall ensure that a system for continuous information feedback and analysis is operating prior to the event and also once attendees have left.

THIS MULTI-CHANNEL INFORMATION FEEDBACK SHALL BE BASED ON:

- monitoring social networks, in particular calls to assemble or demonstrate
- observing arrivals via public transport: bus stations and tramway stops
- controlling arrivals and departures based on crowd movement outside the venue and on information from staff managing car parks, as well as computer data for parking space occupancy rates
- static security staff posted at the various entrances to the event
- mobile security staff, circulating among the general public at the event
- emergency telephone number displayed at the event venue.

This continuous monitoring will make it possible to take ad hoc action, by staggering arrivals, limiting admission and directing people to the appropriate entrances or exits depending on the events scheduled or confirmed on the site.



6. INFORMATION LEAFLET FOR EXHIBITORS AND EVENT SPONSORS

This leaflet should be given to your event's exhibitors and sponsors. It summarises details of everything for which their assistance and attention are sought.

INFORMATION SHEET FOR EVENT EXHIBITORS

Dear exhibitors,

Everything has been put in place to host you – you, your clients and your employees – in the best possible conditions for health and comfort. To guarantee that everyone enjoys the best experience with the highest level of safety, your help is both fundamental and invaluable, in addition to the efforts being made by other stakeholders.

Therefore, we ask that:

Before the event

- You examine new regulations and contracts concerning the pandemic.
- You monitor legal and health developments.
- You train your employees to use PPE and hygiene measures currently in force for trade fairs and exhibitions.
- You carefully plan your space, taking current safe distances into account (demarcating and rationalising the space and /or enlarging your spaces, creating routes).
- You select a simple, streamlined and easy to assemble stand.

During the event

- You provide your staff with PPE.
- You are aware of the maximum number of people allowed inside your space and ensure that this number is adhered to at all times.

After the event

- You keep on top of information which the organiser may send you.
- We are looking forward to seeing you again and to working with you to make your event a great success!

7. RESOURCE MATERIALS

Luxembourg Government website

<https://gouvernement.lu>

Luxembourg Government Twitter feed

https://twitter.com/gouv_lu

Subscription to the Luxembourg Government newsletter

<https://gouvernement.lu/fr/support/newsletter.html>

Luxembourg Ministry of Health special coronavirus website

<https://msan.gouvernement.lu/fr/dossiers/2020/corona-virus.html>

Luxembourg Ministry of Health coronavirus posters

<https://msan.gouvernement.lu/dam-assets/covid-19/documents/fr/GUIMA-FR.pdf>

Luxembourg Ministry of the Economy special coronavirus website

<https://meco.gouvernement.lu/fr/dossiers/2020/coronoavirus-entreprises.html>

World Health Organisation website

<https://www.who.int/fr>

Global Association of the Exhibition Industry (UFI) website

<https://www.ufi.org/>

Luxembourg Convention Bureau website

<https://www.business-events.lu/>

The most visited media websites in the Grand Duchy of Luxembourg

<https://today.rtl.lu>

<https://luxtimes.lu>

NB: In Luxembourg, most media tends to be in German or Luxembourgish. It may be that information in another language is provided only after some delay.



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Direction générale des classes moyennes



Direction générale du tourisme