



## Best practice checklists for event suppliers

### Introduction

For this checklist to work, event organisers will need to compare the current Covid-19 Government of Jersey Guidance which can be found [here](#), to the various areas defined below. Your contracted event suppliers should have **Standard Operating Procedures (SOPs)** written up for every action and eventuality undertaken. This should be confirmed by each respective supplier during the event planning. These need to incorporate the latest **Covid-19 recommendations** found on gov.je. This will not only cover the business in terms of due diligence, but also allow their staff to fully understand the scope of the work they are undertaking, in what has been deemed as the safest way to do so.

Below is a **check list of the areas you need to be aware of** and focusing on to adhere to the Visit Safe Charter.

- ✓ Use the checklist to ensure you are aware of the areas you need to focus on within your business.
- ✓ Use the checklist in conjunction with the current Covid-19 Government of Jersey Guidance which can be found [here](#).
- ✓ Sign up to the Visit Safe Charter on [www.gov.je/VisitSafe](http://www.gov.je/VisitSafe).
- ✓ Use the Visit Safe assets in your marketing activity. You will be provided access to a toolkit, logo and assets once you have signed up to the scheme.

Please be aware that **spot checks** are happening throughout the Visit Safe participating events to mitigate any risk from Covid-19 and ensure the scheme is robust. Failure to have implemented items that have been agreed to, will result in further action being undertaken.

This checklist is not only to protect you and your staff, but also your customers and the island's visitor economy. Visit Safe is an optional scheme but it is important that the steps are / checklist is adhered to, failure to do so could result in reputational damage to your business and the island.

Before you begin, we recommend **appointing a member of staff** to oversee hygiene under Covid-19 conditions during the event. This person can be a different individual to the person responsible for completing this document (pre-event).

This checklist has been produced in association with:





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### Responsibilities of event organisers

- Understanding the risks of Covid-19 transmission at events and your role in identifying and managing those risks
- Identifying potential transmission risks that may affect your event, understand opportunities to effectively manage those risks, and make informed decisions about risk acceptance
- Creating a pre-event safety checklist addressing Covid-19 risks
- Communicating your safety policies and procedures to staff and attendees, including their critical role and responsibility in having a safe event
- Considering the event demographic and whether the likely audience is a group at higher risk from Covid-19. If this is the case, organisers are strongly recommended to consider their social responsibility and whether the event should take place.

For further information, please see:

<https://www.eventbrite.co.uk//covid19-event-safety/#assess-risks>



## Risk assessment checklist: pre-event

Pre-event	Yes	No	N/A
1a Seek advice from and collaborate with Government and public health officials for current Covid-19 restrictions and recommendations.			
1b Provide resources that detail the signs and symptoms of Covid-19 to help educate potential event-goers and staff on whether they should attend or stay home.			
1c Require staff and event-goers to stay home if they have any Covid-19 symptoms.			
1d Require attendees to not attend the event if they have been diagnosed with Covid-19, or had direct contact with an individual diagnosed with or suspected to have Covid-19 in the past 14 days.			
1e Provide access to hand-washing stations with soap and water or hand sanitiser.			
1f Provide instructions on proper handwashing at handwashing stations.			
1g Create an event-specific medical response plan.			
1h Develop plans for quickly and safely evacuating an event.			
1i Determine event capacity based on the geometry and physical characteristics of your venue.			
1j Modify attendee/staff density to enforce all safety protocols, including current physical distancing guidelines.			
1k Designate one or more staff members to enforce physical distancing and face covering requirements throughout the event.			
1l Assign staff to cleaning tasks performed before, during and after the event.			

