

Coronavirus (COVID-19): events sector guidance

Operational guide checklist for the workplace

This checklist is designed to be used in conjunction with the events sector guidance. Please ensure you read this guidance.

Key risks and controls list

This list provides examples of some of the areas you may need to consider and should be used to support your event risk assessment. Depending on the nature of your event, it may be useful to break this down into planning phase, build phase, open period and the break phase.

There should be a named person with lead responsibility for considering these issues. They should seek the appropriate support when considering this, for example from your security company, and your workforce. You should cross reference this against your other known risks to prevent a negative or disproportionate impact. All risks need to be managed and a balance must be found.

It is recognised that most organisers will provide venue or event management plans that will follow a similar format, and that most sections of these plans will require consideration and an update as a result of COVID-19, as well as collating these updates into an overarching COVID-19 plan. Key risks and controls for event organisers to consider are set out below:

Understanding of the overview of the current COVID-19 situation

- Has the workforce been informed on the most up to date COVID-19 outbreak guidance available via the UK Government and Scottish Government? Are the workforce committed to following the available guidance?
- Does the workforce understand the COVID-19 risks and transmission routes, the steps that workforce and attendees can take to limit spread, the recognised best practices (including respiratory etiquette, hand hygiene etc.), and the travel restrictions adopted by different countries that may affect the event?
- Have workforce with underlying health conditions been identified and steps taken to ensure their safety as part of event planning?

- Have workforce been requested to "opt-in" to return to working within the event environment by way of written consent?
- Has the event considered engaging the services of a senior medical person to advise?
- If awarding any medical provision contracts, have you considered including a clause that the supplier must provide COVID-19 guidance?
- Does the event have a Medical Response Plan specifically in relation to COVID-19?
- Does this Medical Response Plan include information about how attendees should interface with the healthcare system (such as hotline/helpline, organiser's medical teams, local healthcare system)?
- Does the Medical Response Plan have a contingency plan for post-event?

Event emergency preparedness and response plans

Specific features of the event that should be considered, include:

- Type or purpose of event (for example, sporting, festival, business, cultural)
- What is the duration and mode of travel of attendees?
- Is the event outdoor (lower risk) or indoors (higher risk)?
- Are attendees or workforce coming from a higher risk area abroad (higher risk), nationally (medium risk) or from the local area only (lower risk)? (Latest travel advice should be checked)
- Has event organiser requested support from local public health authorities?
- Has the event acquired any of the following supplies to help reduce transmission risk?

- Although use of PPE at events is expected to be limited, is PPE (Masks, gloves, gowns etc.) available for on-site medical personnel
 - Face coverings for other workforce: Where face coverings are used consider impacts on different groups. For example, people who are deaf and may lip read, and how they will be able to speak to workforce. Consider people who are not advised to wear face coverings, such as those with asthma.
- If a person is to fall ill/ considered to be suspected case during the event:
- Is there a procedure for attendees to clearly identify who to contact if unwell?
 - Is there a protocol on who organisers should contact to report suspected cases?
 - Are first aid services in-place and equipped to support patients with respiratory symptoms?
 - Are there isolation rooms available on-site?
 - Are there medical facilities (primarily hospitals) within the vicinity of the event to manage patients with COVID-19 infection if required? In particular consider in relation to events in rural and island locations in terms of healthcare capacity.
 - Are transportation services with trained professionals available to transport critically ill patients with severe acute respiratory infections to a hospital, if necessary?
 - Will provision of ambulance or other medical services for the event place an unacceptable strain on these public services?
- Do you plan to establish screening measures for workforce, contractors, attendees at PoE, venues, routes and on-site medical facilities (first aid points)? (Please specify in Comments what these screening measures include)

- If your event is a ticketed /registered event, is a register of attendees, subject to data sharing agreements, available that would also assist with contact tracing if someone attending the event does have coronavirus?

Risk assessment

- Has a comprehensive risk assessment been undertaken at the beginning of the planning phase, reviewed regularly, and updated immediately before the handover to the operational phase?
- Has the land or venue owner been sufficiently consulted and sighted on the risk assessment?
- Where the venue for the event forms part of a larger premises (for example a shopping centre) has the need to collaborate with other businesses been taken into account?
- Have distancing measures to reduce close contact among attendees during the event been considered and implemented where appropriate?
For example:
 - Is it possible to stagger arrival times?
 - Is it possible to stagger departure times?
 - Is transport to / from the event being provided and if so is this frequent enough to allow physical distancing?
 - Are there enough bathrooms and food and water points to allow physical distancing?
 - Will numbers be sufficiently limited to allow physical distancing between groups from different households?
 - Are workforce areas large enough to allow physical distancing of workforce?
 - Will high traffic areas be cleaned regularly to maintain hygiene?

