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SAFETY OF EVENTS AFTER THE PANDEMIC



ICE Kraków operator

SAFETY OF EVENTS AFTER THE PANDEMIC

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The following study applies to the new security regulations for business events, such as: congresses, conferences, fairs, training sessions, team building meetings, product promotion activities and shows, marketing and branding events, as well as cultural events that will be organized after the pandemic.

The purpose of the works led by the Kraków Network Together project group was to create and then continuously update a set of guidelines and good practices that concern the organization of post-pandemic events, consulted with the TUgether Industry Crisis Staff (Branżowy Sztab Kryzysowy TUgether), occupational health and safety specialists as well as representatives of the medical and scientific industries, and was given the recommendation of the Krakow City Hall.

“
The Kraków Network project was created specifically to support the meeting industry in promotion of the common standards, also by building a dialogue platform and sharing services required to meet the new guidelines among each other.

– Małgorzata Przygórska-Skowron –
Kierownik Kraków Convention Bureau

“
Our goal is to increase awareness and trust among event participants by specifying newly created formulas for action, while maintaining constant communication between representatives of the Krakow-based event industry and full transparency of action plans to be undertaken after the COVID-19 pandemic.

– Paula Fanderowska – Zastępca Dyrektora
Krakowskiego Biura Festiwalowego
ds. Centrum Kongresowego ICE Kraków

“
This document is dedicated to the meeting industry professionals, however we aim at the same time at convincing all of the event industry stakeholders that we are prepared to function in the new reality, and above all, ready to ensure safety for both the organizers, employees and event participants.

– Izabela Helbin – Dyrektor Krakowskiego Biura
Festiwalowego, operatora Centrum Kongresowego
ICE Kraków

The basis to begin discussion on the new reality was formed of: **WHO guidelines, OECD instructions, Chief Sanitary Inspectorate recommendations, American CDC recommendations** as well as German R.I.F.E.L guidelines (created by Research Institute for Exhibitions and Live-Communication).

Our starting point, as a common position developed by the representatives of the entities affiliated within the Kraków Network initiative, was to adapt Chief Sanitary Inspectorate recommendations, and all the good practices that we aim at presenting, reach beyond currently known and forecasted guidelines, that consist of hints given by individual project group members and their know-how.

GENERAL RULES FOR BUSINESS EVENTS ORGANIZERS

The organizer should be aware of and comply with applicable regulations and recommendations regarding sanitary safety, in particular current guidelines of the Chief Sanitary Inspectorate; above all:

- ensure an increase in the distance between the event employees and participants in accordance with the current sanitary regime;
- o provide the event employees and participants with personal protection equipment;
- o appoint a coordinator responsible for implementation of the recommendations for the event duration;
- o observe the rules regarding airing, cleaning and disinfection of space;
- o comply with the rules of conduct in the event of suspected COVID-19 occurrence among the event participants;
- o draw up a sanitary protection plan and appoint a Sanitary Protection Inspector.

The recommendations have been divided into three parts:

1. Security of the event venue combined with risk management during its organization.
2. Guaranteeing protection and security of the employees, participants and suppliers involved in the event.
3. Creating procedures in case of suspected COVID-19 infection among employees, participants and suppliers.