See notes overleaf →



## Risk assessment checklist: pre-event

### Pre-event risk assessment notes:

To be undertaken and confirmed by the designated lead for risk assessment and implementation of safety planning;

- Seek advice from and collaborate with Government and public health officials for current Covid-19 restrictions and recommendations.
- Provide resources that detail the signs and symptoms of Covid-19 to help educate potential event-goers and staff on whether they should attend or stay home.
- 1c/1d) - Require staff and event-goers to stay home if they have any Covid-19 symptoms, including fever, cough, or gastro-intestinal issues. Additionally, require attendees to not attend the event if they have been diagnosed with Covid-19, or had direct contact with an individual diagnosed with or suspected to have Covid-19 in the past 14 days. Consider implementing permissive refund policies to encourage event goers to comply with these rules.
- 1e) - Provide access to hand-washing stations with soap and water or hand sanitiser containing at least 60% alcohol if the former is unavailable.
- 1f) - Provide instructions on proper handwashing at handwashing stations (at least 20 seconds in accordance with Government/WHO guidelines).
- 1g/1h) - Create an event-specific medical response plan, designating responsible persons, nearby emergency services, and determining how to isolate and transport staff or attendees experiencing a medical emergency. Develop plans for quickly and safely evacuating an event.
- 1i) - Determine event capacity based on the geometry and physical characteristics of your venue. This should include factors like ventilation, presence of UV or HEPA air filters in the building or venue, and physical distance/density of attendees.
- 1j) - Modify attendee/staff density to enforce all safety protocols, including two-metre physical distancing (or adjusting the physical distance per Government and public health officials) requirements in all venue spaces where attendees congregate — including lavatories, queuing areas, and during ingress and egress procedures. This may include temporary modifications to your space (e.g. closing adjacent sink stations, metering bathroom usage, queuing to enter and exit the venue, and modifying seating and standing arrangements).
- 1k) - Designate one or more staff members to enforce physical distancing and face covering requirements throughout the event.



## Risk assessment checklist: pre-event

### Pre-event risk assessment notes (continued):

- Where appropriate, require all attendees and staff to wear Government/WHO recommended face coverings during the event.
- 1l) - Assign staff to cleaning tasks performed before, during and after the event. Clean and disinfect commonly touched surfaces like tables, doorknobs, light switches, countertops, handles, toilets, taps, sinks, etc. before the event using Government and/or WHO cleaning and disinfecting guidelines.
- 1l) - For events with multiple shifts, showtimes or events, clean and disinfect common spaces between each group of people. Be sure to provide enough time between groups to allow for cleaning and disinfection of commonly touched surfaces. This should be in line with the fallow periods required by the Government guidance on sanitation.
- Total number of event attendees should be in line with current total prescribed numbers from Government guidance.



## Risk assessment checklist: pre-attendee arrival

Pre-attendee arrival	Yes	No	N/A
2a Clean surfaces with soap and water before using an approved household disinfectant.			
2b Provide event-goers with resources that detail the signs and symptoms of Covid-19 to help educate potential event-goers on whether they should attend or stay home.			
2c Require staff and event-goers to stay home if they have experienced Covid-19 symptoms in the past 14 days, have been diagnosed with Covid-19 in the past 14-days, or have had contact with a known or suspected Covid-19 case.			
2d Ensure staff are aware of the procedure to respond to medical or other predictable natural and man-made threats and hazards (e.g., security incident, fire, weather emergency).			
2e Staff or supply a first-aid station for minor injuries or sick attendees.			
2f Identify location to isolate event-goers and/or staff who demonstrate signs or symptoms of Covid-19.			
2g Maintain updated contact information for staff and venue operators to communicate information about Covid-19 updates.			
2h Create and distribute signage outlining face coverings and/or other personal protective equipment rules, physical distancing requirements, and other Covid-19 specific procedures.			
2i Establish video/audio participation options for sick, isolating and/or high-risk individuals.			
2j Create a plan that follows Government contact tracing requirements to enable contact tracing of event goers should it become necessary.			

