CME

Protocol for the prevention and management of COVID-19 cases

Convention centres, meetings and events

September 2020

BAC&VB

aoca | Asociación Argentina de Organizadores y Proveedores de Exposiciones, Congresos, Eventos y de Burós de Convenciones.

BA @travel Buenos Aires

Protocol for the prevention and management of COVID-19 cases in convention centres, meetings and events.

Index

1. Introduction

Considering the new scenario provided by this global sanitary emergency and its economic and social impact, the Tourism Board of the City of Buenos Aires has prepared, together with the private sector, through the Buenos Aires Convention & Visitors Bureau (BAC&VB) and the Argentine Association of Exhibition Organizers and Suppliers, Congresses, Events and Convention Bureaux (AOCA), based on the documents agreed upon by the International Association of Convention Centers (AIPC), the International Congress and Convention Association (ICCA) and the Global Association of the Fair Industry (UFI).

The guidelines contained herein follow the obligations and recommendations established by the National Ministry of Tourism and Sports and the Government of the Autonomous City of Buenos Aires (GCABA), the National Ministry of Tourism and Sports, with whom we worked in a collaborative manner to develop mandatory measures and suggested actions to address the current situation and help the **recovery of tourism activity, safeguarding the health and welfare of people.**

This protocol is dependent on its implementation once the tourist activity can be developed in the City of Buenos Aires.

To verify the regulations in force in that jurisdiction, you can access https://www.buenosaires.gob.ar/coronavirus

The herein protocol is dynamic and will be updated periodically, taking into account the changes that occur, based on the evolution of the health emergency in the national territory.

The implementation of these processes focused on improved disinfection and deep cleaning practices in convention centres, fair sites, fair organizers, expositions, congresses and events, guarantees the safety of the personnel and participants. Clear communication with clients about these safety protocols and their adoption is necessary to contain the impact of the epidemic, rebuild trust and at the same time, facilitate the gradual restoration of economic activities.

The guidelines set forth herein are aligned with the commitments assumed by the City of Buenos Aires for the fulfilment of the Sustainable Development Goals and the 2030 Agenda.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
2. Objectives and scope

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2.1. Objectives

The objective of this document is to inform conference centres, fair sites, event and congress organizers of the health and safety measures to be implemented in the context of the COVID-19 pandemic, in order to prepare the progressive and safe reopening of congresses, fairs, exhibitions and events. Among the following objectives we can highlight:

> Define the safety and hygiene measures and recommendations that need to be developed in the events sites and venues in the City.

> Create socially responsible strategies for the reactivation of expositions, congresses and corporate events.

> Standardizing the actions that companies and the professionals of congresses, fairs, expositions and events should implement during the COVID-19 pandemic period in order to build trust in organizers, sponsors, speakers and participants.

> Ensuring the continuity of the economic activities linked to expositions, congresses and corporate events by implementing safety and hygiene measures.

> Establish the performance and security measures for dealing with suspicious cases within the venue.

2.2. Scope

The herein protocol is aimed at all the events sites and venues (expositions centres, fairs venues, convention centres, hotels with business centres, non-traditional spaces with meeting rooms, auditoriums and any other space prepared to hold events), as well as at organizers of congresses, fairs, expositions and corporate events of the City of Buenos Aires, in order to ensure, at all critical points of service delivery, the prevention of the spread of the virus in the community and the safeguarding of the health and well-being of the workers in the sector and of the participants in the different types of events..

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
2. Objectives and scope

Therefore, the document is applicable to the personnel, whether own or hired, involved in the organization and execution of an event, and includes the authorities of the event, as well as the participants and other attendees.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

3. Safety of the personnel and participants

3.1. Deactivated personnel and risk groups

On the list of staff carrying out the activities, those whose presence in the home is indispensable for the care of the child or adolescent and the following people included in risk groups are exempt from the duty of assistance in the workplace, in accordance with the provisions of the National Executive Branch through Resolution N°207-APN-MTYS/20, and its amendments, whose validity was extended by Resolution No. 296-APN-MTYS/2020 of the Ministry of Labor, Employment and Social Security, detailed in its section 1:

> Persons over sixty (60) years of age, unless they are considered "essential staff for the proper functioning of the establishment".

> Pregnant persons

> People with chronic respiratory disease: chronic obstructive pulmonary disease [COPD], congenital emphysema, bronchopulmonary dysplasia, bronchiectasis, cystic fibrosis, and moderate or severe asthma.

> People with heart disease: heart failure, coronary heart disease, valve disease and congenital heart disease..

> People with immunodeficiencies and states of immunosuppression.

> People with diabetes

> People with chronic kidney failure on dialysis or with expectations of entering dialysis in the next six months.

> People with advanced liver disease.