1. SECURITY OF THE EVENT VENUE COMBINED WITH RISK MANAGEMENT DURING ITS ORGANIZATION		PREPARATION	ASSEMBLY	IMPLEMENTATION	DISASSEMBLY
RISK EVALUATION AND SANITARY PROTECTION PLAN	Conducting risk analysis and preparation of a sanitary protection plan. Ensuring that all parties involved in assembly, implementation and disassembly are familiar with the sanitary protection plan functioning inside of the facility and aware of the obligations arising from it.	X	X	X	X
	Designation of the Sanitary Protection Inspector and communication by the organizer to all those involved in assembly, implementation and disassembly, who the Sanitary Protection Inspector is and how and under what circumstances should they be contacted.	X	X	X	X
	Introduction of a rule regarding the contact of the Inspector with the authorities and State Sanitary Inspectorate, in the event of infection threat among the event participants.	X		X	
	Appointment (by the organiser, administrator or owner of the venue) of a person from the team responsible for constant monitoring over the latest reports from sanitary authorities as well as immediate and reliable information flow among all the event participants and staff regarding the new guidelines.	X			
	Uncompromising compliance with the limits regarding the number of people that can reside inside of the event space and continuous monitoring of the current rules, in accordance with the Chief Sanitary Inspectorate guidelines.	X	X	X	X
PREPARATION OF THE VENUE	Organisation of space by setting up furniture, railings and labels should imply: <ul style="list-style-type: none"> provision of distance of minimum 1,5 m between the participants, in all directions; prevention from independent seating choices by the event participants by indicating each person a specific place and visible, legible labels. 	X		X	
	Introduction of appropriate labels within the communication routes that lead to: ticket offices, registration points, entrances, restaurants, toilets, utility spaces, employee-only zones, etc.	X	X	X	X
	All the labels must clearly indicate all the zones designated for movement and presence to the event participants and staff, with preservation of a 1.5 m distance between the participants.	X			
	Provision of regular - at least once per hour - cleaning of all common areas, in particular those that are subject to contact with the participants of the event, such as toilets, elevators, door handles, handrails, tops, chair backs, light switches, buttons, handholds, and other surfaces that are subject to regular touch.	X		X	X
	Ensuring systematic space ventilation or airing every 3 hours for the duration of 15 minutes.	X			

1. SECURITY OF THE EVENT VENUE COMBINED WITH RISK MANAGEMENT DURING ITS ORGANIZATION		PREPARATION	ASSEMBLY	IMPLEMENTATION	DISASSEMBLY
PREPARATION OF THE VENUE	Compliance with cleanliness by use of appropriate means and methods of cleaning and disinfection of spaces based on Chief Sanitary Inspectorate recommendations and the Office for Registration of Medicinal Products, Medical Devices and Biocidal Products guidelines.	X	X	X	X
	Regular supplementation of means for personal disinfection distributed at the entrances to the event area and in public zones, such as toilets, catering spaces, cloakrooms, etc.	X	X	X	X
	Keeping control over the access to the event area by introducing a register of persons and companies that are authorized to be part of the implementation of the event. Preparation and storage of the mentioned register remains within the responsibility of the Sanitary Protection Inspector. Access to the register should be available for inspection at the justified request of the stakeholders, with compliance to the principles of the GDPR.	X	X	X	X
	Keeping a register of space disinfection and cleaning. Supervision by the Sanitary Protection Inspector over the regularity and characteristics of entries kept in corresponding electronic or paper forms by a person who performs the disinfection. Access to the register should be available for inspection at the justified request of stakeholders, with compliance to the principles of the GDPR.	X			
	Designation and strict adherence to the division of the event staff tasks as well as clear and visual distinction of their functions, e.g. by introducing visibly placed IDs.		X	X	X
	ENTRANCE AND EXIT	Placement of instructions about personal safety measures in a visible place, for example about washing hands, correctly removing and applying masks, at the entrances to the event area. Locating instructions for the correct disinfection of hands by the dispensers filled with disinfectant liquid.	X		
Provision of access to hand disinfectants in the entrance zone of the event venue.		X			
Enabling purchase of masks, gloves and personal hand sanitizers in the entrance zone of the event venue.		X			
Allowing online registration, ticket scanning and non-contact verification of invitations, as well as collision-free communication ensured by blockage of open doors, if possible.		X			
Maintenance of 1.5 m distance between participants awaiting entry to the event area.					
Maximum limitation of contact between people entering and exiting the event area. Preparation of separate entrances and exits within the venue and clear marking of signs prohibiting exit through the entry.		X			
Reduction of the maximum number of people allowed for simultaneous stay inside of the elevator (being: regular maximum permissible number of people divided by 3, excluding families). It is recommended that people with difficulties to move between floors use the elevators.		X			