See notes overleaf →



## Risk assessment checklist: pre-attendee arrival

### Pre-attendee arrival risk assessment notes

- Plan to minimise person-to-person contact for event organisers and staff during the planning process.
- 2a) - Clean surfaces with soap and water before using an approved household disinfectant. Clean and disinfect commonly touched surfaces like tables, doorknobs, light switches, countertops, handles, toilets, taps, sinks, or items distributed to attendees before the event using Government and/or WHO cleaning and disinfecting guidelines.
- 2c) - Consider flexible refund policies and communicate these policies to attendees.
- 2d) – Ensure all staff fully briefed on all procedures to respond to medical or other predictable natural and man-made threats and hazards (e.g. security incident, fire, weather emergency). Identify the closest hospital or health centre should someone become ill.
- 2f) - Plan for a location to isolate event-goers and/or staff who demonstrate signs or symptoms of Covid-19. Ensure all staff are aware of the processes involved.
- 2j) - Create a plan that follows Government contact tracing requirements to enable contact tracing of event goers should it become necessary. Where relevant it may be necessary to refer to seating plans or attendance records. Further noted there remains a legal responsibility to adhere to Data Protection Law.

## Best practice checklists for event suppliers

### Mitigating queuing

To be undertaken and confirmed by the designated lead for the safe running of the event;

**Limit Lining Up** - If the venue has multiple entrances, make use of them and set up lines at as many as possible. Try numbering or lettering the entrances and assigning them to attendees prior to the event. Where possible, incorporate timed entries to avoid having everyone arrive at the same time. You may also consider offering key event sessions in the morning and afternoon, with half of the participants allowed to attend each.

**Utilize Outdoor Space** - If there is an area outside the venue that can easily be blocked off to allow attendees to line up before entering the venue, look into doing so. It may not always be realistic to hold the entire event outdoors, but having people wait in line outside the venue may be an effective way to minimize risk.

**Speed Up Check-In** - Limit the amount of time event-goers are spending in line. Where possible, invest in tools that can help speed up the process. Check-in kiosks that allow for self check-in can also help speed up the process, but they would need to be placed an adequate distance apart and be sanitized between each use.

**Enable Virtual Queueing** - Mobile queueing technology could also be applied to events as this allows attendees to virtually be added to a queue without having to physically wait in line. When waiting for access to a session or an exhibit hall, for example, attendees could add themselves to the queue via a mobile app, wait in a safe and socially distant area, and be notified when it's their turn to check-in.

**Consider All Lines** - Although check-in will likely present the biggest challenge in terms of maintaining a safe environment while queueing, it's important to think about any and all situations for which attendees will have to stand in line throughout the event. For example, make sure the ratio of restrooms to attendees is adequate to discourage lines from forming, and offer frequent breaks to avoid rushes. Ensure that session rooms are open early to avoid queues forming outside them, or use a system of alerts to let people know when it's safe to come. Particularly for sessions, managing the arrival and departure of attendees is important to prevent people from meandering and congregating. Ensure that an order of entry is established among attendees and that it is easy for them to quickly find their place, both in the line and once they enter the session room, in an orderly fashion.

**Include Signage and Markings** - Wherever you anticipate a line forming, be sure to make liberal use of visual indicators to make sure attendees know where to go and what to do. These may include floor markers to enforce the distancing guidelines, signs to direct the flow of traffic, or simple directives reminding attendees of the process.



## Risk assessment checklist: during event

During event	Yes	No	N/A
3a Wherever possible, use a contactless method for exchanging or verifying items like tickets or identification, and for accepting payments at the event.			
3b Ensure adequate supplies at hand-washing stations with soap and water or hand sanitiser.			
3c Require attendees to use hand sanitiser or wash hands upon entry and exit of your venue, exit of bathrooms, after disposing of waste, and after consuming food.			
3d Provide instructions on proper handwashing at handwashing stations.			
3e Event-goers should consider current guidelines on face masks and cover their nose and mouth with an approved cover where appropriate.			
3f Per physical distancing guidelines, event-goers should stay at least one metre from one another.			
3g Provide culturally appropriate messages and materials to prohibit certain actions like handshakes or high-fives that are common at many events but could facilitate the spread of Covid-19.			
3h Remind event-goers, they should cough or sneeze into a tissue or their elbow, not touch their face, and should then wash their hands.			
3i To the extent possible, screen event-goers for Covid-19 symptoms.			
3j If serving food, consider pre-packaged single-serve options.			
3k If an event-goer displays symptoms, separate the event-goer from others until they can go home, at which point they should contact local health officials via the helpline, who will then put the appropriate support in place. Staff should clean and disinfect the event space.			
3l To reduce the risk of continuous personal contact with handles, front doors should either be left open during key arrival time or be automated.			