- Protocols for dealing with emergencies, evacuations and accidents will be impacted by the need to maintain physical distance. Emergency, evacuation and accident response processes therefore need to be considered to ensure effective arrangements are still in place. Everyone onsite should be familiar with new processes.

Delivering your event – venue facilities

- Is current public health advice on physical distancing incorporated into event /venue staging plans? This should include the need to define the number of customers that can reasonably follow 2m physical distancing within the venue taking into account total floor space, seating setting up as well as likely pinch points and busy areas.
- How can the number of people be limited when entering the venue, overall and in any particular congestion areas, for example cloakrooms, food outlets, and bars.
- For outdoor events, has consideration been given to applying to the local authority for the temporary suspension of access rights by an Order under Section 11 of the Land Reform (Scotland) Act 2003 to help to control the number of people with access to the site?
- Prior to accessing the venue(s) has a deep clean been completed? [may not be necessary if time between events is longer than 72 hours and no one has been in the venue during that time]
- Has a cleaning schedule been developed to ensure the venue is clean and hygienic before, during, and after the event?
- Are handwashing and/or hand sanitiser stations available at all points of entry and exit, and other well-marked and illuminated locations throughout the venue? Are these stations no-touch activation?
- Does / can the venue and associated facilities (toilets, car parks) comply with current public health recommendations and local authority licensing requirements (such as physical distancing of 2m, toilet provision)?

- Where activities cannot be undertaken without contravening physical distancing (for example self-service drink stations in some venues) they should be suspended or reduced.
- For outdoor events in particular, have requirements in relation to portable toilets and improved handwashing facilities been considered?
- Can you use screens to create a physical barrier between people, for example at pay points.
- Are plans in place to provide hand sanitiser, tissues, and frequently replaced soap canisters for washrooms?
- Are plans / a schedule in place for frequent cleaning of washrooms?
- Consider using physical distance 2m floor markings for other common areas such as entry points, food and drink points, toilets, showers, lockers and changing rooms and in any other areas where queues may typically form.
- Lifts should only be used by people with disabilities or other accessibility issues, for essential purposes, or on a one person per lift basis where possible.
- Are you able to reduce the potential crowding of people, for example by having more entry points for attendees into the venue?
- Ensure any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers.
- Ensure any changes to entries, exits and queue management do not introduce additional risks such as blocking fire escapes or inadequate pedestrian/vehicle segregation on roads.
- Identify high risk areas such as pinch-points like entrances or stairs where close physical contact is likely and/or obstructions force close physical

contact. Take measures to reduce risk, including using drop-off points or transfer zones.

Delivering your event – venue hygiene

- Ensure regular detergent cleaning procedures are in place using a product which is active against bacteria and viruses.
- If your workforce have to use touch-based security devices such as keypads to enter the business through controlled areas, have you sought alternatives or implemented cleaning arrangements?
- Are work areas, workforce rooms, canteens and equipment cleaned frequently between uses (at least twice daily)? A cleaning schedule should be designed and workforce trained to implement the schedule.
- Are workspaces kept clear and all waste removed? All personal belongings must be removed from work areas at the end of work.
- Have you set clear use and cleaning guidance for toilets to ensure they are kept clean?
- Have you considered whether you can provide additional waste facilities and more frequent rubbish collection?
- Have customers been encouraged to use contactless or cashless payment where possible rather than tokens or cash? [You should consider what will happen where people do not have access to contactless payments so that people are not excluded from an event]
- Have you considered use of electronic, rather than paper, tickets that can be scanned without contact? [You should consider what will happen where people do not have access to a smart phone or other electronic device so that people are not excluded from an event]

- Are controls in place to minimise touching and to isolate or clean any merchandise that has been touched by a member of the public but not purchased?

Delivering your event – other methods of reducing transmission

- Have you ensured, for indoor events, an increase in ventilation where it is safe to do so?
- Can you provide active travel facilities, to encourage workforce and attendees to walk or cycle to premises, such as bike racks where possible? Venue arrangements will determine whether this is appropriate.
- Are you able to stagger break times and make use of outdoor space for breaks where possible?
- Have you considered using a consistent pairing or grouping system where workforce work on shifts together?
- Have you considered temperature screening of all individuals accessing the event /venue?
- If undertaking temperature checks, have you considered that it could create queues at entry making physical distancing harder and how to mitigate this?
- Have you considered how you will carry out any required security screening or bag checking and how to minimise risk?
- Where an event is seated, have you considered how to manage entry and exit such as based on row number, front to back?
- Where an event is not seated, can the venue be arranged into different physical blocks, and populating/vacating these blocks managed so as to stagger arrive/departure times?

