

R.I.F.E.L.

Research Institute for Exhibition
and Live-Communication

■ ■ ■ EVENT SAFETY AND SECURITY IN THE ■ ■ ■ CONTEXT OF COVID-19

Version 2.0 dated 28 April 2020

Recommendations for action from the Research Institute for Exhibition and Live Communication (R.I.F.E.L.)

Content sponsored by:

DPVT.



ILEA
INTERNATIONAL
LIVE EVENTS ASSOCIATION
EUROPE CHAPTER



THM
TECHNISCHE HOCHSCHULE MITTELHESSEN



VPLT.

FOREWORD

Over the past several weeks and months, the German federal and state governments have responded to the spread of the COVID-19 virus with a comprehensive package of protective measures.

Decision-makers have always emphasized that the scope and design of the protective measures must be judiciously adapted to the changing circumstances based on a reasonable understanding of what is appropriate. This careful approach must also be applied when taking strategic steps towards a phased return to the staging of events.

The following recommendations for actions and decisions regarding the phased staging of events in the future show that it is possible to reduce the risks for everyone involved in an event. These recommendations in the form of a step-by-step assessment should be used to evaluate individual event-related risks that evolve with the development of the pandemic and to devise corresponding measures for risk containment and mitigation and thus to ensure the safety and security of all event visitors. It is strongly advised that these recommendations be used as a binding checklist for event organizers. This will enable event planners, organizations, authorities and participants to work on the assumption of the best possible, verifiable situation with regard to the health and safety of everyone involved.

The event industry is well aware of its enormous responsibility vis-à-vis visitors, customers and partners. The safety and security of visitors as well as occupational safety and health have played key roles in the planning and staging of events for many years.

Thus, the benchmark for this recommendation is not the fulfillment, but rather the overfulfillment of official and institutional requirements.

The following recommendations were drafted by an interdisciplinary task force that unites the expertise of event technology managers, technical directors, trade show and stage construction specialists, experts in event safety and security, gastronomy/catering and logistics, venue operators and representatives of other professional groups such as event and artists' agencies. The recommendations are supported and endorsed by the following institutions and associations: DPVT GmbH (German Inspection Institute for Entertainment Technology), FAMAB Kommunikationsverband e.V. (FAMAB Communications Association), International Live Events Association (ILEA), Interessengemeinschaft der selbständigen DienstleisterInnen in der Veranstaltungswirtschaft e.V. (ISDV) (Interest Group for Independent Service Providers in the Event Industry, IHK Hessen (Hessian Chamber of Industry and Commerce), THM Mittelhessen (University of Applied Sciences of Middle Hesse), TU Chemnitz (Chemnitz University of Technology), visitBerlin and Verband für Medien- und Veranstaltungstechnik (VPLT) (Association for Media and Event Technology).

Medical and scientific advisory services were provided by Dr. Klaus-Peter Hunfeld, MPH, specialist in laboratory medicine, medical microbiology, virology, epidemiology of infectious diseases, hospital hygiene, Frankfurt am Main, Dr. Frank-Albert Pitten, specialist for hygiene and environmental medicine, Institut für Krankenhaushygiene und Infektionskontrolle (IKI) (Institute for Hospital Hygiene and Infection Control), Giessen, and Dr. Walter Popp, specialist for internal medicine, occupational medicine, hygiene, medical quality management, antibiotic stewardship (ABS) expert at Deutsche Gesellschaft für Krankenhaushygiene [DGKH] (German Society for Hospital Hygiene), Dortmund.

28 April 2020

RECOMMENDATIONS ON PROTECTION GUIDELINES

The following recommendations are in line with the „Key Planning Recommendations for Mass Gatherings in the Context of COVID-19“ of the WHO (last revised: 19 March 2020), the Standards for Occupational Safety and Health SARS-CoV-2 of the German Federal Ministry of Labor and Social Affairs, and the generally applicable guidelines and definitions of the respective building codes of the German federal states, in particular the ordinances on places of assembly, the building codes of the federal states and the guidelines on temporary structures.

PROTECTION GUIDELINE A:

Events can fundamentally be carried out within the framework of the aforementioned established rules if it can be ensured that during the entire duration of an event (construction, implementation, breakdown) all persons involved and present (event visitors as well as all service providers, employees and artists employed within the framework of the event) are **verifiably not infected with COVID-19 and not contagious or have already acquired immunity**.