See notes overleaf →



## Risk assessment checklist: during event

### During event risk assessment notes

To be undertaken and confirmed by the designated lead for the safe running of the event;

- 3b) - Provide access to hand-washing stations with soap and water or hand sanitiser containing at least 60% alcohol if the former is unavailable. Require attendees to use hand sanitiser or wash hands upon entry and exit of your venue, exit of bathrooms, after disposing of waste, and after consuming food.
- 3d) - Provide instructions on proper handwashing at handwashing stations (at least 20 seconds in accordance with Government/WHO guidelines).
- 3e) - Event-goers should cover their nose and mouth with an approved face cover when around others. Unless stated otherwise by local regulations, exceptions are for children under two, persons with breathing issues, or someone who is unconscious/incapacitated or unable to remove their face cover independently.
- 3f) - Per physical distancing guidelines, event-goers should stay at least one metre (this should be adjusted per up-to-date guidance from local authorities and public health officials) from one another, even if they are wearing face coverings.
- 3i) - To the extent possible, screen event-goers for Covid-19 symptoms. Require individuals with visible Covid-19 symptoms, such as a cough or fever, to leave the event immediately, review reporting requirements, and re-assess risk of continuing the event.
- 3j) - If serving food, consider pre-packaged single-serve options. Follow WHO or Government recommendations for Covid-19 food safety. Consider pre-packaged and pre-distributed options. Utilised designated isolation location to isolate event-goers and/or staff who demonstrate signs or symptoms of Covid-19 — and a staff member who will respond to ill attendee concerns.
- To reduce the risk of continuous personal contact with handles, front doors should either be left open during key arrival time or be automated. If possible, have an 'in' and 'out' flow system.

## Risk assessment checklist: public toilet areas

Public toilet areas	Yes	No	N/A
 <b>These are areas of high risk.</b>			
4a	Use floor signs to remind people of safe distancing.		
4b	Identify potential pinch points when multiple breaks might take place, and take extra measures to control flow and distancing.		
4c	Use visible reminders to wash hands effectively.		
4d	Check and clean public area toilets frequently.		
4e	Staff should wear full PPE and place signs to warn customers that cleaning is taking place. Identify increased disinfection cleaning of toilets and other high touch point areas.		
4f	Carry out cleaning and disinfection of high touch points regularly.		
4g	Use signage to reassure customers when cleaning has taken place.		
4h	Provide disposable towels for hand drying and pedal operated, lidded disposal bins.		
4i	Clear disposal bins regularly and disinfect before replacing.		



## Risk assessment checklist: post-event

Post-event	Yes	No	N/A
5a If an event-goer displayed symptoms at the event, follow Government contact tracing requirements to enable contact tracing of event goers should it become necessary.			
5b Clean surfaces with soap and water before using an approved household disinfectant.			
5c Clean and disinfect commonly touched surfaces like tables, doorknobs, light switches, countertops, handles, toilets, taps, sinks, etc. after the event using Government and/or WHO cleaning and disinfecting guidelines. Clean and disinfect surfaces and spaces between events, including between events that may have multiple shifts, acts, or showings.			