1. SECURITY OF THE EVENT VENUE COMBINED WITH RISK MANAGEMENT DURING ITS ORGANIZATION		PREPARATION	ASSEMBLY	IMPLEMENTATION	DISASSEMBLY
RECEPTION	Permission for prior online registration and maximum limitation of operational activities performed by the event reception staff.	X		X	
	Reduction of the time spent in the reception area to a minimum, if there is necessity to position the reception within the event area.	X		X	
	Equipping the registration staff with individual personal protective equipment and necessary materials, such as personal pens.	X		X	
	Ensuring 1.5 m distance between participants awaiting registration, supported by communicates from the event staff and/or labels on the floor, tripwires, etc.				
	Disinfecting and cleaning the reception desk both within the registration zone and at the service point at least once per hour.	X		X	
CLOAKROOM	Maintaining a 1.5 m distance between event participants awaiting use of the cloakroom.		X	X	X
	Equipping the cloakroom staff with personal protective equipment, including masks or head gear.		X	X	X
	Enabling such method of hanging clothes that allows their separation from other outer garments.				
	Increasing the number of both cloakroom points and staff members that allows maintaining specific distance while queueing to use the cloakroom, in order to prevent participants from gathering within this zone.	X	X	X	X
	Providing access to hand disinfectant and placing it on the cloakroom counter.	X	X	X	X
Disinfecting or cleaning of the cloakroom counter at least once per hour.					
TOILETS	Providing liquid soap and disposable towels.	X	X	X	X
	Eliminating automatic dryers.				
	Provision of maximum number of active toilets.	X	X	X	X
	Provision of hand-washing instructions by the bathroom sinks.	X	X	X	X
	Disinfection and airing of the toilets.	X	X	X	X
	Providing contactless access to the toilets by introducing the system of opening the main doors with a photocell, and if possible, blocking the doors permanently in the open position or allowing it to be opened by pushing it with an elbow or foot, without the use of the door handle.	X	X	X	X
	Increase of the number of portable toilets during outdoor events and providing disinfectant fluids inside of them. Disinfection and frequent cleaning of the toilets, both of their whole interior and the external doors.	X	X	X	X
Control over the access of persons willing to use the public toilets (the maximum number of people allowed to be simultaneously present in the public area of the toilet is equal to the number of available cabins / urinals).					

1. SECURITY OF THE EVENT VENUE COMBINED WITH RISK MANAGEMENT DURING ITS ORGANIZATION

PREPARATION

ASSEMBLY

IMPLEMENTATION

DISASSEMBLY

CATERING ZONE

Meals and drinks served directly by the staff. Prohibition of buffet solutions.

X

X

X

X

Disinfection of tables every time after each participant finishes consumption. Labels on the disinfected tables with the inscription: "disinfected".

X

X

X

Provision of catering service on the basis of rules that currently apply to restaurants.

X

X

X

X

ISOLATION WARD

Preparation of a special room where a person suspected of developing COVID-19 may be directed.

X

X

X

X

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2. GUARANTEEING PROTECTION AND SECURITY OF THE EMPLOYEES, PARTICIPANTS AND SUPPLIERS INVOLVED IN THE EVENT