Bear in mind: Respect for the privacy and confidentiality of workers' medical information must be ensured, with special attention to information related to pathologies that configure risk factors for severe forms of COVID-19.
https://www.argentina.gob.ar/salud/coronavirus/poblacion/mayores

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

3.2. Risk analysis

The analysis on health security risk analysis to control the spread of COVID-19 and on striving towards a "controlled environment" is evolving. For many, if not most government health authorities around the world, the World Health Organization (WHO) risk assessment guidance is a leading reference point. Any decision to restrict, modify, postpone, cancel, or proceed with holding a mass gathering should in principle be based on a rigorous risk assessment procedure, tailored to the event.

Recommendations to keep in mind:

> Having the professional support of a specialist in your Health and Safety team should be considered: specialist companies often play a role in helping health and safety staff of the event site or venue with the COVID-19 risk assessment, and tailoring said assessment to meet their needs. Although there is still much variation in the details of health security risk assessment, as well as in adapting the WHO guideline and using different scales and templates, some areas are establishing their set of recommendations.

> The "remote working team" should be included in health security risk assessment: the employer who relies on a team of remote workers to support or to carry out preparations and operations, and who wants to comply with their "duty of care" obligations as well, should ensure the safest possible working environment for them.

> Directly working with an insurance company in assessing COVID-19 related risks and solutions should be taken into account when preparing a venue, site, or event: most insurance firms have risk assessment specialists, and many insurance firms hire these experts for specific projects. By hiring a specialist, a company may not only benefit from their expertise in risk assessment and mitigation measures development, but also can emphasise or advertise the fact that it did so for partners, regulators, and any other interested part. Depending on its relationship with the insurer, this hiring may result in building a trusted relationship when it comes to getting insurance for certain events, or even eventually discounts.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

> At venues and sites, creating small "Analysis Teams" to help assess Hygiene and Security risks and find solutions based on people activity flow should be considered.

> The Health and Safety team (Health, Safety, Environment) must also monitor new developments around health security risk assessment in other industries: sticking to known information or using only the same industry relationships to improve the assessment often adds only incremental value. The COVID-19 outbreak changed the game in many aspects, and one of those is risk assessment. Among places to take into account when monitoring for new risk assessment models are the Health and Safety department publications from the hospital/ health, commercial real estate, military, and standardization of institute sectors.

> The use of technology to assess and limit the risk should be carefully considered to avoid secondary or new risks: it is important to assess every measure and operation risk as applying certain types of control can create new hazards. For instance, a health risk assessment that results in the implementation of facial recognition technology as an access control measure (touch-free) may conflict with a risk control measure of wearing a face mask, since using a face reader would imply taking off the face mask -plus touching it and possibly placing it back poorly afterwards.

> Excessively focusing on COVID-19 must not result in neglecting other risks.

3.3. Use of Personal Protective Equipment (PPE)

One of the main issues to take into account is guaranteeing hired personnel and participants' or visitors' safety and protection, and all effort should be placed in fully accomplishing this goal. To this effect, the following points should be considered:

> Staff members and event participants' constant use of face masks and/or mouth covers. Hired personnel must wear the required face-covering according to their job, which must cover their nose, mouth, and chin, as well as any PPE their task may require.

Regarding participants and/or visitors, in order to access the site and throughout the entire event, they must wear a face mask and/or mouthy covers, which must cover their nose, mouth, and chin.

> It is necessary to be rigorous in all the management aspects related to the pur-

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

chase, store, distribution, and use of prevention supplies: the following aspects should be considered for the management of health security prevention supplies, from personal protective equipment to hand sanitisers and disinfectant wipes.

> There should be a focus on the long-term provision of personal protective equipment and other prevention supplies.

> Suppliers should be requested to follow their health security system.

> Suppliers should be requested to follow their rigorous supplies management system to avoid making returns.

3.4. Physical Distancing

As a starting point, it is a good practice to establish a maximum number of people that will be participating in the event, following the established interpersonal distance regulation of a minimum of 2 m, and 1 person for every 2 square meters of circulating space (DECNU-2020-641-APN-PTE).

Describing the measures applied to physic, functional or service range or areas will be useful to guarantee that said measures are comprehensive, consistent, traceable, assessable, and visible to auditors. In order to permanently take them into account, these measures should be communicated to the staff members and participants through different channels.

It is essential to define who will oversee the compliance of physical distancing regulations at the venue, site, or event. Feasible options are all staff members and managers, Health and Safety personnel, security personnel; or small "compliance and incidental response teams" that merge both Health and Safety personnel and security personnel. This last option is an increasingly recurrent practice in different event sites.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

3.4.1 Barriers and Floor Markings

> Use them to have better control over the flow of people in parking areas, rows, aisles, restaurants, bathrooms, changing rooms, exits, and inside the congress, exposition or main meeting rooms, among other key areas to comply with the physical distancing requirements.

