



Reassurance that we are protecting your environment

The Edinburgh International Conference Centre (EICC) places the health, safety and wellbeing of all delegates, clients, team members and business partners as its top priority. We are continually reviewing the associated risks and we will take further action based on governmental advice as updates are provided.

We wish to offer reassurance to everyone that we have implemented the following risk reduction measures as recommended by the following organisations:

- The World Health Organization (WHO) <https://www.who.int/>
- Public Health England <https://www.gov.uk/government/organisations/public-health-england>.
- Public Health Scotland <https://www.hps.scot.nhs.uk/>
- UK Government <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- The following link provides advice for those that may require to travel: <https://www.fitfortravel.nhs.uk/advice/disease-prevention-advice/coronavirus-disease-covid-19>

Risk reduction measures & recommendations

It is the client's responsibility to pass on the information and requirements contained within this document to all contractors and exhibitors associated with their event.

- *Everyone must comply with all travel restrictions as outlined by the above organisations and adhere to the latest government advice and legislation.*
- *We have displayed additional hygiene signage at reception areas, cloakrooms and within all washroom and dressing room areas.*
- *Perspex screens will be installed at reception and cloakroom areas*
- *EICC team members will wear PPE in any areas where physical distancing may be compromised*
- *The cloakroom will operate on a ticketless system (if in use by prior agreement)*
- *First-aid points are located around the EICC and are clearly marked, with appropriate PPE available to first responders to manage anyone taking unwell with flu like symptoms.*
- *We have a dedicated medical room which can be used if required for temporary isolation purposes should we have concerns about anyone showing any symptoms of the virus.*
- *Anyone showing signs of the virus should not be sent to a hospital, a doctor's surgery, health centre or pharmacists.*



- *Should anyone develop or be suspected of having the virus then contact should be made with NHS 24 (dial 111) and then follow advice given over the call.*
- *Additional hand sanitising facilities are available at EICC reception areas, toilets, cloakrooms and food service areas.*
- *We have an enhanced, stringent cleaning regime in place including disinfectant fogging machines to focus on communal surface areas and to ensure that the very highest standards to hygiene are maintained throughout the venue.*
- *It is recommended that clients issue their delegates with individual hand sanitisers or provide hand sanitising gel at their registration area.*
- *It is also recommended that exhibitors have sanitising gel available for delegates to use while visiting their stands.*
- *Additional cleaning and sanitising of all registration equipment is recommended to all clients. We would not recommend shared use of any equipment but if this cannot be avoided then you need to ensure that adequate cleaning and sanitisation is in place before shared use takes place.*
- *Technical teams have sterilisation kit available for the cleaning of keyboards, microphones, screens and lecterns after every speaker's session.*
- *It is the responsibility of the client to ensure that all visiting technical production companies are also adhering to the above standard.*
- *Avoid close contact with people suffering from acute respiratory infections and ensure that you are complying with the most recent government advice on physical distancing.*
- *People who develop symptoms of acute respiratory infection should practice cough etiquette (maintain physical distance, cover coughs and sneezes with disposable tissues or clothing, and wash hands with used tissues disposed of in closed bins). They should also use a mask to protect others.*
- *Avoid handshaking or excessive contact, a simple verbal greeting is currently more appropriate while maintaining physical distancing.*
- *Frequent hand washing and use of hand sanitizers is mandatory, especially when first arriving at the venue and regularly throughout their time in the venue. This is to protect themselves and consideration for others.*
- *Our Company enforces a strict self-quarantine policy for all team members including our noncompany personnel suppliers and business partners.*

Technical

- *We anticipate a higher demand than usual for presentations by speakers to be made remotely, as well as remote access for delegates to watch conference sessions. As such we have made available several subsidised remote access options. Our latest initiative on this offers some excellent and professional support for the client, the speaker, and the delegate.*