## Best practice checklists for event suppliers

### Conference and meeting considerations

- Consider how you can adapt and present your venue to facilitate the requirement for social distancing. This should be considered on a room-by-room basis. Your protocols around cleaning must be exemplary, so review your processes around breaktime 'refreshes'. Also review your delegate supplies and consider replacing flipcharts with white boards that can be disinfected. If flipcharts must be used, they should be considered as belonging to the customer in their entirety at the end of the event, along with the flip chart pens and removed by the client.
- Part of your consideration will need to be air flow, access routes and, if you are asked to cater within a room, how will this be managed? If the current 1m regulation does not work within a particular room setting, the recommendation is do not make this part of your offer.
- Applying distancing rules will reduce the capacity of meeting and event spaces.
- Apply the 1m distancing rules to each room and to each layout i.e.: theatre, boardroom, classroom. Tables should be side-by-side rather than facing. Tables should only be facing if the 1m rule can be applied.
- The use of table cloths is not recommended. If baize is used, it must be changed at the end of each day and not reused for 72 hours.
- If linen cloths are used, they must be changed at the end of each day and laundered at a minimum of 60°C.
- Update your website and marketing materials to reflect the new capacities and layouts.
- Stay flexible. Guidelines may change and you need to be able to review capacities and update marketing information quickly.
- AV Equipment - Staff or suppliers should wear gloves when installing AV equipment. Equipment must be disinfected after setting up. Disinfect whiteboards at each set up and at the end of each day. Flipcharts, if requested, should be disinfected along with pens. Both must be removed by the client at the end of the day or disposed of. Use your chosen communication method (card, text message etc.) to inform organisers that the equipment has been disinfected. Additional cables and controls that organisers request, must be disinfected before taking to the room – gloves must be worn for the installation of these.

## Appendix: scope of events

Reference to The UK Events Report - Table 1.1 Events Industry Matrix. <https://www.businessvisitsandeventspartnership.com/research-and-publications/research/category/4-bvep-research>

Event type	Characteristics/Objectives	Venue type/location	Organiser	Duration
<b>Business events</b>				
<b>Conferences and meetings</b>	Meetings are out-of-office and involve a minimum of 10 people. Includes sales meetings, training, board meetings, AGMs. Conferences normally have a formal programme with speakers. Commercial conferences are developed to address 'hot topics', with places being sold by the organisers.	Hotels, conference centres, academic venues, convention centres, unique venues. Urban, rural and coastal locations.	Either organised by an in-house team or may be contracted to a professional conference organiser or event management agency.	Meetings typically last from 4 hours to a day. Conferences last from 1-3 days, occasionally longer.
<b>Exhibitions and trade fairs</b>	An event at which products, services, or information are displayed and disseminated. Trade exhibitions to promote trade and commerce are attended primarily by business visitors. Consumer shows are primarily open to members of the public.	Exhibition and convention centres, hotels. Mostly in urban locations with good transport links.	Specialist exhibition organising companies, who either own the events themselves or may be contracted to organise for a client.	In 2018 major exhibitions in the UK occupied a venue for 4.7 days on average.
<b>Incentive travel and performance improvement</b>	Incentive travel is a tool used by organisations to motivate their staff and/ or channel partners, with the objective of improving performance at both individual and corporate levels. The incentive trip often has a conference element.	4* and 5* hotels, in urban, rural and coastal locations.	Specialist incentive travel and event management agencies.	Typically 3-4 days and sometimes longer.
<b>Corporate hospitality and corporate events</b>	Hosted entertainment at major sporting events, concerts, and other high profile functions, and/or participation in sporting or outdoor pursuits-type activities.	Hotels, unusual and sporting venues, entertainment venues.	Event management agency, outdoor pursuits specialist company.	Up to 1 day.
<b>Leisure events</b>				
<b>Arts and cultural events</b>	An event where the core content is creative and cultural in essence, such as performing arts, art, film, pyrotechnics, airshow, light, food, literary, historical, seasonal, religious, political.	Indoor and outdoor events in exhibition and convention centres, arenas, unique venues.	Societies and clubs, venues, event management agencies.	Wide range of durations, from a few hours to multiday.
<b>Music events and festivals</b>	An event where the core content / programme is music, of whatever genre.	Indoor and outdoor events in exhibition and convention centres, arenas, unique venues. City and rural locations.	Concert organisers, music entrepreneurs, venues.	From a few hours to several days and, even, weeks.
<b>Sporting events</b>	The main element is physical activity on behalf of the majority of participants e.g. triathlon, marathon, wellbeing.	Agricultural showgrounds, sporting venues, urban and rural locations.	Societies and clubs, venues, charities.	From a few hours to one day.
<b>Private events</b>	Ceremonies, wedding receptions, christenings. An event where the number of the attendees may be known to one another and the guest list is usually controlled.	Indoor and outdoor events in private homes, hotels, unique venues.	Usually a private individual, professional event organiser or event management company.	From a few hours to one day.