> Regarding barriers, solid ones are generally better than non-solid ones. However, it should be borne in mind that solid barriers limit the flexibility of use. Partitions, desks, freestanding walls, screens, tables, and other solid dividers usually provide a better, more effective barrier than a rope, a plastic sheet suspended by rope or ribbon, a ribbon, signs, or cords. Non-solid barriers are specially used in areas where the layout is to be changed often. It is important to consider in what areas the space layout tend to change less, like entryways, where solid barriers may be more useful and effective. This is particularly true in staff-customer contact points, such as billing desks and information points, where plexiglass partition solid barrier is likely to be the preferred option. Therefore, it is useful to consider types or models of barriers that come with heels attached, so they can be easily moved.

> The material the barrier is made of should be taken into consideration at the moment of purchasing it, since its surface will be frequently cleaned. Cleaning agents, some of which include slightly abrasive chemicals, are to be used more frequently than before. As a consequence, it is important to make certain that barrier surfaces, which will be often sprayed and wiped, do not wear because of the intense use of chemicals.

> Considering the specific surface and area of use for people-routing as well as the distance-marking materials is also important. A wide range of materials, markings, awareness signage, and some unique solutions are being developed to support one-way floor routing and physical distancing. In effect, a whole new workplace furniture niche is emerging. When choosing markings, it is essential to think where they will be used, considering lighting and likely 'wear and tear'. To reinforce the message and direction, floor makings also should combine with signage on walls or screens.

Materials include:
> Carpets printed with distance marks.
> Circular carpets marking a specific distance diameter.
> All manner of stickers, strips, and arrow signage.
> Rubber and plastic floor mats with signage.
> Floor mats for elevator use (usually, for 3 people only).
> Wall-mounted pull-out cords.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

> Using and marking outdoor areas as part of a one-way routing diagram should also be considered. To promote people's one-way routing, some facilities are directing people to walk one way within a building or hallway and the other way outside the building, thus using the exterior of the building as a one-direction pathway. In some cases, companies are building separate little roofs and structures to cover or enclose such exterior walkways. Similarly, normally closed service-ways or non-public 'backstage' hallways to storage areas are being put into use in some places to create new two-way indoor walking routes. Ensuring proper safety and security monitoring should not be forgotten when using an outdoor area as part of a physical distancing routing diagram.

> Extensive signage should be used to reinforce proper (floor) routing patterns. Until people have visited a venue more often, they will need guidance on which way to go. The more this information can be reinforced with signs, maps, instructions on screens, or handouts, the better. Evolving good practice recommendations indicate that short texts accompanied by simple graphics, with strong colour contrasts, work best. Digital signage should be also considered, try reducing stand-up signage since it can affect the attendees' flow.

3.4.2. Transparent partitions

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

> When acquiring plastic partitions, it is important to check that they can withstand frequent cleaning with chemical disinfection agents and that they are fire resistant. Partitions come in many different forms, from mobile/non-mobile, from solid to flexible, and from standard to custom made. Specific requirements as well as materials that withstand thorough, frequent cleaning should be borne in mind at the moment of purchasing a partition. Similarly, the use of fire-retardant or fire-resistant plastics is highly advised to prevent creating or adding to a fire hazard.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
3. Safety of the personnel and participants

3.4.3. Distancing Booths and Circulation Aisles

Recommendations for organizers, builders, attendees, and other individuals when it comes to booths distancing and layouts are still been developed, but key concepts that are already being put into use include::

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

> Reorienting booths to prevent 'bootleg' aisle;

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

> Using physical distancing measures based on the 2 m distancing calculus that results from the recommendations mentioned in chapter 1;

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

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

> Implementing instructions inside halls for visitors that show the routing layout;

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

> Where feasible, products should be displayed in such a manner that they can be well observed but do not need to be handled by visitors (handouts should also be eliminated or minimized);

> Making use of screen technology to display information.

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

> Considering the number of visitors that are allowed at a booth at the same time to avoid crowds.

> During the event, registering people visitation data, the number of staff members, among others, to help with health security assessments and adjust the layout or booth positioning for optimal risk reduction.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

4. General cleaning, sanitation, and disinfection

Rigorously following a cleaning, sanitation, and disinfection system will be essential to keep every surface and area as clean as possible and, therefore, avoid virus transmission.

4.1 General Recommendations

> General cleaning, sanitation, and disinfection efforts should be consolidated in a single cleaning plan that strengthens different cleaning, disinfection, and waste management protocols. This plan should cover all the areas where the event is taking place, especially focusing on those surfaces more liable to attendees' direct contact.