ASSEMBLY IMPLEMENTATION DISASSEMBLY

		ASSEMBLY	IMPLEMENTATION	DISASSEMBLY
GENERAL RULE	Absolute necessity of compliance with the event rules by whole staff and all participants involved in it, including in particular maintainance of particular social distance and use of personal protective equipment, such as: nose and mouth protection, e.g. mask or head gear. Cooperation between the organizer and all suppliers / subcontractors who implement their own sanitary safety protocols.	X	X	X
COLLECTIVE PROTECTION MEASURES	Keeping control over the number of people who enter and exit the event. Online registration system enabling the organiser with constant access to the contact details of all event participants.	X	X	X
	Introducing necessity for accepting the event rules at the moment of online registration and making them visibly available to all persons present at the event venue.	X	X	X
	Arrangement of cleaning, washing and disinfection schedule prior to the event. Preparation of the above mentioned activities register that confirms their implementation.	X	X	X
	Providing participants and staff with hand disinfectants as well as enabling access to bathrooms and soap in order to allow frequent hand washing.	X	X	X
	Prohibition of advertising materials and gadgets as well as information folders distribution within the event venue.	X	X	X
	Ensuring proper ventilation of rooms by effective air exchange in closed areas or frequent ventilation of halls and common rooms in order to exchange air effectively within them.	X	X	X
	Temperature measurements among all persons entering the event area by use of a non-contact thermometer or infrared cameras, whenever possible.	X	X	X
	Obligatory training of event staff and suppliers in the field of procedures used for COVID-19 counteraction during the organization of the event, with particular emphasis on non-contact service of participants.	X	X	X
	Placement of graphic information in visible manner on: maintaining a 1.5 m distance between participants, washing and disinfecting hands, putting on and removing nose and mouth covers, sneezing, avoidance of face touching.	X	X	X
	Ensuring separate waste disposal after each event and separate containers for used face masks, headgear to cover nose and mouth and gloves, treating the above mentioned waste as potentially infectious.	X	X	X
	Establishment of the organizer's emergency telephone number, available during the event or meeting. Dissemination of information about the number in visible places together with rules of its use.			
Restrictions related to the common spaces use by event staff for its duration: <ul style="list-style-type: none"> Introduction of differential time breaks. Reduction of the number of staff members who use common areas at a given time (e.g. dispersion of meal breaks) 				
In attempt to limit interpersonal contacts, it is recommended to use for communication, whenever possible, telephones, electronic mail, among others.				
PERSONAL PROTECTION EQUIPMENT	Provision by the organizer of an adequate number of personal protective equipment units in case of lack of their possession by persons present at the event area, e.g. by installation of vending machines or sales points with personal protective equipment.	X	X	X
	Constant use of nose and mouth covers by all persons present at the event area.	X	X	X
	Recommending frequent cleaning and /or hand disinfection.	X	X	X
	Recommending 1.5 m distance between event participants.	X	X	X

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3. PROCEDURES IN CASE OF SUSPECTED COVID-19 INFECTION AMONG STAFF MEMBERS, PARTICIPANTS AND SUPPLIERS INVOLVED IN THE EVENT.

ASSEMBLY IMPLEMENTATION DISASSEMBLY

CONTROL OVER THE NUMBER OF PEOPLE

Supplying instructions for participants, staff members and suppliers involved in the event on acting methods in the event of alarming symptoms:

- the above mentioned persons should not be present at the event premises,
- the above mentioned persons should stay at home and contact a sanitary-epidemiological station or infectious department by phone, and in the event of life-threatening situations should call 999 or 112 and report suspected coronavirus infection

X X X

Immediate notification sent to the Sanitary Protection Inspector about the occurrence of symptoms suggesting coronavirus infection of a staff member or participant present at the event premises, in order to separate the above mentioned person from the others and direct them to a designated room.

X

In case of the event participant inhabiting the hotel / facility / guesthouse where the meeting or event is being held - isolating them temporarily in a dedicated room, notifying a medical dispatcher about suspected infection and reporting the incident to the management of the facility that carries out the event. It will allow the staff to determine which areas the person was staying in and moving around, and then to organize routine cleaning in accordance with the object's procedures and disinfection of the surfaces subject to touch (door handles, handrails, handholds, etc.).

X X

Enable awaiting for sanitary transport in a designated room, temporarily isolating a person with suspected infection from the others, until the State Sanitary Inspectorate provides their decision on the next steps.

X

Recognition of the area where the person with suspected infection was present and immediate organization of cleaning, in accordance with the sanitary procedures, and disinfection of surfaces subject to touch (door handles, handrails, handholds, etc.).
Disinfection of the entire event area after it terminates and before disassembly begins.

X

Denial of access to the event area for people bearing clear signs of illness, such as persistent cough, breathing difficulties, fever or those with subfebrile condition.
Communication of the need for reporting malaise to event staff and the Sanitary Protection Inspector, who provides detailed instructions on how to report to the nearest infectious department in order to schedule doctor appointment.

X

SUSPECTED INFECTION

Notification to the State Sanitary Inspectorate about suspected infection and reporting the incident to the person responsible for implementation of the event on behalf of the facility, where it is being organised.
Temporary isolation of a person with suspected infection in a dedicated room, organisation of routine cleaning in accordance with the object's procedures, and disinfection of surfaces subject to touch (door handles, handrails, handholds, etc.).

X X X

Establishment of a list of persons subject to direct contact with a person suspected of infection by the Sanitary Protection Instructor. Recommendation of compliance with Chief Sanitary Inspector guidelines available at websites: www.gov.pl/web/koronawirus and www.gis.gov.pl, that relate to persons subject to contact with a person infected with coronavirus

X X X

Notification to the district sanitary and epidemiological station by the Sanitary Protection Inspector and strict compliance with instructions issued by State Sanitary Inspectorate.