For all events, a **manipulation-proof list of participants** (“participant management” and “employee accreditation”) including the recording of the attendance and working hours must be maintained. Seamless tracking in compliance with data protection and privacy regulations will be ensured and provided to the relevant authorities if required. Furthermore, the use of a tracing app is explicitly recommended.

In addition to this, the **valid and recognized hygiene regulations** related to COVID-19 published by the Robert Koch Institute (RKI) that apply at the time of the event shall continue to apply.

[Authors' note: The authors are aware that, at the time of writing, this protective guideline cannot yet be fully described here; this protective guideline is based on the assumption that technological and scientific progress (quick tests) will make it possible to verify acquired immunity and/or an acute infection with COVID-19.]

PROTECTION GUIDELINE B:

If the provisions of Protective Guideline A cannot be ensured, events can be held if **supplementary regulations on compliance with minimum distances and with additional hygiene requirements** are followed.

This requires a **documented risk analysis to be carried out by the organizer**, which must be based on a **general hygiene concept to be developed in cooperation with an independent institute**.

PROTECTION GUIDELINE C:

Should it not be feasible to maintain minimum distances in individual cases or in individual areas of the event venue, **more stringent hygiene conditions and measures shall apply**. These must be explicitly described in the risk analysis and **approved by the authorities**.

The aforementioned protection guidelines will be additionally regulated based on a **step-by-step master plan for staging events** for the analysis of the **maximum number of persons permitted at events**. This will facilitate flexible adaptation to the respective regional situations (see appendix).

The specification of the steps will be undertaken in 4 phases; the severity level will be determined on the base reproduction rate (R0), for example, after prior coordination with the relevant authorities.

The gradation will likewise take into account the respective incidence rate in the area of origin of the visitors (e.g. the national incidence rate will be used for national event visitors, and the regional incidence rate for regional event visitors).



R.I.F.E.L.

Research Institute for Exhibition
and Live-Communication

REMARKS ON PROTECTION GUIDELINE A:

General regulations for holding events

To ensure that visitors and other persons involved are not contagious, written verification of immunity or verification that the person has no acute illness is required. This verification will ensue via a swab test carried out on the evening before the event. After prior consultation with the relevant health authorities, the implementation of testing is to be secured with potential contractual partners (test laboratories).

Alternatively, a test (quick test) carried out directly on site can serve as verification. This quick test must also be coordinated in advance with the relevant health authorities. The test is voluntary; if an event visitor or a hired service provider, employee, or artist does not take the test, they will not be permitted to enter the event venue. The organizer shall bear all costs for conducting and analyzing the tests. The protection of personal data will be ensured.

For the entire duration of the event, it must be ensured that no unauthorized persons can enter the event premises.

As a rule, all persons involved and present must carry their face masks with them and in the event of a disruption (e.g. evacuation, fire, etc.), they must comply with the instructions of the security personnel on site. The organizer must also provide a sufficient supply of face masks and provide them to persons who require them at the entrance to the event premises.

GENERAL HYGIENE REGULATIONS:

Doors to the respective premises within the event venue must be kept open insofar as this is permissible (except for rooms with electronically controlled doors), in order to prevent virus transmission via door handles.

Door handles, handrails on staircases, frequently used surfaces (furniture, tables, counters, toilets, especially the toilet flushing mechanisms, faucets, etc.) must be cleaned and disinfected regularly (several times per hour). Where possible, temporary sealing of highly frequented surfaces (handrails, cloakroom and accreditation counters, visitor furniture, etc.) should be undertaken using appropriate means.

Dispensers with disinfectant must be installed in clearly visible locations at all entrances and exits. In addition, at least 1 dispenser per 50 visitors must be kept available at neuralgic points within the event venue. Likewise, in the toilet facilities sufficient numbers of dispensers with disinfectant must be provided.

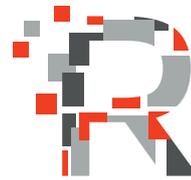
RULES FOR CONTRIBUTORS AND STAFF:

The number of persons working simultaneously within the venue will be reduced by equalization during the set-up and breakdown work as well as by the formation of smaller working groups with specifically defined times and working areas. Compliance with the hygiene regulations, distancing regulations and other occupational safety and health standards relating to SARS-CoV-2 (issued by the German Federal Ministry of Labor and Social Affairs) will be ensured at all times.

By recording all participants from the various trades in advance as well as the seamless recording of attendance and absence times at the event venue, it must be possible to make all persons involved in the event with their contact data available to the health authorities at all times, even after the event, in order to trace and track possible chains of infection.