This plan should include established time schedules, circulation areas, and disinfection mechanisms.

> Focus on following national guidance for general cleaning, sanitation, and disinfection measures to ensure that basic requirements and compliance objectives are met.

> Ensure that all staff members who are involved in this task receive the appropriate PPE and monitor and give instructions about the correct PPE use and withdrawal. Those staff members who must wear personal protective equipment and clothing should be trained in how to put it on, use it, and take it off appropriately, including the context of their task and current and potential obligations.

> Where feasible, write out and make supporting graphics of all cleaning, sanitation, and disinfection steps and instructions to facilitate learning by staff, to maintain awareness about procedures, and to demonstrate that the working processes meet the standards. If needed, contractors should help to provide the necessary cleaning protocol materials.

> As a general rule, health safety experts stress that it is important to focus on cleaning efforts on 'high touchpoint' areas and areas where people are likely to come into close proximity, including toilets, narrow passageways, and elevators. This proximity encompasses both possible closeness between people, and proximity to wall, fixtures, and surfaces on which people might leave virus spores,

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

that other people then might inadvertently pick up.

> Touchless hygiene technology use should be considered a priority, if not for its immediate implementation, for later upgraded programs. The toilets/bathroom services are an area to pay attention to. These are some of the main recommendations:
> > Adding or displaying instructions to flush the toilet with the lid closed. It is known that flushing toilets create plumes containing droplets and droplet residue when toilets are flushed with open lids.
> > Considering the establishment of a waiting area outside the toilet area in order to prevent too many people from having to wait in a confined room.
> > Considering the use of a remote occupancy indication near the toilet waiting area in order to inform users on toilet availability and discourage users to enter the toilet area when it has reached its full capacity under local physical distancing rules.

> Promoting Prevention and Health Security workshops.

> Other ways of minimizing the need for contact should be also considered. From going cashless, so no more cash money is used inside a venue or site, to asking people to leave their coats in their car so the cloakroom does not have to be visited, there are many possible ways to limit the need for physical contact or handover transactions.

4.2. Sanitising Stations

> Establish plentiful, easy to find sanitizing stations throughout the venue or site, particularly at entry and exit points to buildings and hallways, in central meeting areas, and near toilet/bathroom areas. The visibility of a station can be easily increased using banners, flags, poles, and the like. At the stations and out of them, using signage, posters, stickers, and screens will help to maintain visitors informed about the presence of such stations. When placing stations, the use of drinking fountains should be suspended and/or no-touch water bottle filling stations should be provided.

> When possible, use no-touch technology, such as sanitizer dispenser pumps, that can be activated without the need to push a button, pull a lever, or lift a bottle. It is important to ensure a good supply, so the stations do not run out of materials.

> Staffing the hand sanitiser stations at entry points would be useful to encourage

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

people to use hand sanitiser upon entry, and in effect facilitate and monitor that everyone cleans their hands before entering the facility..

4.3. Toilet/Bathroom Service

A meticulous organization of health security measures should be established to ensure the appropriate use and cleaning of toilets. Some of these measures include:

> Signalling the toilet/bathroom location at every information and communication area in an exhibit, congress and/or business event. Toilets must be prepared with all the necessary elements.

> Complying with physical distancing of 1.5 m in the row outside the toilet/bathroom area. Staff in charge of that area must regulate the maximum capacity of toilets.

> Intensifying the cleaning, sanitising, and disinfection processes in the toilet/bathroom area.

> Supplying toilets with the necessary material for hand sanitising.

> Implementing barriers and floor markings to comply with spacing regulations for the rows.

> Keeping toilet ventilation in operation 24/7.

> Availability of soap and disposable paper towels.

4.4. Enabling No-Contact Policy

A no-personal contact regime should be promoted and facilitated.
Core elements should include:

> Displaying instructions for people to not touch other people in general.

> Avoiding shaking hands.

> Helping staff and visitors to open doors, to enter hallways and to use staircases

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

without touching by allowing only one person to enter/exit at a time.

> Creating visual signs for physical distancing.

> Providing plentiful (nearby) hand sanitizers to clean after any contact.

> Adding foot pulls and forearm pulls to doors to allow for easy, hand-free door openings. This will help to avoid touching door handles surfaces.

4.5. Air Ventilation and Filtration

Increasing ventilation should be borne in mind. It is also recommended to consider the following suggestions since, even though new studies and investigations are being carried out, the transmission through air particles cannot be excluded yet and pieces of advice about this topic are being developed.

> Securing ventilation of spaces with outdoor air.

> Not switching the ventilation off at nights and weekends, but keeping systems running at a lower speed, except for those areas where no event is currently taking place in order to avoid unnecessary consumption

> Ensuring regular airing using windows (even in mechanically ventilated buildings).