X X X

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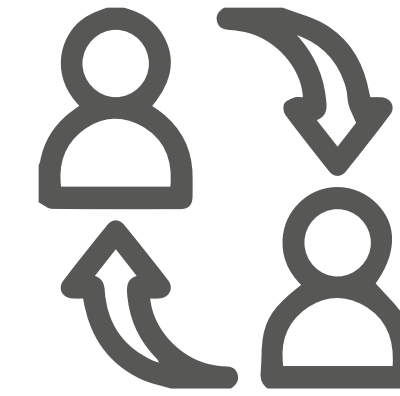




GOOD PRACTICES

Continuous communication between representatives of all the event industry sectors, including the exchange of experience and plans for the organisation of events in post-pandemic reality, is crucial for preparation of safe events and their consistent scenario. No less important is the knowledge of good practices that function within the industry and remaining open to the idea of implementing the principles of cooperation - (cooperation between competitors) into everyday life. It will help in reduction of new, however obligatory costs related to guaranteeing events safety.

We encourage to acknowledge yourselves with selected good practices presented by the members of the Kraków Network project which supplement this document.



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– Coordinators of the project group „**POST-PANDEMIC EVENTS SAFETY**”:

Dr Alicja Gluszek – CEO of FOH Foundation

Weronika Wirtel – Senior Specialist of ICE Krakow Congress Centre

TAURON Arena Kraków

“

TAURON Arena Kraków meets the highest security standards associated with events organization. Due to the COVID-19 pandemic, we have introduced additional rules, related to the Chief Sanitary Inspectorate recommendations, and guidelines. With special attention to all our event participants and clients, we analyze our country and world situation continuously, in order to return to organizing events as soon as possible, with simultaneous care of all our guests safety. We consult our operating rules with the entire event industry that operates other halls in Poland and CEOs of facilities belonging to the European Arena Association.

– Małgorzata Marcińska - Chairman of the Board of Arena Kraków Inc.

”

**GET TO KNOW TAURON ARENA KRAKÓW
GOOD PRACTICES**

EXPO Kraków

“

Our venue - the International Exhibition and Convention Centre EXPO Krakow is already prepared to come back to life. All its areas have been adapted in accordance with the top regulations of the Chief Sanitary Inspector. We will take care of frequent disinfection of door handles, countertops, chairs, and supply hand disinfectants that will be widely available. Our vast space allows to maintain appropriate distance between participants of meetings, and its volume combined with our ventilation system ensure proper air exchange. We are prepared for automated counting process of entering persons and moreover to measure their temperature with infrared cameras.

– Grażyna Grabowska – Chairman of the board of Targi w Krakowie Ltd., owner and operator of the International Exhibition and Convention Centre EXPO Krakow.

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GET TO KNOW EXPO KRAKÓW GOOD PRACTICES!





GOOD PRACTICES

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KRAKOW FESTIVAL OFFICE (KBF)

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In relation to the current sanitary restrictions enforced throughout the country, the Krakow Festival Office team has developed new audience plans for the largest halls of the ICE Kraków Congress Center: Krzysztof Penderecki Auditorium Hall (S1) and the Theater Hall (S2) with extra possibility of adapting them to those restrictions that are subject to change. The works already adopted maximum sanitary regime: 2 m distance between event participants in order to guarantee audience safety.

– Joanna Romanow – Audience Development and Organisation Coordinator at the Krakow Festival Office

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GET TO KNOW KBF GOOD PRACTICES

RADISSON Hotel Group

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At the Radisson Hotel Group, launching strict cooperation with an international specialist in the field of inspection and certification, SGS company, we have developed a so-called Safety Protocol - a global commitment in spectre of our hotels cleanliness and hygiene aimed at providing safety of our guests and employees. The protocol consists of 20 detailed points on care of public spaces and rooms, as well as meal preparation and serving, complemented with guidelines for staff work. Another 10 points determine the rules of hygiene and safety of meetings - including way of preparation of conference rooms and top to bottom service of events. We are aware that the Safety Protocol constitutes guarantee of care for the health and comfort of stay for our guests and business partners.