Instructions on the protective hygiene measures implemented at the event venue, required rules of conduct, the responsibilities involved and contacts will be ensured - on site in written and visual form (barrier-free) in advance of the event as well as when entering the venue.

All participants and employees involved in an event will be informed in advance by the respective employer about the necessity of carrying a face mask with them and possibly wearing it. This must be carried at all times within the event venue and must be worn if maintenance of the minimum distances is at risk. Violations of these rules can lead to persons being expelled.



R.I.F.E.L.

Research Institute for Exhibition
and Live-Communication

REMARKS ON PROTECTION GUIDELINE B:

Supplementary rules on compliance with minimum distances and additional hygiene programs

If the provisions of Protective Guideline A cannot be ensured, the following measures must be taken.

REQUIREMENTS FOR THE EVENT VENUE:

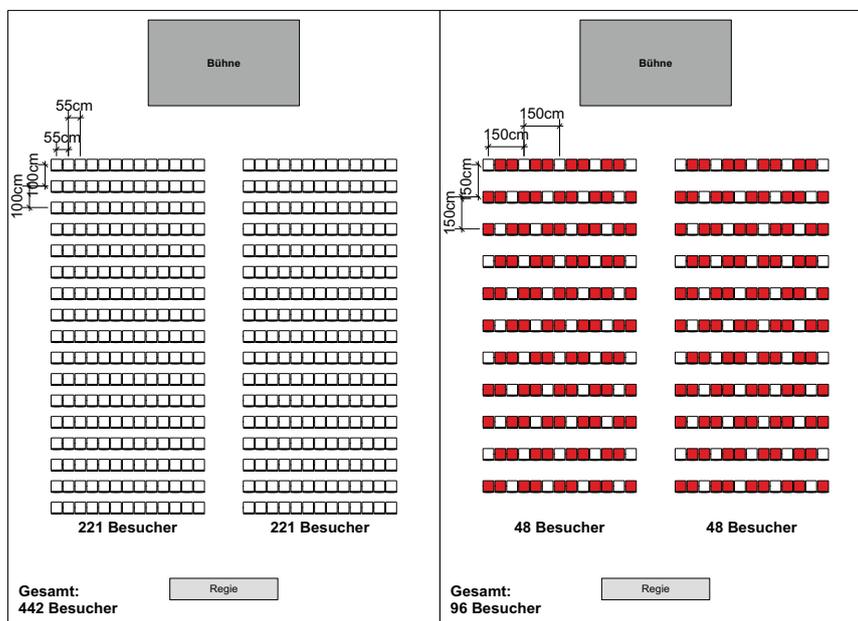
For the respective event venue, it is necessary to differentiate between **occupied areas**, **areas of moving traffic** and **special areas**.

Occupied areas include all areas of a venue in which event visitors can remain stationary for a period of time and for which a higher risk of longer-term personal contact must be assumed. Examples include presentation areas, catering areas, accreditation counters, cloakroom areas and sanitary facilities. In these areas the generally applicable minimum distance of 1.5 m (4.9 ft) must be maintained between persons at all times and must be monitorable.

EXAMPLE OF OCCUPIED AREAS: PRESENTATION AREA

For seating plans, appropriately dimensioned seat and aisle widths and spacing must be planned. The following sample seating plan without/with the corresponding distancing arrangements serves to illustrate this.

Sample seating plan (without/with distancing rules):



Based on the attached step-by-step master plan, dimensioning of 3 m² (32.3 ft²)/visitor is assumed.

Traffic areas include all areas of a venue in which event visitors move between the various event performances and sections. Examples include corridors, stairwells and emergency escape routes. In these areas, the distancing and hygiene recommendations of the Robert Koch Institute (RKI) valid at the time of the event apply. Informational signs at all neuralgic points of the venue make visitors aware of these recommendations (entrances and exits, sanitary facilities, event area). These instructions are shown in an easily understandable and accessible (barrier-free) form.

Furthermore, additional distancing rules and measures must be implemented for **special areas** at the event venue. These include, among other things:

- The entrance, admission area, accreditation, and cloakroom. Suitable methods of access control by security guards and/or devices (e.g. floor markings, room partitions, pedestrian flow control systems, signal light systems) must be provided in order to ensure that the minimum distance between persons of 1.5 m (4.9 ft) is maintained at all times.
- Presentation and catering areas: In addition to suitable seating plans, in areas where lines may form (e.g. access to a presentation or a catering station), personnel and devices (e.g. floor markings, barrier tapes) must be employed to ensure and monitor the minimum distancing.
- Sanitary facilities: Access to sanitary facilities must be controlled by personnel and/or devices (e.g. floor markings, barrier or signal light systems, pull principles) so that the minimum distance between persons of 1.5 m (4.9 ft) within the sanitary facilities can be ensured at all times. Within the sanitary facilities, toilet stalls, urinals and washbasins must be reduced to ensure that the minimum distance between persons is likewise ensured.