> Avoiding open windows in toilets to assure the right direction of ventilation.

> Instructing users to flush toilets with closed lid.

> Inspecting heat recovery equipment to be sure that leakages are under control.

> Not changing heating, cooling, and possible humidification settings/set-points.

> Replacing central outdoor air and extract air filters as usually, according to a maintenance schedule.

> Regular filter replacement and maintenance works shall be performed with common protective measures including respiratory protection.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

4.6 Waste Disposal

Design a safe waste collection and disposal process which includes:

> Increasing the number of waste bins for people to dispose of personal waste should be considered. The use of closed waste bins is recommended provided that they can be used in a safe non-touch manner. If this condition cannot be met, wide-mouthed waste bins (without lid) should be used instead.

> Having at least some special toxic waste bins available for potentially toxic/health hazard waste, for instance at the nursing station and in isolation rooms.

> Performing waste disposal tasks with appropriate personal protection equipment by Health and Safety trained staff

> Preparing for a larger than usual volume of waste.

> Increasing the frequency of waste pick-up.

4.7 Facilitating Exhibitor Cleaning Operations

> Exhibitors should be supported with proper signage and hand sanitiser stations at the entrances, exits, and at central points in exhibit halls whenever possible.

> Providing visitors, staff and other attendees with health security guidance via email, App, and Internet links about 'what to expect' and 'what you can do to protect yourself" before the event may prove useful to help prepare attendees for what they will experience and offers them added early opportunity to absorb health security guidance.

> Clarify at an early stage and when necessary stipulate in contracts who will be responsible for providing which Health and Safety materials and what the cleaning system around exhibitions will be. This counts for build-up, exhibition, and break-down of the booth. Exhibitors are likely to bring, or be asked to bring, their own PPE, but might (also) make assumptions or have other expectations. Similarly, expectations on both sides about who will clean what and how often should be clear. Such details should be resolved and determined before the event.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
4. General cleaning, sanitation and desinfection

> Ensuring that health security systems are properly extended to encompass all exhibition areas at the venue or site and engaging all people involved in these issues at an early stage offers clarity and prevents later problems.

> Exhibitors should be discouraged/encouraged:
>> To avoid activities at their booths that may lead to crowds gathering and contact with visitors (samples, raffles, massive giveaways, shows, among others).
>> To have a hand sanitizer available for staff and visitor use.
>> To have (or provide) a to-standard lid-topped wastebasket

The use of touchless technology solutions that have built-in sanitary and physical distancing advantages is recommended. This technology can be adopted or adapted in a variety of ways and levels from booth to exhibition to venue or site.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

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5.1 Access and Accreditation

5.1.1 Access Control and Health Screening

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

> > Gauge and confirm the number of visitors (for physical distancing calculations);

> > Incorporate particular groups in event, show or facility risk assessments;

> > Inform them ahead of time about special measures being taken or special circumstances;

> > Inform and advise them of special routines if there are special requirements, like those for people in wheelchairs;

> > Assign them specific timeslots for entry to optimize space (distancing) use and send them tickets or accreditation cards ahead of time which they can print themselves and carry with them (avoiding another touchpoint at entry).

> Mapping the access control process should prove especially useful, as well as sharing this mapping with customers beforehand, or if this is not possible, when they arrive on-site. Instructions and guidance on what to expect, where to go, and how to do things should be delivered as soon as possible, via email, video (for instance posting short films on YouTube) and registration, or at least upon entry to the facilities, preferably before walking to the entryway(s) or parking.

> Parking Areas:

> > Messages about the importance of health care in connection with the COVID-19 pandemic and its preventive measures should be displayed in highly visible spaces or specific signage areas. The cleaning and sanitising of doors and entrance systems should be reinforced in all the accesses into and out of the parking area. Hand sanitiser dispensers for visitors should also be placed at key points in the parking area.

> > Valet parking service should be avoided at this stage.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

> The hand sanitising protocol should be put into practice before loading and unloading equipment.

> Query resolution staff should be especially prepared to answer possible questions that may arise at the first physical access control point at the venue.

> A special access lane for physically challenged people should be considered. People in wheelchairs or on crutches or otherwise needing assistance or support may have difficulty entering a site, including entry gates (for example those with an entry card scanner). Similarly, blind people may require assistance. Either these potential problems should be accounted for in the design and approach of access points, or people with any physical difficulty should be directed to an alternate access point.

> The use of access timeslots should be borne in mind for specific facilities, venues, or area to manage people flow into them. This helps prevent over-crowding and people flow and, therefore, comply with physical distancing requirements. In is important to ensure that, when using this method, there is a check on the right people entering in the right timeslot and that they receive instructions, if needed, about the time they are expected to either move to another area or exit the facility. Technology solution providers can readily couple timeslot requirements to access control functions when needed.

