

MICE GUIDELINES

Activity design

1



Prevention plan in contractual agreement

2



Consider the spaces, capacities, types of setups, services, suppliers and information

3



Cleaning and disinfection after setup

4



Entry and exit itineraries. Concentrate **access points**

5



Staffers on hand to provide information and distribute people and vehicle traffic

6



Active and preventive redistribution of public mobility services

SETUP

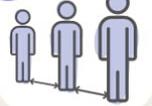
TRAFFIC MANAGEMENT

As a general rule, the organisation that manages the space determines the capacities, management of queues and personal distances, and prevention measures for the entire process.

REGISTRATIONS

PROMO. GIFTS

7



Management of queues and registration spaces

8



Online management and payment. **Contactless**

9



No printed material. **Digital attendance certificates**

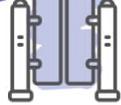
10



Disinfected and, if possible, handed out individually

CAPACITY MANAGEMENT

11



Systems for counting people and controlling entry/exit

12



Identification of points where crowding may occur

13



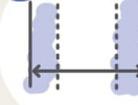
Implementation of disinfection schedules

14



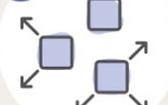
Signs to manage traffic

15



Trade shows: enlargement of corridors, pavilions, etc. and redistribution of the space for orderly traffic

16



Other: pre-distribution of the occupation of the space

AV

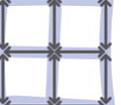
CONTENT MANAGEMENT

17



Tests, without participants

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Technical areas restricted

19



Provision of speeches electronically ahead of time

20



No lecterns

21



One microphone per speaker

22



Interaction through apps and mobile devices (voting, etc.)

SIMULTANEOUS INTERPRETATION

ROOMS

NETWORKING

CATERING

COAT CHECK

23



Remote service recommended

24



In-situ, one booth per interpreter, disinfection after each use

25



Disposable earphones for participants

26



Accommodation control. Monitoring of doors to avoid contact

27



Use of larger tables and counters + partitions

28



Decentralised pick-up points. If possible, **outdoors**

29



Contactless tickets

1. The proposal, conceptualisation and design of the activity should inform the customer and other interested parties of the measures to be implemented for prevention of contagion of SARS-CoV-2; these measures should form part of the contractual agreement.
2. The organisation should design the activity so that it can be held under safe conditions for employees, participants, exhibitors and service providers. To do so, the design of the activity should consider the following: spaces, capacities (for example, considering the possibility of holding the activities outdoors if possible). Set-up needs (for example, considering temporary facilities for health-related annexes or other services) – Services that can be offered. – Selection of supplier companies, for which their prevention protocols and hygiene-health measures should be taken into consideration. Informational measures. Inclusion in contracts of commitments and responsibilities with respect to compliance with the measures established in the contingency plan.
3. Once set-up is complete, cleaning and disinfection of the space should be carried out.

The responsible organisation should do the following:

4. Redesign and adapt entry and exit itineraries, providing information about the entry and exit points defined previously. Recommend minimising and concentrating the entry points to the space to facilitate control and management of the health and safety protocols for everyone accessing the activity (as long as this facilitates adoption of said prevention and health and safety measures).
5. Manage the operations of informing and distributing people and vehicle traffic (for example, indication of the entry door in the accreditation of attendees before the start of the event through an information system), considering hours of maximum traffic, outdoor zones for accessing the space.
6. Actively and preventively redistribute mobility and public transportation services to deliver passengers to different access doors, if any [city buses, taxis, vehicles with driver (VWD)].

To properly manage entry and exit flows to/from the space and people traffic, the following general measures should be established:

7. Encourage online processing and payment and, whenever possible, substitution of manual processes with digital ones (for example, online delivery of accreditations, downloading of accreditations on mobile devices). If online payment is not possible in all cases, the use of bank cards or other contactless means should be encouraged.
8. Manage queues (for example, through floor markers or rope/tape barriers), respecting the safety distance (unless all participants and employees wear masks) at check-in and accreditation counters, offices serving exhibitors, set-up workers, decorators, technical secretariat, etc.
9. Avoid printed material, promoting the use of digital information (for example, through QR codes). Additionally, if applicable: attendance certificates should be sent in digital form.
10. Additionally, if applicable: promotional objects for participants should be properly disinfected before they are handed out whenever possible, and this should be done on an individual basis.

Depending on the criteria considered in the activity design, capacities should be determined and a system of controlling same should be established in the different spaces where the activities will be held. Specifically, the following measures may be established:

11. Implementation of a system for counting and keeping track of the number of people (automatic and manual) entering and exiting (for example, control of the number of entrance passes and/or invitations per participating company based on the surface area and days, to avoid exceeding the established capacity) to know in real time how many people are participating in the activity at all times.
12. Identification of sites of potential crowding.
13. Implementation of opening and closing hours that allow time for a post-activity deep cleaning and disinfection of the space.

14. Placement of graphics, signage and staff to help manage people traffic.
15. Management of capacities at trade fairs: the enlargement of corridors, pavilions and other spaces is recommended.
16. Management of capacities in conference activities, incentive events, meetings, conventions, symposia and other events: measures aimed at predefining the occupation of the space (for example, marketing seats that cannot be occupied) are recommended.
17. Audiovisual services: set-up, testing and tear-down tasks should be carried out without participants present.
18. Audiovisual services: delimitation of the technical zones (control panel, camera) is recommended to maintain the safety distance from participants.
19. Advance distribution of audiovisual material to the speakers through e-mail, cloud access or any other online channel should be promoted to avoid having speakers approach the technical zone.
20. The use of lecterns is disadvised in order to avoid contact with potentially contaminated surfaces. If their use is unavoidable, they should be disinfected after each use. Additionally, if it is necessary to use a computer at the lectern, one plastic keyboard protector per speaker should be provided (which should be changed after each use).
21. It is recommended that one microphone be provided for individual use by each speaker.
22. The use of applications and smartphones should be promoted for carrying out interactive voting, avoiding the use of shared devices. If this is not possible, the voting devices should be provided in a clean and disinfected state after each use and in individual sealed bags.
23. If simultaneous interpretation services are required, it is recommended that this service be provided remotely and that the participants' earphones be disposable (or that the participants be encouraged to use their own earphones). If this is not possible, the cleanliness and disinfection of the devices lent to participants should be ensured after each use, and these should be distributed to the participants in individual bags in all cases.
24. If interpretation cannot be provided remotely and must be carried out onsite, a standard interpretation booth should be set up for each interpreter and disinfected after each interpreter shift and, in any case, at the end of the day.
25. See 23.
26. Rooms: There should be supervision at all times to ensure that the attendees are distributed in the space in a way that respects safety distances, and entry and exit doors can be controlled so that attendees do not have to touch them to open and close them.
27. Networking areas: the use of larger tables and counters should be considered, as well as partitions that can be easily cleaned and disinfected to allow a physical separation between participants.
28. Catering service: decentralised pick-up points should be established to avoid excessive crowding of people. Whenever possible, it is recommended that outdoor food service be prioritised.
29. Coat check: the minimum safety distance should be maintained between the staff and participants, in all cases using the personal protection equipment identified in the risk assessment. Coat check tickets should be delivered in contactless form.