In general, the following rules also apply to all areas:

- For events, corresponding event plans (seating plans) must be prepared in accordance with the applicable regulations, and submitted to the relevant authorities for approval.
- Insofar as this is possible, the event venue must be divided into zones (or spaces) to achieve controlled distribution of the visitors. A concept for visitor flow management must be developed to prevent space overloads, traffic jams or high population density (e.g. by applying the pull or heijunka principle). Access to the zones must be controlled. Ushers support the controlled filling and emptying of the seating areas.
- Advance capacity planning can also help in this regard (advance registration for individual presentations), as can the use of the following: accreditation systems, access control systems, anonymous temperature measurement and guest-per-area measuring systems, pedestrian flow control systems in front of entrances and exits, or information systems in the event of area overload.
- In addition to suitable seating plans, the minimum distance between persons must be ensured and monitored in areas where lines can form (e.g. access to the presentation, entrances, etc.) by personnel and devices (e.g. floor markings, barrier tapes). Separate entrances and exits should be provided if possible. These must be adequately marked.
- The distancing rules must be ensured and monitored for all persons involved and present (event visitors as well as all service providers, employees and artists employed during the event) for the entire duration of the event (set-up, event, breakdown) by the relevant personnel.
- Should a situation arise in which there is a risk that compliance with the distancing rules cannot be maintained, all persons present must immediately put on their face masks.

PREPARATION OF AN ADDITIONAL HYGIENE CONCEPT FOR THE EVENT:

In addition, a comprehensive hygiene concept must be prepared by a specialist for the event on the basis of the ISO standards that are applicable to the operation or on the basis of the existing HACCP concept. The following criteria must be met:

- presence of a hygiene officer (analogous to a health and safety coordinator) during the entire event.
- preparation of an additional standard plan for event hygiene based on HACCP monitoring and evaluation of compliance with the standard plan for event hygiene and the management process flows before, during and after the event.

In addition, the following measures must be implemented at the event venue:

- **Cleaning and disinfection of the hand contact surfaces:**
All hand contact surfaces must be disinfected prior to the start of the event. In particular, these include door handles, table surfaces (especially in the catering area), handles/grips on chairs, etc. Disinfection must be done mechanically.

Hand contact surfaces with intensive hand contact over the course of a day must be disinfected repeatedly. The frequency of such disinfection must be precisely specified prior to the start of the event. For multi-day events, the cleaning and disinfection work must be done at the end of each day of the event.
- **Cleaning and disinfection of the floors:**
Floors must be cleaned every workday, and if there are large numbers of people, additionally cleaned depending on the level of visible soiling. Disinfection of these surfaces is not required.
- **Cleaning and disinfection plan:**
A cleaning and disinfection plan must be prepared that clearly states which surfaces must be cleaned by which personnel, how often they must be cleaned and disinfected, and what cleaning and disinfection agents must be used.
- **Disinfection measures of the persons present at the entrance to the event venue:**
All employees must disinfect their hands before beginning work. All event visitors must disinfect their hands during registration.

RECORDING OF THE PARTICIPANT GROUPS:

To trace and isolate possible chains of infection, it is essential that all participants and visitors are known and electronically recorded with their contact data. All entering and leaving of the venue must be electronically recorded and documented. These data must subsequently be made available to the health authorities if there is a justified need to do so, subject to compliance with data protection and privacy regulations.

If available, the use of a tracing app compliant with data protection and privacy regulations is also recommended for events of a certain size and/or for certain groups of people.

Detailed information on protective measures implemented at the event venue must be provided in advance to enable personal risk assessment relating to possible participation.

ARRIVAL AND DEPARTURE, TRANSPORT, TRANSFERS:

When using local public transport or individual transfers (trains, planes, local public transport, taxis and shuttle buses), compliance with the relevant applicable guidelines is required. Carpools must be avoided. For shuttle buses, compliance with maximum capacities (hygiene concepts of the transport companies) and minimum distances is required.

Separate entrances and exits must be planned and fixed walking directions defined. Adequately dimensioned waiting areas that enable compliance with the minimum distances must be provided.