> The use of touchless access control and related technology should prove especially useful. Self-scanning, or a physical or digital entry ticket, pass, or badge, is widely regarded as an effective health risk-reducing measure.

> Health screening at access points can consist of different steps, and these may see significant change in upcoming months.

Basic elements of health screening applied to visitors are suggested to be centred on a combination of:

> Asking advance questions in the registration process about their health status;
> Asking a 'health status check' question at their access point;.
> Performing a temperature check at their access point, the maximum temperature allowed shall be 37.5˚.

> It is important to decide who will have responsibility for operating the temperature check equipment, and who will be performing the checks. In many countries, only local or national health authorities are allowed to organize and

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

operate temperature screening checks. However, in some countries, health and other central authorities allow event organisers or facility owners to plan the operation, i.e. acquire equipment and decide a point where the tests can be performed, but then let local health officials perform the actual checks. In other countries, venue owners are allowed to organize and have their own staff perform checks.

> Clear signage should be used to inform people that they are approaching a health screening check. This helps people mentally prepare and avoids surprises.

> Having a direct channel to communicate with clients, vendors, or other stakeholder may be especially useful to answer any question that may arise about accessing the facility, venue, or event. Beforehand communication can help them properly prepare, so there are no surprises when they arrive.

> Security should be considered a backbone, so ensuring that its function is COVID-19 risk-resilient is highly recommended. One practical concern many security departments and security companies have faced is to check whether security staff are physically fit and willing, considering the virus outbreak, to serve. As concerns security and COVID-19:

> Security staff should be instructed and equipped appropriately to perform their access control role. Security officers frequently perform a frontline function at access points. Consequently, it is important to ensure that they can do their job safely and properly. On the one hand, this means equipping them with the right materials and, on the other, delivering the right instructions.

> Security should be in charge of checking that the new health safety control measures established by Health and Security do not create new security challenges and mitigating any new vulnerabilities. One example is efforts to improve air circulation in buildings by keeping windows or doors open. Another is the use of additional entrances (more than usual) to shorten lines of people waiting to enter, which in turn require better alarm monitoring and more entryway monitoring, respectively.

5.1.2 Control de Multitudes

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

> Registration Process Management
> Managing Stakeholder Site Use
> Managing Attendee Site Presence

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

> Managing Attendee Use of Catering and Banqueting Facilities
> Managing of the emergency due to a suspected case

> Increased attendee flow management should be exercise by comparison to pre-COVID-19 days to early detect any potential problem concerning physical distancing measures and requirements. Said management should be considered from at least three perspectives:
> The ability to monitor and detect issues (read: problems / anomalies / holdups);
> The ability to slow (manage) the flow towards the point where the issue arises;
> The ability to address or resolve (intervene to fix) the issue.

> Depending on the venue or event, consideration should be given to monitoring people flows in and around:
> Access routes into periphery (for people walking or on public transit) and into parking (for those in cars)
> Parking Areas
> Pre-queue areas and Queues
> Access/Exit points
> Interior main areas
> Interior connector areas
> Interior hall areas

> Where possible real-time crowd monitoring should be performed to ensure safety issues can be promptly detected and acted upon, and have a procedure to address problems.

> The ability to facilitate government endorsed or requested virus tracking and tracing efforts should be borne in mind. This same data can, in most cases, depending on the configuration and privacy settings, also be used for COVID-19 alert tracking and tracing purposes.

5.2 Exhibitions

> Cleaning and disinfection regimes for booths, exhibitions, and merchandising should be facilitated and encouraged to all exhibitors and organisers (e.g. merchandising should be suggested to be digital).

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

> The number of participants at the exhibition floor should be managed and controlled (e.g. by rationalising/simplifying the available area or the booth design and build-up methods to reduce assembling and disassembling time).

> The number of attendees at the exhibition floor should also be managed (e.g. by stablishing a limited number of attendees based on the available area in square metres at the venue or site, according to the security managers at the event; by assigning special dates and timeslots to entry tickets).

5.3 Auditorium and Meeting Rooms. Conference layout

For work group sessions and similar events, a conference layout should be considered in order for the use of seating to comply with the physical distancing requirements. Nowadays, the main requirement is to respect an established 1.5 to 2m distance between seats. The evolving terminology indicates that, currently, which in effect come out to the same configuration – for angular arrangements are so-called 'staggered' and 'checkerboard' seating. Circular and semi-circular layouts are also evolving in a similar way.

It is important to bear in mind the following recommendations:

> Defining the potential seating capacity to offer different options to clients. Clients will not know what seating options they have until an approximate number of seats are provided, with or without an exact layout. Calculating the capacity for different meeting rooms and presenting it in a layout with different options according to the event can prove especially useful, in particular, to demonstrate that either small or medium-sized meetings, work sessions, and other events can be held in a secure and well-prepared facility.