Leith's Catering

- Our main priority for all our clients and delegates, which we take pride in looking after on a daily basis, is to ensure we continue to keep everyone safe, healthy and well. In these evolving times this is more important to us than ever before.
- Leith's at the EICC have the highest levels of hygiene standards and processes in place. We have stringent cleaning and disinfecting policies embedded in our operation, at all stages of the food preparation and serving process. Our food safety measures are continually and consistently adhered to.
- We also provide you with the reassurance that we have a strict self-quarantine policy in place for all our team members and this includes our non- company personnel suppliers.
- Our catering team will be provided with appropriate protective personal clothing and gloves. In addition to this hand sanitiser stations will be available at all catering areas and any events where payment is required will be contactless.
- Leith's offer service methodologies which minimise customer and staff contact with food and drink items, including individual portions instead of shared platters or buffet service.
- The foods on offer can all be wrapped and sealed, eliminating uncovered items, and promoting self- service solutions with "Grab and Go" options in packaging which is recyclable and sustainable.
- Our "Grab and Go" options eliminate the need for queuing and additional catering points can be added to facilitate physical distancing over refreshment and lunch breaks. Breaks and lunchtimes can also be staggered to suit the conference programming taking physical distancing into consideration.
- The "Grab and Go" options are as with all our catering, simple, healthy, tempting and of course delicious. Leith's healthy food options help to build a strong immune system something we are more conscious of than ever before.

In addition to these standard measures, when we know what the government regulations are going to be, we have come up with some possible solutions which we could look to implement in order to provide a safer, enjoyable delegate experience. These will assist in reassuring not only delegates and sponsors but also our clients and the wider EICC team, as well as giving them confidence that all the regulations are being followed and we are caring for everyone's health and wellbeing.

Please see below some additional measures we will put in place:

- Floor markings/chevrons for cloakroom queues ("wait here" for example or have distancing footprints on the floor like those some supermarkets have in place now).
- Potential use of more than one entry/exit point to reduce crowding and the creation of a one-way system for entering exiting building as well as movement around the building.



- Working with clients to ensure very clear guidance on control measures and code of conduct agreed and issued to delegates/contractors etc prior to arriving on site.
- Provide masks, gloves, visors, etc for all EICC staff if required to support them to carry out their roles safely.
- Staff available to assist in managing the increased and new control measures.
- Additional catering points spread out and offering bagged/pre-packed food instead of buffet service.

Additionally we will support our clients on creating an event which not only complies with government regulations but also provides a safe and comfortable environment tailored to their specific event whilst still allowing delegates to attend sessions and enjoy the experience of being at a conference:

- Work with clients to ensure delegate numbers allow physical distancing by clicking delegates in as they come in the front door to ensure we do not exceed agreed max numbers.
- Options of testing and screening delegates on entry through recommended supplier (through thermal screening/imaging for example).
- Support on updating and revising the conference programme with clients in order to allow for physical distancing (such as incorporate increased break times to allow delegates to make their way to sessions without there being a rush and avoiding queues and crowding) and staggered arrival and departure times of delegates.
- Suggest to clients and offer advice on the best registration process for their event. Depending on delegate numbers and space availability, allow for staggered access times for example, online registration only in advance/personal health declaration as part of the registration process/self-service check in for delegates to validate attendance at an event are all options we can work with on with the client.
- Revise access build time schedules to allow for potential longer build or set up times to reduce numbers of people working at the same time and within close proximity of each other.
- Facilitate floorplans and capacities tailored to their requirements and adhering to government specifications –i.e. increased gang width in exhibition halls, leaving every second seat in a fixed auditorium empty plus every second row, spacing between exhibition stands and poster boards, bespoke creation of floor plans depending on set up and delegate numbers.
- Working with clients to ensure very clear guidance on control measures and code of conduct agreed and issued to delegates/contractors etc prior to arriving on site including a health questionnaire which should be sent to your delegates and contractors.
- Any delegate or contractor details must be readily available should trace, test and protect need to be implemented