R.I.F.E.L.

Research Institute for Exhibition
and Live-Communication

ENTRANCES AND EXITS AT THE EVENT VENUE, CLOAKROOM, ACCREDITATION:

Separate entrances and exits must be provided at the event venue and clearly marked. Adequately dimensioned waiting areas that enable compliance with the minimum distances must be provided. The minimum distances must be ensured at the entrances and exits at all times. Protection from rain in outdoor areas must be ensured.

Suitable methods of access control by security guards and/or devices (e.g. floor markings, room partitions, pedestrian flow control systems, signal light systems, pull principles) must be provided.

Admission must be planned so that it is staggered as far as possible, so that visitor density does not exceed specifications.

Persons with symptoms (even if the symptoms are mild) may not enter the event venue. Should a person manifest symptoms within the event venue, an FFP2 mask without a vent must be applied, and the person's departure from the venue and immediate isolation arranged; the person must also be informed that he/she needs an immediate medical examination and diagnosis. Quarantine measures for the contact persons must be immediately and rigorously implemented. Quarantine and isolation must take place in accordance with the applicable recommendations of the RKI at the time symptoms are noted and in close coordination with the relevant health authorities. The information must be entered immediately in a tracing app, if such an app is available.

Visitor check-in and check-out must be as contactless as possible (ticket, barcode). Do not use self-check-in modules with touch panels. Cloakroom tokens must be issued in contactless form (e.g. digital cloakroom tokens). Minimum distances must be maintained from and by the cloakroom and accreditation personnel and/or adequate protection from coughing, sneezing and spitting must be provided.

All participants are required to carry a face mask with them at all times. The organizer must additionally provide adequate face masks at the entrance.

VENTILATION OF THE EVENT VENUE:

Adequate ventilation for all rooms/areas in the entire venue must be ensured. In particular, adequate and regular ventilation/airing of smaller rooms with low ceilings must be ensured.

CATERING, SERVING OF FOOD AND BEVERAGES:

The deployment of a hygiene officer will ensure a high standard of hygiene in accordance with a HACCP concept to be prepared and the ISO standards applicable to the respective operation.

- Food and beverages must be pre-portioned and served in sealed packaging. For unpackaged food, spit protection walls must be used, face masks worn and hygiene and distancing rules followed. Otherwise, only packaged, sealed food may be served. Self-service is prohibited.

Compliance with the distancing rules during meals

- Decentralized serving points must be planned to counteract excessive staff and visitor density. If this is not possible for reasons of space, only table service is permitted.
- Seating must be managed in such a way that the minimum distance between persons is ensured during the meal.

Handling catering equipment

- Reusable dishes and cutlery as well as glasses and other catering equipment must always be cleaned in high-temperature dishwashing systems (> 70°C/158°F).
- Manually washing dishes in sinks is prohibited.
- Contamination must be precluded with suitable packaging during transport and storage.
- Self-service stations are permitted only for individually packaged dishes and cutlery.

CATERING PERSONNEL:

All employees in the catering area must undergo regular training for all necessary additional hygiene measures. Regular handwashing and disinfection must be planned and coordinated. Employees that prepare, arrange or serve open food or beverages must wear face masks. Orientation to the minimum distance rules is required in the kitchen area as well.

PROGRAM PLANNING:

When planning the program and throughout the event itself, care must be taken to reduce close encounters (podium, artists on stage).

Area, room and stage dimensions must be reviewed to ensure adequate safety distancing in the conceptualization phase. On show stages and other presentation areas, positioning and escape plans, walkways, etc. must be planned with sufficient spacing. Safety distances must also be maintained here at all times.

Other measures are to be applied as follows when required:

- Active integration of a moderator in visitor management. The moderator not only manages and guides visitors through the event, but also instructs and informs them at the beginning and repeatedly during the event about the safety and hygiene precautions that must be taken.
- The performers (artists, moderators, musicians, talk show guests, etc.) must be assigned separate and marked dressing rooms. Collective dressing rooms are not permissible. Upon arrival, each actor will be given a safety and hygiene briefing.

PARTICIPATORY ACTIVITIES, SHOWCASES, SPONSOR, SALES AND EXHIBITION STANDS:

Participatory and interactive activities are possible only under very strict conditions that must be described in the hygiene concept. Here the focus is on "demonstration instead of trying things out". Displays and devices required for trying out equipment must be disinfected after every use by a visitor.