– Magdalena Młynarczyk – City Director of Sales & Marketing at the Park Inn by Radisson Krakow & Radisson Blu Hotel Krakow

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GET TO KNOW RADISSON HOTEL GROUP GOOD PRACTICES



event



GOOD PRACTICES

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OSTI-HOTELE

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Our guests comfort is our priority. This is the reason why we attach particular importance to the new procedures while introducing changes in our hotels, not only to ensure maximum safety, but at the same time to make it least burdensome for our guests.

– Joanna Ostrowska – Head of Hotel Business in the Osti-Hotele network

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GET TO KNOW OSTI-HOTELE NETWORK GOOD PRACTICES

MASTERS CATERING

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We care for our guests wellbeing not only regarding the aspect of taste or aesthetics, but above all, in terms of safety, health and hygiene. Like most catering suppliers, restaurants or hotels, regardless of the occurrence of the COVID-19 epidemic, sanitary and safety services require us to use preventive measures aimed at suppressing the spread of any viruses or bacteria. Nevertheless, the situation that we have found ourselves in, strengthened our motivation for self-control and introduction of additional preventive measures.

– Marcin Cieslikowski - General Manager of Masters Catering Ltd.

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GET TO KNOW MASTERS CATERING GOOD PRACTICES





GOOD PRACTICES

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TPO PASTUSZAK LTD., LIMITED PARTNERSHIP

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Our clients health is of fundamental importance to us. Our wish is to ensure maximum safety during each journey from the pickup point to the final destination. That is why we have created a document that defines safety and health protection policy of all passengers during their journeys in accordance with the guidelines related to the current situation. We will present them to every person that plans their trip and encourage them to familiarize themselves with currently applicable standards and recommendations.

– Agnieszka Pastuszek - Chairman of the Board of TPO Pastuszek Ltd., limited partnership

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GET TO KNOW TPO PASTUSZAK GOOD PRACTICES

SPRZETEVENTOWY.PL

“

We have taken decision to expand our event equipment and furniture rental offer, that for more than 10 years has specialised in support services for event organizers and facility operators, and complement it with virus protection supporting systems. We expand our offer with: hand disinfection stands, entrance temperature control units, disinfection gates for people and disinfection tunnels for equipment, UV-C rays-based disinfection services of objects and multiple proven systems for traffic management and effective communication among participants. After analyzing market offers of many manufacturers, we selected the best solutions that will be offered in agile cooperation models with added possibility of purchase, short-term rental together with service or long-term rental.

– Sebastian Godula - Co-owner of Event Factory agency, conducting strategic supervision over the operations of the rental company: sprzeteventowy.pl

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GET TO KNOW SPRZETEVENTOWY.PL GOOD PRACTICES





GOOD PRACTICES

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EVENTX.PL

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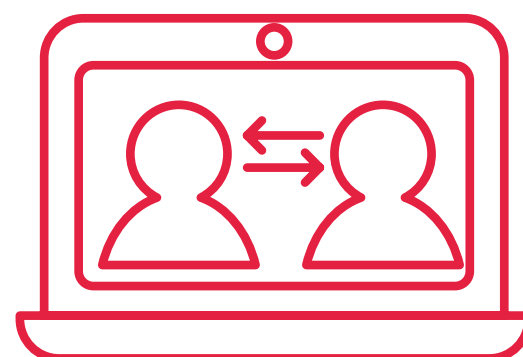
Wishing to meet the expectations of our clients and adapt to the sanitary requirements caused by the spread of the SARS CoV-2 virus, we have introduced a number of newly-created solutions, regarding both our services and rental-only equipment, which are designed to allow safe organization of events with participation of the public. Our main goal was to create a wide range of solutions that will allow events and fairs organizers, but also the facilities themselves, to ensure full safety of their guests at the same time bearing the lowest possible financial outlay..

– Mateusz Jaworski – Senior Event Marketing Manager at EventX.pl

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GET TO KNOW EVENTX.PL GOOD PRACTICES





Current document updates and a list of project group members that prepared the study is available at:

[KRAKOWNETWORK.PL](https://www.krakownetwork.pl)