Enhanced hygiene

- Staff should be encouraged to use contactless or cashless payment where possible, if required in staff canteens.
- Use signage, tannoy announcements and any other relevant communication tools to remind staff to maintain hygiene standards. i.e. hand washing and coughing etiquette.
- Encourage staff to wash their hands by providing hand sanitation facilities at entry and exit points and in any common areas.

Cleaning

- Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should be designed and staff trained to implement the schedule.
- Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly. Adequate disposal arrangements should be made available for any additional waste created.
- Set clear use and cleaning guidance for toilets to ensure they are kept clean.
- Consider whether additional waste facilities and more frequent rubbish collection can be provided.
- Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that physical distancing is achieved.

Staff support

- Plan and implement appropriate engagement structures to ensure employee engagement on testing and modification of site measures is developed collaboratively and regularly informed by shared experience.
- Provide written or verbal communication of the latest guidelines to staff, develop communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Engage with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Take reasonable steps to ensure that disabled people are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage, etc.
- Consider support mechanisms to promote positive mental health and wellbeing in the workforce, supporting employees who may be anxious for many reasons relating to the changes resulting from Covid-19.

Communications Plan

In addition to the workforce, attendees at events will also need to behave responsibly. The venue owner or land owner, and local community will require reassurance about steps that have been taken to ensure that an event is safe to proceed.

As such a comprehensive communications plan for all attendees and the local community reinforcing key principles for staging the event will be important. Event organisers need to give clear and consistent messaging of what is expected and take reasonable measures to facilitate this. Organisers may also want to consider the positive communication of mitigation measures to help support confidence.

It may be necessary to create operating procedures to deal with non-compliance. Attendees should "know before they go" what measures will be in place and what will be required of them. This should emphasise that attendees who are unwell or who are required to self-isolate should not come to the event. It should also emphasise the importance of physical distancing and good hand and respiratory hygiene.

Multiple channels are likely to be required to communicate and reinforce key messages and updates, with visual material proving beneficial in demonstrating changes that have or are being made especially where language barriers may limit the effectiveness of written information.

Further detail around communications are included in the following list of considerations. There should be a named person with lead responsibility for considering these issues. They need not be the same as the person who considers the risks and controls list. :

Risk communication

- Has a risk communication strategy for COVID-19 been developed?
- Have designated person(s) been identified to lead media activities and manage all external communications?
- Is public health advice available before and during the event to all attendees, workforce and personnel of all relevant stakeholders?
- Is advice through events communication channels clear regarding self-isolation and not attending the event if symptoms develop?

- Is there advice on self-monitoring for symptoms and signs for attendees travelling from affected countries, including checking their temperature?
- Has public health advice been uploaded on to all relevant website(s)?
- Have all relevant social media channels incorporated appropriate COVID-19 messaging?
- Do all ticket purchasing sites link to latest health and safety rules?
- Are emails and push notifications being sent to attendees reminding them of health rules and expectations at regular intervals from the date of purchase through to day of the event?
- If the event has a mobile app, have health rules and expectations been added to content?
- Has / will all signage leading to and at the event site been installed which is visually attractive and located where attendees are likely to be standing still or moving slowly?
- Does this signage communicate key health and safety points, such as the importance of hand and respiratory hygiene and physical distancing?
Organisers should ensure there are no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.
- Has the event taken reasonable steps to ensure that people with disabilities are informed about new procedures, and are able to access facilities, i.e. handwashing or hand sanitiser facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc?
- If children are permitted to attend the event, has how to communicate to accompanying adults that they are responsible for supervising them at all times and should follow guidelines been considered.

- Has the workforce, where appropriate, been educated to engage with attendees at ingress / waiting lines to put a friendly face on health and safety rules, and encourage compliance by exhibiting good behaviour?
- Is advice on how to access local health care if necessary, including how to do so without creating a risk to healthcare workers and others, easily available?
- Are communications clear what will happen where measures are not complied with?
- If it is expected that many attendees will be reliant on public transport, 1) will it be made explicit to attendees that they will need face coverings to use public transport; 2) can information about other methods of transport, including active travel, be provided in advance.