Gatherings of people around stands, showcases and attractions must be prevented. The minimum distance rules must be complied with at all times and face masks must be worn in areas where the minimum distance cannot be maintained.

REMARKS ON PROTECTION GUIDELINE C:

Special rules for compliance with additional hygiene measures

If maintaining minimum distances is not feasible in individual cases or in individual areas of the event venue in accordance with Protection Guideline B, **stricter hygiene conditions and measures apply**. The hygiene officer must describe these explicitly in the hygiene concept and have them **approved by the authorities**.

When calculating the space required, an area of 3 m³ (32.3 ft²) per visitor plus a 20% safety margin is recommended.

Step-by-step master plan for holding events		4.						
I. Severity level	e.g. base reproduction rate (R0), incidence rate	> ...						
II. Protection guidelines								
Draft template, tbd								
Protection guideline pha								
Application depending on severity level	Application is mandatory	Regular event rules are to be applied	Completely prohibited					
	Special COVID-19 hygiene rules	Face masks must be carried						
	Verification of immunity or non-infection	Minimum distance > 1.50 m (3.3 ft)						
	Face masks must be worn							
If the base reproduction rate (R0)/incidence rate permits, level 3 will go into effect in the next step: staging of events exclusively with face masks; < 100 persons in the beginning.								
3.	> ...	Protection from infection ensured by face masks						
If the base reproduction rate (R0)/incidence rate permits further relaxation of the rules, level 2 will go into effect in the next step: staging of events possible with applicable distancing rules; everyone must carry face masks.								
2.	> ...	Compliance with distancing and hygiene rules required						
If verification of immunity and/or no infection present in the event visitor is possible, level 1 with COVID-19 hygiene rules will take effect.								
1.	> ...	Exclusively immune and non-infected persons are verifiably present						
If level 1 is no longer necessary due to falling infection rates and containment of the epidemic, level 0 will take effect.								
0.	< ...	Regular staging of events after 31 MM...						

III. General parameters / Number of visitors / Venue / Type / m²

1.) General information	Bereiche / Angaben	C.	B.	A.	
1.1 Organizer	(Name... address...)	Not permitted < ... persons 3 m ² / visitor +20% safety and security surcharge As per recommendation of the RKI	Not permitted < ... persons 3 m ² / visitor As per recommendation of the RKI	< 1,000 persons ... m ² (... ft ²)/visitor	< 5,000 persons 1 m ² (10.8 ft ²)/visitor, etc.
1.2 Venue	(Address...)				
1.3 Event manager	(Name... address...)				
1.4 Event type	(Congress, event, ...)				
1.5 Number of visitors	(Dance event, ...)				
1.6 Visitors/m ²	...				
1.7 Visitor group	(National, international) (Risk territories)				

IV. Scope of application / measures

2.) Social distancing rules					
2.1 Areas	(parking lots, bus, ...) (Admission, ...) (Entrances, ...)	>1.50 m/4.9 ft & face mask >1.50 m/4.9 ft & face mask >1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft > 1.50 m/4.9 ft > 1.50 m/4.9 ft	Disinfection station No access	
2.2 Rooms	(Cloakroom, restrooms, ...) (Public swimming pool, pool, ...)	>1.50 m/4.9 ft & face mask if necessary face mask >1.50 m/4.9 ft & face mask >1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft > 1.50 m/4.9 ft > 1.50 m/4.9 ft	Disinfection station	
2.3 ...	Seating areas Buffet areas Kitchen	>1.50 m/4.9 ft & face mask >1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft > 1.50 m/4.9 ft	Disinfection station	
3.) Hygiene rules					
3.1 Areas	(Entrance, ticket window, ...) (Kitchen, ...)	>1.50 m/4.9 ft & face mask >1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft > 1.50 m/4.9 ft	Disinfection station	
3.2 Rooms	(Entrances, ...)	>1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft	Disinfection station	
3.3 Surfaces	(Surfaces, doors, ...)	>1.50 m/4.9 ft & face mask	> 1.50 m/4.9 ft	Disinfection station	
3.4 Ventilation	...	No sinks for manual dishwashing >1.50 m/4.9 ft & face mask	No sinks for manual dishwashing > 1.50 m/4.9 ft	No sinks for manual dishwashing	
3.5 Scullery/Sinks	...	No sinks for manual dishwashing >1.50 m/4.9 ft & face mask	No sinks for manual dishwashing > 1.50 m/4.9 ft	No sinks for manual dishwashing	
3.6				
3.7				
4.) Additional special protective measures	...				