> Regardless of the layout, it is highly recommended to count with the appropriate orientation and instructions. Either in the form of banners or screens, said information is particularly important for seating layouts that are not numbered or that are secured to the ground. With this purpose in mind, cinemas and theatres are currently testing a series of signage and instruction programmes.

> Taking advantage of existing expertise about seating layout outside the industry should be considered since it is a fast-growing business. A variety of consulting companies offer services of seating layout, software programming and optimization of spaces by using algorithms.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

> An analysis of dynamic and static seating numbers should also be taken into account. In short, a dynamic analysis of seating allows pre-registered people who come together and do not need to maintain physical distance (e.g. members of the same family) to be seated together. Taking into account this pair of people or small groups of 3 or 4, or even more people, and having an algorithm to calculate a new seating arrangement can highly improve the seating capacity.

5.4 Business Roundtable

> Recommendations about expositors and attendees distancing should be borne in mind in business exchange sites.

> Physical divisions should be used when distancing between people is not possible.

> The use of digital tools to schedule meetings should be motivated, as well as the handout of digital material instead of printed one.

> Food exchange should be avoided in business meetings.

5.5 Food and Beverage Services

Food and beverage and banqueting stores and services should be subject to a detailed cleaning and disinfection, food preparation and handling, food storage, and waste management procedure, according to current bromatology regulations in each jurisdiction and the pertinent recommendations for each activity.

Recommendations should extend to staff protection (PPE availability) and surrounding areas such as, for instance, toilets that food and beverage and banqueting staff use; refrigeration rooms; storage closets; trolley staging rooms; hallways; and kitchen and food preparation areas.

Despite the food handling health and security measures the organizer may establish, it is suggested to consider the following:

> Food retail in service areas should be carried out following a dynamic that

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

avoids forming a crowd.

> Spaces for food consumption that have tables should comply with physical distancing requirements.

> Food consumption should be prioritised in said spaces, avoiding their use as meeting areas.

> Catering services (coffee break, lunch, etc.) should be carried out for small groups in different stages to minimise concentrations of people.

> All catering services should be reinforced with trained staff to oversee and ensure that all the procedures are appropriately implemented.

> Tableware and glassware should be sanitised at temperatures above 80˚C and afterwards disinfected with a hydroalcoholic solution (70% alcohol + 30% water) to ensure its maximum disinfection.

> After their preparation, all cold snacks must be wrapped in plastic film and sealed until consumption.

> Self-service food will not be allowed for diners. Staff must be designated to sell the food.

5.5.1 Banqueting services

> In order to ensure a better sterilization of the tableware, it is highly recommended to wash, sanitise and put them in individual bags, so as to be sure that there is no contamination after the cleaning process.

> The glassware must be washed and polished. Then, they must be served in the table and covered with a bag until visitors arrive in order to avoid contamination.

> The bread, ice and napkins have to be served by the service personnel only when they are needed.

> Every table has to count with hand sanitiser or some hydroalcoholic solution.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

5.5.2 Coffee break, Informal breakfast, brunch, or lunch box— catering

> All stations should have an acrylic screen in order to separate the diner from the food and beverages.

> It is essential to ensure that the service bars are arranged in such a manner that only the catering personnel can circulate there. In this way, it will be possible to avoid that external people get behind the bars.

> A specific big enough area to deliver the orders should be defined, so that both diner and personnel can meet the physical distancing measures. In this way, it will also be possible to have an adequate space distribution for the dispatching flow, ensuring effectiveness and preventing the spread of the disease.

> The spaces to place an order should be signalled on the floor with adhesive material in order to keep the suggested distance.

> Barriers that enable to keep the physical distancing should be implemented allowing the circulation of the diner.

> Food, tableware and glassware shall be handled by catering staff only.

> Hot and cold beverages should be served in one-use disposable cups, prioritizing the use of sustainable materials.

> Sweeteners, stir sticks, drinks or dressings shall be handled only by bar service staff.

> Controls must be carried out, so as to ensure that food arrives in closed packages wrapped with filmed or in furniture.

5.6 Transportation and Logistics

Following the guidelines from the National Ministry of Health, the following points should be taken into account when transporting every participant of the event.

The organizers of the event could work with the provider in order to provide options for the transportation of visitors from and to the venue, the hotels and

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
5. Specific considerations for event development

the transport centres. The objective is to ensure passengers can occupy one seat in each row in order to keep the physical distance.

In coordination with the staggered entrance of visitors, the transport to the venue or site could follow a predictable pattern that would enable the organizers to adequately plan the transport necessities. If working with providers, visitors should follow the safety measure for using transport while travelling from and to the venue, the hotels and transports centres.

When it is necessary to transport workers to and from their workplace to points near their homes, measures for cleaning and disinfecting the vehicle must be guaranteed, as well as personal protective equipment for workers.

The following recommendations should be taken into account to be communicated to visitors, participants and hired personnel:

> **Public transport:** people should avoid taking the public transport at peak times in order to stay away from crowds. It is also important to try not to use mobile phone while travelling as it can become contaminated during the journey. Contact with handrails, grab bars and other surfaces that are used daily by thousands of people should be avoided. They should avoid touching their faces. They should maintain a distance of two meters with other users of the system. Keep windows open to promote internal ventilation of the vehicle.

> **Bycicle or motorbike**: riders must wear gloves during their entire journey and they must disinfect them the moment they arrive home. The helmet, goggles and protection equipment must be kept clean. If riders were to sneeze while wearing the helmet, the person must carry out a special cleaning and must not allow anyone to wear it.

> **Private car**: Drivers have to clean the surfaces of the vehicle that they have been in contact with such as the safety belt, the wheel, the instrument area and the hand break. It is necessary to verify the current state of the air conditioning filter, which should be changed every air according to manufacturers.

> **Arriving at the destination**: people must remove their shoes at the entrance and clean the sole with soap and water. Then, they have to wash their hands before interacting with other people or relatives. It is also important to disinfect with alcohol or soap and water the elements that were manipulated in the house exterior.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
6. Specific actions

6. Specific Actions

6.1. Upon suspicion or confirmation of a COVID-19 case

In the event of a suspected or confirmed case, the Hotel must comply with the general guidelines and directives established in the COVID-19 protocols, in particular, the "PROTOCOL FOR THE MANAGEMENT OF SUSPICIOUS AND CONFIRMED CASES OF COVID-19" approved by Resolution 2020-842-GCA-BA-MSGC and amendments, and other health documents published in the following web access link: **Government of the City: Protocol against suspicious and confirmed cases and COVID-19.**

People with respiratory symptoms should be visited by the doctor in their own room and shall wait there until doctor's arrival. The services to be carried out in the room will be limited to the maximum and the entry of personnel must always have the express authorization of the person in charge, taking the protection measures established by the occupational risk prevention services to an extreme. If it is not possible to isolate the person in a room, he/she should remain in a space with a door and good ventilation and private bathroom, at more than 2 metres from other people and if possible with physical separation by means of screens.

When a COVID-19 case is suspected or confirmed among the staff, follow up and ensure that the worker informs the health authority of the City of Buenos Aires of the evolution of his/her symptoms, who will also define who meets the criteria of "close contact". Once the diagnosis has been confirmed by the health authority, the worker will be placed on sick leave.

6.2. In the event of close contact cases

> For definition and management of a close contact case, visit: **https://www.buenosaires.gob.ar/coronavirus/equipos-salud/protocolos-coronavirus-covid-19/protocolo-de-manejo-contacos-estrechos-de-caso**

> If an employee meets the close contact criteria, he or she must comply with home isolation until a diagnosis is ruled out (negative test in the suspected case) or for a period of 14 days, if the case is confirmed.

> The close contact monitoring team of the Ministry of Health of the Autonomous City of Buenos Aires will contact the person.

Protocol for the prevention and management of COVID-19
Convention centres, meetings and events
7. Recommended actions

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7.1. Gender perspective

Companies undertake, insofar as they are able and economic activity and health prevention measures permit them, to promote that decisions taken within the framework of the exemption from "preventive and obligatory social isolation" favour the exercise of the rights of men and women equally.

They will also avoid reproducing gender stereotypes in their actions, especially with regard to the care needs of workers' households, recognizing their particular needs.

7.2. Accessibility

Companies undertake, insofar as they are able and economic activity and health prevention measures permit them, to reduce communication and physical barriers to care for people with disabilities, people with reduced mobility and the elderly. It is advisable to identify the rooms assigned to people with disabilities, in case they need to be assisted quickly.

7.3. Environmental

Companies undertake, insofar as they are able and economic activity and health prevention measures permits them, to reduce, reuse and recycle in order to minimize the generation of waste from the activities they operate.

The general action shall be adapted to the general guidelines established in the COVID19 protocols, in particular, the "PROTOCOL FOR THE MANAGEMENT OF SUSPICIOUS AND CONFIRMED CASES OF COVID-19", approved by Resolution-2020-842-GCABA-MSGC and amendments, and other health documents published in the following web access link:
https://www.buenosaires.gob.ar/coronavirus/protocolos-coronavirus-covid-19.

Protocol fot the prevention and management of COVID-19
Convention centres, meetings and events

September 2020

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